

# ***Providence Medical Group***

## **Providence Medical Group Handbook**

Welcome new employee!

On behalf of your colleagues, I welcome you to PMG and wish you every success here.

We believe that each employee contributes directly to PMG's growth and success, and we hope you will take pride in being a member of our team.

This handbook was developed to describe some of the expectations of our employees and to outline the policies, programs, and benefits available to eligible employees. Employees should familiarize themselves with the contents of the employee handbook as soon as possible, for it will answer many questions about employment with PMG.

We hope that your experience here will be challenging, enjoyable, and rewarding. Again, welcome!

Sincerely,

***THIS HANDBOOK IS A GUIDELINE FOR PMG EMPLOYEES. IT SHALL NOT BE CONSTRUED TO FORM A CONTRACT BETWEEN PMG AND ITS EMPLOYEES AND DOES NOT ALTER THE EMPLOYEES' AT-WILL STATUS. PMG MAY ADD, ALTER, OR ELIMINATE ANY POLICY AT ANY TIME IN ITS SOLE DISCRETION***

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### INTRODUCTORY STATEMENT

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

No employee handbook can anticipate every circumstance or question about policy. As PMG continues to grow, the need may arise and PMG reserves the right to revise, supplement, or rescind any policies or portion of the handbook from time to time as it deems appropriate, in its sole and absolute discretion. The only exception to any changes is our employment-at-will policy permitting you or PMG to end our relationship for any reason at any time. Employees will, of course, be notified of such changes to the handbook as they occur.

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### EMPLOYEE ACKNOWLEDGEMENT FORM

The employee handbook describes important information about PMG, and I understand that I should consult the Personnel Department regarding any questions not answered in the handbook.

I have entered into my employment relationship with PMG voluntarily and acknowledge that there is no specified length of employment. Accordingly, either I or PMG can terminate the relationship at will, with or without cause, at any time, so long as there is no violation of applicable federal or state law.

Since the information, policies, and benefits described here are necessarily subject to change, I acknowledge that revisions to the handbook may occur, except to PMG's policy of employment-at-will. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies. Only the Administrator of PMG has the ability to adopt any revisions to the policies in this handbook.

Furthermore, I acknowledge that this handbook is neither a contract of employment nor a legal document. I have received the handbook, and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

I also acknowledge that I have been given the website to pull up this handbook:  
**provmedical.com/handbook.**

EMPLOYEE'S NAME (printed): \_\_\_\_\_

EMPLOYEE'S SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

POSITION: \_\_\_\_\_

RATE OF PAY: \_\_\_\_\_

**NOTE TO EMPLOYEE:** This form is to be signed and submitted to the manager/physician before you receive your first paycheck. A copy will be filed in your personnel file.

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### **PATIENT CARE**

Patients are among our organization's most valuable assets. Every employee represents PMG to our patients and the public. The way we do our jobs presents an image of our entire organization. Patients judge all of us by how they are treated with each employee contact. Therefore, one of our first business priorities is to assist any patient or potential patient. Nothing is more important than being courteous, friendly, helpful, and prompt in the attention you give to our patients.

Patients who wish to lodge specific comments or complaints should be directed to the Administrator for appropriate action. Our personal contact with the public, our manners on the telephone, and the communications we send to patients are a reflection not only of ourselves, but also of the professionalism of PMG. Positive patient relations not only enhance the public's perception or image of PMG, but also pay off in greater patient loyalty.

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### **Philosophy & Mission of Practice**

If you have had experience in a medical practice, you know the warm feelings of seeing someone on the road to recovery after a serious illness or injury. If you have not had medical practice experience, you will come to know it. It makes being here important.

We work as a team. Whether the position involves working directly with patients or is of clerical nature, all of the tasks you perform contribute to the overall quality of patient care. Each team member needs to be supportive of others. Your job is an important one, or we would not need you. Often the day to day aggravations of too many patients and too little time, do not allow us the luxury of standing back from our own work and saying to ourselves and others, "well done," or "thanks".

We appreciate what you do. The patients for whom we care appreciate what you do, even though they may not always express their appreciation or for that matter, know you by name. Try, even under the most difficult circumstances, to be a team member. It instils pride in all of us and in the jobs we perform.

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### **101 Nature of Employment**

Effective Date: 9/1/2005

Revision Date: 5/22/2009

Employment with PMG is voluntarily entered into, and the employee is free to resign at will at any time, with or without cause. Similarly, PMG may terminate the employment relationship at will at any time, with or without notice or cause.

Policies set forth in this handbook are not intended to create a contract, nor are they to be construed to constitute contractual obligations of any kind or a contract of employment between PMG and any of its employees. The provisions of the handbook have been developed at the discretion of management and, except for its policy of employment-at-will, may be amended or cancelled at any time, at PMG's sole discretion.

These provisions supersede all existing policies and practices and may not be amended or added to without the express written approval of the Administrator of PMG.

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### **102 Employee Relations**

Effective Date: 9/1/2005

Revision Date: 5/22/2009

PMG believes that the work conditions, wages, and benefits it offers to its employees are competitive with those offered by other employers in this area and in this industry. If employees have concerns about work conditions or compensation, they are encouraged to voice these concerns openly and directly to their supervisors. Employees should not, however, discuss their rate of pay with fellow co-workers.

Our experience has shown that when employees deal openly and directly with supervisors, the work environment can be excellent, communications can be clear, and attitudes can be positive. We believe that PMG amply demonstrates its commitment to employees by responding effectively to employee concerns.

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### **103 Equal Employment Opportunity**

Effective Date: 9/1/2005

Revision Date: 5/22/2009

PMG is committed to a policy of equal employment opportunity for all applicants and employees. Employment decisions comply with all applicable federal, state and local laws prohibiting discrimination in employment. It is our philosophy and policy to treat our employees and applicants for employment fairly and without regard to race, color, sex, religion, national origin, age, disability, United States military service veteran status, or any other characteristic protected by law. Discrimination against any employee or applicant based on any of these factors will not be allowed or tolerated. This policy applies to all employment practices, including but not limited to recruiting, hiring, pay rates, training and development, promotions, and all other terms and conditions of employment.

PMG will make all reasonable accommodations to the known physical and mental limitations of any otherwise qualified applicant or employee with a disability and comply with all applicable federal, state and local laws.

In addition to a commitment to provide equal employment opportunities to all qualified individuals, PMG has established an affirmative action program to promote opportunities for individuals in certain protected classes throughout the organization.

Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their immediate supervisor or the Office Manager. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

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### **104 Sexual and Other Unlawful Harassment**

Effective Date: 2/10/2006

Revision Date: 5/22/2009

PMG is committed to providing its employees with a work environment that is free from discrimination and harassment of any kind, including harassment based on an individual's race, religion, color, gender, national origin, age, disability, veteran status, or any other characteristic protected by law. PMG strictly prohibits, and will not tolerate in any fashion, harassment of any employee by another employee (regardless of position or authority). Similarly, PMG will not tolerate harassment of its employees by any client, vendor, supplier, or other third party.

Prohibited harassment occurs when an individual is subjected to verbal or physical conduct that defames or shows hostility toward the individual because of his or her race, color, religion, gender, national origin, age, disability, veteran status, or any other characteristic protected by law, including the fact that such individual has made a complaint of discrimination or harassment, has participated in the investigation of any such complaint, or due to such individual's association, friendship or relationship with any person protected by applicable law. Prohibited harassment also includes conduct that (i) creates or is intended to create an intimidating, hostile, or offensive working environment, (ii) interferes or is intended to interfere with the individual's work environment or performance, or (iii) otherwise adversely affects the individual's employment.

Examples of such harassment include, but are not limited to:

Using or making reference to epithets, slurs, negative stereotyping, or threatening, intimidating or hostile acts, which relate to race, color, religion, gender, national origin, age, disability, veteran status, or any other characteristic protected by law; and

Publication or circulation of any written or graphic material that defames or shows hostility or aversion toward an individual or group because of their race, color, religion, gender, national origin, age, disability, veteran status, or any other characteristic protected by law.

This policy's prohibition against harassment specifically includes, but is not limited to, sex-based and sexual harassment. Sexual harassment occurs when unwelcome conduct of a

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sexual nature becomes a condition of an employee's continued employment or creates an intimidating, hostile, or offensive working environment.

Examples of sexual and sex-based harassment include, but are not limited to, the following:

- Requests for sexual favors (whether explicitly or implicitly);

- Unwanted physical contact of any nature, including touching, rubbing, pinching, or brushing the body;

- Verbal harassment, such as sexual innuendoes, suggestive comments, jokes of a sexual nature, sexual propositions, and threats;

- Non-verbal conduct, such as display of sexually suggestive objects or pictures, leering, whistling, or obscene gestures; and

- Acts of physical aggression, intimidation, hostility, threats, or unequal treatment based on sex (even if not sexual in nature).

Any employee who believes he or she has been harassed in any way in violation of this policy should report the conduct immediately to the employee's supervisor. If the supervisor is unavailable or you believe it would be inappropriate to contact that person, you should immediately contact the Administrator or any other member of management.

Any employee who experiences harassment by a non-employee, or who observes harassment of an employee by a non-employee, should report such harassment to his or her supervisor, the Administrator, or any other member of management.

All reports will be treated seriously and confidentially to the extent reasonably possible. PMG will not take or allow anyone else to take any adverse action against an employee because he or she has reported, or participated in the investigation of, legitimate concerns of possible discrimination or harassment. PMG will immediately conduct a thorough and impartial investigation of all complaints received and such investigations will be conducted in a timely and confidential manner. Upon the conclusion of its investigation, PMG will advise the complaining employee of its findings as well as any steps taken to prevent future violations.

Supervisors are responsible for the administration of this policy. Should any supervisor learn of a violation of this policy, they are expected to take whatever steps are necessary to prevent further harm to the affected employee and immediately report the conduct to the Administrator or any member of management for a full and prompt investigation. Failure to report such conduct will be considered a violation of this policy and will subject the supervisor to disciplinary action, up to and including discharge.

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Any employee suspected of engaging in harassing or retaliatory conduct of any nature in violation of this policy after reasonable investigation will be subject to disciplinary action, up to and including immediate termination. If PMG finds that an employee has violated the policy against harassment, appropriate disciplinary action will be taken, up to and including termination.

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### **105 Business Ethics and Conduct**

Effective Date: 9/1/2005

Revision Date:

The successful business operation and reputation of PMG is built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

The continued success of PMG is dependent upon our customers' trust and we are dedicated to preserving that trust. Employees owe a duty to PMG, its customers, and shareholders to act in a way that will merit the continued trust and confidence of the public.

