



**MARION EYE CENTER
& Optical**

**PERSONNEL POLICY MANUAL
for the offices of
MARION EYE CENTER & OPTICAL**

Property of: MARION EYE CENTER & OPTICAL

This Personnel Policy Manual does not constitute either an offer of employment or any assurance of continued employment. The policies contained herein do not constitute an employment agreement and should not be construed as a contract of employment.

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Section 1. Introduction

1.1. Purpose of this Handbook

The purpose of this Handbook is to familiarize you - the employee - with the policies, rules and other key aspects of Marion Eye Center & Optical (the "Practice"). Employees are hired because, with their skills, talent, and experience, they will help this Practice deliver high quality, compassionate, and reliable services. These factors are of extreme importance to the Practice, its patients, and their families. Also, the development of harmonious relations among our Practice personnel is essential to its effective operation. Knowing and communicating the employment expectation is vital to making the practice a pleasant and enjoyable environment in which to work.

This fully revised Personnel Policy Manual is [originally] effective as of 07/01/2021 and will be revised periodically thereafter. The information in this handbook supersedes all rules and policies that may previously have been expressed or implied, in both written and oral format. Revisions and/or updated versions will be noted with a change to the date in the footer section of this document. **Compliance with this Handbook is compulsory for all employees.** This Personnel Policy Manual is in effect for all non-exempt employees. The Practice reserves the right to interpret this Handbook's content as it sees fit, and to deviate from policy when it deems necessary.

Authority

The governing body of the Practice is its Board of Directors (collectively referred to as the "Board"). The Board shall both establish and amend Practice policies from time to time, possibly without prior notice to the employees. The Board has the right to revise any policy at any time in its sole discretion, and without advance notice to, or permission from, its employees. It may act at any time on any matter. It may also delegate some or all its authority to implement its decisions. All such changes are deemed effective upon publication, unless stated to the contrary.

Administration

The implementation of the personnel policies has largely been delegated to the Chief Executive Officer and may have been further delegated. An employee acting through proper channels may initiate any action provided for in these policies. Likewise, any employee who has any questions about any section of this Manual should consult his or her direct supervisor, Human Resources, or the Chief Executive Officer

Coverage

All employees of the Practice are subject to the provisions of this Manual unless otherwise noted or as specifically exempted from application by a written contract with the Practice.

Principles of Employment

The Practice does not employ any individual on a permanent basis or for a defined period. All employees are employees “at will” (defined below) and are subject to dismissal without cause or explanation. This handbook covers all our employees, except those who have a written (and signed) employment agreement with the Practice.

1.2. Relevant Contacts

These contacts should be used if questions arise concerning the policies and procedures in this manual. **Please use written communication via email if possible.** Most Practice procedures **REQUIRE written communication**, both as protection for the employee and the Practice.

Chief Executive Officer –

Scherrie Eastwood, EXT. 1119 seastwood@marioneye.com

Andrew Freeman, Ext. 1136 afreeman@marioneye.com

Human Resources –

Jennifer Harris, EXT. 1229 jharris@marioneye.com

Gena Harper, EXT. 1235 gharper@marioneye.com

1.3 Changes of Policy

Marion Eye Centers & Optical reserves the right to change this Handbook's content, at any time and at our sole discretion. Its provisions may not be altered by any other means, oral or written.

You will receive written notice via your work assigned email of any revisions we make to the employee handbook and are responsible for understanding and complying with all up to date policies. The employee will find the latest updates and revisions on the **mecemployee.com** website under “HR FORMS.” Please check the website regularly for updated information. If you are confused about any information defined herein, please contact your supervisor, a Human Resources Representative, or the Chief Executive Officer.

1.4 Employment Forms/Videos and On-Boarding

All new employees are required to complete the On-boarding process through Human Resources. At any time after initial on-boarding, this document and all other on-boarding videos will be made available to the employee via the **mecemployee.com** website or through the employee's ADP portal.

Mandatory items to complete during this process include:

- At-Will Employment Agreement/Electronic Read Receipt of **Employee Handbook**

The latest version of this manual can be accessed at any time on the MECemployee.com website under the link "HR Forms." Every employee will sign that he or she has access to and has read the handbook during onboarding.

- **Employment Eligibility Form I-9**

The **Immigration Reform and Control Act of 1986** (IRCA) prohibits the hiring and retention of aliens not authorized to work in the United States, requires all employers to verify employment eligibility and retain certain records, prohibits discrimination on the basis of national origin and citizenship status, and imposes substantial civil and criminal penalties for violation of the law. **IRCA** makes it unlawful to hire or to continue to employ an alien who has not been lawfully admitted to the United States for permanent residence or otherwise authorized to be employed. IRCA also makes it unlawful to hire any individual without verifying his or her employment authorization and identity. The new employee and Human Resources are required to electronically complete Form I-9, verifying information that the employee is not an unauthorized alien. Verification is based on examination of specific documents to establish both employment authorization and identity.

On the day of hire, each new employee is to electronically complete the Employment Eligibility Verification Form I-9 and submit documents to Human Resources to verify identity and employment eligibility **within the next three (3) business days to maintain**

his or her employment.

The same policy applies to re-hired employees whose I-9's are over three (3) years old or otherwise invalid. If copies of necessary documentation are not received within the (3) business days, the employee will not be able to return to work until Human Resources obtains these documents from the employee. If a new employee does not have the required documentation, federal law allows for an exception if an application to secure the documents is submitted within the three (3) day period and the document itself is presented within twenty-one (21) days of commencement of employment.

The Practice will maintain Form I-9 for at least three (3) years from the employee's start date, or one (1) year after termination if that is longer than three (3) years from the date of hire. If a former employee is re-employed, the Practice will rely on Form I-9 if completed within three (3) years prior to the rehire and if the form is inspected and indicates a continuing eligibility to work. The Practice is permitted by IRCA to copy any document presented by the employee to establish both employment authorization and identity.

- Completion and acknowledgement of **“How to Request Time Off”** video in ADP. All ADP learning videos, including this one, are available in the employee’s ADP portal under the Resources tab, under **Learning> Search**
- **Benefits Eligibility** – Any enrollments not completed during the initial on-boarding process, may be completed by the employee in the ADP portal by accessing the Myself tab> Benefits> Enrollments. Enrollment selections become active after the mandatory probationary period of employment.
 - Health insurance after (60) days from the date of hire
 - Dental, Life, AD&D, and AFLAC after (90) days from date of hire
 - 401(k) There is no waiting period. Eligible employees 21 years or older can join the plan on the first payday of any month.

- **Direct Deposit** information can be entered in ADP by navigating to the Myself tab> Pay> Payment options
- Completion of **"HIPAA Compliance Training"** and printed **Certification** of a passing test score.

Available also at the MECemployee.com website under the tab "Videos."
- Completion and acknowledgement of **"FRAUD, WASTE and ABUSE"** video. Available also at the MECemployee.com website under the tab "Videos."
- Completion and acknowledgement of **"ANTI-KICK Back LAW"** video. Available also at the MECemployee.com website under the tab "Videos."
- Completion and acknowledgement of **"PHYSICIAN SELF-REFERRAL LAW"** video. Available also at the MECemployee.com website under the tab "Videos."
- Verification or Revision of **W4 Information** is completed in ADP by navigating to the Myself tab> Pay> Tax withholdings. There is also a calculator tool available under Pay to help determine W4 selections.
- Completion of **Address and Emergency Contact** Information (in ADP navigate to Myself tab> My Information> Profile)
- Completion of **EEO Information**
- Completion of **"OSHA Training for Healthcare"** Video. Available also at the MECemployee.com website under the tab "Videos."
- Completion of **"MEC Sexual Harassment"** Video. Available also at the MECemployee.com website under the tab "Videos."

Section 2. Terms & Definitions

Marion Eye Centers & Optical typically employs *an average* of 250 regular and temporary employees on an "at-will" basis. This section defines the terms of "at-will" employment, as well as the different types of employees we hire.

2.1 Definition of "At-Will" Employment

By law, the job of an "at-will" employee is not guaranteed. Although the Practice hopes each employee will have a long-term employment relationship, either the employee or the employer may terminate that relationship at any time and for any reason. The Practice also reserves the right to alter an "at-will" employee's benefits, pay rate, and assignments as it sees fit. The "at-will" terms of employment may only be changed with the approval of the Board or Practice Administrator.

2.2 Types of Workers

This section distinguishes between the different types of workers the Practice employs.

Employee status is established at the time of hire and may only be altered via a written statement signed by the Practice.

Active Employee

An employee who is regularly scheduled to work on a predictable schedule and is not an employee on leave of absence for disability, Family Medical Leave, or other reason.

Exempt vs. Non-Exempt

Most employees are non-exempt, meaning they are entitled by law to at least minimum wage And premium pay for overtime (1.5*Rate of pay). Exempt employees are not subject to these laws. Exempt status is defined by standards set by state law and the Federal Labor Standards

Act (FLSA). An Exempt Employee is an employee who is not entitled to receive overtime pay. This class of employee is usually a specialist in his or her field, an executive, or an administrator.

Regular vs. Temporary

Regular employees work a regular schedule, either on a full-time or part-time basis. To be considered full-time, an employee must be scheduled to work at least (40) hours per week. A temporary employee is a person we hire for a short period (usually (90) days at maximum) to assist with a project or remedy a staff shortage. A temporary employee, like a regular employee, is also employed on an "at-will" basis (defined above).

Full-Time Employee

An employee who is scheduled to work on a **regular** basis at least forty (40) hours per week, and is subject to all policies and procedures and is entitled to receive insurance benefits.

Part-Time Employee

An employee, who works on a regular basis less than thirty-five (35) hours per week, but is subject to all policies and procedures [and does not receive insurance benefits].

