

---

**Indiana Hospital Association**

**EMPLOYEE HANDBOOK**

---

Issued to: \_\_\_\_\_

Date of Hire: \_\_\_\_\_

## TABLE OF CONTENTS

WELCOME AND INTRODUCTION .....	5
Welcome to the Indiana Hospital Association! .....	5
About the Indiana Hospital Association.....	5
ABOUT YOUR HANDBOOK .....	6
YOUR WORKING ENVIRONMENT.....	7
Our Commitment to Equal Employment Opportunity .....	7
WORKPLACE HARASSMENT .....	8
What It Is.....	8
What To Do .....	8
Our Commitment.....	9
OUR COMMITMENT TO A DRUG-FREE WORKPLACE.....	10
WORKPLACE PRIVACY.....	11
ON BEING AN IHA EMPLOYEE .....	12
Types of Employment .....	12
Confidential Information .....	12
Dress Code .....	12
Flex-Time.....	13
Lunch Period .....	13
Honesty in Reporting Attendance .....	13
Severe Weather .....	13
Attendance Policy .....	14
Your Personnel Records.....	14
COMPENSATION AND BENEFITS.....	15
Your Paycheck.....	15
Bi-Weekly Attendance Reports.....	15
Overtime Compensation.....	15
Holidays.....	15
Business Expense Reimbursement .....	16

Paid Time Off.....	16
Eligibility and Accrual .....	16
Carry-Over of PTO .....	17
Requests.....	18
Termination of Employment.....	18
Leave of Absence .....	19
Insurance – Pension Plan .....	19
Worker's Compensation .....	19
Parking .....	19
<b>PERSONAL CONDUCT AND PERFORMANCE .....</b>	<b>20</b>
Performance Reviews .....	21
Open Door Policy .....	21
Overtime Exemption Problem Resolution Policy and Procedure.....	21
Disciplinary Dispute Resolution .....	22
Step One: Supervisory Level .....	22
Step Two: Administrator Level.....	23
Step Three: Operations Committee.....	23
Resignation/Dismissal .....	23
<b>THANK YOU .....</b>	<b>24</b>
<b>ACKNOWLEDGEMENT AND RECEIPT .....</b>	<b>25</b>

## **WELCOME AND INTRODUCTION**

### **Welcome to the Indiana Hospital Association!**

We at IHA welcome you to our association. We are very proud of all the fine individuals who have been part of our past successes. We are very happy to have you as a part of our team as we look to the future. By working together, we can all be successful.

Thank you for joining us.

### **About the Indiana Hospital Association**

IHA is a professional trade association of Indiana Hospitals, founded in 1921. The mission of the Indiana Hospital Association is to provide leadership, representation, and services in the common best interests of its members as they promote the improvement of community health status.

The primary functions of the association are advocacy, data management, communication, and education.

We are dedicated to serving those who work with us by creating a work environment which offers continuous personal growth, creative achievement and financial rewards within a professional and congenial atmosphere.

## **ABOUT YOUR HANDBOOK**

This Handbook is your initial guide to the way we would like to see things work at IHA. We believe that one of the key factors in our success has been our ability to be flexible when dealing with business conditions, our members, and our valuable employees. Because we must maintain the ability to adapt to changing circumstances, the contents of this Handbook and any other policy statements issued by us must always be subject to change. Therefore, you should not think of this Handbook as a binding legal contract on you or on us. Both IHA and you have the right and ability to end our relationship at any time with or without reason.

Even though this Handbook is only a general guide, the information contained in it is important and we expect you to become familiar with its contents and to raise questions any time you have trouble with your work here at IHA. By sharing information in this way, all of us can succeed.

## **YOUR WORKING ENVIRONMENT**

### **Our Commitment to Equal Employment Opportunity**

IHA is committed to providing equal employment opportunities for everyone. We will recruit, hire, train and promote persons in all job categories without regard to race, color, religion, nation origin, ancestry, sex, age, disability, military status, union affiliation, or any other protected class or status in full compliance with all applicable federal, state and local laws. We also expect and count on you and everyone who works with us to assure that we remain true to this commitment

We believe that this obligation also extends to our members, prospects, vendors, consultants, subcontractors and others who do business with us. If you believe that you or any other individual is not being treated in accordance with this commitment, then we want to know about it right away so that appropriate steps can be taken to address and resolve your concerns.