PMG will comply with all applicable laws and regulations and expects its directors, officers, and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.

In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with your immediate supervisor and, if necessary, with the Administrator for advice and consultation.

Compliance with this policy of business ethics and conduct is the responsibility of every PMG employee. Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including possible termination of employment.

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### **106 Personal Relationships in the Workplace**

Effective Date: 9/1/2005

Revision Date:

The employment of relatives or individuals involved in a dating relationship in the same area of an organization may cause serious conflicts and problems with favoritism and employee morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried over into day-to-day working relationships.

For purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage. A dating relationship is defined as a relationship that may be reasonably expected to lead to the formation of a consensual "romantic" or sexual relationship. This policy applies to all employees without regard to the gender or sexual orientation of the individuals involved.

Although PMG has no prohibition against employing relatives of current employees or individuals involved in a dating relationship with current employees, we are committed to monitoring situations in which such relationships exist in the same area. In case of actual or potential problems, PMG will take prompt action. This can include reassignment or, if necessary, termination of employment for one or both of the individuals involved. Employees in a close personal relationship should refrain from public workplace displays of affection or excessive personal conversation.

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### **107 Immigration Law Compliance**

Effective Date: 9/1/2005

Revision Date: 5/22/2009

PMG is committed to employing only United States citizens and aliens who are authorized to work in the United States.

In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form if they have not completed an I-9 with PMG within the past three years, or if their previous I-9 is no longer retained or valid.

Employees with questions or seeking more information on immigration law issues are encouraged to contact the Office Manager.

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### **108 Conflicts of Interest**

Effective Date: 9/1/2005

Revision Date:

Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. This policy establishes only the framework within which PMG wishes the business to operate. The purpose of these guidelines is to provide general direction so that employees can seek further clarification on issues related to the subject of acceptable standards of operation. Contact the Office Manager for more information or questions about conflicts of interest.

An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that employee or for a relative as a result of PMG's business dealings. For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

No "presumption of guilt" is created by the mere existence of a relationship with outside firms. However, if employees have any influence on transactions involving purchases, contracts, or leases, it is imperative that they disclose to an officer of PMG as soon as possible the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

Personal gain may result not only in cases where an employee or relative has a significant ownership in a firm with which PMG does business, but also when an employee or relative receives any kickback, bribe, substantial gift, or special consideration as a result of any transaction or business dealings involving PMG.

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### **110 Outside Employment**

Effective Date: 9/1/2005

Revision Date:

An employee may hold a job with another organization as long as he or she notify's the Personnel Manager in writing of a second job and satisfactorily performs his or her job responsibilities with PMG. All employees will be judged by the same performance standards and will be subject to PMG's scheduling demands, regardless of any existing outside work requirements.

If PMG determines that an employee's outside work interferes with performance or the ability to meet the requirements of PMG as they are modified from time to time, the employee may be asked to terminate the outside employment if he or she wishes to remain with PMG.

Outside employment will present a conflict of interest if it has an adverse impact on PMG.

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### **112 Non-Disclosure**

Effective Date: 9/1/2005

Revision Date:

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

- \* patient confidentiality
- \* compensation data
- \* computer processes
- \* computer programs and codes
- \* customer lists
- \* financial information

All employees may be required to sign a non-disclosure agreement as a condition of employment. Employees who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action, up to and including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

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### **180 Transferring Offices Within PMG**

Effective Date: 1/1/2004

Revision Date: 5/22/2009

As an employee of PMG, there may be a time when a position within the corporation becomes available that may be of interest to you. If a position becomes available that you are interested in, you are to contact your immediate supervisor first and he/she will call the corporate office administrator for the appropriate paperwork that may need to be completed, such as an application and interviews. You should not contact the office with the opening until after you have communicated with your supervisor and the corporate office regarding your desire to transfer and the corporate office has agreed to allow you to apply for the open position.

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### **181 Business Expenses and Travel**

Effective Date: 1/1/2006

Revision Date: 5/22/2009

Travel involving overnight stays out of the city must have prior approval of the office manager. Conference expenses must be approved in advance and all expense reports must include receipts from hotel, transportation where reasonable, and other major cost items.

If the performance of your job necessitates traveling from the office, either to a hospital or elsewhere, your mileage costs will be reimbursed at a fixed rate, currently 55 cents per mile; this rate can change at any time. Any other expenses will have to be discussed with the office manager prior to you incurring them. No reimbursement will be made for mileage to and from work.

While traveling for business purposes, staff members required to use public transportation such as taxis, airlines, or buses will be reimbursed for their reasonable transportation expenses.

Staff members attending out-of-town meetings relating to medical office business at which meals are served will receive reimbursement. Meals are limited to \$10 for lunch and \$25 for dinner. Total not to exceed \$35 per day.

The manager may authorize membership of staff members in civic, professional and other community organizations for purposes of public relations and/or medical office representation. The affected employee must pay individual memberships.

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### **201 Employment Categories**

Effective Date: 9/1/2005

Revision Date: 5/10/2023

It is the intent of PMG to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time. Accordingly, the right to terminate the employment relationship at will at any time is retained by both the employee and PMG.

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

In addition to the above categories, each employee will belong to one other employment category:

REGULAR FULL-TIME employees are those who are not in a temporary or introductory status and who are regularly scheduled to work PMG's full-time schedule. Generally, they are eligible for PMG's benefit package, subject to the terms, conditions, and limitations of each benefit program.

MODIFIED FULL-TIME employees that are regular scheduled to work 32-37 hours per week, and at least generally 4 days per week are eligible for a portion of the benefit package.

PART-TIME employees are those who are not assigned to a temporary or introductory status and who are regularly scheduled to work less than 37 hours per week. While they do receive all legally mandated benefits (such as Social Security and workers' compensation insurance), they are ineligible for all of PMG's other benefit programs.

INTRODUCTORY employees are those whose performance is being evaluated to determine whether further employment in a specific position or with PMG is appropriate. Employees who satisfactorily complete the introductory period will be notified of their new employment classification.

TEMPORARY employees are those who are hired as interim replacements, to temporarily supplement the work force, or to assist in the completion of a specific project. Employment assignments in this category are of a limited duration. Employment beyond any initially stated period does not in any way imply a change in employment status. Temporary employees retain that status unless and until notified of a change. While temporary employees receive all legally mandated benefits (such as workers' compensation

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insurance and Social Security), they are ineligible for all of PMG's other benefit programs.

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### **202 Access to Personnel Files**

Effective Date: 9/1/2005

Revision Date:

PMG maintains a personnel file on each employee. The personnel file includes such information as the employee's job application, resume, records of training, documentation of performance appraisals and salary increases, and other employment records.

Personnel files are the property of PMG, and access to the information they contain is restricted. Generally, only supervisors and management personnel of PMG who have a legitimate reason to review information in a file are allowed to do so.

Employees who wish to review their own file should contact the Corporation Administrator. With reasonable advance notice, employees may review their own personnel files in PMG's offices and in the presence of an individual appointed by PMG to maintain the files.

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### **203 Employment Reference Checks**

Effective Date: 9/1/2005

Revision Date: 5/22/2009

To ensure that individuals who join PMG are well qualified and have a strong potential to be productive and successful, it is the policy of PMG to check the employment references of all applicants.

The Office Manager will respond in writing only to those reference check inquiries that are submitted in writing. Responses to such inquiries will confirm only dates of employment, wage rates, and position(s) held. No other employment data will be released without a written authorization and release signed by the individual who is the subject of the inquiry.

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### **204 Personnel Data Changes**

Effective Date: 9/1/2005

Revision Date:

It is the responsibility of each employee to promptly notify PMG of any changes in personnel data. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of an emergency, educational accomplishments, and other such status reports should be accurate and current at all times. If any personnel data has changed, notify the Human Resources Department.

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### **205 Introductory Period**

Effective Date: 9/1/2005

Revision Date: 5/22/2009

The introductory period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. PMG uses this period to evaluate employee capabilities, work habits, and overall performance. Either the employee or PMG may end the employment relationship at will at any time during or after the introductory period, with or without cause or advance notice.

All new employees work on an introductory basis for the first 90 calendar days after their date of hire. Any significant absence will automatically extend an introductory period by the length of the absence. If PMG determines that the designated introductory period does not allow sufficient time to thoroughly evaluate the employee's performance, the introductory period may be extended for a specified period.

Upon satisfactory completion of the introductory period, employees enter their employment classification.

During the introductory period, new employees are eligible for those benefits that are required by law, such as workers' compensation insurance and Social Security. After becoming regular employees, they may also be eligible for other PMG-provided benefits, subject to the terms and conditions of each benefits program. Employees should read the information for each specific benefits program for the details on eligibility requirements.

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### **208 Employment Applications**

Effective Date: 9/1/2005

Revision Date: 5/22/2009

PMG relies upon the accuracy of information contained in the employment application, as well as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in the exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

In processing employment applications, PMG may obtain a consumer credit report for employment purposes only concerning credit worthiness, credit standing, and credit capacity. If PMG takes an adverse employment action based in whole or in part on the consumer credit report, a copy of the report and a summary of your rights under the Fair Credit Reporting Act will be provided as well as any other documents required by law.

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### **209 Performance Evaluation**

Effective Date: 9/1/2005

Revision Date: 5/22/2009

Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. A formal written performance evaluation will be conducted at the end of an employee's initial period of hire, known as the introductory period. Additional formal performance evaluations are conducted each year to provide both supervisors and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals.

Merit-based pay adjustments are awarded by PMG in an effort to recognize truly superior employee performance. The decision to award such an adjustment is dependent upon numerous factors, including the information documented by this formal performance evaluation process.

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### **210 Job Descriptions**

Effective Date: 9/20/2005

Revision Date:

PMG makes every effort to create and maintain accurate job descriptions for all positions within the organization. Each description includes a job information section, a job summary section (giving a general overview of the job's purpose), an essential duties and responsibilities section, a supervisory responsibilities section, a qualifications section (including education and/or experience, language skills, mathematical skills, reasoning ability, and any certification required), a physical demands section, and a work environment section.

PMG maintains job descriptions to aid in orienting new employees to their jobs, identifying the requirements of each position, establishing hiring criteria, setting standards for employee performance evaluations, and establishing a basis for making reasonable accommodations for individuals with disabilities.

The Administrator and the hiring manager prepare job descriptions when new positions are created. Existing job descriptions are also reviewed and revised in order to ensure that they are up to date. Job descriptions may also be rewritten periodically to reflect any changes in the position's duties and responsibilities. All employees will be expected to help ensure that their job descriptions are accurate and current, reflecting the work being done.