Independent Contractors & Consultants

Independent contractors and consultants are not Practice employees, but rather self-employed professionals whom we hire for specific projects. Unlike employees, they do not operate under Practice direction, and control their own methods, materials, and schedules. They are not eligible for Practice benefits.

2.3 Other Definitions

Immediate Family

An employee's spouse, parents, children, brothers, and sisters.

Leave

An approved type of absence from work as provide by these policies.

Overtime

Time worked by a non-exempt employee more than forty (40) hours per week that has been appropriately authorized in advance. Pay at the rate of time and one-half (1.5*RATE OF PAY) occurs once the employee has worked more than forty (40) hours in a defined workweek.

Workday

The scheduled number of hours an employee is required to work in a day. The workday may vary for different employees and different positions.

Workweek

The total of scheduled workdays in a seven-day period. The workweek of the Practice is defined to be from 12:00 a.m. Sunday to 4:59 p.m. Friday.

Section 3. Payroll

3.1 Payment Schedule

Employees are paid one pay period in arrears. This allows the Practice time to calculate hourly and overtime compensation. If you will be working at an office other than your “home” office on pay day, you must let HR know where your check (if applicable) needs to be sent by 1:00 pm on Thursday, prior to pay day. If this day falls on a holiday, paychecks will be issued on the last working day prior to the normal pay date. No advance in salary will be made under any circumstances.

Employees are paid bi-weekly (or every other week) generally on Friday. If the employee **does not choose to enroll in Direct Deposit, no guarantee can be made as to the date he or she will receive his or her paper check.** While the Practice will do everything in its power to ensure this occurs in a timely manner, there are many factors that may work to contribute to the failure of the paper check arriving on time (i.e., weather and shipping issues). This can be avoided by choosing Direct Deposit.

Employees may make changes in their direct deposit set-up any time. Anytime that a direct deposit is set up, or any changes are made to a current direct deposit, it takes (1) full business day to go into effect. Employees with special circumstances who wish to temporarily opt out of direct deposit should make a request to Human Resources. All employees are at all times expected to review their paychecks. If there is any error of any kind, the Employee should immediately contact Human Resources.

Lost or Stolen Paychecks

Lost or stolen paychecks should be reported promptly to Human Resources. The Practice will attempt to put a stop payment on the check. If able to do so, the Practice will cancel the lost/stolen check and issue another check. The Practice does not take any responsibility for lost or stolen paychecks. If the Practice is unable to stop payment on a check, the employee will be responsible for such loss. This can be avoided by choosing Direct Deposit.

Pay Adjustments

Employees are not compensated for time during any of the following events:

- Unauthorized absence; tardiness, leaving early.
- Absence due to illness after authorized sick leave has been used.
- Absence due to suspension from duty.
- Approved leaves of absence.
- Any other absence not authorized by the Practice policies or the Administrator.

Expense Reimbursement

Employees shall be reimbursed for all reasonable expenses incurred in the performance of their assigned duties. The Accounts Payable supervisor requires appropriate receipts and justification to all reimbursements. All expenses shall be recorded and submitted to Accounts Payable for reimbursement.

3.2 Wages

Wages vary from employee to employee and are based on level of skill and experience. The Practice conducts regular evaluations of all employees and issues promotions and bonuses as it sees fit. In addition to **regular** pay, non-exempt employees may encounter the necessity of having to work **overtime** (at the supervisor's discretion—not at the employee's), for which the employee will be eligible for the overtime rate of pay within the terms defined by Illinois or Missouri law, pending prior

authorization for said overtime by his or her supervisor or the general manager.

Confidentiality of Payroll

Salaries are strictly confidential and may vary for many reasons. **ONLY** the employee, Human Resources, the Practice Manager, and the employee's immediate supervisor are authorized to have information about the salary rates of employees. The unauthorized disclosure of an employee's compensation package or any other employee's compensation package is deemed to be disrespectful of the privacy of all employees and may be grounds for immediate dismissal.

Performance Evaluations – General

The Practice periodically analyzes and appraises the job performance of all its employees. Supervisors shall submit employee performance reports on each regular employee annually and at such other times as deemed appropriate. Performance appraisals provide the basis for establishing an understanding among the supervisor and the employee concerning job responsibilities and individual performance.

Practice employees are our most valuable assets, so employee development and motivation are a prime concern to us. Similarly, the Practice considers its **patient satisfaction to be of paramount importance**.

Favorable patient interactions are critical. Some of the factors that the Practice looks for in its employees, and upon which employees will be evaluated include the following:

- Cooperation with other staff members
 - Responsiveness to patient needs and sympathy for their problems
 - Clinical/administrative competence to perform the duties of the position
 - Willingness to perform the tasks and role assigned to the employees
- and
- Integrity and maintenance of standards of professional conduct and decorum in the office and with the patients.

Employees sign the performance appraisals to indicate that they have read and understand them, and that those appraisals have been discussed with the employee. The employee's signature does not necessarily signify agreement with the appraisal, and even an excellent performance review does not

guarantee continued employment or an increase in pay. There is room on the appraisal for the employee to comment, and the Practice encourages employees to do so.

3.3 Deductions & Garnishment

Deductions

All compensation paid to employees is subject to federal, state, and local withholding and to Social Security and Medicare taxes based on the exemption information completed and supplied by the employee and submitted to the Practice. The Practice contributes an equal amount to each employee's share of Social Security paid. Full information on the Social Security Act and its application to employees may be obtained from a local Social Security office. The Practice will withhold all appropriate taxes from employees' paychecks as governed by federal, state, and local authorities. These taxes likely include:

Social Security & Medicare

Under the Federal Insurance Contribution Act, a specified percentage of gross earnings up to a specified maximum salary is withheld from each employee's paycheck. The money withheld from gross earnings is contributed toward Medicare and Social Security benefits. The Practice also contributes to Medicare and Social Security by matching each employee's withholding amount.

Income tax

Federal. Based on the allowances reported on Form W-4, required amounts are withheld from all wage payments. An employee can change in his or her withholding allowances on ADP under pay > tax withholdings.

State. The state Personal Income Tax is deducted from employees' wages based on the withholding required. Also, the Practice withholds the appropriate state unemployment taxes.

Local. To the extent that there is a local tax (earned income tax required to be withheld from each employee's paycheck), that too, shall be withheld.

Other deductions required by law or requested by the employee

The Practice also withholds insurance premiums, retirement plan deferrals and other designated benefits, pursuant to the plans in place at the Practice and the employee's elections.

A Wage and Tax Statement (**W-2**) recording the previous year's wages and deductions will be provided at the beginning of each calendar year. This statement is available to Regular employees through the employee's ADP portal under the tab, **Pay > Pay & Tax Statements**. If you elect during on-boarding to receive a paper copy, it will be mailed out to the employee before February first of each year.

If at any time you wish to adjust your income tax withholding, please go to your employee ADP portal under the Myself tab, **Pay > tax withholding**, fill out the designated electronic form, and submit it by clicking the "Sign and Update" button.

NOTE: The more allowances you take under "TAX SETUP," the less tax that will come out of every check; however, at the end of the year this may mean that you will not get as much money back on your tax return or that you may owe more tax than you have had withheld.

Wage Garnishment

Sometimes, the Practice receives legal papers that compel us to garnish an employee's paycheck - that is, submit a portion of said paycheck in payment of an outstanding debt of the Employee. **We must, by law, abide by this** either until ordered otherwise by the court or until the debt is repaid in full through withheld payments or otherwise.

Section 4. Employee Rights

The following section summarizes your legal rights as an employee of Marion Eye Center & Optical. Questions about any policy detailed in this section may be addressed with a Human Resources representative or the Practice Administrator.

4.1 Equal Opportunity Employment Policy

The Practice provides equal employment opportunities to all applicants, without regard to unlawful considerations of or discrimination against race, religion, creed, color, nationality, sex, sexual orientation, gender identity, age, ancestry, physical or mental disability, medical condition or characteristics, marital status, or any other classification prohibited by applicable local, state or federal laws. This policy is applicable to hiring, termination and promotion; compensation; schedules and job assignments; discipline; training; working conditions, and all other aspects of employment with Marion Eye Center & Optical. As an employee, you are expected to honor this policy and to take an active role in keeping harassment and discrimination out of the workplace.

4.2 Accommodation for Disabled Employees

We are happy to work with otherwise qualified disabled employees to accommodate limitations, in accordance with the Americans with Disabilities Act (ADA). It is up to the employee to approach his or her supervisor with this request, and to provide medical proof of his or her needs upon the Practice's request.

We are also happy to accommodate employees diagnosed with life-threatening illnesses. Such employees are welcome to maintain a normal work schedule if they so desire, provided that we receive medical papers proving their working cannot harm themselves or others and their work remains at acceptable standards.

4.3 Employment of Minors

Due to the nature of being a healthcare provider, it is not customary for the Practice to hire minors so as to be consistently compliant with all FLSA standards pertaining to those under 18 years of age. If the situation arises where a minor is hired by the Practice, our policy on the employment of minors adheres to all FLSA standards, including the following:

- Minimum employment age (14 for non-agricultural work)
- Maximum weekly hours for employees under 16
- Minimum hazardous job employment age (18)
- Minimum wage standards for students, apprentices, disabled employees, and employees under the age of 20.

Further, because of these regulations, any minor hired by the Practice, either Temporary or Regular, must be hired on a part-time basis only (18 hours maximum weekly, with scheduled hours outside of school hours) and must be employed only in a position of administrative tasks in one of our non-practicing healthcare locations (i.e., Billing, Central Supply, Administrative offices, etc.)

4.4 Privacy and HIPPA

Employee information is private and only accessed on a need-to-know basis. Your healthcare information, as an employee, is completely confidential unless you choose to share it. Since the Practice is a healthcare provider, however, employees and management **must adhere** to the rules established by the Health Insurance Portability and Accountability Act (**HIPAA**).