## **WORKPLACE HARASSMENT**

Everyone is entitled to enjoy a work environment free from all forms of unlawful discrimination and harassment, including sexual harassment. IHA does not and will not tolerate conduct by any employee, member, visitor or vendor which unreasonably interferes with an individual's work, regardless of whether the conduct occurs at or away from IHA's office.

### **What It Is**

While all types of discrimination based on race, color, religion, sex, age, disability national origin, and ancestry are serious, the problems inherent in sexual harassment (with or without sexual content) demand special attention and awareness. Unwelcome sexual advances, requests for sexual favors and other similar verbal or physical conduct are not appropriate in our work environment and will not be tolerated or condoned. Sexual harassment does not refer to comments, compliments and contacts which are acceptable in a professional workplace. Unlawful sexual harassment is a form of sex discrimination and occurs when:

- (1) Submission to such conduct is made explicitly or implicitly a term or condition of an individual's employment.
- (2) Submission to or rejection of such conduct by an individual is used as a basis for making employment decisions affecting the individual.
- (3) The conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment.

### **What To Do**

Discrimination or harassment, when it occurs, can be devastating to its victim. If you believe that you or someone else at IHA may have been the subject of discrimination or harassment, including sexual harassment, you should report the conduct without delay. You should approach either the President or any of the Vice Presidents who have the training and experience to take prompt action to address your concerns. All reports will be handled promptly and examined impartially. Corrective action up to and including termination will be taken where warranted.

IHA will protect the confidentiality of all reports to the extent possible, with appropriate regard to the confidentiality and rights of everyone involved. No one making a report or participating in the process will be subjected to retaliation of any kind. Retaliating against such individuals will be grounds for termination.



Allegations of sexual harassment, whether true or not, can also be devastating for the individual against whom the allegations are made. Willful false statements or willful false allegations made by any individual will not be tolerated.





## **Our Commitment**

All of us play important individual roles in maintaining a work environment that reflects the high professional and ethical standards of IHA. Our commitment to the maintenance of these standards will assure a pleasant workplace which is free of unlawful discrimination and harassment.



## **OUR COMMITMENT TO A DRUG-FREE WORKPLACE**

IHA is committed to providing a safe and productive work environment. We expect you and everyone who works for us to report to work each day fit to perform your job unencumbered by the affects of drugs, alcohol or other controlled substances. The unlawful or unauthorized manufacture, distribution, dispensation, possession, sale or use of alcohol or controlled substances on IHA premises or while engaged in IHA business activities is strictly prohibited and will not be tolerated.

The problems of substance abuse in the workplace are serious. It is for that reason that we must take a stand to assure that our workplace will be safe and drug-free for us all.

If you appear to us to be under the influence of alcohol or a controlled substance which may affect your ability to safely and efficiently perform your job duties, then it may be necessary to temporarily remove you from work duties in order to determine your ability to continue working.

Depending on the circumstances, it may be necessary for you to undergo a drug or alcohol test as a condition of your continued employment. The results of the test will be considered in determining an appropriate response to your situation. Your failure or refusal to submit to such a test will be seen as insubordinate conduct and will warrant termination.

If you believe that you have a substance abuse problem, then, by all means immediately seek help from appropriate sources, including us. We can attempt to accommodate individuals who acknowledge the existence of these serious problems. We will not tolerate, however, illegal or unsafe conduct of any of our employees.

## **WORKPLACE PRIVACY**

We respect your privacy and we respect the privacy of all others with whom we do business. We expect that you will show the same respect for the privacy of your co-workers and of our business dealings.

So that there will be no misunderstanding, you should be aware that our telephones, computer systems, e-mail and voice-mail systems belong to IHA. We must always be able to quickly access any of these systems whenever we see fit. Consequently, it is very important for you to understand that anything said or written using these systems may not be completely private, even though you have been given an individual password or access capabilities. You should not expect privacy in these systems, nor in any business-related file, cabinet, desk or drawer. Anything that you wish to keep private should either not be brought to the workplace at all or should not be mentioned or discussed while engaging in company business or while using our communications systems.

## **ON BEING AN IHA EMPLOYEE**

### **Types of Employment**

We have several types of employment at IHA and they generally fall into these categories:

**Full-Time Employment.** This means that you are normally scheduled to work at least 37 1/2 hours per week. If you are in this category, you will likely be eligible for full participation in our benefit programs in accordance with the terms and eligibility requirements of these programs.

