

**KIDS CARE PEDIATRIC
ASSOCIATES, PC**

EMPLOYEE HANDBOOK

Welcome to Kids Care!

Starting a new job is exciting, but at times can be overwhelming. This Employee Handbook has been developed to help you become acquainted with Kids Care Pediatric Associates, PC and answer many of your initial questions.

As an employee of our practice, the importance of your contribution cannot be overstated. Our goal is to provide the finest quality services to our patients and to do so efficiently and economically. By satisfying our patients' needs, we ensure they will continue to come to us for medical services and will recommend us to others.

You are an important part of this process because your work directly influences our practice's reputation.

We are glad you have joined us, and we hope you will find your work to be both challenging and rewarding.

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The Way We Work

A Word About This Handbook

This Employee Handbook contains information about the employment policies and practices of the practice. We expect each employee to read this Employee Handbook carefully, as it is a valuable reference for understanding your job and the practice. The policies outlined in this Employee Handbook should be regarded as management guidelines only, which in a developing business will require changes from time to time. The practice retains the right to make decisions involving employment as needed in order to conduct its work in a manner that is beneficial to the employees and the practice. This Employee Handbook supersedes and replaces any and all prior Employee Handbooks and any inconsistent verbal or written policy statements.

The practice complies with federal and state law and this handbook generally reflects those laws. The practice also complies with any applicable local laws, even though there may not be an express written policy contained in the handbook.

Except for the policy of at-will employment, the practice reserves the right to revise, delete and add to the provisions of this Employee Handbook at any time without further notice. All such revisions, deletions or additions to the Employee Handbook must be in writing and must be signed by the president of the practice. No oral statements or representations can change the provisions of this Employee Handbook.

The provisions of this Employee Handbook are not intended to create contractual obligations with respect to any matters it covers. Nor is this Employee Handbook intended to create a contract guaranteeing that you will be employed for any specific time period. Any agreement to employment for a specified period of time

will be put into writing and signed by the president of the practice.

Nothing in this Employee Handbook is intended to unlawfully restrict an employee's right to engage in any of the rights guaranteed them by Section 7 of the National Labor Relations Act, including but not limited to, the right to engage in concerted protected activity for the purposes of their mutual aid and/or protection. Nothing in this Employee Handbook will be interpreted, applied or enforced to interfere with, restrain or coerce employees in the exercise of Section 7 rights.

OUR PRACTICE IS AN AT-WILL EMPLOYER. THIS MEANS THAT REGARDLESS OF ANY PROVISION IN THIS EMPLOYEE HANDBOOK, EITHER YOU OR THE PRACTICE MAY TERMINATE THE EMPLOYMENT RELATIONSHIP AT ANY TIME, FOR ANY REASON, WITH OR WITHOUT CAUSE OR NOTICE. NOTHING IN THIS EMPLOYEE HANDBOOK OR IN ANY DOCUMENT OR STATEMENT, WRITTEN OR ORAL, SHALL LIMIT THE RIGHT TO TERMINATE EMPLOYMENT AT-WILL. NO OFFICER, EMPLOYEE OR REPRESENTATIVE OF THE PRACTICE IS AUTHORIZED TO ENTER INTO AN AGREEMENT—EXPRESS OR IMPLIED—WITH ANY EMPLOYEE FOR EMPLOYMENT FOR A SPECIFIED PERIOD OF TIME UNLESS SUCH AN AGREEMENT IS IN A WRITTEN CONTRACT SIGNED BY THE PRESIDENT OF THE PRACTICE.

This Employee Handbook refers to current benefit plans maintained by the practice. Refer to the actual plan documents and summary plan descriptions if you have specific questions regarding the benefit plan. Those documents are controlling.

Likewise, if a written contract is inconsistent with the Employee Handbook, the written contract is controlling.

Building for the Future

As with any business, revenues are an absolute necessity for maintaining jobs and building for the future. Rather than look at generating sales and revenue as an "undesirable task", we look at it as a "must" situation. How do we continue to generate revenues to ensure a secure future and continued opportunities for all employees? With teamwork. Together we must meet the challenges we face on a daily basis.

In general, we have mentioned benefits, responsibilities and operations. We have saved the most crucial component of this business for last -- You.

At all times, **you represent the practice**, and it is up to each one of you to take this responsibility seriously. Our practice exists with your joint efforts. Don't underestimate your contribution to it. A great many people outside the business who invest their time, money and faith in us are part of that equation. They are our clients. They will determine how fast we grow, how many people we will employ, how many products we produce, how much service we render and the profit we make. In order to retain these clients, we want to ensure that our good service continues by always giving our clients the best possible value and quality. Working together and working well provides us with a bright future and with the most important commodity, a good reputation.

Total Quality Management

Our practice is committed to Total Quality Management (TQM). We feel that not only do our patients benefit from this effort but so do our employees. All employees are expected to participate in TQM.

You are encouraged to offer ideas and/or constructive criticism to your supervisors or managers. We also encourage you to take part in project teams or problem-solving teams and cost reduction projects. Your participation in continuous improvement is essential to the success of the practice.

Equal Employment Opportunity

Our practice is committed to equal employment opportunity. We will not discriminate against employees or applicants for employment on any legally-recognized basis ["protected class"] including, but not limited to: race; color; religion; genetic information; national origin; sex; pregnancy, childbirth, or related medical conditions; age; disability; citizenship status; uniform servicemember status; or any other protected class under federal, state, or local law.

In Florida, the following also are a protected class: race; color; religion; sex; pregnancy; national origin; age; handicap; genetic test results; Florida National Guard membership; AIDS and/or related diseases (unless the absence of the AIDS virus is a bona fide occupational qualification); sickle-cell trait [as to refusal to hire or discharge]; and marital status.

In New York, the following also are a protected class: age [18 and over]; race; creed; color; national origin; sexual orientation; sex (including gender identity and transgendered status); disability (including gender dysphoria or use of a guide dog, hearing dog, or service dog); predisposing genetic characteristics; military status; familial status; marital status; victims of domestic violence or stalking; for displaying the American flag on the employee's person or work station, as long as the display does not substantially and materially interfere with the employee's job duties; and legal use of consumable products or legal recreational activities off practice premises during nonworking hours; and previous conviction of criminal offenses, unless directly related to employment or would involve an unreasonable risk to property, or to the safety or welfare of specific individuals, or the general public.

You may discuss equal employment opportunity related questions with the office manager or any other designated member of management.

Pregnancy Accommodation

The practice will provide reasonable accommodations to female employees related to pregnancy, childbirth, or related medical conditions, to the extent the accommodation can be made without imposing an undue hardship on the business.

When an employee requests a reasonable accommodation, the practice will explore with the employee the possible means of providing the reasonable accommodation, which may include, but are not limited to:

- allowing more frequent breaks or periodic rest;
- assisting with manual labor;
- modifying job duties;
- modifying work hours/schedules;
- temporary transfer to a less strenuous or less hazardous position; or
- providing a leave of absence.

The practice may require the employee to provide a certification in connection with a request for reasonable accommodation that includes the following:

- the date the reasonable accommodation became medically advisable;
- the probable duration of the reasonable accommodation; and
- an explanatory statement as to the medical advisability of the reasonable accommodation.

If leave is provided as a reasonable accommodation, such leave may run concurrently with any leave where permitted by state and federal law.

For more information, or if you require an accommodation, please contact the office manager.

Americans with Disabilities Act

Our practice is committed to providing equal employment opportunities to qualified individuals with disabilities. This may include providing reasonable accommodation where appropriate in order for an otherwise qualified individual to perform the essential functions of the job. It is your responsibility to notify the office manager of the need for accommodation. Upon doing so, the office manager may ask you for your input or the type of accommodation you believe may be necessary or the functional limitations caused by your disability. Also, when appropriate, we may need your permission to obtain additional information from your physician or other medical or rehabilitation professionals. The practice will not seek genetic information in connection with requests for accommodation. All medical information received by the practice in connection with a request for accommodation will be treated as confidential.

A Word About our Employee Relations Philosophy

We are committed to providing the best possible climate for maximum development and goal achievement for all employees. Our practice is to treat each employee as an individual. We seek to develop a spirit of teamwork; individuals working together to attain a common goal.

In order to maintain an atmosphere where these goals can be accomplished, we provide a comfortable and progressive workplace. Most importantly, we have a workplace where communication is open and problems can be discussed and resolved in a mutually respectful atmosphere. We take into account individual circumstances and the individual employee.

We firmly believe that with direct communication, we can continue to resolve any difficulties that may arise and develop a mutually beneficial relationship.

No Harassment

We prohibit harassment of one employee by another employee, supervisor or third party for any reason based upon an individual's race; color; religion; genetic information; national origin; sex (including same sex); pregnancy, childbirth, or related medical conditions; age; disability; or any other category protected under federal, state, or local law ("protected class").