All patient information, personnel files, and payroll records are confidential and may only be accessed

for legitimate reasons and on a professional need-to-know basis. The Practice maintains personnel files for each employee. Those files include documentation of employment and may include the initial job application, references, performance appraisals, letters for disciplinary and commendation and the like. Personnel files shall be established and maintained on each employee. These files shall contain all records and correspondence pertaining to that employee. Every hire, transfer, promotion, demotion, change of salary or rate, disciplinary action and any other temporary or permanent change of telephone

number, address, or marital status of employees shall be entered into the personnel file. Personnel files shall be maintained in a confidential manner. However, any employee may upon request review their personnel file. If you wish to view your own personnel files, you must set up an appointment in advance with Human Resources. A Human Resources representative must be present during the viewing. You may only make photocopies of documents bearing your signature, and written authorization from the Practice Administrator is needed to remove any copies from a file from Practice premises. You may not alter your files, although you may add comments to items of dispute. Certain information, such as dates of employment and rehiring eligibility, is available by written request only. We will not release information regarding your compensation without your written permission.

4.5 Time Off from Work

Employees requiring extended time off from work (beyond personal/sick or vacation time) may apply for a leave of absence. We consider all requests in terms of effect on the Practice and reserve the right to approve or deny requests at will, except when otherwise directed by law. Any request for a leave of absence due to disability will be subject to an interactive review. A medical leave request must be supported in a timely manner by a certification from the employee's healthcare provider.

Extension of leave must be requested and approved before the current leave ends. No employee is guaranteed reinstatement upon returning from leave unless the law states otherwise. However, the Practice will try to reinstate each returning employee in his or her old position, or one that is comparable. **Below are the main types of leave** that Marion Eye Centers & Optical offer employees. Some, but not all, are governed by law.

The Practice **complies with the Family and Medical Leave Act (FMLA)** which allows eligible employees up to 12 workweeks of **unpaid** leave a year, but only for specified reasons. Not every reason qualifies for FMLA protection while on leave. Generally, the types of events that trigger FMLA leave include:

- The arrival of a new child in the family -- whether by birth, adoption, or foster care
- The care of a **family member with a serious health condition** – FMLA “qualifying family members” definitions are an employee's **spouse, child, or parent**
- The employee's own **serious health condition** that prevents the employee from performing the essential job duties

As defined under FMLA, a "**serious health condition**" means any illness, injury, impairment, or physical or mental condition that involves either **inpatient care or continuing treatment by a health care provider**. FMLA and all other unpaid leaves-of-absence **must be approved by management**, and Human Resources **must be notified prior**, or as soon after a serious condition has occurred as is possible, to the leave being taken. Accepting/performing another job during leave will be considered the employee's voluntary resignation.

Married Couples Who Work for the Practice

In the event both spouses work for the Practice and each wishes to take leave for the birth, adoption or placement of a child in foster care, or to take care of a parent with a serious health condition, the husband and wife may only take a combined total of twelve (12) weeks of leave.

If each wish to take Military Caregiver Leave, the husband and wife may only take a combined total of twenty-six (26) weeks of Military Caregiver Leave.

Fitness for Duty Certification

Eligible employees granted a leave of absence will be required to provide a Fitness-For-Duty certification signed by his or her health care provider. An employee who fails to provide such certification may be denied reinstatement to his or her position until he or she produces such certification.

Reinstatement Rights

Exceptions may also apply for certain highly compensated employees under certain conditions.

Employees who fail to return to work at the end of FMLA leave may be considered to have voluntarily resigned his or her position with the Practice. In addition, the employees on a leave extension are not guaranteed reinstatement.

Work-Related Sickness & Injury

Employees eligible for Worker's Compensation rendered unable to work because of a work-related injury or illness will receive **an unpaid leave** for the period required. For eligible employees, the first 12 weeks will be treated concurrently as a family and medical leave under FMLA.

Maternity

An employee **disabled on account of pregnancy, childbirth, or a related medical condition** may request **an unpaid leave** of absence of up to 12 workweeks under FMLA. Unpaid time off may be requested for prenatal care, severe morning sickness, doctor-ordered bed rest and recovery from childbirth.

Married Couples Who Work for the Practice

In the event both spouses work for the Practice and each wishes to take leave for the birth, adoption or placement of a child in foster care, or to take care of a parent with a serious health condition, the husband and wife may only take a combined total of twelve (12) weeks of leave.

Election Days

The Practice, in compliance with Illinois and Missouri law, gives employees the right to take time off work, without fear of retaliation, for the civic responsibility of voting. Employees who **are also registered** voters can take up to **two consecutive hours in Illinois and three consecutive hours in Missouri**, with pay, at the beginning or ending of the employee's shift to vote in local, state, or national elections **provided that, before the polls are open or before they close, the employee does not have two (IL) or three (MO) consecutive hours before or after the start or end of his or her shift.**

Death of a Family Member – Bereavement Leave

In the event of the death of a member of a full-time employee's immediate family (a spouse, child, sibling, or parent), the Practice will permit absence for up to three (3) days as bereavement leave. Vacation or personal time may be used, otherwise, the time will be without pay.

Jury Duty

The employee may take **unpaid** time off for time spent complying with a jury summons or serving on a jury with written proof of the summons submitted to Human Resources. The employee is not required to use vacation or personal/sick paid time off (PTO) for time spent responding to a summons for jury duty, time spent participating in the jury selection process, or time spent serving on a jury but may use these hours if the time is available in his or her accruals.

Military Leave

Any full or part-time employee who is called to active military duty or to Reserve or National Guard training (or who volunteers for the same) should immediately, upon receipt of such orders, submit copies of those papers to his or her supervisor. Such an employee will be granted a military leave of absence without pay for the period of military service in accordance with applicable state and federal laws. If the employee is a reservist, the required training is handled in the same manner. Eligibility for reinstatement after the applicable military duty or training is completed is determined in accordance with applicable state and federal laws.

Married Couples Who Work for the Practice

If each wish to take Military Caregiver Leave, the husband and wife may only take a combined total of twenty-six (26) weeks of Military Caregiver Leave.

Requesting Leave of Absence

This office grants leaves of absence only when it is in the best interest of the employees and this office. Leave of absences may be considered for full-time and part-time employees who have completed at least one (1) year of continuous service. Requests for leaves of absence will be considered for prolonged disability, maternity and adoption leave, military leave, and leave for other compelling personal reasons. A leave of absence must be requested in writing and must include the reason for the leave of absence. It must be submitted at least thirty (30) days prior to commencement of the leave period unless it is an emergency. Emergencies are determined on a case-by-case basis. You must use any vacation and/or personal time that you have on the books first. Any remaining time would be unpaid. While an

employee is on a leave of absence for any reason, including FMLA leave, he or she may not work in another employment or contractor position or otherwise "moonlight." An employee who returns to work at the conclusion of an approved leave of absence shall be restored to his or her former position or a similar position, unless circumstances have so changed that it is impossible or unreasonable to reinstate the employee. Employees will need to plan to pay for their own health insurance premiums and all other benefits during an approved leave.

Weather-Related Absence

Weather and particularly winter storms sometimes make it difficult or dangerous to get to and from work. The Practice is sensitive to this problem and may close the office, if weather conditions warrant. If the office is open for business and you are unable to get to work from your home, call Human Resources to inform them of your inability to work. Call your Supervisor to notify them of your absence so they can make other arrangements.

Holidays

The following are **holiday dates** for which the Practice gives paid time off*:

New Year's Day

Memorial Day

July 4th

Labor Day

Thanksgiving Day

Day after Thanksgiving Day

Christmas Day

If the paid holiday falls on a Saturday, the holiday will be taken on a Friday. If the holiday falls on a Sunday, it will be taken on a Monday.

***Note—the employee will only receive paid time off if he or she works at least (4) hours both the day before and after the holiday or has approved PTO time for those days.**

ACCRUED PAID TIME OFF (PTO)

It is the policy of Marion Eye Center & Optical to provide each full-time, regular employee with accrued paid time off. Per Illinois state law; Part-time employees will accrue approximately 1 hour of vacation time per every 40 hours worked.

The accrued amount of sick/personal and vacation paid time off (PTO) to which an employee becomes entitled is calculated and added to the accrued totals for every full-time pay period an employee works. Since the Practice pays employees every other week, there are generally (26) pay dates in a calendar year (possibly one more, or less, depending on where the last pay before NEW YEAR's falls).

NEW HIRES

During the (90) day probationary period, employees are not allowed to use (nor can they view in the employee portal in ADP) their accrual time. Any personal emergency requiring time off or pre-approved time off taken during the probationary period will be **unpaid**.

After the (90) day probationary period has been successfully completed, accrued paid time-off hours which were earned during the (90) day period will then be added to the employee portal in ADP. **It is the employee's responsibility to check this information immediately** after the (90) day period has passed, and if there is a discrepancy in ADP compared to how much the employee believes the accrual times should be, the employee must **contact Human Resources in writing** to address this discrepancy. To view accrual information, go to the Myself tab, **Time-Off> My Time Off** .

How Paid Time Off (PTO) is earned and used

During a full-time, REGULAR employee's **first year** of employment, the employee will earn **(1.54) hours** in Sick/Personal time **and (1.54) hours** in Vacation time per pay period, accruing to a total of **(40) hours (or one full workweek)** in both categories of (PTO) by the culmination of the employee's full first year.

After the culmination of the full-time, REGULAR employee's first full year of employment, the employee starting his or her **second year** of employment will continue to earn **(1.54) hours** in Sick/Personal time

and will begin to earn **(3.08) hours** in vacation time, accruing to a total of **(40) hours Sick/personal (or one full workweek)** and **(80) hours of vacation (or two full workweeks)**.