**Part-Time Employment.** This employment involves a schedule that is usually less than 37 1/2 hours of work per week. Participation in our benefit programs for part-time employment will be limited if you are in this category.

**Temporary Employment.** Sometimes an employee is hired only for a temporary job or may be called only on an "as-needed" basis. Typically, employees who are in this category would not be eligible for participation in most benefit programs.

During your employment with IHA, it is possible that your employment status may change. Just because you begin your employment in one type of employment does not necessarily mean that you will always be in the same position or work the same number of hours or under the same working conditions.

### **Confidential Information**

It is the responsibility of all employees to preserve the confidentiality of all patient information obtained by the IHA, including but not limited to all medical, financial, and demographic information. Essential discussion of pertinent information throughout the course of one's duties must be handled with discretion and not within hearing distance of visitors. In addition, information not publicly available concerning IHA, including but not limited to business, financial, general payroll data, and investigations of employee disciplinary matters are considered confidential. Any employee failing to keep confidential information or data deemed as confidential will be subject to disciplinary action up to and including termination. If you have a question about whether specific information is confidential, it is your responsibility to ask your supervisor and/or the vice president overseeing your area.

### **Dress Code**

All staff should wear reasonable and customary professional office attire. Clothes must always look neat, clean and pressed. No halters, shorts, mini-skirts, tank tops, bare-less shoulder tops, spandex, or tight, see-through, ill-fitting apparel is allowed.

All staff should maintain a neat, clean, and casual professional appearance at all times. This includes not only clothes but also hair, nails and use of make-up. Visible body piercing is not permitted. Tattoos are discouraged and should be covered if present.

Questions regarding appropriate attire and appearance should be directed towards your area's vice president.

### **Flex-Time**

Any employee request for a schedule modification must be submitted in writing to your area's vice president and include the reason for the request, the duration of the modification, and the reasonable alternatives attempted to maintain the employee's regular schedule. The employee's request must include proposed start and finish times which are on either the hour or half-hour.

The area vice president must approve the request, taking into consideration the employee's past record and IHA's current work needs. Flex-time hours will be set by mutual agreement between the employee and respective vice president. Attendance policy protocol applies.

### **Lunch Period**

A lunch period of sixty (60) minutes must be taken unless otherwise approved by your area vice president. Timing of lunch periods will be determined by each area vice president after taking into consideration staff coverage and daily workload. Employees will not be paid for time during the lunch period.

### **Honesty in Reporting Attendance**

Because IHA provides substantial flexibility in the schedules that its employees can work, it is imperative that employees not take advantage of this benefit of employment. All staff are advised to use the utmost honesty in reporting their attendance. Any employee who neglects to report their attendance as required or otherwise mischaracterizes the amount of time worked, will be subject to discipline up to and including discharge.

Each employee is solely responsible for keeping track of their own attendance and for reporting their attendance.

### **Severe Weather**

If severe weather necessitates the close of IHA's office, you will be paid for the hours you were scheduled to work on the day the office is closed. If you are unable to get to work due to severe weather when the office remains open, you will not be paid for lost time unless PTO time is used.

In the event that IHA's office is closed due to severe weather, your area's vice president, or another designated individual will attempt to notify you of the closing. However, if you are unaware that the office is closed and begin your regularly scheduled workday, you will only be paid for those hours of pay received as a result of the severe weather closing.

## **Attendance Policy**

Attendance is something that is expected from all IHA employees and is a condition of your employment. Punctuality and regular attendance are essential. When you are late or absent you are imposing extra work on co-workers. As an employee of IHA, you should realize your responsibility to be present for work on all scheduled days. Excessive absenteeism or tardiness will not be tolerated and will result in disciplinary action up to and including discharge.

You should be in your work area at your scheduled start time, ready to work. If for any reason you are going to be late or absent, you must contact your area's vice president. Absences must be reported no later than one (1) hour prior to the start of the scheduled workday. Tardies must be reported no later than thirty (30) minutes prior to the start of the workday. If absence or tardiness is due to an unexpected event or emergency, you must contact your area's vice president as soon as reasonably possible. In addition, written verification of the reason for failure to timely report an absence or tardiness may be required by IHA.

You should call every day that you are absent, unless you are on an approved leave of absence or vacation. Voicemail messages and phone calls from a friend or relative are not acceptable means of notification. You are responsible for calling your area's vice president. As a last resort, you may leave a message with the receptionist to give to the area vice president. However, even in this instance you must follow-up the same day to confirm either that the vice president received the message.