Employees should remember that job descriptions do not necessarily cover every task or duty that might be assigned, and that additional responsibilities may be assigned as necessary. Contact the Administrator if you have any questions or concerns about your job description.

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### **212 Salary Administration**

Effective Date: 9/20/2005

Revision Date:

The salary administration program at PMG was created to achieve consistent pay practices, comply with federal and state laws, mirror our commitment to Equal Employment Opportunity, and offer competitive salaries within our labor market. Because recruiting and retaining talented employees is critical to our success, PMG is committed to paying its employees equitable wages that reflect the requirements and responsibilities of their positions and are comparable to the pay received by similarly situated employees in other organizations in the area.

Compensation for every position is determined by several factors, including job analysis and evaluation, the essential duties and responsibilities of the job, and salary survey data on pay practices of other employers. PMG periodically reviews its salary administration program and restructures it as necessary. Merit-based pay adjustments may be awarded in conjunction with superior employee performance documented by the performance evaluation process.

Employees should bring their pay-related questions or concerns to the attention of their immediate supervisors, who are responsible for the fair administration of departmental pay practices. The Administrator is also available to answer specific questions about the salary administration program.

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### **301 Employee Benefits**

Effective Date: 9/20/2005

Revision Date: 7/30/2006

Eligible employees at PMG are provided a wide range of benefits. A number of the programs (such as Social Security, workers' compensation, state disability, and unemployment insurance) cover all employees in the manner prescribed by law.

Benefits eligibility is dependent upon a variety of factors, including employee classification. Your supervisor can identify the programs for which you are eligible. Details of many of these programs can be found elsewhere in the employee handbook.

The following benefit programs are available to eligible employees:

- \* 401(k) Savings Plan
- \* Health Insurance
- \* Holidays
- \* Jury Duty Leave
- \* Life Insurance
- \* Long-Term Disability
- \* Personal Time Benefit

Some benefit programs require contributions from the employee, but most are fully paid by PMG.

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### **303 Personal Time Benefits**

Effective Date: 9/20/2005

Revision Date: 5/10/2023

Personal Time off with pay is available to eligible employees to provide opportunities for rest, relaxation, and personal pursuits. Employees in the following employment classification(s) are eligible to earn and use personal time as described in this policy:

- \* Regular full-time employees

The amount of paid personal time employees receive each year increases with the length of their employment as shown in the following schedule:

- \*After 6 months to 1 year of eligible service the employee is entitled to 5 days.
- \*After 1 year of eligible service the employee is entitled to 10 personal days each year.
- \*After 5 years of eligible service the employee is entitled to 15 personal days each year.
- \*After 10 years of eligible service the employee is entitled to 20 personal days each year.
- \*After 15 years of eligible service the employee is entitled to 25 personal days each year.
- \*After 20 years of eligible service the employee is entitled to 30 personal days each year.
- \*After 25 years of eligible service the employee is entitled to 35 personal days each year.

Modified full-time employees - receive 5 personal days per year after 1 year of service.

The length of eligible service is calculated on the basis of a "benefit year." This is the 12-month period that begins when the employee starts to earn personal time.

Once employees enter an eligible employment classification, they begin to earn paid personal time according to the schedule. However, before personal time can be used, a waiting period of 180 calendar days must be completed. After that time, employees can request use of earned personal time including what accrued during the waiting period.

Paid personal time can be used in minimum increments of four hours. To take personal time, employees

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should turn in request at least one month in advance for personal time of 1 or more weeks. Employee's supervisor must approve all other personal days one week in advance. Requests will be reviewed based on a number of factors, including business needs and staffing requirements. In the case of conflicting requests, priority will be given based on seniority and the timing of the requests.

Employees may take up to two weeks of personal time at one time. If an employee wishes to extend this period, he must make a request with his supervisor at least one month in advance. Exceptions to the two consecutive weeks of personal rule will be made on an individual basis with written approval of the respective member of management.

Personal time off is paid at the employee's base pay rate at the time it is taken. It does not include overtime or any special forms of compensation such as incentives, commissions, bonuses, or shift differentials.

As stated above, employees are encouraged to use available paid personal time for rest, relaxation, and personal pursuits. In the event that available personal time is not used by the end of the benefit year, employees will be paid for the unused time bringing the benefit balance to zero or an employee may carry over up to 5 days of personal time accrued as of his anniversary date for a 12 month period following that date. Any personal time not taken by the 12 month period following their anniversary date will be paid to the employee by the end of the month following that 12-month period. All employees must take at least five consecutive days of personal time per year. Personal time accrual will begin again in the next benefit year.

Upon termination of employment, employees will be paid for unused personal time that has been earned through the last day of work at the next regular payroll date.

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### **305 Holidays**

Effective Date: 10/5/2005

Revision Date: 5/10/2023

PMG will grant holiday time off to all employees on the holidays listed below:

- \* Birthday
- \* New Year's Day (January 1)
- \* Memorial Day (last Monday in May)
- \* Independence Day (July 4)
- \* Labor Day (first Monday in September)
- \* Thanksgiving (fourth Thursday in November)
- \* Christmas (December 25)

PMG will grant paid holiday time off to all eligible employees immediately upon assignment to an eligible employment classification. Holiday pay will be calculated based on the employee's straight-time pay rate (as of the date of the holiday) times the number of hours the employee would otherwise have worked on that day. Eligible employee classification(s):

- \* Regular full-time employees
- \* Modified full-time employees

To be eligible for holiday pay, employees must work the last scheduled day immediately preceding and the first scheduled day immediately following the holiday.

A recognized holiday that falls on a Saturday will be observed on the preceding Friday. A recognized holiday that falls on a Sunday will be observed on the following Monday.

If a recognized holiday falls during an eligible employee's paid absence (such as vacation or sick leave), holiday pay will be provided instead of the paid time off benefit that would otherwise have applied.

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

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### **306 Workers' Compensation Insurance**

Effective Date: 10/10/2005

Revision Date: 5/22/2009

PMG provides a comprehensive workers' compensation insurance program at no cost to employees. This program covers any injury or illness arising out of or in the course of employment that requires medical, surgical, or hospital treatment.

Employees who sustain work-related injuries or illnesses should inform their supervisor immediately. No matter how minor an on-the-job injury may appear, it is important that it be reported immediately. This will enable an eligible employee to qualify for coverage as quickly as possible.

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### **309 Bereavement Leave**

Effective Date: 10/10/2005

Revision Date: 5/7/2007

Employees who wish to take time off due to the death of an immediate family member should notify their supervisor immediately.

Bereavement leave will be provided to eligible employees in the following classification(s):

**\* Regular full-time employees**

Bereavement pay is calculated based on the base pay rate at the time of absence and will not include any special forms of compensation, such as incentives, commissions, bonuses, or shift differentials.

Bereavement leave will normally be granted unless there are unusual business needs or staffing requirements. Employees may, with their supervisors' approval, use any available paid leave for additional time off as necessary.

For death of: Parent, Spouse's Parent, Brother, sister, Stepparent, Step children, **up to three days will be paid.**

For death of: Grandparent, grandchild, aunt, uncle, or any other in-law, **up to one day will be paid.**

For death of: Spouse or child, **up to one week will be paid.** Strong consideration for leave of absence will be given if requested.

**The employee must write the relationship of the deceased to the employee on the time card or time sheet.**

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### **311 Jury Duty**

Effective Date: 10/10/2005

Revision Date:

PMG encourages employees to fulfill their civic responsibilities by serving jury duty when required. Employees who have completed a minimum of 90 calendar days of service in an eligible classification may request up to 2 weeks of paid jury duty leave over any 1 year period.

Jury duty pay will be calculated on the employee's base pay rate times the number of hours the employee would otherwise have worked on the day of absence. Employee classifications that qualify for paid jury duty leave are:

- \* Regular full-time employees

If employees are required to serve jury duty beyond the period of paid jury duty leave, they may use any available paid time off (for example, vacation benefits) or may request an unpaid jury duty leave of absence.

Employees must show the jury duty summons to their supervisor as soon as possible so that the supervisor may make arrangements to accommodate their absence. Of course, employees are expected to report for work whenever the court schedule permits.

Either PMG or the employee may request an excuse from jury duty if, in PMG's judgment, the employee's absence would create serious operational difficulties.

PMG will continue to provide health insurance benefits for the full term of the jury duty absence.

Vacation, sick leave, and holiday benefits will continue to accrue during unpaid jury duty leave.

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### **313 Benefits Continuation (COBRA)**

Effective Date: 10/10/2005

Revision Date: 5/22/2009

The federal Consolidated Omnibus Budget Reconciliation Act (COBRA) gives employees and their qualified beneficiaries the opportunity to continue health insurance coverage under PMG's health plan when a "qualifying event" would normally result in the loss of eligibility. Some common qualifying events are resignation, termination of employment, or death of an employee; a reduction in an employee's hours or a leave of absence; an employee's divorce or legal separation; and a dependent child no longer meeting eligibility requirements.

PMG provides each eligible employee with a written notice describing rights granted under COBRA when the employee becomes eligible for coverage. The notice contains important information about the employee's rights and obligations.

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### **316 Health Insurance**

Effective Date: 10/10/2005

Revision Date:

PMG's health insurance plan provides employees and their dependents access to medical insurance benefits. Employees in the following employment classifications are eligible to participate in the health insurance plan:

- \* Regular full-time employees

Eligible employees may participate in the health insurance plan subject to all terms and conditions of the agreement between PMG and the insurance carrier.

A change in employment classification that would result in loss of eligibility to participate in the health insurance plan may qualify an employee for benefits continuation under the Consolidated Omnibus Budget Reconciliation Act (COBRA). Refer to the Benefits Continuation (COBRA) Policy for more information.

Details of the health insurance plan are described in the Summary Plan Description (SPD). An SPD and information on cost of coverage will be provided in advance of enrollment to eligible employees. Contact the Administrator for more information about health insurance benefits.

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### **317 Life Insurance**

Effective Date: 10/10/2005

Revision Date: 7/10/2006

Life insurance offers you and your family important financial protection. PMG provides a basic life insurance plan for eligible employees.

Employees in the following employment classifications are eligible to participate in the life insurance plan:

- \* Regular full-time employees.

Eligible employees may participate in the life insurance plan subject to all terms and conditions of the agreement between PMG and the insurance carrier.

Details of the basic life insurance plan including benefit amounts are described in the Summary Plan Description provided to eligible employees. Contact the Administrator for more information about life insurance benefits.

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### **319 Long-Term Disability**

Effective Date: 10/10/2005

Revision Date:

PMG provides a long-term disability (LTD) benefits plan to help eligible employees cope with an illness or injury that results in a long-term absence from employment. LTD is designed to ensure a continuing income for employees who are disabled and unable to work.