In Florida, the following also are a protected class: race; color; religion; sex; pregnancy; national origin; age; handicap; genetic test results; Florida National Guard membership; AIDS and/or related diseases (unless the

absence of the AIDS virus is a bona fide occupational qualification); sickle-cell trait [as to refusal to hire or discharge]; and marital status.

In New York, the following also are a protected class: age [18 and over]; race; creed; color; national origin; sexual orientation; sex (including gender identity and transgendered status); disability (including gender dysphoria or use of a guide dog, hearing dog, or service dog); predisposing genetic characteristics; military status; familial status; marital status; victims of domestic violence or stalking; for displaying the American flag on the employee's person or work station, as long as the display does not substantially and materially interfere with the employee's job duties; and legal use of consumable products or legal recreational activities off practice premises during nonworking hours; and previous conviction of criminal offenses, unless directly related to employment or would involve an unreasonable risk to property, or to the safety or welfare of specific individuals, or the general public.

Violation of this policy will result in disciplinary action, up to and including immediate discharge.

If you have any questions about what constitutes harassing behavior or what conduct is prohibited by this policy, please discuss the questions with a member of management or one of the contacts listed in this policy. At a minimum, the term “harassment” as used in this policy includes any of the following activities pertaining to an individual’s protected class:

- Offensive remarks, comments, jokes, slurs, threats, or verbal conduct.
- Offensive pictures, drawings, photographs, figurines, writings, or other graphic images, conduct, or communications, including text

messages, instant messages, websites, voicemails, social media postings, e-mails, faxes, and copies.

- Offensive sexual remarks, sexual advances, or requests for sexual favors regardless of the gender of the individuals involved; and
- Offensive physical conduct, including touching and gestures, regardless of the gender of the individuals involved.

We also absolutely prohibit retaliation, which includes: threatening an individual or taking any adverse action against an individual for (1) reporting a possible violation of this policy, or (2) participating in an investigation conducted under this policy.

All members of management are covered by this policy and are prohibited from engaging in any form of harassing, discriminatory, or retaliatory conduct. No member of management has the authority to suggest to any applicant or employee that employment or advancement will be affected by the individual entering into (or refusing to enter into) a personal relationship with any member of management, or for tolerating (or refusing to tolerate) conduct or communication that might violate this policy. Such conduct is a direct violation of this policy.

Even non-employees are covered by this policy. We prohibit harassment, discrimination, or retaliation of our employees in connection with their work by non-employees. Immediately report any harassing or discriminating behavior by non-employees, including vendors, patients, and employees of contractors or subcontractors. Any employee who experiences or observes harassment, discrimination, or retaliation should report it using the steps listed below.

If you have any concern that our No Harassment policy may have been violated by anyone, you must immediately report the matter. Due to the very serious nature of harassment, discrimination and retaliation, you must report your concerns to (one of) the individual(s) listed below:

1. Stuart Feinstein, President at (516) 775-0493, 2266 Dutch Broadway, Elmont, NY 11003 or info@kids-care.com.

You should report any actions that you believe may violate our policy no matter how slight the actions may seem.

We will investigate the report and then take prompt, appropriate remedial action. The practice will protect the confidentiality of employees reporting suspected violations to the extent possible consistent with our investigation.

You will not be penalized or retaliated against for reporting improper conduct, harassment, discrimination, retaliation, or other actions that you believe may violate this policy.

We are serious about enforcing our policy against harassment. Persons who violate this or any other practice policy are subject to discipline, up to and including discharge. We cannot resolve a potential policy violation unless we know about it. You are responsible for reporting possible policy violations to us so that we can take appropriate actions to address your concerns.

Categories of Employment

INTRODUCTORY PERIOD: Full-time and part-time employees are on an introductory period during their first 90 days of employment.

During this time, you will be able to determine if your new job is suitable for you and the office manager will have an opportunity to evaluate your work performance. However, the completion of the introductory period does not guarantee employment for any period of time since you are an at-will employee both during and after your introductory period.

For purposes of this handbook, **FULL-TIME EMPLOYEES** regularly work at least a 35-hour workweek. For other purposes, such as eligibility for health care benefits, the definition of **FULL-TIME EMPLOYEES** may be different.

PART-TIME EMPLOYEES work less than 35 hours each week.

In addition to the preceding categories, employees are also categorized as "exempt" or "non-exempt."

NON-EXEMPT EMPLOYEES are entitled to overtime pay as required by applicable federal and state law.

EXEMPT EMPLOYEES are not entitled to overtime pay and may also be exempt from minimum wage requirements pursuant to applicable federal and state laws.

Upon hire, the office manager will notify you of your employment classification.

Anniversary Date

The first day you report to work will be recorded in practice records as your anniversary date. This date may be used to calculate many different practice benefits. If you have any questions regarding your anniversary date, please see the office manager.

Driver's License/Driving Record

Employees in positions where the operation of a motor vehicle is an essential duty of the position must present and maintain a valid driver's license and acceptable driving record to our insurer. Changes in your driving record must be reported to the office manager immediately. Violations of this policy may result in immediate termination of your employment.

Certification, Licensing and Other Requirements

You will be informed by management if there are any licensing, certification or testing requirements for your job. Failure to qualify or to maintain a certification or license may be sufficient cause for discharge.

Immigration Reform and Control Act

In compliance with the federal Immigration Reform and Control Act of 1986 (IRCA), as amended, and any state law requirements, if applicable, our practice is committed to employing only individuals who are authorized to work in the United States.

Each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility.

If an employee is authorized to work in this country for a limited time period, the individual will be required to submit proof of renewed employment eligibility prior to expiration of that period to remain employed by the practice.

New Employee Orientation

Upon joining our practice, you were given this copy of our Employee Handbook. After reading this Employee Handbook please sign the receipt page and return it to the office manager. You will be asked to complete personnel, payroll and if applicable, benefit forms.

If you lose your copy of the Employee Handbook, or if it becomes damaged in any way, please notify the office manager as soon as possible to obtain a replacement copy. The Employee Handbook will also be available on our secure private staff page which can be found at www.kids-care.com.

The operations of your department are the responsibility of the office manager. (S)he is a good source of information about the practice and your job.

Suggestions and Ideas

We are always interested in your constructive ideas and suggestions for improving our operations. Your suggestions should be submitted in writing or emailed to the office manager.

After we investigate your suggestion, you will be notified whether it is feasible to be put into practice.

Talk to Us

We encourage you to bring your questions, suggestions and complaints to our attention. We will carefully consider each of these in our continuing effort to improve operations.

If you feel you have a problem, present the situation to the office manager so that the problem can be settled by examination and discussion of the facts. We hope that the office manager will be able to satisfactorily resolve most matters.

If you still have questions after meeting with the office manager or if you would like further clarification on the matter, request a meeting with the practice manager. (S)he will review the issues and meet with you to discuss possible solutions.

Finally, if you still believe that your problem has not been fairly or fully addressed, request a meeting with the president.

Your suggestions and comments on any subject are important, and we encourage you to take every opportunity to discuss them with us. Your job will not be adversely affected in any way because you choose to use this procedure.

If at any time you do not feel comfortable speaking with the office manager or the next level of management, discuss your concern with any other member of management with whom you feel comfortable.

Your Pay and Progress

Recording Your Time

Non-exempt employees must record their hours on our timekeeping system.

Accurately recording all of your time is required in order to be sure that you are paid for all hours worked. You are expected to follow the established procedures in keeping an accurate record of your hours worked. Time must be recorded as follows:

- Immediately before starting your shift.
- Immediately after finishing work, before your meal period.
- Immediately before resuming work, after your meal period.
- Immediately after finishing work.
- Immediately before and after any other time away from work.

Exempt employees may be required to accurately record their time worked in accordance with federal and state wage and hour law.

All employees subject to this policy are required to accurately record all time worked.

The workweek starts on Sunday and ends on Saturday.

Payday

You will be paid biweekly on Friday for the period that ends on the previous Saturday.

When our payday is a holiday, you normally will be paid on the first working day after the holiday.

Please review your paycheck for errors. If you find a mistake, report it to the office manager and/or the practice manager immediately. The office manager and/or the practice manager will assist you in taking the steps necessary to correct the error.

Paycheck Deductions

The practice is required by law to make certain deductions from your paycheck each pay period. Such deductions typically include federal and state taxes and Social Security (FICA) taxes. Depending on the state in which you are employed and the benefits you choose, there may be additional deductions. All deductions and the amount of the deductions are listed on your pay stub. These deductions are totaled each year for you on your Form W-2, Wage and Tax Statement.

It is the policy of the practice that exempt employees' pay will not be "docked," or subject to deductions, in violation of salary pay rules issued by the United States Department of Labor and any corresponding rules issued by the state government, as applicable. However, the practice may make deductions from employees' salaries in a way that is permitted under federal and state wage and hour rules. Employees will

be reimbursed in full for any isolated, inadvertent, or improper deductions, as defined by law.