Employees who are absent due to illness for five (5) consecutive days or longer will be required to provide a doctor's release prior to returning to work. Failure to report absences or tardiness properly will result in disciplinary action, up to and including discharge.

A tardy is defined as being late to work for a scheduled workday, or being late coming back from lunch. Scheduled workday is defined as your regular workday or an approved revised workday. An absence is defined as missing work without a pre-approved reason. Ineligibility to use PTO, no time left in PTO bank, or no approval to take an unpaid leave of absence are not reasons that will merit absenteeism.

Attendance/tardiness will be monitored on a rolling 12-month basis. Excessive absences and/or tardiness will result in discipline, up to and including discharge. Flagrant violation of the attendance policy, including but not limited to improper notification of absence/tardy, falsification for a reason of an absence/tardy, or no call-no show, will likely result in immediate termination.

## **Your Personnel Records**

The information we maintain in your personnel record is very important to us. We are required, by law, to keep accurate records about your employment. If you move, change your marital status, change your telephone number or change the telephone number of your dependents, it is your obligation to notify us immediately. Although the information in your personnel record is about you, the records themselves belong to IHA.

## **COMPENSATION AND BENEFITS**

### **Your Paycheck**

It is important that you understand your paycheck and how it is calculated. You are paid on a bi-weekly basis. The pay period begins on a Saturday and ends on a Friday. Payday will be on Friday of every second week (or on the day before, if Thursday is a holiday). All checks represent your gross earnings for the pay period, less those deductions required by law or authorized in writing by you.

Deductions required by law include withholding taxes and Social Security/Medicare tax. Voluntary deductions such as health insurance are those you have requested and have been approved by IHA.

Each payday you will receive with your check a statement of earnings, and an itemized listing of deductions made during the pay period.

### **Bi-Weekly Attendance Reports**

Your bi-weekly attendance report is a record of the time you worked. We are required by law to keep accurate records of each employee's time worked. Your pay will be determined by analysis of the attendance report.

Employees are required to record any deviations from scheduled starting time, ending time, and lunch time. You are responsible for signing your bi-weekly attendance report at the end of each pay period. Your signature verifies the bi-weekly attendance report is accurate. All bi-weekly attendance reports must be submitted to your area's vice president for approval.

Any employee found to knowingly falsify their bi-weekly attendance report will be discharged.

### **Overtime Compensation**

Non-exempt employees will be compensated at a rate of 1½ times their regular rate of pay for all hours worked over forty (40) in a workweek. Employees must obtain approval from the area vice president prior to working overtime. Any employee found to be working unauthorized overtime will be disciplined up to and including discharge.

Only actual time worked will be counted when computing overtime compensation. Lunch period, holidays, leaves of absence, PTO time, and other types of paid or unpaid leave will not be counted as time worked when determining whether an employee has worked overtime.

### **Holidays**

IHA observes the following holidays:

- New Years Day

- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving Day
- Christmas Eve
- Christmas Day

Full-time employees are eligible for payment of the hours that they would regularly be scheduled to work on the day that the office is closed because of the holiday. Employees who are part-time, and are regularly scheduled twenty (20) or more hours a week, are eligible for three and three-fourths (3.75) hours pay for each holiday.

Unless otherwise specified, holidays will be observed on the day on which the holiday falls.

Employees are required to take paid time off for IHA designated holidays.

### **Business Expense Reimbursement**

If it is necessary for you to incur expenses in connection with your business duties, we have established a way for you to recover reimbursement for reasonable and necessary business expenses. These expenses will be reimbursed only when authorized upon submission of documentation sufficient to meet Internal Revenue Service requirements. Expenses not reasonably necessary for business will not be subject to reimbursement.

Any traffic fines or other penalties which you incur while you are working for us will not be reimbursed.

### **Paid Time Off**

IHA provides a bank of paid time off ("PTO") for eligible employees for periods of rest and relaxation, IHA designated holidays, short-term illness, bereavement and other personal reasons. Holiday time is considered part of PTO time.

#### Eligibility and Accrual

An employee's right to receive PTO is conditional and depends on strictly meeting all of the eligibility and procedural criteria contained in this policy. To be eligible to earn PTO, you must be a full-time employee. Part-time and temporary employees are not eligible for PTO.

Eligible employees accrue PTO on a pro-rata basis throughout the year. An employee begins accruing PTO as of the employee's first day of employment.