During a full-time, REGULAR employee's **Five years** of employment, the employee will continue to earn **(1.54) hours** in Sick/ Personal and will begin to earn **(4.61) hours** in vacation time accruing **(120) hours of vacation (or three full workweeks)**.

During a full-time, REGULAR employees' **twenty years** of employment, the employee will earn **(6.16) hours** in vacation time accruing **(160) hours of vacation (or four full workweeks)**.

Per Illinois state law; Part-time employees will accrue approximately 1 hour of vacation time per every 40 hours worked. (Up to one 40 hour work week per year).

Vacation

Vacation time may not be taken until it is earned. To **request time off**, employees must first get approval from their respective supervisor(s). After initial approval has been granted, **Paid Time Off (PTO) for vacation is not officially approved until it has been formally requested** through the employee's ADP portal. The employee can initiate this process by going to the Myself tab> Time Off> My Time Off> Request Time Off

Employees **will not be paid for vacation time off** unless the proper request procedures are followed before the time off is taken.

Vacation scheduling is subject to advance approval by employee's supervisor or in his or her absence, by the Practice Administrator. Requests for vacation time must be submitted in the, at least one (1) month prior to the leave period. Employees will be notified within two (2) weeks thereafter if leave time is approved. Individual requests for vacation days on less than one (1) month's notice will be considered at the discretion of the supervisor. Because of coverage requirements, only a certain number of employees may be away at any one time. This number will vary by work group, and Practice location, and so employees will be advised by their supervisor. Change to an already approved vacation leave requires two (2) weeks' notice and subsequent approval so that coverage can be assured. For full-time employees only, if a regularly scheduled holiday occurs during a vacation period, the Holiday will be used (and counted) instead of the "vacation day." If there is a conflict in vacation schedules, the employee with the most seniority will have preference. Otherwise, approval will be based on a first-come, first-served basis. No vacation can be taken during the first three (3) months of employment,

although time will accrue from the first day of employment.

Employees are not entitled to pay in lieu of vacation time taken until (150) hours have accrued. If this occurs, Vacation hours will be paid down to (120) hours. In the event the employee is no longer employed by the Practice, what Vacation hours remain to the employee at the time of termination of employment will be paid out to the former employee; however, any unused Sick/Personal time will not be paid out.

Sick/Personal

Sick leave is provided to full time employees to protect the employee from financial hardship due to the loss of wages during personal illness or injury. Therefore, sick leave should be used only if needed, rather than a benefit to which an employee is automatically entitled. No time is accrued while on leave of any type. "Borrowing" hours is not permitted. Each full-time employee will be entitled to receive his or her normal pay at his or her standard hourly rate for absences resulting from illness on the basis described below.

During the first three (3) months of employment, sick leave is uncompensated. Thereafter, the following schedule will be in effect for all full-time employees. Part-time employees are not entitled to any paid sick leave. Sick leave (Personal Time) may be accumulated from one year to the next, up to 40 hours on the books. Unused days are not paid if they are accrued but unused when an employee leaves or terminates his or her employment.

To receive sick leave pay, an employee who is unable to report to work must call his or her supervisor **and** Human Resources **before 7:45 a.m.** This is necessary so that coverage can be arranged. A physician's note will be required for sick time used. If you have been off work under the care of a doctor you will not be permitted to return to work without a written work release signed by your doctor.

Utilization of Sick/Personal time for Shortened Work Schedule

If an employee's normal work location sends the employee home **for lack of work**, or any other legitimate reason due to no fault of the employee, the employee is expected to check with his or her supervisor to see if he or she can be sent to another location to continue to make up a (40) hour work schedule. If there are no other locations which need the employee's help, it is **not** the Practice's policy to automatically make up that employee's (40) hour workweek shift out of the accrued Sick/Personal time.

If the employee wants to make up to (40) hours with his or her available PTO, the employee **must request the time off through the employee portal in ADP, under the Myself tab, TIME-OFF > My Time Off> Request Time Off**, no later than 10:00 AM on the Tuesday the week of that period's pay.

Furthermore, a full-time, REGULAR employee **MAY NOT chronically sustain** a shortened weekly work schedule if there is no lack of work and he or she was hired as a full-time employee with access to full-time benefits, even if the employee has accumulated numerous PTO hours.

This employee is ON CALL if off due to lack of work and can be recalled at any normally scheduled time. If the employee wants to become a part-time employee, without the benefits provided to full-time employees, approval must first be granted by the employee's supervisor and the general manager, or the employee risks forfeiting his or her position entirely.

Section 5. Employment Benefits

5.1 Unemployment Insurance

Employees rendered unemployed through no fault of their own or due to circumstances prescribed by law, and who meet the State eligibility requirements for time worked or wages earned, may receive unemployment insurance (also called unemployment benefits or compensation). State agencies directly administer this insurance and determine benefit eligibility, amount (if any), and duration.

5.2 Workers' Compensation

Workers' Compensation laws compensate for accidental injuries, death and occupational disabilities suffered in the course of employment. Marion Eye Center & Optical provides Workers' Compensation Insurance for all employees. Generally, this includes lost wages, disability payments and hospital, medical and surgical expenses (paid directly to hospital/physician) and assistance for injured employees in returning to suitable employment.

5.3 Social Security Benefits (FICA)

Both employees and the Practice contribute funds to the federal Social Security Program as prescribed by law, providing retirees with benefit payments and medical coverage where applicable.

5.4 Additional Benefits

The Practice offers the following **benefits** to its employees. If you would like to obtain more information about any of them, please contact Human Resources via email.

- Air-Evac (Upon hire)
- Health Insurance (60 days from date of hire)
- Dental Insurance (90 days from date of hire)
- Life Insurance (90 days from date of hire)
- AD&D (90 days from date of hire)
- AFLAC (90 days from date of hire)
- 401(k) Plan (first open enrollment after the employee's anniversary date of hire)

Furthermore, since Marion Eye Center & Optical is an outstanding **Vision Care** provider, upon completion of the (90) day probationary period, employees are entitled to

- One exam per year for the employee, his or her spouse, and his or her children
- One free pair of glasses per year (restrictions apply), to begin on the first anniversary date of hire - employee only
- 65% discount on the second pair of glasses (after the first free pair) – employee only
- 20% discount off contact lenses – employee only
- Four discount cards per year for 50% off frames (restrictions apply). These can be given to friends and family but will not be replaced if lost or stolen.
- Any employee purchase or friends and family discount card used for an order must be paid in full at the time of the order.
- Medical exams will be submitted to health insurance with no out-of-pocket expense to the employee.

After Leaving Employment with the Practice

COBRA

Legislation commonly referred to as COBRA (Consolidated Omnibus Budget Reconciliation Act) basically provides for continuation of employer-sponsored health insurance coverage to divorced and widowed spouses of employees, dependent children who become ineligible under the employer's plan, spouses of Medicare eligible employees and most terminated employees. COBRA generally applies to employers who employ twenty (20) or more employees. This coverage continues at the individual's own expense for the length of time and under such conditions as prescribed by law. The Practice, to the extent required by law, complies with the COBRA requirements.

HIPAA

The Health Insurance and Portability and Accountability Act (HIPAA) allows employees who have been covered by a group health insurance plan to continue that coverage after the cessation of employment. Affected employees are encouraged to seek additional information as needed.

EMPLOYEE CONTINUING EDUCATION

Training

The Practice provides training to enable employees to perform more effectively and to advance the services of the Practice. Appropriate supervisors shall periodically assess the training needs of the employees and consult with the Practice Administrator to obtain information on applicable training programs. Some of the training shall be "hands on" and may include monitoring.

Conferences and Professional Association

The Practice recognizes the benefits and importance of continuing education and it encourages its employees to maintain their skills. Dues to professional associations for employees, if approved in advance by the employee's supervisor or Practice Administrator, shall be paid by the Practice when the activity is reasonably related to employees' skills or required by the position in the Practice. Where the Practice has agreed to permit educational absence or has agreed to be responsible for payment of licenses, continuing education, or so on, the employee shall clarify which (if any) expenses and out of pocket costs shall be approved.

Seminars and Educational Events

The Practice supports and encourages employees who seek to improve their skill levels. Practice management and employees will review the seminars or other educational events of interest. Subject to the ability of the Practice to provide adequate coverage for the absent

employee and the actual cost of the event, the Practice may approve such events on a case-by-case basis. All requests for seminars and events should be submitted well in advance.

Employees who become aware that they cannot attend a seminar, for which they are registered, are required promptly to provide cancellation notice to the educational provider, and to obtain the maximum refund possible for the Practice. An employee, who fails to cancel such a registration when feasible, shall reimburse the Practice for the cost of any penalty or fees for attendance.

Section 6. Rules of Conduct and Working Procedures

The following section summarizes your responsibilities as an employee of Marion Eye Center & Optical. Questions about any policy detailed in this section may be addressed with a Human Resources representative or the Practice Administrator.

General Guidelines and Rules for All Employees

1. All employees are responsible for the efficient performance of their duties in conformity with the established policies and procedures of the Practice.
2. Employees may not conduct any personal business during working hours.
3. All employees should endeavor to maintain good relationships with their fellow workers by always exercising courteous and considerate conduct.
4. All employees should coordinate their efforts with other employees throughout the Practice to ensure continuity of purpose and maximum achievement of the Practice objectives.
5. The medical services rendered to our patients are by their nature quite personal to them. Employees must keep any information about patients, their medical issues, problems, income, relationships, and the like **absolutely confidential**. Nothing can be more embarrassing or potentially damaging to the Practice than a discovery that information has been divulged, even casually, by anyone to a person who has no authority to receive that information, either outside the working relationship or within the Practice. **This is perhaps the most important rule the Practice expects to**

be followed, and the Practice must insist on respecting that privacy, in spirit and in fact. This rule specifically conforms to the HIPPA act (see section 4.4 and 6.2 for full discussion of how this act applies to the Practice). Any breach is cause for immediate dismissal.