Thus, exempt employees may be subject to the following salary deductions, except where prohibited by state law, but only for the following reasons:

- Absences of one or more full days for personal reasons, other than sickness or disability; or
- Absences of one or more full days due to sickness or disability, if there is a plan, policy, or practice providing replacement compensation for such absences; or
- Absences of one or more full days before eligibility under such a plan, policy, or practice or after replacement compensation for such absences has been exhausted; or
- Suspensions of one or more full days for violations of safety rules of major significance; or
- Suspensions of one or more full days for violations of written workplace conduct rules, such as rules against sexual harassment and workplace violence; or
- Payment of actual time worked in the first and last weeks of employment, resulting in a proportional rate of an employee's full salary; or
- Any unpaid leave taken under the Family and Medical Leave Act; or
- Negative paid-time-off balances, in whole-day increments only.

The practice will not make deductions which are prohibited by the Fair Labor Standards Act or state laws from its exempt employees' pay.

If questions or concerns about any pay deductions arise, discuss and resolve them with the office manager and/or the practice manager. If an error is found, you will

receive an immediate adjustment which will be paid no later than on the next regular payday.

Garnishment/Child Support

When an employee's wages are garnished by a court order, our practice is legally bound to withhold the amount indicated in the garnishment order from the employee's paycheck. Our practice will, however, honor applicable federal and state guidelines that protect a certain amount of an employee's income from being subject to garnishment.

Direct Deposit

You have the option of receiving your pay in a payroll check or having your pay deposited into your bank account through our direct deposit program.

Where permitted by state law, the practice may require you to use direct deposit.

Performance Reviews

Your performance is important to our practice. Once each year, on or about your anniversary date, the practice manager will review your job progress within our practice and help you set new job performance plans.

New employees will generally be reviewed at the end of their introductory period.

Our performance review program provides the basis for better understanding between you and the practice manager, with respect to your job performance, potential and development within the practice.

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Job Descriptions

The practice maintains a job description for each position in the practice. The job description outlines the essential duties and responsibilities of the position. When the duties and/or responsibilities of a position change, the job description is revised to reflect those changes. If you have any questions or wish to obtain a copy of your position's job description, please see the office manager and/or the practice manager.

Pay Raises

Depending upon your performance and our practice's profitability, adjustments in your pay may be made when there has been an improvement in or sustainment of an already good performance during the review period.

Pay Advances

Pay advances will not be granted to employees.

Overtime

There will be times when you will need to work overtime so that we may meet the needs of our patients. Although you will be given advance notice when feasible, this is not always possible. If you are a non-exempt employee, you must have all overtime approved in advance by the office manager and/or the practice manager.

Non-exempt employees will be paid at a rate of time and one-half their regular rate of pay for hours worked in excess of 40 hours in a workweek, unless state law provides a greater benefit in which case, we will comply with the state law.

Only actual hours worked count toward computing weekly overtime.

If you have any questions concerning overtime pay, check with the office manager and/or the practice manager.

Time Away From Work and Other Benefits

Employee Benefits

Our practice has developed a comprehensive set of employee benefit programs to supplement our employees' regular wages. Our benefits represent a hidden value of additional income to our employees.

This Employee Handbook describes the current benefit plans maintained by the practice. Refer to the actual plan documents and summary plan descriptions if you have specific questions regarding the benefit plan. Those documents are controlling.

The practice reserves the right to modify and/or terminate its benefits at any time. We will keep you informed of any changes.

Holidays

Our practice normally observes the following holidays during the year:

New Year's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Christmas Day

Full-time and part-time employees are eligible for paid holidays after completing their introductory period.

Exempt employees will receive holiday pay in compliance with state and federal wage and hour laws.

Part-time employees are eligible for holiday pay in proportion to the number of hours they normally are scheduled to work.

Non-exempt employees must work their scheduled workday **before and after** the holiday in order to be paid for the holiday, unless you are absent with prior permission from the office manager and/or the practice manager.

Vacation

Full-time and part-time employees are eligible for paid vacation time.

Vacation is calculated according to your anniversary date as follows:

Upon completion of your introductory period, you shall be entitled to two days of paid vacation annually.

After one full anniversary year, you shall be entitled to five days of paid vacation.

After two full anniversary years, and each year thereafter, you shall be entitled to ten days of paid vacation.

Part-time employees receive paid vacation time in proportion to the number of hours they normally are scheduled to work.

Submit vacation requests in writing **at least thirty days in advance** to the office manager and/or the practice manager. When possible, vacation requests are granted, taking into account operating requirements. Length of employment may determine priority in scheduling vacation times.

Vacation cannot be carried over from one year to the next nor is vacation pay granted in lieu of taking the actual time off.

At the end of employment, eligible employees will not be paid for earned but unused vacation, unless state law dictates otherwise.

Sick Days

Sick days are calculated according to your anniversary date.

Full-time and part-time employees are eligible, upon completion of the introductory period, for two paid sick days each anniversary year.

After one full anniversary year, and each year thereafter, you shall be entitled to 5 sick days.

Part-time employees are eligible for sick days in proportion to the number of hours they normally are scheduled to work.

Exempt employees will receive sick pay in compliance with state and federal wage and hour laws.

You may use accrued sick time to care for your sick child.

Sick days cannot be carried over to the following year. Employees are not paid in lieu of taking the actual time off.

At the end of employment, employees are not paid for earned but unused sick days.

Jury Duty (Florida Employees)

Employees summoned for jury duty are granted an unpaid leave in order to serve, unless county statute dictates otherwise.

Exempt employees may be provided time off with pay when necessary to comply with state and federal wage and hour laws.

Make arrangements with the office manager and/or the practice manager as soon as you receive your summons.

We reserve the right to request proof of jury service issued by the Court upon return.

We expect you to return to your job if you are excused from jury duty during your regular working hours.

Jury Duty (New York Employees)

Employees summoned for jury duty will receive unpaid leave, except that you shall receive the first \$40 of your daily wages during the first three days of jury service in a state or local court.

Exempt employees may be provided time off with pay when necessary to comply with state and federal wage and hour laws.

We reserve the right to request proof of jury service issued by the Court upon return.

Make arrangements with the office manager and/or the practice manager as soon as you receive your summons.

We expect you to return to your job if you are excused from jury duty during your regular working hours.

Voting Leave (New York Employees)

Our practice believes that every employee should have the opportunity to vote in any state or federal election, general primary or special primary. Any employee whose work schedule does not provide him or her four consecutive hours to vote while polls are open will be granted up to two paid hours off in order to vote. Any additional time off will be without pay. We reserve the right to select the hours you are excused to vote.

Exempt employees may be provided additional time off with pay when necessary to comply with state and federal wage and hour laws.

Notify the office manager and/or the practice manager of the need for voting leave two to ten days before the election. When you return from voting leave, you must present a voter's receipt to the office manager and/or the practice manager as soon as possible.

Military Leave

Employees who are required to fulfill military obligations in any branch of the Armed Forces of the United States or in state military service will be given the necessary time off and reinstated in accordance with federal and state law.

The time off will be unpaid, except where state law dictates otherwise. Exempt employees may be provided time off with pay when necessary to comply with state and federal wage and hour laws.

Accrued vacation (if any) may be used for this leave if the employee chooses, but the practice will not require the employee to use vacation. Military orders should be presented to the office manager and/or the practice manager and arrangements for leave made as early as possible before departure. Employees are required to give advance notice of their service obligations to the practice unless military necessity makes this impossible. You must notify the office manager and/or the practice manager of your intent to return to employment based on requirements of the law. Your benefits may continue

to accrue during the period of leave in accordance with state and federal law.

Additional information regarding military leaves may be obtained from the office manager and/or the practice manager.

Family Military Leave (New York Employees)

Eligible employees who are the spouse of a member of the Armed Forces of the United States, National Guard or Reserves who has been deployed during a period of military conflict to a combat theatre or combat zone may take up to ten days of unpaid family military leave during the military service member's leave or deployment.

To be eligible for family military leave, employees must work an average of twenty hours or more per week.

Volunteer Emergency Responders Leave (New York Employees)

During the time that an emergency exists following a declaration of emergency under the law, the practice will grant a "volunteer emergency responder" an unpaid leave of absence while engaged in the actual performance of his or her duties as a volunteer firefighter or an enrolled member of a volunteer ambulance service unless the practice determines that the employee's absence would impose an undue hardship on practice business.

The practice will only grant leave when it has previously received written documentation from the head of the fire department or volunteer ambulance service documenting the employee's status as a volunteer firefighter or member of a volunteer ambulance service.

Upon request, the employee must provide the practice with a notarized statement from the head of the volunteer fire department or volunteer ambulance service certifying the period of time that the employee responded to any emergency.

