PURPOSE OF THE EMPLOYEE HANDBOOK

This handbook deals with many aspects of the employee’s relationship to STHCS. It is each employee’s responsibility to read and understand the Handbook and, when necessary, to seek clarification or updates from his or her supervisor or the CEO.

Because the law changes frequently and our programs and benefits are under constant review, this employee handbook is only intended to describe the current policies and practices of STHCS and is subject to change at any time at the discretion of the agency. This Handbook is not an employment contract and should not be constructed to guarantee continuing employment or benefits.
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Welcome to Southern Tier Health Care System, Inc.

On behalf of the Board of Directors and staff, I would like to welcome you to Southern Tier Health Care System, Inc. (STHCS) and congratulate you on joining a team that is focused on improving the health and wellness of our rural communities.

Our organization is led by our Board of Directors and supported by our CEO. The Board of Directors consists of 11 members of local hospitals, county departments and ambulatory services. STHCS consists of a 14 member organization, encompassing Allegany, Cattaraugus and Chautauqua counties. These organizations work in collaboration with STHCS to improve health care and offer services to our rural communities. Our Board of Directors guide STHCS in development of these services and offer assistance in developing programs and funding opportunities.

Our achievements are astonishing and continue to benefit our communities daily. We are proud to offer one of a kind services to our rural communities that may not be available in their area or may not be affordable.

We are pleased to have you join our team and hope this relationship can enhance our achievements and grow your abilities within our organization.

Donna Kahm
President & CEO
OUR HISTORY

Southern Tier Health Care System, Inc. (STHCS) is a rural health network that was established in 1994. A 501 (C) (3) nonprofit organization headquartered in Olean, New York. STHCS encompasses a tri-county geographical region and addresses the needs of community members in southwestern New York’s Allegany, Cattaraugus and Chautauqua counties.

Southern Tier Emergency Medical Systems (STEMS) started in September 2007. STEMS has been chosen as the program agency for the Southwestern Regional EMS Council (SWREMS). As the program agency, we are responsible for researching the educational needs of the EMS agencies in Allegany, Cattaraugus and Chautauqua counties and coordinating educational seminars to meet their needs. We are contracted by the New York State Department of Health to provide a specific set of "deliverables," which are required goals for us to meet. STEMS will also support the Western Regional Medical Advisory Committee (WREMAC) and the SWREMS as needed.

The Tobacco Cessation Center at Southern Tier Health Care System, Inc. has been engaged in many activities both state-wide and locally since 2004. These activities have made the Cessation Center at STHCS a leader in developing policies and programs that have and will continue to help reduce the impact of tobacco use in Southwestern New York.

Child Health Plus and Family Health Plus are health insurance programs aimed at low- to-moderate income children and families in New York State. Our facilitated enrollers have been assisting families with completing the application, collecting necessary documentation and submitting the completed application to the appropriate agency since 2001. Eligibility is based on income/resource guidelines determined by the New York State Department of Health.

Our Child Advocacy Center (CAC) opened on September 25, 2007. The CAC provides a coordinated, multi-disciplinary approach to child victims of sexual and physical abuse. We provide a safe, child-friendly environment for interviews, medical examinations and support to child victims and their non-offending family members. We are committed to reducing trauma, promoting justice and fostering healing thereby empowering victims.

OUR MISSION

Southern Tier Health Care System, Inc. (STHCS) is a three-county rural health network serving Allegany, Cattaraugus, and Chautauqua counties whose mission is to “improve the health and wellness of our rural communities.” We are one of 35 rural health networks designated by the New York State Department of Health.
ATTENDENCE CONTROL

Punctuality and regularity of attendance are essential to successful performance and is expected from all employees.

Employees are expected to be at workstations and ready for work at the designated time and are expected to remain on duty for the designated period unless permission has been granted by the supervisor to leave at an earlier time.

When an employee must be absent due to illness or other legitimate reason, the supervisor must be notified two (2) hours before the employee’s scheduled shift. Failure to do so could result in not being paid for an eligible sick leave at the Supervisor discretion unless extenuating circumstances prevail.

Supervisors are responsible for maintaining attendance records for each employee under their supervision. These attendance records are intended to provide a basis of constructive counseling if disciplinary action becomes necessary because of excessive absences.

The attendance requirement identified as excessive absenteeism is defined as more than 6 occurrences in one year. An occurrence is defined as one or more consecutive days of absences. Absenteeism is defined as calling in for any reason when one is scheduled to work. Bereavement days are acceptable exceptions. The purpose of sick leave is to protect the employee’s income in the event that a long term illness occurs.

An employee off for more than three days must present a physician’s note on the third day, and must present a “return to work” note before being rescheduled to work.