Employees in the following employment classifications are eligible to participate in the LTD plan:

- \* Regular full-time employees

Eligible employees may participate in the LTD plan subject to all terms and conditions of the agreement between PMG and the insurance carrier. Eligible employees may begin LTD coverage only after completing 90 calendar days of service.

Details of the LTD benefits plan including benefit amounts, and limitations and restrictions are described in the Summary Plan Description provided to eligible employees. Contact the Administrator for more information about LTD benefits.

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### **320 401(k) Savings Plan**

Effective Date: 10/10/2005

Revision Date:

PMG has established a 401(k) savings plan to provide employees the potential for future financial security for retirement.

To be eligible to join the 401(k) savings plan, you must complete 12 months of service and be 21 years of age or older. You may join the plan only during open enrollment periods. Eligible employees may participate in the 401(k) plan subject to all terms and conditions of the plan.

The 401(k) savings plan allows you to elect how much salary you want to contribute so you can tailor your own retirement package to meet your individual needs. PMG also contributes an additional matching amount to each employee's 401(k) contribution.

Because your contribution to a 401(k) plan is automatically deducted from your pay before federal and state tax withholdings are calculated, you save tax dollars now by having your current taxable amount reduced. While the amounts deducted generally will be taxed when they are finally distributed, favorable tax rules typically apply to 401(k) distributions.

Complete details of the 401(k) savings plan are described in the Summary Plan Description provided to eligible employees. Contact the Administrator for more information about the 401(k) plan.

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### **380 Time Off Without Pay**

Effective Date: 7/14/2006

Revision Date: 7/17/2006

Three (3) days of Time Off Without Pay is granted to employees who have exhausted all of their personal time for the year. This time will start over each anniversary and may not be carried over.

If more than three (3) days are used the employee will get a written warning on attendance.

Time off is consider any time that the employee is scheduled to work but takes time off including not not limited to calling in sick for self or family member. Personal time must always be used first.

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### **401 Timekeeping**

Effective Date: 10/24/2005

Revision Date: 5/22/2009

Accurately recording time worked is the responsibility of every nonexempt employee. Federal and state laws require PMG to keep an accurate record of time worked in order to calculate employee pay and benefits. Time worked is all the time actually spent on the job performing assigned duties.

Nonexempt employees should accurately record the time they begin and end their work, as well as the beginning and ending time of each meal period. They should also record the beginning and ending time of any split shift or departure from work for personal reasons. **Overtime work must always be approved before it is performed.**

Exempt employees may also be required to record hours and work a specified schedule, you will be notified of any established requirements. This is to keep accurate records and track hours.

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

Nonexempt employees should report to work no more than 5 minutes prior to their scheduled starting time nor stay more than 5 minutes after their scheduled stop time without expressed, prior authorization from their supervisor.

If corrections or modifications are made to the time record, both the employee and the supervisor must verify the accuracy of the changes by initialing the time record.

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### **403 Paydays**

Effective Date: 10/24/2005

Revision Date:

All employees are paid biweekly on every other Thursday by 5:00 p.m. Each paycheck will include earnings for all work performed through the end of the previous payroll period.

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

If a regular payday falls during an employee's vacation, the employee's paycheck will be available upon his or her return from vacation.

Employees may have pay directly deposited into their bank accounts if they provide advance written authorization to PMG. Employees will receive an itemized statement of wages when PMG makes direct deposits.

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### **405 Employment Termination**

Effective Date: 10/24/2005

Revision Date: 5/22/2009

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are examples of some of the most common circumstances under which employment is terminated:

- \* Resignation - voluntary employment termination initiated by an employee.
- \* Discharge - involuntary employment termination initiated by the organization.

PMG will generally schedule exit interviews at the time of employment termination. The exit interview will afford an opportunity to discuss such issues as employee benefits, repayment of outstanding debts to PMG, or return of PMG-owned property. Suggestions, complaints, and questions can also be voiced.

Since employment with PMG is based on mutual consent, both the employee and PMG have the right to terminate employment at will, with or without cause, at any time. Although advance notice is not required, PMG requests at least 4 weeks written notice of resignation from nonexempt employees and 2 weeks notice from exempt employees.

All accrued, vested benefits that are due and payable at termination will be paid. Some benefits may be continued at the employee's expense if the employee so chooses. The employee will be notified in writing of the benefits that may be continued and of the terms, conditions, and limitations of such continuance.

PMG does have a no-rehire policy on most circumstances.

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### **409 Administrative Pay Corrections**

Effective Date: 10/24/2005

Revision Date:

PMG takes all reasonable steps to ensure that employees receive the correct amount of pay in each paycheck and that employees are paid promptly on the scheduled payday.

In the unlikely event that there is an error in the amount of pay, the employee should promptly bring the discrepancy to the attention of the Administrator so that corrections can be made as quickly as possible.

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### **410 Pay Deductions**

Effective Date: 10/24/2005

Revision Date: 5/22/2009

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

PMG offers programs and benefits beyond those required by law. Eligible employees may voluntarily authorize deductions from their paychecks to cover the costs of participation in these programs.

If you have questions concerning why deductions were made from your paycheck or how they were calculated, your supervisor can assist in having your questions answered.

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### **501 Safety**

Effective Date: 1/1/2006

Revision Date: 7/30/2006

To assist in providing a safe and healthful work environment for employees, customers, and visitors, PMG has established a workplace safety program. This program is a top priority for PMG. The Safety Director has responsibility for implementing, administering, monitoring, and evaluating the safety program. Its success depends on the alertness and personal commitment of all.

PMG provides information to employees about workplace safety and health issues through regular internal communication channels such as supervisor-employee meetings, bulletin board postings, memos, or other written communications.

Employees and supervisors receive periodic workplace safety training. The training covers potential safety and health hazards and safe work practices and procedures to eliminate or minimize hazards.

Some of the best safety improvement ideas come from employees. Those with ideas, concerns, or suggestions for improved safety in the workplace are encouraged to raise them with their supervisor, or with another supervisor or manager, or bring them to the attention of the Safety Director. Reports and concerns about workplace safety issues may be made anonymously if the employee wishes. All reports can be made without fear of reprisal.

Each employee is expected to obey safety rules and to exercise caution in all work activities. Employees must immediately report any unsafe condition to the appropriate supervisor. Employees who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action, up to and including termination of employment.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, employees should immediately notify the Safety Director or the appropriate supervisor. Such reports are necessary to comply with laws and initiate insurance and workers' compensation benefits procedures.

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### **502 Work Schedules**

Effective Date: 10/24/2005

Revision Date:

Work schedules for employees vary throughout our organization. Supervisors will advise employees of their individual work schedules. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week.

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### **504 Use of Phone and Mail Systems**

Effective Date: 10/24/2005

Revision Date:

Personal use of telephones for outgoing calls, including local calls, is not permitted. Employees may be required to reimburse PMG for any charges resulting from their personal use of the telephone.

The use of PMG-paid postage for personal correspondence is not permitted.

To ensure effective telephone communications, employees should always use the approved greeting and speak in a courteous and professional manner. Please confirm information received from the caller, and hang up only after the caller has done so.

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### **505 Smoking**

Effective Date: 10/24/2005

Revision Date: 5/22/2009

PMG is committed to the promotion of health and the treatment of cardiovascular disease.

Because smoking is a major risk factor for coronary artery disease and comprises the largest proportion of preventable diseases, PMG is taking an active role in discouraging smoking.

PMG provides a smoke-free, tobacco free campus. Tobacco use is prohibited anywhere on any PMG location. This policy affects all employees, medical staff, patients, visitors, volunteers, vendors, students, and service representatives of PMG. PMG's outlying buildings and grounds are designated as tobacco free.

#### **PURPOSE:**

PMG recognizes its responsibility, as the leading provider of health care services in the Wabash Valley, to promote a healthy environment on its campus. Our goal is to provide an environment that is free from direct and second-hand smoke.

#### **RESPONSIBILITY:**

It is the responsibility of every employee of PMG to adhere to this policy and help enforce it with patients, visitors and guests, redirecting individuals who may be smoking on campus when they are violating this policy and to please refrain from using tobacco on PMG grounds.

#### **PROVIDENCE MEDICAL GROUP PLAN:**

1. All areas and locations of PMG are designated as smoke-free and tobacco free.
2. Employees May Not:
  - Smoke or use tobacco in any PMG owned vehicle
  - Smoke or use tobacco in any vehicle while parked on PMG grounds.
  - Smoke or use tobacco immediately outside any PMG owned or leased building or grounds.
  - Smoke or use tobacco on city streets and sidewalks whereby this would be in violation with established city ordinance.
  - Violation of this policy shall result in disciplinary action per disciplinary action policy and procedure.

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3. PMG shall require all employees, visitors, patients, vendors and suppliers to adhere to this policy.

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### **506 Meal Periods**

Effective Date: 10/24/2005

Revision Date: 5/22/2009

All full-time employees are provided with one break period each workday. Supervisors will schedule breaks to accommodate operating requirements. Employees will be relieved of all active responsibilities and restrictions during break periods and will not be compensated for that time.

All employees working 6 hours or more must take break during their shift.

All employees are required to take a 45 minute lunch break when working a full 8 hour shift.

If the break is shorter/ longer for any reasoning, the Human Resources Department should be informed and the employee time card should be signed and noted by the Supervisor.

Employees are not to make up time by taking shorter lunch breaks.

Time cards will be monitored by the Human Resources Department to make sure that you are clocking in and out on your time card for lunch. Anyone found violating this policy will be disciplined accordingly.

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### **507 Overtime**

Effective Date: 10/24/2005

Revision Date: 5/22/2009

When operating requirements or other needs cannot be met during regular working hours, employees will be given the opportunity to volunteer for overtime work assignments. All overtime work must receive the supervisor's prior authorization. Overtime assignments will be distributed as equitably as practical to all employees qualified to perform the required work.

Overtime compensation is paid to all nonexempt employees in accordance with federal and state wage and hour laws. Overtime pay is based on actual hours worked. Time off on sick leave, vacation leave, or any leave of absence will not be considered hours worked for purposes of performing overtime calculations.

Employees who work overtime without receiving prior authorization from the supervisor may be subject to disciplinary action, up to and including possible termination of employment.

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### **514 Visitors in the Workplace**

Effective Date: 10/24/2005

Revision Date:

To provide for the safety and security of employees and the facilities at PMG, only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances.

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

If an unauthorized individual is observed on PMG's premises, employees should immediately notify their supervisor or, if necessary, direct the individual to the reception area.