For more information regarding this leave, see the office manager and/or the practice manager.

Exempt employees may be provided time off with pay when necessary to comply with state and federal wage and hour laws.

Witness Leave

Employees are given the necessary time off without pay to attend or participate in a court proceeding in accordance with state law. We ask that you notify the office manager and/or the practice manager of the need to take witness leave as far in advance as is possible.

Exempt employees may be provided time off with pay when necessary to comply with state and federal wage and hour laws.

Bone Marrow Donation Leave (New York Employees)

Employees who work an average of 20 hours or more each week are eligible to receive up to 24 hours of unpaid leave to donate bone marrow.

Please provide the office manager and/or the practice manager with written physician verification of the purpose and length of each leave.

For more information regarding this leave, please see the office manager and/or the practice manager.

Exempt employees may be provided time off with pay when necessary to comply with state and federal wage and hour laws.

Blood Donation Leave (New York Employees)

Employees who work an average of 20 or more hours per week are entitled to up to three hours of unpaid leave in any 12-month period to donate blood.

The 12-month period will be based on the calendar year.

Employees must give “reasonable notice” of their intent to take leave to give blood.

Exempt employees may be provided time off with pay when necessary to comply with state and federal wage and hour laws.

For more information regarding this leave, please see the office manager and/or the practice manager.

Bereavement Leave

Full-time and part-time employees are eligible immediately upon hire for three unpaid days for the death of an immediate family member.

New York Employees

Members of the immediate family include spouses, same-sex committed partner, parents, brothers, sisters, children, grandchildren, grandparents, parents-in-law and children, parent or other relative of same-sex committed partner.

All Other Employees

Members of the immediate family include spouses, domestic partners, parents, brothers, sisters, children, children of domestic partners, grandchildren, grandparents, parents-in-law and parents of domestic partners.

Full-time and part-time employees are eligible immediately upon hire for one unpaid day to attend the funeral of aunts, uncles, nieces and nephews.

Requests for bereavement leave should be made to the office manager and/or the practice manager as soon as possible.

Leave of Absence

Under special circumstances, full-time and part-time employees who have completed one year of employment may be granted a leave of absence without pay. The granting of this type of leave is normally for compelling reasons and is dependent upon the written approval of the office manager and/or the practice manager.

Leaves may not exceed 30 days during which time no benefits will accrue. Leaves of absence are granted only after earned vacation is exhausted.

We will make reasonable efforts to return you to the same or similar job you held prior to the leave of absence, subject to our staffing and business requirements.

Victims of Crime Leave (New York Employees)

The practice will grant reasonable and necessary leave from work, without pay, to employees who are victims of a crime to attend or participate in legal proceedings pertaining to the crime. Affected employees must give the practice reasonable notice that leave under this policy is required.

Exempt employees may be provided time off with pay when necessary to comply with state and federal wage and hour laws.

Medical Insurance

Eligible full-time employees may enroll in an employee only, an employee plus children, an employee plus spouse, or a family contract on the first of the month after completing their introductory period. Eligibility may be defined by state law and/or by the insurance contract.

Information and enrollment forms may be obtained from the practice manager.

Our practice pays the full cost of an employee contract. If you elect dependent coverage, you are responsible for paying the difference through payroll deduction.

Participating employees are also covered under our medical insurance plan's prescription drug program.

A booklet containing the details of the plan and eligibility requirements may be obtained from the practice manager.

Refer to the actual plan document and summary plan description if you have specific questions regarding your eligibility for coverage or other aspects of this benefit plan. Those documents are controlling.

At the end of employment you may be entitled to continuation or conversion of the group medical insurance plan in accordance with the terms of the policy and/or applicable state and federal law. For more information, contact the practice manager.

COBRA

You and/or your covered dependents will have the opportunity to continue medical benefits for a period of up to 36 months under the provisions of the Consolidated Omnibus Budget Reconciliation Act (COBRA) when group medical coverage for you and/or your covered dependents would otherwise end due to your death or because:

- your employment terminates, for a reason other than gross misconduct; or
- your employment status changes due to a reduction in hours; or
- your child ceases to be a "dependent child" under the terms of the medical plan; or
- you become divorced or legally separated; or
- you become entitled to Medicare.

In the event of divorce, legal separation, or a child's loss of dependent status, you or a family member must notify the plan administrator within 60 days of the occurrence of the event.

The plan administrator will notify the individuals eligible for continuation coverage of their right to elect COBRA continuation coverage.

For more information regarding COBRA, you may contact the president.

Short-Term Disability Insurance (New York Employees)

Employees are eligible for short-term disability insurance after four consecutive weeks of full-time employment or 25 days of regular part-time employment in accordance with state law. Other employees may also be eligible for this insurance, depending on the employee's previous employer. This insurance is designed to provide income for you when you are absent from work for more than seven calendar days due to non-occupational illness, injury or pregnancy-related disability.

The benefits are calculated as a percentage of your salary up to a maximum each week, as specified by law, for up to 26 weeks.

The cost of this insurance is shared between the practice and the employee.

Provide written notice including a doctor's certificate stating the nature of the disability and your expected date of return to work. Disability insurance information may be obtained from the office manager and/or the practice manager.

Pregnancy Accommodation (New York Employees)

The practice, consistent with state law, will provide reasonable accommodations to female employees related to pregnancy, childbirth or related medical conditions, to the extent the accommodation can be made without imposing an undue hardship on the business.

When an employee requests a reasonable accommodation, the practice shall explore with the employee the possible means of providing the reasonable accommodation, which may include, but are not limited to:

- acquisition of equipment for sitting;
- more frequent or longer breaks;
- periodic rest;
- modifying work hours/schedules;
- job restructuring;
- break time and private non-bathroom space for expressing breast milk;
- modified work schedules; or
- time off to recover from childbirth.

The practice may require the employee to provide a certification in connection with a request for reasonable accommodation.

If leave is provided as a reasonable accommodation, such leave may run concurrently with any other leave where permitted by state and federal law.

For more information, or if you require an accommodation, please contact the office manager and/or the practice manager. The practice will provide

you with a notice of rights in accordance with this policy within ten days of being notified of the pregnancy.

Social Security

During your employment, you and the practice both contribute funds to the federal government to support the Social Security program. This program is intended to provide you with retirement benefit payments and medical coverage once you reach retirement age.

Unemployment Insurance

Upon separation from employment, you may be entitled to state and federal unemployment insurance benefits. Information about unemployment insurance can be obtained from the office manager and/or the practice manager.

Workers' Compensation

On-the-job injuries are covered by our Workers' Compensation insurance policy. This insurance is provided at no cost to you. If you are injured on the job, no matter how slightly, report the incident immediately to the practice manager. Consistent with applicable state law, failure to report an injury within a reasonable period of time could jeopardize your claim. We ask for your assistance in alerting management to any condition that could lead to or contribute to an employee accident.

401(k) Qualified Retirement Plan

Our practice provides eligible employees with a 401(k) Qualified Retirement plan which is an excellent means of long-term savings for your retirement. The practice's contribution, if any, is determined by the employer on an annual basis.

You can obtain a copy of the Summary Plan Description which contains the details of the plan including eligibility and benefit provisions from the president. In the event of any conflict in the description of any plan, the official plan documents, which are available for your review, shall govern. If you have any questions regarding this plan, see the plan administrator.

Profit-Sharing Plan

You may think you have little control over the profitability of practice operations but each employee has a real impact.

To recognize and reward your efforts, our practice maintains a Profit-Sharing Plan for eligible employees. The amount of the practice's contribution to the plan is based each year on the practice's profits. Your share of the practice's contribution is based on your earnings in proportion to the total earnings of all participants.

You can obtain a copy of the Summary Plan Description which contains the details of the plan including eligibility and benefit provisions from the president. In the event of any conflict in the description of any plan, the official plan documents, which are available for your review, shall govern. If you have any questions regarding this plan, see the plan administrator.

On the Job

Confidentiality of Patient Matters

The law and our professional ethics require that each employee maintain confidentiality when handling patient matters.

To maintain this professional confidence, no employee shall disclose patient information without appropriate patient authorization to outsiders, including other patients, third parties, or members of one's own family. Patient information includes medical, diagnosis, treatment, and prescription information; social security numbers; accounting/billing information; chart notes; and name and contact information.

Any disclosure of confidential information will result in disciplinary action up to and including discharge.

Our practice has policies and procedures regarding HIPAA compliance and you are expected to follow them. Failure to follow our policies and procedures may result in disciplinary action up to and including discharge.

Discussions with Patients

When working with a patient, you may be asked to offer specific suggestions or comments regarding his or her practices.

Prior to discussing any suggestions with a patient, your recommendations must first be approved by the medical provider in attendance.

Care of Patient Records

To provide the best care for our patients it is critical that we maintain accurate and current patient records. Patient records may not be removed from the premises for any reason without approval from the president.