Full-time employees will accrue PTO days as follows:



<u>Continuous Years of Service Completed by Employee:</u>	<u>Amount of PTO for which Employee is eligible:</u>
0-5	23 days/year
6-14	28 days/year
15-20	33 days/year
21 and over	38 days/year

The amount of PTO for which an employee is eligible will be adjusted to reflect periods during which no compensation is received. For example, if an employee is on an unpaid leave of absence during a given employment year, the accrued PTO that the employee is eligible to use will be adjusted based on the length of the unpaid leave.

#### Maximum Accrued PTO Days

At the end of each employment year, the maximum number of days that may be carried over to the following employment year is equal to two (2) times the annual PTO accrual as of that employment year anniversary.

#### Carry-Over of PTO

An employee is encouraged to use all PTO days that the employee is eligible to use in a given employment year, after taking into consideration possible future needs related to vacations, extended sick periods, bereavement periods, etc. Earned, but unused PTO days will be added to each employee's pool of available PTO days, up to the employee's maximum accrued PTO days.

In the event that the employee's accrued PTO days exceeds the maximum accrued PTO days at the employee's employment year anniversary, the IHA will pay the employee for the lesser of the number of earned but unused days in excess of the maximum accrued PTO days or five (5) days. The employee's rate of pay as of the employment year anniversary will be used to determine the payment amount. Earned but unused days in excess of five (5) more than the maximum accrued PTO days are lost.

Any accrued vacation days available to an employee as of March 1, 2009 under the previous accrued vacation policy will be converted to paid time off on March 1, 2009.

#### Short-Term Disability

In the event that an employee is absent from work for health reasons for a period of six (6) consecutive work days or more, the IHA's short-term disability program becomes effective. Under this program, an employee will continue to be paid at the rate of 67 percent of their regular compensation amount for the period of their short-term disability, retroactive to the beginning of the short-term disability. This benefit is available until such time as the IHA's long-term disability insurance program becomes effective for the employee, but at no time will the benefit exceed 180 calendar days from the beginning of the short-term disability. During the period of short-term disability, IHA may periodically request the employee provide a physician's

update on the condition of the employee to determine continued payment of short-term disability payments.

A physician's release documenting that it is appropriate for the employee to return to work is required.

#### Mandatory PTO Requirements

Individuals responsible for accounting functions are required to take five (5) consecutive PTO days per year at least once per year. Holidays, for this purpose, are not considered part of the five (5) consecutive PTO days.

#### Requests

Employees must submit requests for PTO to their area vice president as far in advance as possible as follows:

- Requests for three (3) or more days off must be made in writing two (2) weeks in advance of the commencement of the requested leave.
- Requests of time off of less than three (3) consecutive days must be made in person or by telephone call from the requesting employee to the employee's team leader no less than twenty-four (24) hours prior to the start of the scheduled shift.
- Requests for time off made less than twenty-four (24) hours prior to the start of the scheduled shift may be considered an unexcused absence unless the absence is due to short-term illness, family emergency or severe weather. Such requests will be considered on a case-by-case basis.

Employees requesting three (3) consecutive PTO days for illness are required to provide a written doctor's confirmation prior to returning to work.

Every effort will be made to permit the employee to take PTO at the time requested. However, management reserves the right to use its discretion in determining whether or not PTO will be granted.

#### Termination of Employment

Upon either voluntary or involuntary termination of employment, employees will be paid only for unused PTO hours which they were eligible to use in the then current employment year.

Resigning employees who fail to provide two (2) weeks of advance written notice of resignation as required by the resignation/dismissal policy are not eligible for and will not be paid any accrued PTO on termination of employment. PTO cannot be used during the period from two weeks in advance of the last day to be worked until the last day worked.

## **Leave of Absence**

Requests for an unpaid leave of absence will be considered on an individual basis. The granting of such a leave of absence will be contingent, in part, upon the needs of IHA at the particular time the request is made.

During an authorized leave of absence under this provision, PTO benefits will not accrue. You will be considered for job placement upon completion of a leave of absence, but reinstatement can neither be promised nor guaranteed. Any outside or supplemental employment during an unpaid leave is strictly prohibited and will result in immediate termination if discovered.

An employee may not request an unpaid leave of absence unless the employee has exhausted all PTO hours that the employee is eligible to use. While employee unpaid leave of absence requests are determined on a case-by-case basis, a leave of absence will generally not be considered unless for a family emergency or severe illness.