6. All employees must be available and in sufficient physical condition to report for and perform their work as scheduled. If an employee is unable either to report for work or perform his or her work due to illness or other justifiable cause, he or she is expected to call and notify Human Resources and his or her supervisor, of the expected absence and the reason(s) for his or her inability to work as scheduled.
7. No employee shall enter the Practice or remain on the premises unless he or she is scheduled for work or on other Practice-related business.
8. Each employee shall faithfully accomplish his or her job, duties and responsibilities and shall be expected to perform work assigned to him or her.
9. No employee shall either restrict the workflow or interfere with others in the performance of their jobs. No employee shall engage or participate in any work interruption.
10. All employees shall be responsible for the appropriate and safe use of all Practice equipment and property assigned to or used by him or her, or in his or her custody and care. The Practice reserves the right to inspect any employee's work area, voice mail and any computer files at any time, without any advance notice, and without any permission. No employee should have any expectation of privacy in the workplace. The employer may at any time access all workstations, lockers, desks, or other storage locations. Each employee not only acknowledges the reasonableness of this standard, but also pledges his or her cooperation in allowing the Practice designee access to all locations in or on the Practice premises and/or equipment.
11. All employees who will (or may) be late for work or will not be in due to illness or a personal situation, should make every effort to notify Human Resources and his or her supervisor **before 7:45 a.m. by calling 618-969-8777, EXT. 1229. Failure to report lateness or frequently reported lateness may result in disciplinary action.**
12. Habitual absence or tardiness for any reason is subject to disciplinary action. Unsatisfactory attendance will result in a written warning or discharge. Failure to correct an attendance problem will result in dismissal.
13. Each employee is required to abide by all security regulations established by the Practice and/or its landlord. Employees are expected to bring any unsafe or dangerous condition(s) to the attention of

the supervisor. All employees are expected to promptly notify the supervisor or his or her designee of any improperly functioning or broken equipment.

14. No employee shall take any Practice property away from the premises.
15. All employees are expected to immediately notify the supervisor or his or her designee of any work-related injury and may further be expected to describe the problem in such a way that (if possible) the injury can be prevented from occurring again.

The following conduct is absolutely prohibited:

1. Falsifying any report or record -- including but not limited to personnel, absence, and sickness records.
2. Falsely stating or making claims of injury.
3. Acts of Discrimination or Harassment
4. Falsely stating or making a claim of harassment.
5. Abuse or destruction of Practice property.
6. Falsifying time reports.
7. Insubordinate conduct or refusing to follow a supervisor's directions.
8. Storing or using alcohol or other illegal substances on the premises at any time.
9. Smoking on any Practice Premises.
10. Disclosing any personal health information (whether protected or deemed Confidential Information) to any person not authorized to receive such information or any person or entity outside of the Practice.

Change of Employee Status

Each employee is personally responsible to alert the Human Resources Department immediately upon there being a change in one or more of the following:

- Address
- Telephone number

- Person to notify in case of emergency
- Name change, through marriage, or otherwise
- Marital status
- Number of dependents
- Insurance beneficiary
- Military status
- Driving privileges or
- Health status

Failure to do so may result in disciplinary action.

6.1 On the Job

Reporting for Work

Employees are expected to begin and end each shift at the time and on the day appointed. You **must inform your supervisor and Human Resources** before the start of the workday if you will be absent or late and obtain permission to leave early. All employees are expected to be punctual and to stay until relieved or dismissed. Absences and late arrivals will be recorded and emailed to ALL-STORES every workday. Should your absences or tardiness exceed a reasonable limit, you will be subject to disciplinary action and possible termination. Failing to call one's supervisor or report to work for consecutive workdays will be considered voluntary resignation.

The Practice is usually staffed and open for business starting at 8:00 A.M., Monday through Friday, with ending times dependent upon patient schedules and work demands. The actual time that each employee will be expected to

be available for work will vary by position. Some employees may start earlier than 8:00 a.m., while others will be expected to start later. Each employee will be advised of his or her estimated starting and ending times by a schedule, though it may be subject to change. Circumstances will sometimes arise, which necessitate working beyond normal Practice hours. Employees are expected to stay when their services are required, unless a prior arrangement has been made with the supervisor or his or her

designee. Non-exempt full-time employees are scheduled to work at least forty (40) hours in each workweek. Non-exempt employees will be paid at the standard rate for working hours up to forty (40) hours per workweek, and at the rate of time-and-one-half (150%) of their usual hourly rate(s) if the aggregate time worked is more than forty (40) hours in a particular workweek. If an employee does not work forty (40) hours per work week, the employee must use personal or vacation time to build time to forty (40) hours. If an employee is sent home due to lack of work, no personal or vacation time must be used but may, if available. No employee should, at any time, do work for Marion Eye Center off the clock. All employees must be paid for time worked.

Clocking In and Out and Time Sheet Comments

Accurate records must be kept regarding hours worked and absences taken, regardless of the hourly or salaried basis of compensation to comply with federal and state employment regulations. Each employee is responsible for checking their own timecard for errors or inaccuracies and to ensure the timecard is ready to be approved by their supervisor. Any discrepancies in hours/pay due to incorrect information submitted to payroll will be adjusted the following pay period. Time worked commences when an employee is ready, willing, and able to work in his or her designated area. "Clocking in" may be evidence of that readiness since the Practice uses a time clock or computerized system.

Employees are expected personally to log in at the commencement of their shift and log out and in for lunch, and at the end of their shift. **No employee may log in or out for any other employee.** Time worked ends when an employee leaves, or "logs out." All employees are expected to report the time they worked truthfully. If an employee is required to work through lunch or other breaks, he or she shall be paid for that time. Likewise, if an employee is expected to travel during usual work hours, (make a bank deposit, pick up or deliver items, etc.), that time will be considered work time. Employees required to travel between offices during the workday or otherwise should consult with the supervisor as to whether (or not) compensated time covers travel time.

If the Employee forgets to clock in or out, bear in mind that the timecard cannot be updated without your supervisor's approval, which means it is necessary for every employee to **add comments** to the

appropriate day and time you made the error and what occurred. To access the TIME CLOCK, go to the **mecemployee.com** website, click on “Time Clock” at the bottom of the screen, log into the employee ADP portal. Your Time Clock is available on your ADP Homepage. To add comments to your time sheet go to the Myself tab, **Time & Attendance> My Time Card** and click on the 3 horizontal line menu to the left of the day for which you are adding the note> Click **Add Note**> Enter Comments> Click OK> Then Click Save (bottom left on timecard)

Comments also need to be added to the employee’s time sheet for **drive time** if the employee is sent to another location besides the employee’s home store location. If you are required to work in an office other than your home office, you will be paid for the travel “time” to and from that office, **if your drive time is more than** what you normally drive to your home office. In this case you will only add the “excess” time it takes for the drive. In the case of arriving at your home office and then being required to travel to another office (unexpected travel) you will be paid travel “time” for the entire drive. **The employee will not be paid for drive time if comments are not added properly.**

If you are asked to report to an office requiring you to drive your personal vehicle a greater distance than you would typically drive to get to work, you will be paid mileage for each mile over and above your normal driving distance from your home to your home office at a rate of .4025 cents per mile. If you are asked to travel from your home office to another office, you will be eligible for mileage reimbursement, if a Fleet vehicle is not available. If a Fleet vehicle is available and you choose to drive your own vehicle, you will not receive mileage reimbursement. If multiple employees are traveling to the same office, they must ride together in a Fleet vehicle, if available. If you travel with another employee in their vehicle, only the vehicle owner will be compensated. A mileage reimbursement form must be filled out and submitted to your supervisor. All forms must be completed in full, or they will be returned. Mileage is paid monthly. The forms are available from your supervisor or on the employee web page.

Human Resources cannot finalize your payroll without the appropriate comments and supervisor authorization done before 10:00 AM the Tuesday prior to a payroll Friday.

Meals

Non-exempt, full-time Regular employees are entitled to a (1) hour lunch break for any shift lasting longer than five hours. The normal lunch break is one (1) hour and this time should be taken. This lunch break is considered non-compensated time; therefore, employees are free to leave the office during this period. Employees may not change their working hours or scheduled lunch times without prior approval of the supervisor. Employees should "clock out" when they begin their break and "clock in" when they return. The larger offices remain open during lunch, and therefore lunch breaks will be scheduled by the supervisors to assure coverage of all office duties during lunch breaks. Employees should not interrupt someone on a scheduled "lunch" break, as the Practice attempts to provide a "work-free" break. Lunch breaks may not be taken at the beginning or the end of a shift or workday. The Labor Board states any employee who is scheduled to work a minimum of seven and one half (7.5) hours, must take a minimum of a twenty (20) minute break off the clock. (Away from work related duties) beginning no later than the end of the fifth hour of the workday.

Breaks

Employees are also allowed (but not absolutely granted) two (10) minute breaks for a full (8) hour shift, if working conditions permit and the employee's supervisor approves. Remember, all breaks are a privilege granted, not a right guaranteed.

Customer Service

Ten Good Customer Service Habits to Develop

1. **SMILE!** Before you pick up the phone or greet a patient, SMILE! Smiling produces a physiological response that changes our body language and our tone of voice makes us sound happier and more cheerful. Think about what your facial expression is going to tell your customer about the type of service they can expect.
2. Treat ALL customers as individuals, and with **dignity and respect**. Caring, personalized,

individual attention is what patients are looking for. This type of customer service can be accomplished by smiling, using the patient's name in conversation, and remembering something about the last time you helped them.