Patient records should be handled with care and not modified in any way. Falsification of patient records is strictly prohibited.

Occasionally, patients or other physicians will request copies of practice records. Under no circumstances will requests for patient records be fulfilled unless prior legally permissible authorization is provided. Place a copy of the documentation of such authorization in the patient's file.

Our practice has policies and procedures regarding HIPAA compliance and you are expected to follow them. Failure to follow our policies and procedures may result in disciplinary action up to and including discharge.

Social Security Number Privacy and Protection of Personal Information (New York Employees)

To ensure to the extent practicable the confidentiality of our employees' and applicants' personal identifying information, no employee may acquire, disclose, transfer or unlawfully use the SSN, home address or telephone number, personal electronic mail address, internet identification name or password, parent's surname prior to marriage or driver's license number of any employee except in accordance with practice policy. The release of employee personal identifying information to external parties is prohibited except where required by law. Internal access to employee SSNs is restricted to employees with a legitimate business need for the information. Employee SSNs will not be publicly posted, displayed, or visibly printed on any identification badge or time card.

Employee SSNs may be collected in the ordinary course of business for the purpose of identity verification or to administer benefits and in accordance with state and federal laws. Records that include Social Security numbers will be maintained in accordance with federal and state laws.

Any documents that include employee SSNs and are to be discarded must be destroyed by shredding paper documents and running a data scrubbing program before disposing of electronic storage media.

Any violation of this policy will result in disciplinary action up to and including discharge.

Where this practice policy and operating procedures may conflict with state law, the state law shall supersede this policy.

For more information about this policy and the practice's operating procedures, please contact the office manager and/or the practice manager.

Attendance and Punctuality

Attendance and punctuality are important factors for your success within our practice. We work as a team and this requires that each person be in the right place at the right time.

If you are going to be late for work or absent, notify the office manager as far in advance as is feasible under the circumstances, but before the start of your workday.

Personal issues requiring time away from your work, such as doctor's appointments or other matters, should be scheduled during your nonworking hours if possible.

If you are absent for three days without notifying the practice, it is assumed that you have voluntarily abandoned your position with the practice, and you will be removed from the payroll.

Meal Time (New York Employees)

Employees working a shift of more than six hours will be provided at least 30 paid minutes for a meal between 11:00 a.m. and 2:00 p.m. Employees working a shift that starts before 11:00 a.m. and continues past 7:00 p.m. will be provided an additional paid meal period of at least 20 minutes between 5:00 p.m. and 7:00 p.m. Employees working a shift of more than six hours between 1:00 p.m. and 6:00 a.m. will be provided a paid meal period of at least 45 minutes midway through the shift. Approving the scheduling of this time is the responsibility of the office manager and/or the practice manager.

Meal Time (All Other Employees)

A 30-minute, unpaid meal break should be taken each day. Approving the scheduling of this time is the responsibility of the office manager and/or the practice manager.

Lactation Breaks

The practice will provide a reasonable amount of break time to accommodate a female employee's need to express breast milk for the employee's infant child. In New York, lactation breaks will be provided for the following length of time after the birth of the child:

New York Employees

Up to three years following the child's birth.

The break time should, if possible, be taken concurrently with other break periods already provided. Non-exempt employees should clock out for any time taken that does not run concurrently with normally scheduled rest periods, and such time generally will be unpaid, in accordance with state law. The practice will also make a reasonable effort to provide the employee with the use of a room or other location in close proximity to the employee's work area, for the employee to express milk in private.

Notify the office manager and/or the practice manager to request time to express breast milk under this policy. The practice reserves the right to deny an employee's request for a lactation break if the additional break time will seriously disrupt operations and in accordance with applicable law.

No provision of this policy applies or is enforced if it conflicts with or is superseded by any requirement or prohibition contained in a federal, state, or local law or regulation. If you have knowledge of such a conflict or a potential conflict you should contact the office manager and/or the practice manager.

Work Assignments

Work assignments will be distributed by the office manager and/or the practice manager. When possible, you will be advised of future assignments in advance, so you will have ample time to prepare for the assignment.

Once you have begun an assignment you will report directly to the office manager and/or the practice manager for all matters relating to its completion.

Contact with the Practice

The practice should know your location at all times during business hours. The office manager and/or the practice manager will keep a record of your assignments, and (s)he should be notified of your whereabouts outside the practice during working hours.

Clean Up

At the end of each shift, time is designated for cleaning the work area and washing up. This time is paid.

Standards of Conduct

Each employee has an obligation to observe and follow the practice's policies and to maintain proper standards of conduct at all times. Failure to adhere to the practice's policies will result in corrective disciplinary measures.

Disciplinary action may include a verbal warning, written warning, suspension with or without pay, and/or discharge. The appropriate disciplinary action imposed will be determined by the practice. The practice does not guarantee that one form of action will necessarily precede another.

Among other things, the following may result in disciplinary action, up to and including discharge: violation of the practice's policies or safety rules; failing to work in a cooperative manner with management, co-workers, patients and others who do business with the practice; unauthorized or illegal possession, use or sale of alcohol or controlled substances on work premises or during working hours, while engaged in practice activities or in practice vehicles; unauthorized possession, use or sale of weapons, firearms or explosives on work premises; theft or dishonesty; inappropriate or violent physical contact; harassment; discrimination or retaliation in violation of the practice's EEO and No Harassment policies; performing outside work or use of practice property, equipment or facilities in connection with outside work while on practice time; poor attendance or poor performance. These examples are not all inclusive. We emphasize that discharge decisions will be based on an assessment of all relevant factors.

Nothing in this policy is designed to limit an employee's rights under Section 7 of the National Labor Relations Act.

Nothing in this policy is designed to modify our employment-at-will policy.

Patient and Public Relations

Our practice's reputation is built on excellent service and quality work. To maintain this reputation requires the active participation of every employee.

The opinions and attitudes that patients have toward our practice may be determined for a long period of time by the actions of one employee. It is sometimes easy to take a patient for granted, but if we do we run the risk of losing not only that patient, but his or her associates, friends or family who may also be patients or prospective patients.

Each employee must be sensitive to the importance of providing courteous treatment in all working relationships.

Non-Solicitation

The practice believes employees should have a work environment free from interruptions of a non-work related nature, as work time is for work. When you are to be working you should focus on your duties and not engage in activities that would interfere with your own work or the work of others. For the purpose of this policy, solicitation includes, but is not limited to, for collection of any debt or obligation, for raffles of any kind or chance taking, or for the sale of merchandise or business services, the attempt to sell any product or service (e.g. selling or collecting for Tupperware®, Avon® products, churches, schools, Girl Scout cookies, etc.). Such interruptions can be both detrimental to the quality of work and efficiency, and may not be respectful of others job responsibilities and right not to be interrupted.

Employees may not engage in solicitation for any purpose during his/her work time, which includes the working time of the employee who seeks to solicit and the employee who is being solicited. Although solicitation is not encouraged, it is permitted as long as it is limited to the employee's break and lunch time and kept out of active working areas. Nothing in this policy is intended to restrict an employee's statutory rights, including discussing terms and conditions of employment.

Distribution

Distribution by employees of any type (materials, goods, paper) is prohibited in work areas at any time, whether or not the employees are on working time. Electronic distribution is subject to the practice's Electronic Mail and Monitoring Policy, and may not occur during the employee's working time. Non-employees are prohibited from distributing materials to employees on practice premises at any time. Literature that violates the practice's EEO and No Harassment policies, includes threats of violence, or is knowingly and recklessly false is never permitted. Nothing in this policy is intended to restrict an employee's statutory rights, including discussing terms and conditions of employment.

Changes in Personal Data

To aid you and/or your family in matters of personal emergency, we need to maintain up-to-date information.

Changes in name, address, telephone number, marital status, number of dependents or changes in next of kin and/or beneficiaries should be given to the office manager and/or the practice manager promptly.

Care of Equipment

You are expected to demonstrate proper care when using the practice's property and equipment. No property may be removed from the premises without the proper authorization of management. If you lose, break or damage any property, report it to the office manager and/or the practice manager at once.

Personal Property

The practice is not responsible for loss or damage to personal property. Valuable personal items, such as purses and all other valuables should not be left in areas where theft might occur.

Signing In and Out

A daily sign in/sign out sheet is used to maintain an accurate record of each employee's location. Please use these sheets whenever you enter or leave our building. In lieu of a sign in sheet, you are to sign in and out on the time clock.

Severe Weather

Severe weather is to be expected during certain months of the year. Although driving may at times be difficult, when caution is exercised the roads are normally passable. Except in cases of severe storms, we are all expected to work our regular hours. Time taken off due to poor weather conditions while the business remains open is to be used as vacation, a sick day, or is unpaid.

Exempt employees may be provided time off with pay when necessary to comply with state and federal wage and hour laws.