## **Insurance – Pension Plan**

IHA offers health insurance, life insurance, long-term disability insurance coverage and a pension plan to eligible employees. With respect to health insurance, IHA notes that the payment of premiums for coverage in addition to employee-only coverage is shared both by IHA and the employee. In addition, employees may elect to voluntarily purchase short term disability insurance. See Benefit Addendum included at the end of the handbook for further information on all of these benefit plans.

## **Worker's Compensation**

All employees are insured against an on-the-job injury or death through the Indiana Worker's Compensation Industrial Board. Should you be injured on-the-job, no matter how serious, please notify your team leader or the administrator immediately as IHA must complete an Employer's First Report of Injury for each injury that occurs during working hours on our premises. We require that all non-emergency injuries be directed to the facility of our choice. All emergencies should be handled at the nearest and most appropriate hospital.

## **Parking**

Employees are responsible for making their own parking arrangements and for paying for those arrangements.

## PERSONAL CONDUCT AND PERFORMANCE

### General Work Rules

The actions and behavior of our employees reflect upon IHA. It is therefore important that you present yourself favorably to patients, visitors and other employees with whom you work. You should know, understand, and follow IHA's rules. Any employee who fails to perform his or her job satisfactorily, or who otherwise fails to follow the rules of IHA, will be subject to discipline.

The rules which follow are not intended to include all required discipline, standards of conduct, or obligations of employees. IHA retains the right to exercise its management discretion when it is deemed appropriate and to establish additional rules or amend existing rules.

A violation of any of the following rules is considered so serious that a single violation will likely result in immediate discharge:

- Physical or verbal abuse of visitors, other employees or other individuals with whom we do business.
- Conduct that could be detrimental to the interests and/or reputation of IHA, including outside criminal activity.
- Conviction of a crime.
- The willful misuse, destruction, damage or theft of IHA's property, leased property, another employee's property, or the unreported knowledge of such misuse, destruction, damage or theft.
- Violation of safety rules, or otherwise unsafe conduct.
- Possession of explosives, firearms, or dangerous weapons on IHA's property.
- The use, possession or sale of intoxicants, including alcohol and/or controlled substances, on IHA's property or while engaged in IHA's business; use of drugs illegally or any other violation of IHA's drug and alcohol policy.
- Gambling, fighting, disorderly conduct, and conduct which violates common decency.
- Insubordination.
- Breach of confidentiality.
- Unreported absence for three (3) consecutive workdays.
- Accepting or soliciting gratuities from business associates or visitors.
- Improper reporting of work-time or any falsification of any IHA document.
- Sleeping on duty.
- Willful neglect of duty.
- Knowingly engaging in conflict of interest with IHA.
- Knowingly providing false information to IHA directly or indirectly through a third party.

A violation of any of the following rules is cause for some degree of discipline. Depending on the circumstances and previous conduct, the violation may result in immediate termination.

- Tardiness.
- Absenteeism.
- Profanity.
- Failure to follow IHA's dress code.
- Smoking on IHA's business premises or anywhere in the professional building or hospital campus designated as a non-smoking area.
- Eating or drinking in an unauthorized area without your team leader's or administrator's approval.
- Leaving your assigned work area without your team leader's or administrator's approval.
- Working unauthorized overtime.
- A breach of duty in connection with your work which is reasonably owed by you to IHA.
- Neglect of duty.
- Behavior in boisterous, careless or otherwise improper manner while on premises.
- Violation of any policy or procedure set out in the Handbook.

## **Performance Reviews**

Reviews are generally given annually. Performance reviews will be based upon job performance, attendance, attitude, quality and quantity of work, co-worker reviews and any other factors deemed appropriate by management.

If at any time the work performance of an employee becomes less than satisfactory, IHA may, but does not have to, conduct an unscheduled performance review and adjust an employee's salary. Salary adjustments will be based on the above factors, current salary in relation to position's salary range and length of service. All salary increases are discretionary and require approval of the IHA's Operations Committee.

## **Open Door Policy**

IHA believes that its employees should have the opportunity to openly interact with management regarding problems, disputes and suggestions for improvement. Please feel free to discuss any concerns or suggestions with your team leader or administrator.

## **Overtime Exemption Problem Resolution Policy and Procedure**

Certain employees who are classified as either Executive, Administrative, or Professional employees and who are paid on a salary basis can be exempt from overtime under the Fair Labor Standards Act. The overtime exemption can be affected if an improper deduction from an exempt employee's salary is made. In some cases deductions from an exempt employee's salary are authorized by law.