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### **516 Electronic Communications and Online Conduct**

Effective Date: 10/24/2005

Revision Date: 10/24/2013

#### Company-Provided Email, Internet Access, and Electronic Devices

PMG may provide certain employees with electronic mail (email) accounts, Internet access, USB storage devices, or other electronic devices, such as personal computers, laptops, cellular telephones, or other mobile devices. PMG provides these types of privileges in order to expedite communications and facilitate its business objectives. Accordingly, these devices should be used only for business purposes, with the exception of incidental uses that cannot be avoided. PMG reserves the right to revoke such privileges when it deems necessary.

Employees should understand that any PMG-provided email accounts, Internet access, USB storage devices, or other electronic devices are the exclusive property of PMG. Electronic devices, USB storage devices, or other PMG property must be returned upon cessation of employment. Employees have no private property interests in any information they create, send, or receive over PMG-provided email accounts, Internet access, USB storage devices, or other electronic devices.

Further, employees have no privacy interests in any information they create, send or receive over PMG-provided email accounts, Internet access, USB storage devices, or other electronic devices. PMG reserves the right to review, access, or disclose to third-parties, without employee consent, any information that is created, sent or received over PMG-provided email accounts, Internet access, USB storage devices, or other electronic devices.

Employees shall take steps to ensure that any PMG-provided email accounts, Internet access, USB storage devices, or other electronic devices are not used in a manner that is improper or violates PMG policy. Employees may be held responsible for any information that is created, sent, received, or stored by any PMG-provided email account, USB storage device, or any electronic device assigned to them. Conversely, employees are prohibited from viewing or accessing any information created, sent, received, or stored by PMG-provided email accounts or any electronic devices that they are not authorized to view or access.

Employees also are responsible for their communications on PMG-provided email accounts, Internet access, and any electronic devices. Employees may not use PMG-provided email accounts, Internet access, or other electronic devices to make statements, post comments, or otherwise engage in activities that:

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- Are illegal;
- Advertise or solicit for non-business related causes, such as commercial ventures, religious or political causes, or other outside organizations;
- Are obscene, threatening, intimidating, harassing, or retaliatory, such as sexually harassing comments or comments that otherwise violate PMG's non-discrimination and anti-harassment policies;
- Disclose confidential or proprietary information relating to PMG, such as confidential trade secrets or patient information;
- Engage in unauthorized transactions that may incur a cost to PMG or initiate unwanted Internet services and transmissions;
- Jeopardize the security of PMG's electronic communications systems; or
- Aid or abet online piracy or theft of copyrighted materials, such as sending or receiving pirated music or videos, or failing to observe licensing agreements.

Any employee who witnesses or learns of prohibited use of PMG-provided email, Internet access, USB storage devices, or other electronic devices shall report such misconduct immediately to his or her supervisor or another management official. Any employee who violates this Policy shall be subject to discipline, up to and including discharge from employment.

This Policy should not be interpreted to prohibit activities that are protected by Section 7 of the National Labor Relations Act, such as engaging in concerted activity for the purpose of mutual aid or protection with respect to terms and conditions of employment, or refraining from engaging in such activities.

### Online Conduct

Employees also are responsible for their conduct online, even when such conduct is facilitated by their personal email accounts, Internet access, or any electronic devices. Employees should understand that their conduct online, including conduct on social media forums, can adversely impact their work, PMG, and their coworkers. Accordingly, employees may not make online statements, post online comments, or engage in other online activities, regardless of whether they are acting outside of working hours or facilitated by personal Internet access or any electronic devices, that:

- Are obscene, threatening, intimidating, harassing, or retaliatory, such as sexually harassing comments or comments that otherwise violate PMG's non-discrimination and anti-harassment policies; or
- Disclose confidential or proprietary information relating to PMG, such as confidential trade secrets or patient information.

Any employee who witnesses or learns of such prohibited activities shall report it immediately to his or her supervisor or another management official. Any employee who violates this Policy shall be subject to discipline, up to and including discharge.

This Policy should not be interpreted to prohibit activities that are protected by Section 7 of the National

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Labor Relations Act, such as engaging in concerted activity for the purpose of mutual aid or protection with respect to terms and conditions of employment, or refraining from engaging in such activities.

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### **518 Workplace Monitoring**

Effective Date: 10/24/2005

Revision Date:

Workplace monitoring may be conducted by PMG to ensure quality control, employee safety, security, and customer satisfaction.

Employees who regularly communicate with customers may have their telephone conversations monitored or recorded. Telephone monitoring is used to identify and correct performance problems through targeted training. Improved job performance enhances our customers' image of PMG as well as their satisfaction with our service.

Computers furnished to employees are the property of PMG. As such, computer usage and files may be monitored or accessed.

PMG may conduct video surveillance of non-private workplace areas. Video monitoring is used to identify safety concerns, maintain quality control, detect theft and misconduct, and discourage or prevent acts of harassment and workplace violence.

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

Because PMG is sensitive to the legitimate privacy rights of employees, every effort will be made to guarantee that workplace monitoring is done in an ethical and respectful manner.

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### **522 Workplace Violence Prevention**

Effective Date: 10/24/2005

Revision Date: 5/22/2009

PMG is committed to preventing workplace violence and to maintaining a safe work environment. Given the increasing violence in society in general, PMG has adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises.

All employees, including supervisors and temporary employees, should be treated with courtesy and respect at all times. Employees are expected to refrain from fighting, "horseplay," or other conduct that may be dangerous to others. Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited from the premises of PMG without proper authorization.

Conduct that threatens, intimidates, or coerces another employee, a customer, or a member of the public at any time, including off-duty periods, will not be tolerated. This prohibition includes all acts of harassment, including harassment that is based on an individual's sex, race, age, or any characteristic protected by federal, state, or local law.

All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to your immediate supervisor or any other member of management. This includes threats by employees, as well as threats by customers, vendors, solicitors, or other members of the public. When reporting a threat of violence, you should be as specific and detailed as possible.

All suspicious individuals or activities should also be reported as soon as possible to a supervisor. Do not place yourself in peril. If you see or hear a commotion or disturbance near your workstation, do not try to intercede or see what is happening.

PMG will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as is practical.

Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination of employment.

PMG encourages employees to bring their disputes or differences with other employees to the attention of their supervisors or the Administrator before the situation escalates into potential violence.

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### **524 Ergonomics**

Effective Date: 10/24/2005

Revision Date:

PMG has developed an ergonomics program to minimize repetitive motion injuries (RMIs) in the workplace. The primary elements of the ergonomics program include: (1) worksite evaluations, (2) control of exposures that may have caused RMIs, and (3) ergonomics training of employees. The ergonomics program also focuses on educating employees on their personal responsibility to ensure good work habits (such as posture and body mechanics) and adequate fitness for work.

RMIs are musculoskeletal injuries, identified and diagnosed by a licensed physician, that can result from a job, process, or operation where employees perform the same repetitive motion tasks. Examples of repetitive motion tasks include, but are not limited to, sustained computer keyboard and mouse usage; assembling materials and products; or lifting, carrying, and loading objects.

Employees are provided with training that includes an explanation of the ergonomics program, exposures that have been associated with RMIs, the symptoms and consequences of injuries caused by repetitive motion, the importance of reporting symptoms and injuries, and the methods used to minimize RMIs.

All employees are encouraged to immediately report to the Administrator all suspected RMIs, RMI symptoms, or other ergonomic concerns. All employees are required to report to the Administrator all workplace RMIs as soon as possible after they have been identified and diagnosed by a licensed physician.

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### **526 Cell Phone and Other Electronic Devices Usage**

Effective Date: 10/2/2009

Revision Date: 2/9/2018

PMG has a no personal use policy of cell phones (and other electronic devices such as cell phone watches, etc.) during working hours. This policy applies to any device that makes or receives phone calls, leaves messages, sends text messages, surfs the internet, or downloads and allows for the reading of and responding to email. Unless you receive work related phone calls on your personal cell phone or electronic devices that are related to PMG business, your cell phone and electronic devices are to be turned off during working hours, put away, and not used. No one should have their cell phone or electronic devices on him/her during working hours. Your cell phone and electronic devices may be used for personal use during any authorized break or during your lunch break. However, at the end of the break, your cell phone and electronic devices should again be turned off, put away, and not used.

If you are expecting an important personal phone call, please inform your supervisor of the situation, and the receptionist will notify you when the phone call comes in. Otherwise, a message will be taken for you.

If you are seen using your cell phone and electronic devices while you are on company time (not on an authorized break), you will receive the appropriate discipline up to and including termination of employment.

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### **591 Pets**

Effective Date: 4/24/2007

Revision Date:

It is our policy that no pets be allowed in any of Providence Medical Groups Offices at any time.

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## **Providence Medical Group Handbook**

### **601 Family and Medical Leave Policy**

Effective Date: 10/24/2005

Revision Date: 11/23/2009

In compliance with the Family and Medical Leave Act (FMLA), PMG provides unpaid leaves of absence to eligible employees as set forth below.

#### Amount and Use of Family and Medical Leave

An eligible employee will be granted up to twelve (12) workweeks of unpaid family and medical leave during a rolling twelve (12) month period for one or more of the following reasons:

- (a) To care for the employee's spouse, child or parent who has a serious health condition;
- (b) Due to a serious health condition that renders the employee incapable of performing the essential functions of his/her job;
- (c) Birth of the employee's child and in order to care for that child;
- (d) Placement of a child with the employee for adoption or foster care.

The twelve (12) month period is computed on a rolling basis. The twelve (12) month period is measured backward from the first date an employee uses family and medical leave.

#### Definitions

The term "serious health condition" means an illness, injury, impairment or physical or mental condition which involves: (a) inpatient care in a hospital, hospice or residential medical care facility; (b) continuing treatment by a health care provider involving: (i) a period of incapacity for more than three consecutive calendar days, and any subsequent treatment or incapacity relating to that condition, that also involves: (A) treatment two or more times by a health care provider (the two visits must occur within thirty days of the start of the period of incapacity and the first visit must occur within seven days of the start of incapacity); or (B) treatment by a health care provider on at least one occasion which results in a regimen of continuing treatment under the supervision of the health care provider (the first visit must take place within seven days of the start of incapacity); (ii) any period of incapacity due to pregnancy or for prenatal care; (iii) any period of incapacity due to a chronic serious health condition (employee must make at least two visits to a healthcare provider per year); (iv) any period of incapacity that is permanent or long term due to a condition for which treatment may not be effective; (v) any period of absence to receive multiple treatments by a health care provider for a condition that would likely result in a period of

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incapacity for more than three calendar days in the absence of medical intervention or treatment.