3. **ALWAYS provide accurate information.** If you do not know the answer, tell the patient, but promise to get back to them with accurate information. Never tell them to call you back. Patients appreciate the promise of a correct answer and that you are willing to get back with them in a timely manner.
4. **Offer options.** A customer-focused response should always include options. They may not always be the options the customer is looking for; however, it shows you care enough to anticipate their needs and are trying to work with them.
5. **Reframe the situation.** Often when a patient is upset, our initial response is to become defensive. Being upset usually stems from frustration, worry, or just having a bad day. Try to remember how you would like to be treated; YOU can make a difference in their day.
6. Give patients your name and **take personal ownership of every patient transaction.** This is often all it takes to calm them. Telling patients you will personally take care of a problem offers the sense of reassurance.
7. Saying **"I'm sorry"** or **"I can understand your frustration" non-sarcastically** can diffuse 80% of potential "difficult" customer situations. Approaching the problem in this way does not mean that you caused the problem; it is simply an acknowledgement to the patient that you recognize that they believe something has gone wrong or that there is a problem.
8. Say **"please"** and **"thank you."** This sounds basic, but it really means a lot to the patient.
9. **Treat your co-workers with respect.** Every job at Marion Eye Center has an impact on the

practice, or that job would not exist.

10. Treat your patients as the most important part of your job – because they are!

6.2 Rules & Policies

Staying Safe and OSHA

Marion Eye Center **OSHA Representative** – Ryan Decker, EXT. 1383 or rdecker@marioneye.com.

Director of Human Resources – Jennifer Harris, EXT. 1229 or jharris@marioneye.com.

Besides the care of the Practice's patients, safety in the workplace is the Practice's number one priority. You must inform your supervisor in the event of unsafe conditions, accident, or injury. Further, you must Always use safe working methods. As a healthcare employee, you must also be familiar with all the Occupational Safety and Health Administration's (OSHA's) regulations. You should familiarize yourself with these regulations by completing onboarding and yearly OSHA training and by going to the website, <https://www.osha.gov/healthcare>. Here you will find information on Standards and Best Practices, Interpretations, Training, and Compliance.

Accidents or Complaints

Any accident of any nature that occurs on the Practice premises and involves one or more employees, patients or other persons must be reported immediately to the director of Human Resources and to your immediate supervisor. Each employee who either is injured or witnesses the occurrence should make a complete written report of the occurrence, including the time, place, circumstances, names of persons involved, and the names of witnesses, if any.

Accidents specifically include:

- Injuries sustained by an employee, a patient, or any other person while on the premises.
- Injuries sustained by or caused by an employee while off the premises but in

the course of the Practice business.

All accidents must be reported, no matter how slight the injury or damage might seem to be, or who was responsible for the occurrence. Employees may be required to submit a drug test. All accidents must be reported to Human Resources **within the first 24 hours following the incident.**

Knowledge and observance of all **fire safety** regulations is essential in the prevention of fires. Each employee is responsible for observing the Practice Smoke Free policy, for using extreme care when handling flammable materials, and for disposing of waste and rubbish safely and properly. Each employee is responsible for knowing the locations of extinguishers and for being familiar with their operation and use. If any employee suspects the presence of or actually discovers a fire on Practice premises, remain calm and immediately notify the other occupants calmly that they must leave the building. Exit the building and call 911.

Weather Related Emergencies

- ☐ During any storm, listen to local news or a NOAA Weather Radio to stay informed about watches and warnings.
- ☐ Know your location community's warning system. Communities have different ways of warning residents about tornados, with many having sirens intended for outdoor warning purposes.
- ☐ Supervisors (with input from the Practice Administrator) should pick a safe room in your location where employees may gather during severe weather or a tornado warning. This should be a basement or an interior room on the lowest floor with no windows. If all else is unavailable at your location, a closet, hallway, small bathroom, or a corner of a room away from windows and opposite the weather's direction of approach is considered the safest place.
- ☐ Supervisors should practice periodic tornado drills so that everyone knows what to do if severe weather or a tornado is approaching.
- ☐ Watch for tornado danger signs:
 - Dark, often greenish clouds—a phenomenon caused by hail
 - Wall cloud—an isolated lowering of the base of a thunderstorm
 - Cloud of debris

- Large hail
- Funnel cloud—a visible rotating extension of the cloud base
- Roaring noise

After a weather emergency has passed **Supervisors (or those acting in the supervisor's stead) should:**

- ☐ **Determine if all employees (including those not a regular part of your staff) and patients who have checked in are safely accounted for.**
- ☐ Tell Employees and Patients to stay out of damaged buildings.
- ☐ Check for fallen power lines or broken gas lines and report them to the utility company immediately.
- ☐ Use battery-powered flashlights when examining buildings—do NOT use candles.
- ☐ If you smell gas or hear a blowing or hissing noise, open a window and get everyone out of the building quickly and call the gas company or fire department.
- ☐ Take pictures of damage, both of the building and its contents, for insurance claims.
- ☐ Use the telephone only for emergency calls.
- ☐ Clean up (or delegate who should) spilled medications, bleaches, gasoline, or other flammable liquids that could become a fire hazard.
- ☐ Check for injuries. If you are trained, provide first aid to persons in need until emergency responders arrive.

Confidentiality and HIPPA

No previous or current employee may disclose or give access to confidential Practice information, in any way or at any time, unless otherwise authorized by Management. Employees and management **must adhere** to the rules established by the Health Insurance Portability and Accountability Act (**HIPAA**).

All patient Information, personnel files, and payroll records are confidential and may only be accessed for legitimate reasons and on a professional need-to-know basis.

1. Employees should always ensure that their oral communications about the Practice or patient matters are not overheard.
2. Medical records, related materials and wastepaper must be discreetly handled.
3. The reception area and business office should discourage visitor access to confidential written information by ensuring that medical records, memos, and letters are neither visible to patients or visitors, nor left unattended.
4. Computer screens should be shielded from the view of unauthorized individuals, including patients, and non-offensive screen savers should be used.
5. Conversations in or adjacent to the receptionist's area, business office or waiting room must be quiet and discrete. This includes conversations between patients and employees, conversations among employees, and conversations on the telephones or intercoms.
6. Meetings taking place in offices where they can be overheard can also compromise confidentiality. Accordingly, doors should be closed when meetings are in progress, and interruptions regarding other matters including telephone interruptions should be scrupulously avoided.
7. Employees should never discuss confidential information outside the office. Discussion between employees in public places (such as elevators or restaurants) can be easily overheard by other people.
8. Additionally, employees must remember that patients and their medical conditions are not to be discussed with spouses, family and/or friends.

The telephone can often lead to loss of confidentiality. Never give any information about a patient over the phone unless approval of the patient or a supervisor has been obtained first. Additionally, all employees must be sensitive to telephone conversations, which may be held in the presence of others. Physicians often keep sensitive material that may be of a very confidential nature to their patients, families, and others. To avoid accidental violations of confidentiality, under no circumstances should any confidential material be offered to a patient, vendor, or other unauthorized person without the direct consent of the Practice Administrator. These examples are not inclusive of all situations and issues the employee may encounter. If an employee is unsure of how to handle a situation, the employee should seek advice from the Practice Administrator.

Discrimination & Harassment

In keeping with our Equal Opportunity Employment clause, **the Practice will not tolerate on-site discrimination or harassment on any legally protected basis**, including that of physical characteristics, mental characteristics, race, religious or political views, nationality, disability, medical condition, sex, sexual preference, or gender identification. Respect for the dignity and value of

every individual is a basic tenet of the Practice. Everyone has the right to work and live in an environment conducive to equal opportunity and free from discriminatory practices. Each staff member is responsible for maintaining an atmosphere free of discrimination and harassment and for displaying respect for his or her co-workers.

No physician, supervisor, or other employee will threaten or insinuate, either explicitly or implicitly, overtly or covertly, that an employee or applicant's refusal to submit to sexual advances will adversely affect that person's employment, work status, evaluation, wages, advancement, assigned duties, shifts, or any other condition of employment or career development. Similarly, no employee will explicitly or implicitly, overtly or covertly, promise, imply or grant any preferential treatment to another employee or applicant for sexual conduct/favors.

All employees are responsible for keeping the Practice free from all forms of harassment. All existing employees and new hires will acknowledge the Practice's policy against harassment and discrimination in the workplace by signing an electronic acknowledgement form, both during onboarding and yearly. Harassment prohibited under this policy includes verbal, visual, or physical conduct relating to matters of race, national origin, sex, sexual preference, religion, age, or disability, which is unwelcome to a reasonable person. Examples of conduct expressly prohibited by this policy include:

- Sexually suggestive touching, including intentional brushing against another's body
- Grabbing, groping, kissing, fondling
- Offensive e-mail, screensavers, pictures, letters, or verbal communications
- Questions about another's sex life or overly personal questioning including repeated requests for dates or
- Sexual favors in return for employment reward, or threats if sexual favors are not returned

This policy applies to all incidents of actual or threatened harassment or discrimination whether those actions occur on or off the Practice premises, during or after regularly scheduled work hours, and whether the action is by a co-worker, supervisor, outside contractor, patient, or otherwise.

Harassment and discriminatory behavior among employees or contractors **will result in disciplinary action, with the possibility of termination.** Discrimination and harassment by customers or other business associates should be immediately reported to your supervisor, at which point the Practice will investigate and take corrective action.

Any employee who experiences, witnesses, or is the subject of harassment based on any factor listed above is expected to promptly report that event to his or her supervisor in writing. If the supervisor is the source of the unwanted action or does not act on that knowledge, the employee should tell the next higher-ranking person in the chain of administration.