Proper deductions from an exempt employee's salary include: Full day deductions for the employee's personal reasons; full day deductions for absences taken due to sickness or disability under a sick leave, STD or PTO plan; full day deductions for disciplinary suspensions; offsetting deductions for jury duty pay, witness fees and military pay received; proportional deductions for unpaid FMLA leave; and proportional deductions in the employee's initial and terminal weeks of employment.

Deductions from an exempt employee's salary that are not authorized by law are prohibited.

If an exempt employee believes that there has been an improper deduction from salary, the employee must notify the employee's immediate supervisor in accordance with the established Open Door Policy. If it is determined that the exempt employee's situation should be settled and resolved, then the exempt employee will be reimbursed in the amount of the questioned deduction. If reimbursement is made in accordance with this policy, the fact that reimbursement was made shall not be construed to be an admission that any deduction was improper or that the employee at any time was not exempt from overtime under the Fair Labor Standards Act.

## **Disciplinary Dispute Resolution**

IHA encourages the open discussion of concerns as indicated by our open door policy. However, we realize that there may be disciplinary disputes that cannot be resolved without a more formal procedure. Therefore, should a dispute arise concerning disciplinary actions taken against you that cannot be handled informally, the following procedure is available. This procedure is not available to employees following termination of their employment.

An employee that wishes to file a grievance or otherwise dispute a disciplinary action must proceed with each step below in succession, with the exception of employees who desire to file a grievance against the administrator. In this instance, the employee will proceed directly to Step Two.

Failure to follow the protocol of this policy may itself result in discipline. Disputes involving allegations of harassment and/or discrimination should be reported in accordance with the Workplace Harassment Policy.

### Step One: Supervisory Level

Discuss the dispute with your team leader. Should such discussion not provide a satisfactory resolution to the problem, obtain a grievance form from the administrator and write down your version of the dispute within five (5) working days of the incident. Present the form to your team leader for his/her written response. If you find the response acceptable, sign and date the form and submit it to the administrator for any appropriate action, communication and filing. If, after reviewing the supervisory response, agreement cannot be reached, submit the form to Step Two.

### Step Two: Administrator Level

Submit the grievance to the administrator making any additional written comments on the form. The administrator will review the grievance, taking into consideration IHA's policies and the impact on the organization. The administrator will then provide a written response. If you find the decision acceptable, sign and date the form and submit it back to the administrator for any appropriate action and filing.

### Step Three: Operations Committee

If the dispute cannot be resolved by any of the foregoing steps, the dispute can be submitted to the IHA's Operations Committee. The Operations Committee will review the facts and render a decision. The decision of the Operations Committee is final and will be written on the form, and given to the administrator for communication to all involved parties, appropriate action, and filing.

### **Resignation/Dismissal**

Employees intending to resign are expected to provide IHA with two (2) weeks advance written notice. If proper notice is given, the employee will be paid the equivalent salary rate for any unused PTO time as per the PTO policy maximum limits. Furthermore, PTO time will not accrue and cannot be used during the two weeks prior to the last day.

All employees leaving employment of IHA for any reason must return all company property on or before their last day of work or be liable for payment to IHA for any unreturned property. The departing employee's paycheck will be mailed by the next regular payday for the pay period in which the employee's separation occurred.

## THANK YOU

In today's environment and society, the only true constant is change. To go backwards is to fail and to stand still is to go backward. Only by continuous growth and learning can people or companies hope to succeed.

The success of IHA is predicated on individual development of skills and knowledge to meet the ever-expanding future.

We believe that individuals can grow when they are offered challenging opportunities. We offer you an opportunity to grow with us.

Individual responsibilities are encouraged, not only for better performance in your present job, but in preparation for future advancement. The degree of advancement is dependent upon your desire, capabilities and performance. We will help you to make the time ahead as bright as we both can make it.

We at IHA feel that our future, as well as yours, is in your hands.

Thank you for being a part of our team.



## ACKNOWLEDGEMENT AND RECEIPT

I acknowledge that I have received and read the Employee Handbook given to me on the date set out under my name. I understand and acknowledge that I am not relying on any provision of the Employee Handbook in accepting or continuing my employment with HAIHAIHAIHA.

\_\_\_\_\_  
Employee's Signature

Printed: \_\_\_\_\_

Date: \_\_\_\_\_