If extreme weather conditions require closing of the building, you will be notified by the office manager and/or the practice manager.

Natural Disasters

Natural disasters, including earthquakes, hurricanes, mudslides, floods and fires are to be expected from time to time. Although driving may be difficult in some areas due to damaged freeways and streets, when caution is exercised the roads are normally passable or alternate routes are available. Except in severe cases, we are all expected to work our regular hours. Time taken off due to natural disasters while the business remains open is to be used as vacation, a sick day, or is unpaid.

Exempt employees may be provided time off with pay when necessary to comply with state and federal wage and hour laws.

If extreme weather conditions require closing of the building, you will be notified by the office manager and/or the practice manager.

Personal Telephone Calls

It is important to keep our telephone lines free for patient calls. Although the occasional use of the practice's telephones for a personal emergency may be necessary, routine personal calls are discouraged.

Unless used for business purposes, personal cellular telephones **must be turned off or set to a silent alert** during working hours while on practice premises.

Acceptable Use of Electronic Communications

This policy contains guidelines for Electronic Communications created, sent, received, used, transmitted, or stored using the practice's communication systems or equipment and employee provided systems or equipment used either in the workplace, during working time or to accomplish work tasks. "Electronic Communications" include, among other things, messages, images, text data or any other information used in e-mail, instant messages, text messages, voice mail, fax machines, computers, personal digital assistants (including Blackberry, iPhone, iPad or similar devices), pagers, telephones, cellular and mobile phones including those with cameras, Intranet, Internet, back-up storage, information on a memory or

flash key or card, jump or zip drive or any other type of internal or external removable storage drives. In the remainder of this policy, all of these communication devices are collectively referred to as “Systems.”

Acceptable Uses of Our Systems: Employees may use our Systems to communicate internally with co-workers or externally with patients and other business acquaintances for business purposes.

Practice Control of Systems and Electronic Communications: All Electronic Communications contained in Practice Systems are Practice records and/or property. Although an employee may have an individual password to access our Systems, the Systems and Electronic Communications belong to the practice. The Systems and Electronic Communications are accessible to the practice at all times including periodic unannounced inspections. Our Systems and Electronic Communications are subject to use, access, monitoring, review, recording and disclosure without further notice. Employee communications on our system are not confidential or private.

The practice's right to use, access, monitor, record and disclose Electronic Communications without further notice applies equally to employee-provided systems or equipment used in the workplace, during working time, or to accomplish work tasks.

Personal Use of Our Systems: Personal communications in our Systems are treated the same as all other Electronic Communications and will be used, accessed, recorded, monitored, and disclosed by the practice at any time without further notice. Since all Electronic Communications and Systems can be accessed without advance notice, employees should not use our Systems for communication or information that employees would not want revealed to third parties.



Personal use of our System should be limited to non-working time. Personal use of our System must be conducted in such a manner that it does not affect smooth System operation or use a disproportional amount of the System's functional capacity.

Proprietary Business Information: Proprietary business information means confidential and proprietary information related to the practice's trade secrets, business models, business services, sales agreements, pricing information, manufacturing processes, patient lists, inventions, formulas, vendor agreements, patient records, strategic business or marketing plans, expansion plans, contracts, non-public financial performance information and other information that derives economic value by being protected from public consumption or competitors may only be used on Practice Systems. Proprietary business information may not be downloaded, saved, or sent to a personal laptop, personal storage device, or personal email account under any circumstances without advance written approval from a member of management. Proprietary business information does not restrict employee rights to discuss their wages, hours or other terms of employment.

Prohibited Uses of Our Systems: Employees may not use Practice Systems in a manner that is unlawful, wasteful of Practice resources, or unreasonably compromises employee productivity or the overall integrity or stability of the practice's systems. These tools are provided to assist employees with the execution of their job duties and should not be abused. Examples of prohibited uses include, among other things, sexually explicit messages, images, cartoons, or jokes; propositions or love letters; ethnic or racial slurs; or any other message or image that may be in violation of Practice policies.

In addition, employees may not use our Practice Systems:

- To download, save, send or access any discriminatory, obscene, or malicious or knowingly false material;
- To download, save, send or access any music, audio or video file unless business related;
- To download anything from the internet (including shareware or free software) without the advance written permission of the systems supervisor;
- To download, save, send or access any site or content that the practice might deem “adult entertainment;”
- To attempt or to gain unauthorized or unlawful access to computers, equipment, networks, or Systems of the practice or any other person or entity;
- In connection with any infringement of intellectual property rights, including but not limited to copyrights;
- In connection with the violation or attempted violation of any law; and
- To transmit proprietary business information or client material such as pricing information or trade secrets.

Electronic Forgery: An employee may not misrepresent, disguise, or conceal his or her identity or another’s identity in any way while using Electronic Communications; make changes to Electronic Communications without clearly indicating such changes; or use another person’s account, mail box, password, etc. without prior written approval of the account owner and without identifying the actual author.

Intellectual Property Rights: Employees must always respect intellectual property rights such as copyrights and trademarks.

System Integrity, Security, and Encryption: All Systems passwords and encryption keys must be available and known to the practice. You may not install password or encryption programs without the written permission of the office manager and/or the practice manager. Employees may not use the passwords and encryption keys belonging to others.

Applicable Laws: Numerous state and federal laws apply to Electronic Communications. The practice complies with applicable laws. Employees also must comply with applicable laws and should recognize that an employee could be personally liable and/or subject to fine and imprisonment for violation of applicable laws.

Consequences of Policy Violations: Violations of this Policy may result in disciplinary action up to and including immediate termination of an employee's employment as well as possible civil liabilities or criminal prosecution. Where appropriate, the practice may advise legal officials or appropriate third parties of policy violations and cooperate with official investigations. We will not, of course, retaliate against anyone who reports possible policy violations or assists with investigations.

If you have questions about the acceptable use of our Systems or the content of Electronic Communications, ask the office manager and/or the practice manager for advance clarification.

Social Media

“Social media” includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else’s web log or blog, journal or diary, personal web site, social networking or affinity web site, web bulletin board or a chat room, whether or not associated or affiliated with the practice.

You are more likely to resolve work related complaints by speaking directly with your co-workers or by utilizing our problem solving policy than by posting complaints to a social media outlet. Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as maliciously false, obscene, threatening or intimidating, that defames patients, competitors, vendors or employees or that might constitute harassment or bullying. Examples of such conduct might include posts meant to put someone in fear for their physical safety or psychological well-being; posts designed to cast someone in a false light to the public; posts that invade a person’s reasonable expectation of privacy; or posts that could contribute to a hostile work environment on the basis of race, age, gender, national origin, color, disability, religion or other status protected by federal, state or local law.

Make sure you are always truthful and accurate when posting information or news. If you make a mistake, correct it quickly. Be open about any previous posts you have altered. Use privacy settings when appropriate. Remember that the Internet archives almost everything; therefore, even deleted postings can be searched. The Internet is immediate; nothing that is posted ever truly “expires.” Never post any information or rumors that you know to be false about the practice, fellow employees,

patients, and people working on behalf of the practice or competitors.

Do not create a link from your blog, website or other social networking site to the practice's website without identifying yourself as a practice employee. Express only your personal opinions. Never represent yourself as a spokesperson for the practice or make knowingly false representations about your credentials or your work. If the practice is a subject of the content you are creating, be clear and open about the fact that you are an employee and make it clear that your views do not represent those of the practice. It is best to include a statement such as "The postings on this site are my own and do not necessarily reflect the views of the practice." You must refrain from using social media while on working time.

Employees are encouraged to report violations of this policy. The practice prohibits retaliation against any employee for reporting a possible deviation from this policy or for cooperating in an investigation.

Where applicable, the practice complies with state laws concerning access to an employee's personal social networking account, including restrictions concerning employer requests for an employee's username and/or password.

Nothing in this policy is designed to limit an employee's right under Section 7 of the National Labor Relations Act, including discussing wages or other terms of employment.

If you have questions or need further guidance, please contact the office manager and/or the practice manager.

Security of Electronic Devices

Each employee provided with a laptop computer, iPad, iPhone, smart phone, tablet or similar device is responsible for the physical security of that device. All devices acquired for or on behalf of the practice are practice property. The device must be locked up and stored in a secure location when it is not in the immediate possession of the authorized user. In addition, the user must return the device immediately upon request of the practice. You must notify the office manager and/or the practice manager immediately if the device is lost, stolen, misplaced, or damaged. All work created or performed on the device is practice property. The device is subject to inspection by the practice at any time without further advance notice. The device must be used in a manner that complies with all practice policies including the Acceptable Use of Electronic Communications, Equal Employment Opportunity, No Harassment, Confidentiality of Patient Matters, Care of Patient Records, and Protecting Patient and Practice Information.

Violations of this policy may be grounds for disciplinary action up to and including discharge.