You are welcome to seek legal relief if you find the Practice's actions inadequate, after 1) having taken adequate measures yourself to inform the Practice in writing of the alleged act of discrimination or harassment, and 2) the Practice's subsequent response(s), in your opinion, were lacking; however, you will be obliged and must show proof or documentation that you attempted to seek relief through due order of satisfaction first. The proper channels for this due order refers to the administrative chain of personnel to whom you may **make your grievance known in writing** and should follow until relief from the situation is found or your attempts have been exhausted fully:

1. Immediate supervisor
2. Immediate supervisor's supervisor
3. A Representative of Human Resources
4. Practice Administrator

The Practice takes all acts of harassment and discrimination very seriously and will treat allegations of this nature with the utmost investigative thoroughness. If the Practice determines that such disapproved actions did occur, then those actions shall be grounds for disciplinary action, up to and including immediate termination. The Practice policy prohibits any form of retaliation for filing a complaint. Nonetheless, if after the investigation, the Practice determines that the complaint was not bona fide; not made in the good faith belief that it occurred; or if it was false or malicious, then disciplinary action may be taken against the employee who filed the false claim, up to and including termination.

Grievances - General

If any employee has a complaint relating to his or her employment, he or she may address that concern to his or her supervisor. If the direct supervisor is either unavailable or is the source of the problem, the Practice Administrator should be contacted directly. If an appropriate person is not available, Human Resources may be contacted.

Reporting of Problems

If any employee at any time believes that there is a problem in the work environment, either due to a safety issue, work issue, equipment issue, inappropriate display of behavior, illegal or inappropriate practice or occurrence, or the like, that employee should immediately contact the supervisor. If the employee believes that the supervisor is (part of) the problem, he or she should contact Human Resources and report the problem. Failure to report actions that an employee reasonably believes to occur or be occurring which are harmful or offensive to other employees or the Practice may be deemed as tolerance or acceptance of the (inappropriate) activity by the employee, which could be grounds for termination.

Promotion

The Practice policy is to consider "promotion" of current employees to fill vacancies whenever possible, and to promote the most capable and qualified employee for any position regardless of the employee's race, color, creed, religion, national origin, age, sex, mental or physical handicap. The burden is on the employee to apply for a change in position if he or she wishes to be considered for the change. An employee must possess the qualifications necessary for any position sought. The appropriate supervisor, with the consent of the Practice Administrator, shall be responsible for assessing whether an employee possesses the necessary qualifications for promotion to a particular position.

Separation of Employment

Separation of employees from positions with the Practice may be accomplished by any of the following: resignation, layoff, disability, retirement, disqualification, end of temporary assignment, and employment dismissal. Employees who terminate their employment, voluntarily or involuntarily, will be

entitled to compensation earned but unpaid including vacation time accrued but unused. Used vacation that has been taken but unearned will be deducted from the final paycheck. No pay will be granted for unused sick leave/personal days. In no event will the Practice have any obligation to pay any severance benefits for any reason to any employee. At the time of separation and prior to final wage payment, all records, assets, and other items paid for by or belonging to the Practice in the employee's custody will be returned to the supervisor or his or her designee. Any amount due because of damage, shortage or other injury to the Practice to the above shall be withheld from the employee's final compensation or collected through other appropriate action. It is the employee's responsibility to return all equipment, property, files, documents, records, and all copies thereof prior to the termination date, including any keys, cards, and identification badges. Employees are reminded that their duty of confidentiality extends beyond their employment with the Practice, regardless of the reasons for employment termination. To resign in good standing, an employee must give the supervisor or appropriate supervisor at least two (2) weeks' prior notice. A written resignation is required to be submitted by the employee to the supervisor giving the reason for leaving. References will be given for a former employee if the employee approves the reference in writing. In lieu of such permission, the Practice may only verify dates of employment and the position held.

Dress Code Policy

To maintain an appropriate and professional atmosphere, a dress code has been established for all employees. The Dress Code Policy for Marion Eye Center & Optical reflects the needs of the various departments under which the Practice's employees work. Below is a list of the different categories of working areas and the policies for each:

Optical and Surgical locations: Solid-color scrubs (must be neat). If you wear a shirt under your scrubs, it MUST be solid colors only (and with no writing or pictures on them). They must also coordinate with the color of your scrubs. If you wear the snap down tops open, necklines should not be less than 3 inches from the base of the neck. Traditional nursing type shoes, white or black, with corresponding white or black laces are also required. Visible body piercing (other than pierced ears), visible tattoos, etc. are not permitted during working hours.

Lab: Jeans (with no holes or frays) with Tennis Shoes. No open toe styles allowed for safety Purposes (OSHA).

Administration, Billing, and IT: Business or Business Casual Attire. Skirts with hem lines below the knee are allowed. Excessively tight or loose clothing, suggestive attire, visible body piercing (other than pierced ears), visible tattoos, etc. are not permitted during working hours.

For **all employees:**

- 1) NO facial or body piercings (ears only). If you have these types of piercings the jewelry must be removed while at your working location
- 2) All tattoos must be covered (no ink showing)
- 3) Hair must be worn neatly with no unnatural colors (such as pink, blue, purple, etc.)
- 4) Employees must practice good personal hygiene, including regular bathing, dental care, and be free of excessive bodily odors due to general uncleanliness
- 5) Unless it is a Marion Eye Center & Optical logo, no printed information is to appear on clothing
- 6) Jewelry, such as bracelets, rings, and earrings, and/or some other personal items may be worn, provided such items are appropriate business accessories and are not excessive in either amount or size
- 7) Heavy perfumes or colognes should always be avoided in the Practice
- 8) Halter tops, shorts, and Capri pants are not allowed

The supervisor, his or her designee, or Practice Administrator has the right to have unsuitably attired employees sent home to change. Time away from the office will not be compensated. The repeated failure to adhere to these dress code guidelines may be cause for termination.

Professional Conduct and Appearance

Personal conduct, physical appearance, and the appearance of work areas are direct reflections on The Practice and the quality of the services it provides. All employees are at all times expected to

conform to the Practice dress code. Professional conduct includes cooperation for the common good and mutual respect for each other's position and responsibilities. Employees may not consume beverages in view of patients. At no time may any beverages be placed upon any operating equipment or patient files. Beverages should, if possible, be kept in containers that will not easily spill if knocked over. Desks, stations, and personal space must be kept neat and tidy.

Practice Electronics and Email Policy - IT

Ryan Decker, EXT. 1383 or rdecker@marioneye.com

Brandon Lockeby, EXT. 1382 or blockeby@marioneye.com

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Marion Eye Center & Optical employees are required to use various forms of electronic communications in their work for the Practice including, but not limited to computers, email, telephones, voicemail, instant message, text message, Internet, cell phones and smart phones. All communications transmitted by the above-mentioned electronic means remain the sole property of the Practice and are to be used for Practice business only and not for personal use.

All emails, to anyone outside of the Practice, with patient data (charts, testing, documents) must go encrypted. If you have any questions about encrypted emails or to find out if you have encryption rights please contact the IT Department.

Employees who misuse electronic communications and engage in any form of criminal behavior, or behavior that is detrimental to the Practice's interests including but not limited to: defamation, copyright or trademark infringement, misappropriation of trade secrets, discrimination, harassment, or related actions, will be subject to discipline, including immediate termination, and may be referred to the appropriate authorities when necessary.

Employee's personal electronic devices may only be used during breaks. Access to the Internet and other types of Practice-paid computer access are to be used for Practice-related business only.

Marion Eye Center & Optical reserves the right to access and review electronic files, messages, internet use, blogs, "tweets", instant messages, text messages, email, voice mail, and other digital archives, and to monitor the use of electronic communications as necessary to ensure that no misuse or violation of Practice policy or any law occurs.

IT and Maintenance ELECTRONIC HELP DESK

If you have an issue which requires the help of **IT** or **Maintenance**, please use the **Electronic Help Desk tool** which can be found on the **mecemployee.com** website, at the link labeled **“Help Desk.”** (Alternatively there is a **Submit a Ticket button in the bottom right corner**) Click the Submit a Ticket button or the Help Desk link and fill out the electronic form **as completely as possible**, remembering to choose IT or Maintenance as the “Department” dependent on your needs. Those choosing not to fill out a help desk ticket, consequently, **will not be in virtual line for the prioritized project list** and may run the risk of having their issue overlooked due to these departments’ high volume of tasks.

E-mail and Other Tele-Communications (Privacy)

All electronic and telephonic communication systems and all communications and information transmitted by, received from, or stored in these systems are the property of the Practice and as such are to be used for the efficient operations of the Practice only. Employees using this equipment for personal purposes do so at their own risk and may be subject to disciplinary action. To ensure that the use of electronic and telephonic communications systems and business equipment is consistent with the legitimate business interests of the Practice,

authorized personnel may monitor the use of such equipment from time to time, without notice to the employee and without their permission. [Employees are hereby advised to have no expectation of privacy in any electronic or other Practice based communications: therefore, they should not send or receive any personal correspondence.] This Practice is concerned about the privacy of its patients and their medical information. Only authorized individuals are permitted to send or retrieve non-routine or patient e-mail. Those individuals may also be subject to additional policies.

Social Media Policy

Marion Eye Center & Optical recognizes the importance and relevance of social media and its benefits in allowing us to receive feedback from customers as well as encourage loyalty and maximize revenue. Thus, we encourage employees to use their personal social networking channel to accomplish these goals provided the following guidelines are respected:

When referring to our Practice in any way, Marion Eye Centers & Optical employees must always conduct themselves in a professional manner and must respect the views and opinions of others.

Behavior and content that may be deemed disrespectful, dishonest, offensive, harassing or damaging to the Practice's interests or reputation are not allowed and will not be tolerated.

The use of social media channels on Practice time for personal purposes is not allowed.

Employees must not disclose private or confidential information about the Practice, its employees, clients, suppliers, or customers on social networks. Marion Eye Centers & Optical reserves the right to monitor Practice-related employee activity in social media networks; violations of this policy are grounds for discipline in the Practice's sole discretion.

Cell Phone Use

Cell phones brought to work must be on silent or vibrate mode to avoid disrupting coworkers.

They may only be used during breaks and meal periods, away from where others are working. If cell phone use interferes with operations in any way, an employee's cell phone privilege may be

rescinded and disciplinary action, up to and including termination, may be used.