Ordinarily, unless complications arise, the common cold, flu, ear aches, upset stomach, minor ulcers, headaches, routine dental and orthodontia problems, periodontal disease and routine physical examinations are not serious health conditions and do not qualify for leave under this policy.

“Health Care Provider” means a licensed doctor of medicine or osteopathy or as otherwise defined by the U.S. Department of Labor.

### Restrictions

Family and medical leave is not available to an employee to care for a child, unless the child has a serious health condition, after twelve (12) months have lapsed from the date of birth, adoption, or foster placement of the child.

In the event PMG employs a married couple, the couple is limited to a total of twelve (12) workweeks of family and medical leave in a twelve (12) month period if the reason for the leave is: (1) due to a serious health condition of the employee’s parent; (2) due to the birth of the employee’s child and in order to care for that child; or (3) due to adoption or foster placement of a child and to care for that child.

### TWO NEW SPECIFIC TYPES OF LEAVE ARE INCLUDED IN THE FMLA:

1. Qualifying Exigency Leave: this will arise when the employee’s spouse, child or parent is on active duty or ordered to active duty in the Armed Forces (including National Guard, Reservists, and the Regular Armed Forces). A qualified exigency exists when there are: (1) issues arising from a covered military member’s short notice of deployment; (2) military events and related activities; (3) childcare and related activities; (4) making or updating financial and legal arrangements to address a covered military member’s absences; (5) attending counseling; (6) taking up to five days of leave to spend time with a covered military member who is on short-term, temporary, rest and recuperation leave during deployment; (7) attending to post-deployment activities; and (8) additional activities to address other events which arise out of the covered military member’s active duty or call to active duty status;

An eligible employee will be granted up to twelve (12) workweeks of unpaid qualifying exigency leave during a rolling twelve month period, measured backward from the first date an employee uses the leave.

An eligible employee may not take twelve (12) workweeks of family and medical leave AND twelve (12) workweeks of qualifying exigency leave. The total amount of combined leave under the family and medical leave and qualifying exigency leave is twelve (12) workweeks.

2. Service Member Family Leave: this will arise whenever there is need to care for a member of the regular Armed Forces, National Guard or Reserves, or a veteran who served in the regular Armed Forces, National Guard, or Reserves within five (5) years of the treatment, who is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness incurred in the line of duty on active service. In order to be covered under this provision, the covered service member must be the employee’s spouse, child,

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parent, or next of kin (defined as the closest blood relative). In such circumstances, the eligible employee is entitled to a combined total of up to six months (26 weeks) of leave to provide care for the injured.

For service member family leave only, the single 12-month period begins on the first day that the employee takes leave for this reason and ends twelve (12) months later, regardless of the twelve (12) month period established by the employer for the other types of FMLA leave.

Employees receive EITHER twelve (12) workweeks of family and medical leave/qualifying exigency leave and fourteen (14) workweeks of service member family leave OR twenty-six (26) workweeks of service member family leave. Employees are not entitled to twenty-six (26) workweeks of service member family leave and an additional twelve (12) workweeks of family and medical leave/qualifying exigency leave during any one year period.

### Eligible Employee

An eligible employee is an employee who has been employed by PMG for at least twelve (12) months and has worked at least 1250 hours in the last twelve (12) months in the period immediately preceding the leave requested.

The twelve (12) months need not be consecutive, but employment prior to a continuous break in service of seven years or more need not be counted unless the service is (1) due to an employee's fulfillment of military obligations or (2) governed by a written agreement indicating that the employer intends to rehire the employee.

### Use of Paid Time Off

Any eligible employee who is granted leave is required to substitute and use any available accrued paid leave concurrently with the leaves under this policy.

### Request for Leave

Except where leave is not foreseeable, employees requesting leave under this policy should request in writing the need for leave on PMG's standard leave form. The employee should specify on the form that he/she is requesting leave under this policy. Within five (5) business days of the submission, PMG will issue a notice to the employee stating the employee's eligibility.

- (a) Planned Medical Treatment. In the event the requested medical leave is foreseeable due to a planned medical treatment, the employee must:
  - (1) Consult with Human Resources prior to the scheduling of the treatment so as to minimize the disruption to PMG; and

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- (2) Provide PMG with at least thirty (30) calendar days notice prior to the date the leave is to begin, unless the planned medical treatment requires the leave to begin in less than thirty (30) calendar days, then within one (1) business day after the employee becomes aware of the need for the leave. PMG may require an explanation as to why it was not possible to give thirty (30) calendar days notice.
- (3) If an employee fails to provide thirty (30) days notice for foreseeable leave with no reasonable excuse for the delay, the leave request may be denied until timely notice has been given.
- (b) Unforeseeable Medical Condition. An employee who requires leave due to an unforeseeable medical condition must notify PMG according to PMG's usual and customary reporting procedures.
- (c) Birth or Placement. In the event the leave is foreseeable based upon expected birth or placement, an eligible employee must provide PMG with at least thirty (30) calendar days notice prior to the approximate date the leave is to begin. If the birth or placement requires the leave to begin in less than thirty (30) calendar days, then the employee must provide notice within one (1) business day after the need for the leave becomes known to the employee.
- (d) Qualifying Exigency. An employee who requires leave due to a qualifying exigency must provide PMG with notice that is reasonable and practicable.
- (e) Service member Family Leave. An employee who requires leave due to service member family leave must provide PMG with notice that is reasonable and practicable.

### Intermittent or Reduced Leave

Leave may be taken on an intermittent or a reduced leave schedule basis when medically necessary and subject to certification requirements.

An employee using leave on an intermittent or reduced leave schedule basis may be transferred temporarily to an available alternative position for which the employee is qualified and which better accommodates reoccurring periods of leave than the employee's regular position.

Leave may not be used on an intermittent or reduced leave basis if the reason for the leave is due to the birth of the employee's child, to care for that child, or due to adoption or foster placement of a child, unless leave on an intermittent or reduced leave basis is requested in advance in writing by the employee and approved by Human Resources.

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### Certification for family and medical leave and service member family leave

An employee must provide to PMG, within fifteen (15) calendar days after requested by PMG, a certification form that supports the request for leave. These forms may be obtained from Human Resources. PMG will notify an employee in writing if the certification is incomplete and what information is required to complete the certification. The employee will have seven (7) calendar days to complete the certification. If the employee chooses to provide PMG with authorization to communicate directly with his/her health care provider, PMG may contact the health care provider for purposes of clarification and authentication of an incomplete or insufficient certification.

Such contact must be made by a health care provider, human resources professional, leave administrator or management official of PMG.

If the employee requires more leave than originally estimated, he/she will need to file an additional leave request form and a medical recertification.

### Recertification for family and medical leave and service member family leave

PMG may request recertification in the following situations: (a) every thirty (30) calendar days (except when the minimum period of incapacity specified on the certification is more than thirty (30) days); (b) whenever circumstances described by the previous certification have changed significantly; (c) whenever PMG receives information that casts doubt on the original certification; (d) whenever the employee requests an extension of the leave. Any recertification requested by PMG will be at the employee's expense.

### Second and Third Opinions for family and medical leave and service member family leave

In the event PMG doubts the certification provided by the employee, PMG may require the employee, at PMG's expense, to obtain a second opinion from a health care provider designated by PMG.

If the second opinion differs from the original certification provided by the employee, then PMG may require, at its expense, that the employee obtain a third opinion from a third health care provider mutually agreeable to PMG and the employee. The opinion of the third health care provider is final.

### Health Benefits

Health benefits in which an eligible employee is participating in on the date the leave begins will be continued during the leave at the level and under the conditions that coverage would have been provided if the employee was not on leave.

The employee is responsible for paying his or her portion of the monthly insurance premiums, which are due on the date the premium payments would have been made if by payroll deduction. If an employee fails to pay his or her portion of the monthly premium payments, PMG may cancel health benefits coverage retroactively to the date the unpaid premium was due.

In the event an eligible employee fails to return to work after the expiration of their leave, then the

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employee must reimburse PMG for its portion of the monthly insurance premiums paid for the employee unless the reason the employee fails to return to work is due to either:

- (3) the continuation, recurrence or onset of a serious health condition; or
- (4) any other reason beyond the control of the employee

### Return to Work

An employee returning to work from a leave of absence due to his or her own serious health condition must be able to perform the essential functions of the employee's job. If a reasonable accommodation is required, the employee must notify Human Resources. Prior to an employee returning to work from a family and medical leave of absence, which was necessitated due to the serious health condition of the employee, the employee must provide to PMG a certificate from the employee's health care provider that the employee is able to resume work and perform the essential functions of his/her job. The certificate must contain at least the following information: (1) that the employee is released to return to work; (2) restrictions, if any; (3) basis for the restrictions; (4) expected date the restrictions are to be lifted; and (5) health care provider's signature.

If an employee desires to return to work before the employee's leave of absence ends, the employee must contact Human Resources at least ten (10) business days prior to the date the employee desires to return to work.

An employee who takes leave under this policy will be able to return to the same job or a job with equivalent status, pay, benefits and other employment terms. The position will be the same or one that entails substantially equivalent skill, effort, responsibility, and authority.

### Expiration of Leave

If an employee is granted a leave of absence, the employee is expected to return to active employment upon expiration of the leave of absence. If the employee does not return to work at the end of the leave for whatever reason and all available leave has been exhausted, the employee's employment can be terminated.

Upon expiration of the maximum length of the family and medical leave of absence, if an employee is still unable to return to work with no restrictions which would prevent the employee from performing the essential functions of his or her job with a reasonable accommodation and all available leave has been exhausted, employment will be terminated.

### Other Employment

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In the absence of prior approval from PMG, outside employment or supplemental employment while on leave is prohibited. If an employee believes the special circumstances surrounding his leave create the need and/or possibility for outside employment, the employee must contact Human Resources for approval for such employment. Violation of this policy may result in denial of continued leave or termination of employment.

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### **605 Military Leave**

Effective Date: 10/24/2005

Revision Date: 5/22/2009

If you are called upon to perform military service, whether it involves active duty or annual training requirements for the National Guard or U.S. Military Reserves, you may be entitled to reinstatement/reemployment and other rights under the Uniform Services Employment and Reemployment Rights Act of 1994 ("USERRA"). In order to qualify for benefits under USERRA, your separation from military service must be under honorable conditions and it must meet all of the other requirements of the law. Your military service must be in compliance with the following requirements:

**Eligibility** - It is the policy of PMG to grant leaves of absence without pay to employees who must be absent from employment to perform a duty, either voluntary or involuntary, in the uniformed services. To qualify under the military leave policy, an employee requesting leave must provide advance written notice to his or her immediate supervisor as soon as possible, and furnish a copy of his or her military orders which identifies the time period for the leave as specifically as possible. PMG reserves the right to deny reinstatement or reemployment in order to avoid an undue hardship upon the company.