Dress Policy

Our patients' satisfaction represents the most important and challenging aspect of our business. Whether or not your job responsibilities place you in direct patient contact, you represent the practice with your appearance as well as your actions. The properly-attired individual helps to create a favorable image for the practice, to the public and fellow employees.

Personal Hygiene

While proper hygiene promotes professionalism within our practice and a favorable image to our patients, it also helps us maintain a sterile environment.

Employees are expected to maintain the highest standards of personal cleanliness and present a neat, professional appearance at all times.

To maximize our patients' well being, fingernails must be clipped short and chin-length or longer hair must be secured away from the face.

Reference Checks

Our practice will not honor any oral requests for references. All requests must be in writing and on company letterhead. Generally, we will only confirm our employees' dates of employment, salary history, and job title.

Under no circumstances should an employee provide another individual with information regarding current or former employees of our practice. If you receive a request for reference information, please forward it to the office manager and/or the practice manager.

Protecting Patient and Practice Information

Protecting patient and practice information is the responsibility of every employee.

Due to the nature of our business, patient and practice confidentiality is strictly enforced. Do not discuss the confidential business of our patients or practice or proprietary business matters, or share confidential, personal employee information (such as social security numbers, personal banking or medical information) with anyone who does not work for our practice, such as friends, family members, members of the media, or other business entities. Discussions regarding confidential patient or practice business with other employees are also prohibited, unless it is a necessary work-related function.

Confidential information does not include information pertaining to the terms and conditions of an employee's employment, including wages. Nothing in this policy is designed to limit an employee's rights under Section 7 of the National Labor Relations Act.

All telephone calls regarding a current or former employee's position/compensation with our practice must be forwarded to the office manager and/or the practice manager.

The practice's address shall not be used for the receipt of personal mail.

Document Retention

The practice maintains a formal document retention policy and procedure. The office manager and/or the practice manager will explain how that policy applies to you and the work that you perform. You must retain all work products in the manner required and for the time period required by our policy. Never destroy or delete any work product until the retention periods specified by the practice's policy have been satisfied. Failure to comply with the practice document retention policy and procedure may result in discipline up to and including discharge.

Conflict of Interest/Code of Ethics

A practice's reputation for integrity is its most valuable asset and is directly related to the conduct of its officers and other employees. Therefore, employees must never use their positions with the practice, or any of its patients, for private financial gain, to advance personal financial interests, to obtain favors or benefits for themselves, members of their families or any other individuals, corporations or business entities, or engage in activities, investments or associations that compete with the practice, interferes with an employee's business judgment concerning the practice's best interests, or exploits an employee's position with the practice for personal gain.

The practice adheres to the highest legal and ethical standards applicable in our business. The practice's business is conducted in strict observance of both the letter and spirit of all applicable laws and the integrity of each employee is of utmost importance.

Employees of the practice shall conduct their personal affairs such that their duties and responsibilities to the practice are not jeopardized and/or legal questions do not arise with respect to their association or work with the practice.

This policy will not be enforced to prevent employees from discussing their wages or other terms of employment.

Outside Employment (Except California, Colorado, Montana, and North Dakota Employees)

We hope that you will not find it necessary to seek additional outside employment. However, if you are planning to accept an outside position, you must notify the practice manager **in writing**.

Outside employment must not conflict in any way with your responsibilities within our company. You may not work for competitors nor may you take an ownership position with a competitor.

Employees may not conduct outside work or use practice property, equipment or facilities in connection with outside work while on practice time.

Bulletin Board

The practice maintains a bulletin board(s) in our facility as an important source of information. These bulletin boards are to be used solely for practice announcements and government postings.

Contact with the Media

All media inquiries regarding the practice and its operations must be referred to the president. The authorization to make or approve public statements on behalf of the practice rests solely with the president. No employees, unless specifically designated by the president, are authorized to make statements on behalf of or as a representative of the practice.

Office Supplies

Our practice maintains a stock of basic office supplies such as pens, paper clips, staples, note pads, etc. used on a day-to-day basis by employees. All office supplies will be provided to you by the office manager.

If you need additional items not regularly stocked, please speak to the office manager to place a special order.

All office supplies are for business use only and should not be removed from the office for non-business use. Violations of this policy may result in disciplinary action up to and including discharge.

If You Must Leave Us

Should you decide to leave your employment with us, we ask that you provide the practice manager with at least two weeks' advance written notice. Your thoughtfulness is appreciated and will be noted favorably should you ever wish to reapply for employment with the practice.

Employees, who are rehired following a break in service in excess of six months, other than an approved leave of absence, must serve a new initial introductory period whether or not such a period was previously completed. Such employees are considered new employees from the effective date of their reemployment for all purposes, including the purposes of measuring benefits.

Our practice does not provide a "letter of reference" to former employees. Generally, we will confirm upon request our employees' dates of employment, salary history, and job title.

Additionally, all resigning employees must complete a brief exit interview prior to leaving. All practice property, including this Employee Handbook, must be returned at the end of employment. Otherwise, the practice may take action to recoup any replacement costs and/or seek the return of practice property through appropriate legal recourse.

You should notify the practice if your address changes during the calendar year in which discharge occurs so that your tax information will be sent to the proper address.

Safety in the Workplace

Each Employee's Responsibility

Safety can only be achieved through teamwork at our practice. Each employee, supervisor and manager must practice safety awareness by thinking defensively, anticipating unsafe situations and reporting unsafe conditions immediately.

Please observe the following precautions:

1. Notify the office manager and/or the practice manager of any emergency situation. If you are injured or become sick at work, no matter how slightly, you must inform the office manager and/or the practice manager immediately.
2. The use of alcoholic beverages or illegal substances during working hours will not be tolerated. The possession of alcoholic beverages or illegal substances on the practice's property is forbidden.
3. Use, adjust and repair machines and equipment only if you are trained and qualified.
4. Know the proper lifting procedures. Get help when lifting or pushing heavy objects.
5. Understand your job fully and follow instructions. If you are not sure of the safe procedure, don't guess; just ask the office manager and/or the practice manager.
6. Know the locations, contents and use of first aid and fire-fighting equipment.
7. Wear personal protective equipment in accordance with the job you are performing.

A violation of a safety precaution is in itself an unsafe act. A violation may lead to disciplinary action, up to and including discharge.

Bloodborne Pathogens Exposure Control

To protect employees who may reasonably anticipate being occupationally exposed to blood and other potentially infectious materials during work tasks, our practice has instituted a Bloodborne Pathogens Exposure Control Program.

Briefly, our program includes an employee exposure determination, information and training about bloodborne pathogens, the availability of hepatitis B vaccinations, Universal Precautions, engineering controls, safe work practices, personal protective equipment and housekeeping measures to help reduce the risks of occupational exposure. Procedures to be used following an exposure incident and necessary record keeping are also included. These matters are discussed in our written Infection Control Plan, which is available to you in accordance with the plan.

Further information about our Bloodborne Pathogens Exposure Control Program will be provided to affected employees and may be obtained from the president.

Hepatitis B Vaccine

As required by OSHA regulations and for your protection, our practice provides the hepatitis B vaccine to all employees. This vaccine will be made available to you after you have been informed of the vaccine's effects, safety considerations, method of administration, the benefits of being vaccinated and the no-cost provision.

Employees will be eligible for the vaccine within ten working days of their first day of work. Under certain circumstances as provided by OSHA standards, the vaccine may not be made available.

If you choose not to be vaccinated, you must sign a *Hepatitis B Vaccination Declination* form. The vaccine will be made available to those employees who initially decline, but later decide to accept the vaccine.

Workplace Violence

Violence by an employee or anyone else against an employee, supervisor or member of management will not be tolerated. The purpose of this policy is to minimize the potential risk of personal injuries to employees at work and to reduce the possibility of damage to practice property in the event someone, for whatever reason, may be unhappy with a practice decision or action by an employee or member of management.

If you receive or overhear any threatening communications from an employee or outside third party, report it to the practice manager at once. Do not engage in either physical or verbal confrontation with a

potentially violent individual. If you encounter an individual who is threatening immediate harm to an employee or visitor to our premises, contact an emergency agency (such as 911) immediately.

All reports of work-related threats will be kept confidential to the extent possible, investigated and documented. Employees are expected to report and participate in an investigation of any suspected or actual cases of workplace violence and will not be subjected to disciplinary consequences for such reports or cooperation.

Violations of this policy, including your failure to report or fully cooperate in the practice's investigation, may result in disciplinary action, up to and including discharge.

Workplace Searches

To protect the property and to ensure the safety of all employees, patients and the practice, the practice reserves the right to conduct personal searches consistent with state law, and to inspect any packages, parcels, purses, handbags, brief cases, lunch boxes or any other possessions or articles carried to and from the practice's property. In addition, the practice reserves the right to search any employee's office, desk, files, locker, equipment or any other area or article on our premises. In this regard, it should be noted that all offices, desks, files, lockers, equipment, etc. are the property of the practice, and are issued for the use of employees only during their employment. Inspection may be conducted at any time at the discretion of the practice.