Employees who receive Practice cell phones should strive to use them for Practice business only. All phones must be shut off during meetings.

Smoking during Breaks

Smoking is **prohibited** on all of Practice Property, and by law, smoking is not allowed at any Illinois place of employment, so the employee **must remove himself or herself from the property** altogether (smoking while sitting in your personally owned vehicle which is still on-property is **prohibited**).

Consequently, when an employee is off-property, insurance **regulations require that the employee clocks out** using the “Meal Out” button function in ADP portal, on Employee’s Homepage.

It is the **approved practice for smokers**, then, to have more than one “Meal Out” period for the purpose of taking smoke breaks, but the total “lunch” period(s) should not exceed the (1) hour meal allotment time.

Drugs & Alcohol

Good performance on the part of our employees is crucial to Marion Eye Centers & Optical's success.

For this reason, we strictly forbid employees to do the following while at work:

- Drinking alcohol and/or using marijuana (except in cases of medical requirements by a physician), and selling, purchasing, or using illegal drugs at work. An "illegal drug" is any drug that has not been obtained by legal means. This includes prescription drugs being used for non-prescribed purposes.
- Possession of any non-prescribed controlled substance, including alcohol and legal but illegally obtained prescription drugs.
- Reporting for work intoxicated. We reserve the right to test employees for substance abuse. Illegal drugs, illegal drug metabolites, or excessive alcohol and/or legal drugs in your system to the point of intoxication will result in disciplinary action up to and including termination.

The Practice cares about the overall health and well-being of its employees. Any employee who feels that he/she is developing a substance abuse problem is urged to seek help. The Practice

will grant time off (within reason) for rehabilitation. Be advised, however, that this will not excuse a substance-related offense. In some cases, completion of Practice-approved rehabilitation program may serve as an alternative to termination.

*Including any part of Practice property, Practice vehicles, and during work hours.

Periodic Medical Examination/Screening

The Practice may request any potential employee to undergo a post-offer pre-employment examination to be conducted by a physician not associated with the Practice. Any offer of employment is contingent upon satisfactory completion of the examination(s) and the opinion of the examining physician that the applicant can perform the essential functions of the position offered, with or without a reasonable accommodation. As a condition of continued employment, each employee may be required to undergo a periodic examination and/or drug or alcohol screening, consistent with applicable laws. [All Practice-required screenings are at the sole expense of the Practice.]

Children in the Workplace

Employees are discouraged from bringing children into the workplace. Prior approval by the supervisor or his or her designee is required before children are to be brought to the Practice. In the event approval is given, the Practice accepts no liability for any harm to any child.

Security of Premises and Access Codes

No employee may at any time use any other employee's login to the computer, access codes, passwords or keys. The sharing or posting of access codes and passwords is strictly forbidden. Likewise, office keys or other access codes may not be shared or copied. The loss of any means of access (login, keys, passwords, etc.) should immediately be reported to the supervisor and/or Human Resources.

Workplace Inspections

At Marion Eye Center & Optical we have a responsibility to protect our employees and our property. For this reason, we reserve the right to inspect the following, at any time, with or without notice:

1. Offices

2. Computers and other equipment
3. Fleet vehicles
4. Any personal possessions brought onto Practice premises, such as handbags, briefcases, and vehicles.

All inspections are compulsory. Those who resist inspection may be denied access to Practice premises and be subject to disciplinary action.

Soliciting

There is to be absolutely no soliciting of any kind at any of the Marion Eye Centers other than drug representatives who have an appointment with a doctor or representatives that are leaving samples, no other vendors are to be at any location. Drug representatives are not allowed to give gifts of any type, such as food, dinners, gift cards, etc. Under no circumstances are there to be outside vendors in stores selling food, makeup, art, jewelry, etc. No solicitation by employees to other staff members is allowed on Marion Eye Center property.

Interpersonal Relations

Employees are expected to be kind, cooperative, and understanding to all patients, their families, and their co-workers, no matter how adverse the circumstances may be at any time. Politeness and firmness should be used in dealing with difficult people. Conflicts with supervisors or co-workers are to be handled **outside the presence of patients or the public** in a professional and courteous manner. Dating or other personal relationships among Practice employees is always disallowed.

Outside Employment

The Practice expects its employees to be able to work efficiently and effectively during their scheduled work hours. Therefore, regular outside and/or after-hours employment is discouraged. If a full time employee wishes to engage in employment outside of this office, the employee should discuss the matter with Human Resources in advance of such employment. Employees have a duty of loyalty to the Practice as their employer. Regular outside employment concurrent with employment with the Practice will not:

- hinder the employee's ability to work overtime as the job may require

- compete with the services of this office
- become so demanding on the employee's time and energy that it negatively affects the employee's job performance at this office for any reason.

Outside employment that has any of the above effects will be considered a breach of that duty and shall be grounds for employment dismissal.

Nepotism Policy

This policy does not encourage, but does not prohibit, the Practice from simultaneously employing or seeking to employ relatives or engaging in commercial activities with the relatives of employees if there are no better-suited potential candidates for a position. In this context, “Related” or “Relatives” means by marriage, parent, sibling, or child, including stepparents, siblings or children, or other relatives. [For purposes of this nepotism policy, the term "related" also includes domestic partners.] Legitimate issues may arise and thus must be disclosed and managed under this policy to all potential supervisors in due order of the employment chain. The fundamental goal of this policy is to mitigate actual and perceived favoritism and conflicts of interest and loyalty by establishing appropriate processes for employment decisions or actions. Depending on the employee’s role within the Practice and the potential working relationship with the related potential employee, an individualized, specifically targeted, written management plan should be devised by Human Resources before hiring occurs, and must be approved by the Practice Manager to mitigate any foreseeable potential problems and develop processes by which to cover any unforeseen circumstances.

Loyalty

Employees should support the policies and reputation of the Practice, the physicians, and the other staff members. Personal disagreements with any policy and/or procedure should be discussed directly and privately with the supervisor and should be handled in a professional and courteous manner outside the presence of patients and the public.

6.3 Disciplinary Action

The Practice takes disciplinary matters very seriously and will exact discipline as it sees fit for any

unacceptable action or behavior. These may include:

- Excessive lateness and/or absence
- Improper or indecent conduct
- Poor communication
- Uncooperative attitude
- Abuse, perfunctory or unauthorized use, or unauthorized possession of Practice property
- Unauthorized use or disclosure of Practice information
- Possession and/or use of illegal drugs, weapons, or explosives
- Illegal harassment and/or discrimination - of any kind
- Physical or verbally harassing, coercing, intimidating, or threatening a patient or Practice employee on or off Practice premises, or anyone on Practice premises
- Discourteousness to a patient
- Theft or dishonesty, including, but not limited to: willful falsification of any pay, time, business, expense, or employment record (including your Application for Employment or Resume) or misappropriation of Practice property or property belonging to any of the employees of the Practice, its patients, or guests
- Violation of any of the Practice rules regarding drugs, alcohol, fitness-for-duty and/or possession of firearms or other deadly weapon while on the premises of the Practice
- Unauthorized disclosure or use of Practice or patient confidential information or documents
- Failure to follow direct instructions of a supervisor
- Gross neglect of duties or job responsibilities
- Violations of Practice policy
- Other serious misconduct, as determined by the Practice

Further, the Practice reserves the right to immediately terminate employment depending on the nature and severity of the infraction. If job performance and/or conduct simply does not meet expectations, the Practice typically takes the following steps towards **job performance correction**:

Step One: Verbal warning and other necessary actions

Step Two: Formal Notice (in writing) to the employee

Step Three: Termination of Employment

If the action underlying the discipline puts the Practice, its employees, or its professional reputation at risk, the Practice may in its sole discretion, and in lieu of any progressive discipline, terminate the offending employee's employment. Because unsatisfactory job performance and unacceptable conduct have different levels of seriousness, the Practice may decide to bypass a level of counseling.

Circumstances, which may affect such a decision, include, but are not limited to:

- The severity of the conduct, the conditions under which the substandard performance occurred and whether the unacceptable behavior violated more than one rule of conduct
- The employee's demonstrated willingness to make improvements in performance or conduct as needed and
- The quality of the employee's overall job performance.

Job performance correction will not be followed in the following instances:

- During the introductory period (first 90 days of employment)
- When the Practice is of the opinion that remedial efforts are unlikely to be successful (for example, where a negative attitude has been demonstrated, where personality conflicts are present or where an employee appears to be unreceptive to the corrective actions)
- When the employee has engaged in misconduct, or conduct, which falls so far below Practice expectations that employment cannot be continued.

Disciplinary action in any step before termination may consist of anything from verbal/written warnings and counseling, to demotion, transfer, suspension, or termination. Rather than follow rote procedures, the Practice will handle each matter individually to ensure fairness to all involved. Please review and internalize the policies and procedures in this manual and try to always use good judgment.

At-Will Employment Agreement and Acknowledgement of Receipt of Employee Handbook

Employee:

I acknowledge that I have received a copy of the Marion Eye Center & Optical Employee Handbook, which contains vital information on the Practice's policies, procedures, and benefits. I understand that this Handbook's policies are intended only as guidelines, not as a contract of employment. I understand that my employment is on "at-will" terms and therefore subject to termination, with or without notice or obvious reason, by myself or the Practice. Changes to my "at-will" status may only take the form of a written agreement signed by an authorized member of the Practice as well as myself. This agreement supersedes all prior/contemporaneous inconsistent agreements.

I understand that the Practice may change its policies, procedures, and benefits at any time at its

sole discretion, as well as interpret or vary them however it deems appropriate.

I have read (or will read) and agree to abide by all policies and procedures contained therein.

By: _____ Date: _____

EMPLOYEE SIGNATURE (Or ON-Boarding Electronic Form Signature)