**Reinstatement** - Upon returning from a military leave lasting fewer than thirty-one (31) days, in order to be eligible for USERRA, an employee must report to work at the beginning of the first full regularly scheduled work day following the completion of the military service.

**Reemployment** - For military leave lasting more than thirty (30) days, but less than one hundred eighty-one (181) days, in order to be eligible for USERRA, an employee must submit an application for reemployment before the expiration of fourteen (14) days after the completion of the military service. An employee on a military leave lasting longer than one hundred eighty-one (181) days must submit an application for reemployment before the expiration of ninety (90) days after the completion of the service. Employees returning from military leave lasting more than thirty (30) days must provide official military documentation identifying the period of military service to establish that the application for reemployment was timely and the character of discharge was honorable.

**Benefits During Leave** - An employee on leave will continue to be eligible for health benefits for up to twenty-four (24) months to the same extent as if his/her employment had not been interrupted, so long as he/she continues to pay a monthly premium according to the following schedule:

- For leaves of less than thirty-one (31) days, an employee will be required to pay the normal employee share of the premium.

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- For leaves of more than thirty-one (31) days, an employee will be required to pay both the employee and employer share of the premium under the plan.

Health insurance premiums shall be billed to the employee on a monthly basis. The employee will have ten (10) days from the date of mailing within which to submit payment of the amount owed. Failure to make the monthly premium payment in a timely manner shall result in the cancellation of benefits.

**Restoration of Benefits Upon Reinstatement/Reemployment -** Upon reinstatement or reemployment, benefits will be restored as if the employee's employment had not been interrupted. In other words, an employee will be restored to the level of benefits attained had he or she provided continuous service to PMG. As a result, rights and benefits determined by length of service such as vacation will reflect continuous employment.

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### **701 Employee Conduct and Work Rules**

Effective Date: 1/1/2006

Revision Date: 5/22/2009

To ensure orderly operations and provide the best possible work environment, PMG expects employees to follow rules of conduct that will protect the interests and safety of all employees and the organization.

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

- Racial or other discriminating remarks
- Theft or inappropriate removal or possession of property
- Falsification of timekeeping, personnel or office records
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating employer-owned vehicles or equipment
- Fighting or threatening violence in the workplace
- Boisterous or disruptive activity in the workplace
- Negligence or improper conduct leading to damage of employer-owned or customer-owned property
- Insubordination or other disrespectful conduct
- Violation of safety or health rules
- Smoking in prohibited areas
- Sexual or other unlawful or unwelcome harassment
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace
- Excessive absenteeism or any absence without notice
- Unauthorized absence from work station during the workday
- Unauthorized use of telephones, mail system, or other employer-owned equipment
- Unauthorized disclosure of business "secrets" or confidential information
- Violation of personnel policies
- Unsatisfactory performance or conduct
- Sleeping on the job
- Accepting gifts or borrowing money from patients
- Violation of office policies and/or procedures

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

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The single largest reason for a breakdown in communication is misunderstanding. Therefore, to prevent this type of miscommunication we want you to understand that there are certain things that will not be tolerated in this office. The following are examples of actions that will result in termination:

### **1. Violation of confidential information:**

Information that you acquire regarding patients and their illnesses while working in this office is to remain in this office. Rumors or inappropriate stories about your fellow employees or doctors are also violations of a confidence. Any topic concerning the personal lives of patients must be held in sacred trust. Never leave information where it can be observed by the casual visitor, or other patients. Be careful with medical records, lab reports, correspondence, and even the appointment schedule.

It is improper to reveal information about the patient even to a member of the patient's family, and certainly never to other persons.

When supplying information to third parties, even at the request of the patient, be sure to have a written release signed by the patient and approval by the physician.

### **2. Embezzlement of practice funds, equipment or supplies:**

Be careful when handling money in the practice. Careless handling will not be tolerated and dishonesty will result in dismissal. It is the policy of this practice to pursue embezzlement and this may mean arraignment on criminal charges.

### **3. Fraudulent forgery of documents:**

If it can be shown that you deliberately forged any document or papers for improper purposes, you will be summarily dismissed.

### **4. Illegal use of controlled drugs.**

If it can be proven that you are using controlled substances illegally, or manipulating any office procedure to obtain controlled drugs illegally, you will be summarily dismissed.

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### **5. Conviction of a felonious charge:**

If you are convicted of a felony, your work here will be terminated. Remember that your behavior reflects on your work and reputation. Guard it carefully.

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### **702 Drug and Alcohol Use**

Effective Date: 2/10/2006

Revision Date: 5/22/2009

It is PMG's desire to provide a drug-free, healthful, and safe workplace.

While on PMG premises and while conducting business-related activities off PMG premises, no employee may use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs. The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace.

Violations of this policy may lead to disciplinary action, up to and including immediate termination of employment, and/or required participation in a substance abuse rehabilitation or treatment program. Such violations may also have legal consequences.

Under the Drug-Free Workplace Act, an employee who performs work for a government contract or grant must notify PMG of a criminal conviction for drug-related activity occurring in the workplace. The report must be made within five days of the conviction.

Employees with questions on this policy or issues related to drug or alcohol use in the workplace should raise their concerns with their supervisor or the Administrator.

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### **704 Attendance and Punctuality**

Effective Date: 2/10/2006

Revision Date:

To maintain a safe and productive work environment, PMG expects employees to be reliable and to be punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on other employees and on PMG. In the rare instances when employees cannot avoid being late to work or are unable to work as scheduled, they should notify their supervisor as soon as possible in advance of the anticipated tardiness or absence.

Poor attendance and excessive tardiness are disruptive. Either may lead to disciplinary action, up to and including termination of employment.

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### **705 Personal Appearance**

Effective Date: 2/10/2006

Revision Date: 5/22/2009

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image PMG presents to customers and visitors.

During business hours or when representing PMG, you are expected to present a clean, neat, and tasteful appearance. You should dress and groom yourself according to the requirements of your position and accepted social standards. This is particularly true if your job involves dealing with customers or visitors in person.

Your supervisor or department head is responsible for establishing a reasonable dress code appropriate to the job you perform. If your supervisor feels your personal appearance is inappropriate, you may be asked to leave the workplace until you are properly dressed or groomed. Under such circumstance, you will not be compensated for the time away from work. Consult your supervisor if you have questions as to what constitutes appropriate appearance.

Without unduly restricting individual tastes, or an employees right to see an accommodation for medical or religious reasons, the following personal appearance guidelines should be followed:

- \* Shoes must provide safe, secure footing, and offer protection against hazards.
- \* Tank tops, tube or halter tops, or shorts may not be worn under any circumstances.
- \* Mustaches and beards must be clean, well trimmed, and neat.
- \* Hairstyles are expected to be in good taste.
- \* Offensive body odor and poor personal hygiene is not professionally acceptable.
- \* Perfume, cologne, and aftershave lotion should be used moderately or avoided altogether, as some individuals may be sensitive to strong fragrances.
- \* Tattoos are not prohibited, but they must be tasteful. Tattoos that-whether because of location or content- cause distraction to others, are offensive or otherwise unprofessional must be covered. Such tattoos that cannot be adequately covered are generally prohibited.
- \* Jewelry should be kept to a minnum such as to not cause a distraction, or health or safety issues. Piercings that are distracting or offensive may need to be removed while at work. Specifically piercings in locations other than non-gauge ear piercings and small, discrete nose studs and rings, are generally prohibited for health and safety reasons.

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### **706 Return of Property**

Effective Date: 2/10/2006

Revision Date:

Employees are responsible for all PMG property, materials, or written information issued to them or in their possession or control.

Employees must return all PMG property immediately upon request or upon termination of employment.

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### **710 Security Inspections**

Effective Date: 2/10/2006

Revision Date:

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

Desks, lockers, and other storage devices may be provided for the convenience of employees but remain the sole property of PMG. Accordingly, they, as well as any articles found within them, can be inspected by any agent or representative of PMG at any time, either with or without prior notice.

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

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### **714 Drug Testing**

Effective Date: 2/10/2006

Revision Date:

PMG is committed to providing a safe, efficient, and productive work environment for all employees. Using or being under the influence of drugs or alcohol on the job may pose serious safety and health risks. To help ensure a safe and healthful working environment, job applicants and employees may be asked to provide body substance samples (such as urine and/or blood) to determine the illicit or illegal use of drugs and alcohol. Refusal to submit to drug testing may result in disciplinary action, up to and including termination of employment.

Copies of the drug testing policy will be provided to all employees. Employees will be asked to sign an acknowledgement form indicating that they have received a copy of the drug testing policy. Questions concerning this policy or its administration should be directed to the Administrator.

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### **716 Progressive Discipline**

Effective Date: 2/10/2006

Revision Date:

The purpose of this policy is to state PMG's position on administering equitable and consistent discipline for unsatisfactory conduct in the workplace. The best disciplinary measure is the one that does not have to be enforced and comes from good leadership and fair supervision at all employment levels.

PMG's own best interest lies in ensuring fair treatment of all employees and in making certain that disciplinary actions are prompt, uniform, and impartial. The major purpose of any disciplinary action is to correct the problem, prevent recurrence, and prepare the employee for satisfactory service in the future.

Although employment with PMG is based on mutual consent and both the employee and PMG have the right to terminate employment at will, with or without cause or advance notice, PMG may use progressive discipline at its discretion.

Disciplinary action may call for any of four steps -- verbal warning, written warning, suspension with or without pay, or termination of employment -- depending on the severity of the problem and the number of occurrences. There may be circumstances when one or more steps are bypassed.

Progressive discipline means that, with respect to most disciplinary problems, these steps will normally be followed: a first offense may call for a verbal warning; a next offense may be followed by a written warning; another offense may lead to a suspension; and, still another offense may then lead to termination of employment.

PMG recognizes that there are certain types of employee problems that are serious enough to justify either a suspension, or, in extreme situations, termination of employment, without going through the usual progressive discipline steps.

While it is impossible to list every type of behavior that may be deemed a serious offense, the Employee Conduct and Work Rules policy includes examples of problems that may result in immediate suspension or termination of employment. However, the problems listed are not all necessarily serious offenses, but may be examples of unsatisfactory conduct that will trigger progressive discipline.

By using progressive discipline, we hope that most employee problems can be corrected at an early stage, benefiting both the employee and PMG.

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### **718 Problem Resolution**

Effective Date: 2/10/2006

Revision Date:

PMG is committed to providing the best possible working conditions for its employees. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from PMG supervisors and management.