Persons entering the premises who refuse to cooperate in an inspection conducted pursuant to this policy may not be permitted to enter the premises. Employees working on or entering or leaving the premises who refuse to cooperate in an inspection, as well as employees who after the inspection are believed to be in possession of stolen property or illegal substances, will be subject to disciplinary action, up to and including discharge, if upon investigation they are found to be in violation of the practice's security procedures or any other practice rules and regulations.

Hazard Communication

Our practice may use some chemicals (e.g., cleaning compounds, inks, etc.) in some of its operations. You should receive training and be familiar with the handling, use, storage and control measures relating to these substances if you will use or likely be exposed to them. Safety Data Sheets (SDS) are available for inspections in your work area. You must follow all labeling requirements.

Please consult with the designated safety coordinator prior to purchasing chemicals for the practice or bringing them on to our premises. For additional information, please refer to our practice's written Hazard Communication Program. If you have any questions, ask the office manager and/or the practice manager or the safety coordinator.

Good Housekeeping

Good work habits and a neat place to work are essential for job safety and efficiency. You are expected to keep your place of work organized and materials in good order at all times. Report anything that needs repair or replacement to the office manager and/or the practice manager.

Smoking in the Workplace

Our practice is committed to providing a safe and healthy environment for employees and visitors. Smoking, including the use of e-cigarettes, is not permitted.

Violations of this policy may result in disciplinary action, up to and including discharge.

No Weapons in the Workplace (Florida Employees)

Possession, use or sale of weapons, firearms or explosives on work premises, while operating practice machinery, equipment or vehicles for work-related purposes or while engaged in practice business off premises is forbidden except where expressly authorized by the practice and permitted by state and local laws. This policy applies to all employees, including but not limited to, those who have a valid permit to carry a firearm. This policy does not apply to firearms stored in the employee's locked motor vehicle.

If you are aware of violations or threats of violations of this policy, you are required to report such violations or threats of violations to the office manager and/or the practice manager immediately.

Violations of this policy will result in disciplinary action, up to and including discharge.

No Weapons in the Workplace (All Other Employees)

Possession, use or sale of weapons, firearms or explosives on work premises, while operating practice machinery, equipment or vehicles for work-related purposes or while engaged in practice business off premises is forbidden except where expressly authorized by the practice and permitted by state and local laws. This policy applies to all employees, including but not limited to, those who have a valid permit to carry a firearm.

If you are aware of violations or threats of violations of this policy, you are required to report such violations or threats of violations to the office manager and/or the practice manager immediately.

Violations of this policy will result in disciplinary action, up to and including discharge.

In An Emergency

The office manager and/or the practice manager should be notified immediately when an emergency occurs. Emergencies include all accidents, medical situations, bomb threats, other threats of violence, and the smell of smoke. In the absence of the office manager and/or the practice manager, contact the nearest practice official.

Should an emergency result in the need to communicate information to employees outside of business hours, the office manager and/or the practice manager will contact you. Therefore, it is important that employees keep their personal emergency contact information up to date. Notify the office manager and/or the practice manager when this information changes.

When events warrant an evacuation of the building, you should follow the instructions of the office manager and/or the practice manager or any other member of management. You should leave the building in a quick and orderly manner. You should assemble at the pre-determined location as communicated to you by the office manager and/or the practice manager to await further instructions or information.

Please direct any questions you may have about the practice's emergency procedures to the office manager and/or the practice manager.

Substance Abuse

The practice has vital interests in ensuring a safe, healthy and efficient working environment for our employees, their co-workers and the patients we serve. The unlawful or improper presence or use of controlled substances or alcohol in the workplace presents a danger to everyone. For these reasons, we have established as a condition of employment and continued employment with the practice the following substance abuse policy.

Employees are prohibited from reporting to work or working while using illegal or unauthorized substances. Employees are prohibited from reporting to work or working when the employee uses any controlled substance, except when the use is pursuant to a doctor's orders and the doctor advised the employee that the substance does not adversely affect the employee's ability to safely perform his or her job duties.

In addition, employees are prohibited from engaging in the unlawful or unauthorized manufacture, distribution, sale or possession of illegal or unauthorized substances and alcohol in the workplace including: on practice paid time, on practice premises, in practice vehicles, or while engaged in practice activities. Our employees are also prohibited from reporting for duty or remaining on duty with any alcohol in their systems. Employees are further prohibited from consuming alcohol during working hours, including meal and break periods. This does not include the authorized use of alcohol at practice-sponsored functions or activities.

Your employment or continued employment with the practice is conditioned upon your full compliance with the foregoing substance abuse policy. Any violation of this policy may result in disciplinary action, up to and

including discharge. Furthermore, any employee who violates this policy who is subject to discharge, may be permitted in lieu of discharge, at the practice's sole discretion, to participate in and successfully complete an appropriate treatment, counseling or rehabilitation program as recommended by a substance abuse professional as a condition of continued employment and in accordance with applicable federal, state, and local laws.

Consistent with its fair employment policy, the practice maintains a policy of non-discrimination and reasonable accommodation with respect to recovering addicts and alcoholics, and those having a medical history reflecting treatment for substance abuse conditions. We encourage employees to seek assistance before their substance or alcohol use renders them unable to perform their essential job functions or jeopardizes the health and safety of themselves or others. The practice will attempt to assist its employees through referrals to rehabilitation, appropriate leaves of absence and other measures consistent with the practice's policies and applicable federal, state or local laws.

The practice further reserves the right to take any and all appropriate and lawful actions necessary to enforce this substance abuse policy including, but not limited to, the inspection of practice issued lockers, desks or other suspected areas of concealment.

Although the state has legalized marijuana for medicinal purposes, the practice is not required to allow the medicinal use of marijuana in the workplace. Use is strictly prohibited on practice property and may result in discipline, up to and including immediate discharge.

This policy represents management guidelines. For more information, please speak to the president.

Receipt of Employee Handbook and Employment-At-Will Statement

This is to acknowledge that I have received a copy of the Kids Care Pediatric Associates, PC Employee Handbook and I understand that it contains information about the employment policies and practices of the practice. I agree to read and comply with this Employee Handbook. I understand that the policies outlined in this Employee Handbook are management guidelines only, which in a developing business will require changes from time to time. I understand that the practice retains the right to make decisions involving employment as needed in order to conduct its work in a manner that is beneficial to the employees and the practice. I understand that this Employee Handbook supersedes and replaces any and all prior Employee Handbooks and any inconsistent verbal or written policy statements.

I understand that except for the policy of at-will employment, the practice reserves the right to revise, delete and add to the provisions of this Employee Handbook at any time without further notice. All such revisions, deletions or additions to the Employee Handbook will be in writing and will be signed by the president of the practice. I understand that no oral statements or representations can change the provisions of this Employee Handbook.

I understand that this Employee Handbook is not intended to create contractual obligations with respect to any matters it covers and that the Employee Handbook does not create a contract guaranteeing that I will be employed for any specific time period.

THIS PRACTICE IS AN AT-WILL EMPLOYER. THIS MEANS THAT REGARDLESS OF ANY PROVISION IN THIS EMPLOYEE HANDBOOK, THE PRACTICE OR I MAY TERMINATE THE EMPLOYMENT RELATIONSHIP AT ANY TIME, FOR ANY REASON, WITH OR WITHOUT CAUSE OR NOTICE. NOTHING IN THIS EMPLOYEE HANDBOOK OR IN ANY DOCUMENT OR STATEMENT, WRITTEN OR ORAL, SHALL LIMIT THE RIGHT TO TERMINATE EMPLOYMENT AT-WILL. NO OFFICER, EMPLOYEE OR REPRESENTATIVE OF THE PRACTICE IS AUTHORIZED TO ENTER INTO AN AGREEMENT—EXPRESS OR IMPLIED—WITH ME OR ANY EMPLOYEE FOR EMPLOYMENT FOR A SPECIFIED PERIOD OF TIME. ANY AGREEMENT TO EMPLOYMENT FOR A SPECIFIED PERIOD OF TIME WILL BE PUT INTO WRITING AND SIGNED BY THE PRESIDENT OF THE PRACTICE.

I understand that this Employee Handbook refers to current benefit plans maintained by the practice and that I must refer to the actual plan documents and summary plan descriptions as these documents are controlling.

I have read and understand the Vacation Policy in this Employee Handbook.

Initials _____ Date _____

I also understand that if a written contract is inconsistent with the Employee Handbook, the written contract is controlling.

If I have questions regarding the content or interpretation of this Employee Handbook, I will ask the office manager and/or the practice manager or a member of management.

NAME _____

DATE _____

EMPLOYEE
SIGNATURE _____

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