PMG strives to ensure fair and honest treatment of all employees. Supervisors, managers, and employees are expected to treat each other with mutual respect. Employees are encouraged to offer positive and constructive criticism.

If employees disagree with established rules of conduct, policies, or practices, they can express their concern through the problem resolution procedure. No employee will be penalized, formally or informally, for voicing a complaint with PMG in a reasonable, business-like manner, or for using the problem resolution procedure.

If a situation occurs when employees believe that a condition of employment or a decision affecting them is unjust or inequitable, they are encouraged to make use of the following steps. The employee may discontinue the procedure at any step.

1. Employee presents problem to immediate supervisor after incident occurs. If supervisor is unavailable or employee believes it would be inappropriate to contact that person, employee may present problem to Administrator or any other member of management.
2. Supervisor responds to problem during discussion or after consulting with appropriate management, when necessary. Supervisor documents discussion.
3. Employee presents problem to Administrator if problem is unresolved.
4. Administrator counsels and advises employee, assists in putting problem in writing, visits with employee's manager(s), if necessary, and directs employee to Administrator for review of problem.
5. Employee presents problem to Administrator in writing.
6. Administrator reviews and considers problem. Administrator informs employee of decision and forwards copy of written response to Administrator for employee's file. The Administrator has full authority to make any adjustment deemed appropriate to resolve the problem.

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Not every problem can be resolved to everyone's total satisfaction, but only through understanding and discussion of mutual problems can employees and management develop confidence in each other. This confidence is important to the operation of an efficient and harmonious work environment, and helps to ensure everyone's job security.

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### **722 Workplace Etiquette**

Effective Date: 2/10/2006

Revision Date:

PMG strives to maintain a positive work environment where employees treat each other with respect and courtesy. Sometimes issues arise when employees are unaware that their behavior in the workplace may be disruptive or annoying to others. Many of these day-to-day issues can be addressed by politely talking with a co-worker to bring the perceived problem to his or her attention. In most cases, common sense will dictate an appropriate resolution. PMG encourages all employees to keep an open mind and graciously accept constructive feedback or a request to change behavior that may be affecting another employee's ability to concentrate and be productive.

The following workplace etiquette guidelines are not necessarily intended to be hard and fast work rules with disciplinary consequences. They are simply suggestions for appropriate workplace behavior to help everyone be more conscientious and considerate of co-workers and the work environment. Please contact the Administrator if you have comments, concerns, or suggestions regarding these workplace etiquette guidelines.

- \* Return copy machine and printer settings to their default settings after changing them.
- \* Replace paper in the copy machine and printer paper trays when they are empty.
- \* Retrieve print jobs in a timely manner and be sure to collect all your pages.
- \* Be prompt when using the manual feed on the printer.
- \* Keep the area around the copy machine and printers orderly and picked up.
- \* Be careful not to take or discard others' print jobs or faxes when collecting your own.
- \* Avoid public accusations or criticisms of other employees. Address such issues privately with those involved or your supervisor.
- \* Try to minimize unscheduled interruptions of other employees while they are working.
- \* Communicate by email or phone whenever possible, instead of walking unexpectedly into someone's office or workspace.
- \* Be conscious of how your voice travels, and try to lower the volume of your voice when talking on the phone or to others in open areas.
- \* Keep socializing to a minimum, and try to conduct conversations in areas where the noise will not be distracting to others.
- \* Minimize talking between workspaces or over cubicle walls. Instead, conduct conversations with others in their workspace.
- \* Try not to block walkways while carrying on conversations.
- \* Refrain from using inappropriate language (swearing) that others may overhear.
- \* Avoid discussions of your personal life/issues in public conversations that can be easily overheard.

# ***Providence Medical Group***

## **Providence Medical Group Handbook**

\* Clean up after yourself and do not leave behind waste or discarded papers.

# ***Providence Medical Group***

## **Providence Medical Group Handbook**

### **782 Calling In Sick**

Effective Date: 7/14/2006

Revision Date: 4/15/2015

Providence Medical Group recognizes that employees may need to call in sick from time to time. However, this does put a burden on it's other employees who are at work. The following disciplinary process applies to all employees of Providence Medical Group.

Oral warning after the second call in per year

Written warning after the third call in per year

Suspension after the fourth call in per year

Termination after fifth call in per year

A physicians note will be required if you call in two days in a row to return back to work.

# ***Providence Medical Group***

## **Providence Medical Group Handbook**

### **793 After Hours Texting Policy**

Effective Date: 4/24/2025

Revision Date:

#### **After- Hours Texting Policy**

##### **Purpose:**

To establish clear expectations regarding communication with supervisors outside of regular work hours.

##### **Policy Statement:**

While we understand that certain situations may require urgent communication, we ask that all non-emergency messages to supervisors be sent during regular business hours (e.g. Monday-Friday, 8:00 AM- 5:00 PM). This policy helps support healthy work-life balance and ensures that communication is managed effectively.

##### **Guidelines:**

#### **1. Non-Urgent Matters:**

- Please refrain from texting or calling supervisors after hours for non-urgent issues.
- Used email or save the message for the next business day, when it will be addressed promptly.

#### **2. Urgent or Emergency Situations:**

- If an issues is truly urgent (e.g., last minute call-out, safety concern, or critical client issue), texting after hours is acceptable.
- Please be clear and concise in the message and note the urgency.

#### **3. Respect for Personal Time:**

- Supervisors are not expected to respond to messages outside of work hours unless it is an emergency.
- Messages sent after hours may not receive a response until the next business day unless marked urgent.

##### **Consequences of Non-Compliance:**

Repeated after-hours communication for non-urgent issues may result in a reminder of this policy and further discussion with management if the behavior continues.

##### **Questions:**

If you unsure whether a situation qualifies as urgent, please use your best judgement or wait until regular business hours to reach out.

# ***Providence Medical Group***

## **Providence Medical Group Handbook**

### **806 Suggestion Program**

Effective Date: 2/10/2006

Revision Date:

As employees of PMG, you have the opportunity to contribute to our future success and growth by submitting suggestions for practical work-improvement or cost-savings ideas.

All regular employees are eligible to participate in the suggestion program. However, exempt employees are only eligible to submit suggestions that are beyond the scope of their assigned duties and areas of responsibility.

A suggestion is an idea that will benefit PMG by solving a problem, reducing costs, improving operations or procedures, enhancing customer service, eliminating waste or spoilage, or making PMG a better or safer place to work. Statements of problems without accompanying solutions, or recommendations concerning co-workers and management are not appropriate suggestions.

All suggestions must be submitted on a suggestion form and should contain a description of the problem or condition to be improved, a detailed explanation of the solution or improvement, and the reasons why it should be implemented. If you have questions or need advice about your idea, contact your supervisor for help.

Submit suggestions to the Administrator and, after review, they will be forwarded to the Suggestion Committee. As soon as possible, you will be notified of the adoption or rejection of your suggestion.

Special recognition will be given to employees who submit a suggestion that is implemented.

# ***Providence Medical Group***

## **Providence Medical Group Handbook**

### **881 Gifts and Gratuities**

Effective Date: 7/19/2006

Revision Date:

Employees should not solicit or accept, for personal use, a gift, gratuity, premium or discount in excess of \$25.00 in value unless specifically authorized to do so in writing by a member of management. All such gifts, gratuities, premiums or discounts in excess of \$25.00 in value should be reported to a member of management. In the case where the employee does not know the value of such item, a member of management should be notified immediately.

# ***Providence Medical Group***

## **Providence Medical Group Handbook**

### **882 Lactation Support**

Effective Date: 5/22/2009

Revision Date:

Employees will be provided, to the extent reasonably possible, a private location, other than a toilet stall, where employees can express breast milk in privacy during any period away from the employees' assigned duties.

Employees will be provided, to the extent reasonably possible, with a refrigerator or other cold storage space for keeping milk that has been expressed, or employees will be allowed to bring in a portable cold storage device for keeping milk that has been expressed until the end of the employees' work day.

PMG will not be liable for any harm caused by or arising from the expressing of an employee's breast milk or the storage of expressed milk.

# ***Providence Medical Group***

## **Providence Medical Group Handbook**

### **883 Indiana Military Family Leave Act**

Effective Date: 11/23/2009

Revision Date:

#### General Provisions

It is the policy of PMG to grant up to ten (10) days of unpaid leave per year to an eligible employee of a military serviceman or woman called to active duty in the Armed Forces (including active and reserve components). The year (twelve (12) month period) is computed on a rolling basis. The twelve (12) month period is measured backward from the first date an employee uses this leave.

#### Eligibility

In order to qualify to take military family leave under this policy, the employee must meet all of the following conditions:

- The employee must have been employed for twelve (12) months and worked at least 1,500 hours during the last year.
- The employee must be a spouse, parent, child, grandparent or sibling of a military member called to active duty for a period of eighty-nine (89) or more consecutive calendar days.

#### Computation of Available Leave

Family military leave can be taken during one or more of the following time periods:

- The thirty (30) days before the active duty orders are in effect,
- During a leave provided to the military serviceman or woman on active duty while the active duty orders are in effect; and
- The thirty (30) days immediately following the termination of the active duty orders.

#### Procedure for Taking Leave

Any employees requesting leave under this policy must submit a request in writing, including a copy of active duty orders, if available, before military family leave will be granted. Employees must provide at least thirty (30) days notice to PMG before the date that the requested leave is to begin unless the active duty orders are issued less than thirty (30) days prior to the date that the requested leave is to start. If an employee does not provide the required verification, PMG may treat the absence as unexcused.

Employees will be required to substitute any accrued paid leave for any part of the ten (10) day period of such leave.

#### Reinstatement

PMG will reinstate eligible employees to the same or an equivalent position when the leave period ends.

# ***Providence Medical Group***

## **Providence Medical Group Handbook**

### **884 Personal Use Of Company Vehicles**

Effective Date: 11/18/2011

Revision Date:

Since any use of company owned or leased vehicles exposes PMG to losses incurred from vehicle accidents and in the interest of employee safety, employees are required to follow these guidelines. This policy includes, but not necessarily be limited to, the following:

- Personal use of company vehicle at the discretion of company managers.
- Radius of permitted operation defined.
- Drivers restricted to those that are company approved such as : spouses only; children only if 21 or older.
- Restrictions or safety rules that would include for example: no towing of other vehicles, seat belts usage for all passengers, use of alcohol or drugs prohibited, no hitchhikers, no radar detectors, no use of cell phone while driving, and obey all motor vehicle laws and regulations.

Each employee is expected to obey these guidelines and to exercise caution while driving company vehicles. Employees must immediately report any unsafe condition to the appropriate supervisor/ Employees who violate safety standards and rules, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action, up to and including termination of employment.