BENEFIT DATES

STHCS recognizes several dates which are important to employees in computing their eligibility for various employee benefits. Listed below are definitions and explanation of these dates:

A. **Anniversary Date**: The date the employee begins working at STHCS.
B. **Evaluation Date**: The date in which your performance should be reviewed by your supervisor. This date will be calculated based on the first day of employment, six month probationary period and then one year from the last review. Actual performance reviews may not fall exactly on this date, but should be conducted some time during the month in which it falls. Any approved salary increase would be effective the beginning of the pay period nearest this date.
C. **Holiday/Sick Accrual Date**: The employee will begin accruing holiday and sick leave after one full month of employment.
D. **Vacation**: The employee will begin accruing vacation time after one year of service. On the one year anniversary for the employee, he/she receives 75 vacation hours and thereafter accrues vacation time monthly.

BEREAVEMENT DAYS

Bereavement days are intended to compensate employees for the time following the death of an immediate family member.

Southern Tier Health Care System Inc. recognizes that a death in an employee’s immediate family requires time off from work to handle personal affairs. STHCS will ensure that all employees receive bereavement time without loss of pay to prepare for and attend the funeral if the absence is
necessary for a regular scheduled day for up to three (3) consecutive days, dependent on employee’s relationship with the deceased.

Employees will be allowed up to three (3) days absence with pay when a death in the immediate family occurs. The paid days must be scheduled work days. Immediate family is defined as spouse, parents, step-parents, significant other/partner, sibling, step-sibling, children, step-children, mother-in-law, or father-in-law. Up to two (2) days with pay will be granted for grandparents, great-grandparents, grandchildren, brother-in-law, sister-in-law, son-in-law, daughter-in-law, niece, nephew, spouse’s grandparents, aunt, uncle or cousin.

Part-time, temporary and per-diem employees will not receive bereavement pay.

Employees may use accrued benefit time to attend the funeral of a family member not covered by the above. Requests for bereavement pay must be submitted in writing to the CEO.

CELL PHONES

Employees may carry cell phones for emergency or work-related reasons. Typically, use of cell phones for personal, non-work, or non-emergency related reasons should be reserved for during the employee’s lunch or break. Employees attending training or meetings should turn off cell phones or turn cell phones to “vibrate” so as not to be a distraction to others.

CONFIDENTIALITY

Information regarding people served or current employees of STHCS or any of its divisions is considered strictly confidential and MUST NOT BE DISCUSSED WITH ANYONE other than authorized persons. Employees of the agency are only entitled to information regarding people they are currently serving. Inquiries regarding confidential information should be referred to the employee’s immediate supervisor. A breach of confidentiality may be a basis for termination.

Employees are expected to maintain a discreet relationship with clients and always be aware and concerned about information that is being discussed and/or provided about the client and the people we serve.

Confidential information concerning persons served by the agency may only be released upon receipt of a signed release from the individual, family, or other authorized person on behalf of the family. All requests for information must be referred to and approved by appropriate administrative staff. Employees cannot express personal observations, verbally or in writing, to another agency or individual regarding concerns about the student/people we serve since such personal observations may be misinterpreted as an official agency position.

DISABILITY BENEFITS

An employee is eligible for Disability Benefits after seven (7) days off work for the same illness or injury that is non-work related. The length of benefit is up to 26 weeks per a 52 week period.

A. Full and part-time employees are eligible for New York State Disability Benefits after 7 days absence for medical reasons.
B. When a medical absence extends beyond 3 days, the employee is required to obtain an “Off-Work” note from his/her physician. This note should specify approximate time off or “Off until further notice.”

C. The “Off Work” note will be given to the CEO who will assist the employee in the filing of claims and other associated paperwork.

D. Disability papers are available from the CEO. Obtain these papers no sooner than 5 days before the medical leave starts.

E. If an employee is unexpectedly hospitalized overnight, the CEO will visit the employee whenever possible within the first 5 days to assist him/her in completing the disability form. When the CEO is unavailable to visit the employee in the hospital, he/she will mail the disability papers to the employee’s home.

F. After completing the Claimant Statement, the employee should forward it to his/her physician.

G. The employee should phone the CEO whenever a change in medical status occurs.

H. When on maternity leave, the employee will notify the CEO of the date of delivery.

I. When a medical leave is extended past the approximate date of return or date of return on the disability papers from the employee’s physician, a supplemental form will be mailed to the employee by the insurance carrier. This supplemental form should be given to the employee’s physician immediately to be returned as soon as possible as benefits may be interrupted until further medical reason is verified.

J. The employee may arrange (with the CEO) to take available accrued sick leave benefits to make up the difference between the insurance and the usual paycheck amount or may elect to simply use accrued sick leave hours. Either way, sick leave hours must be used as per sick leave policy.

K. When the physician releases the employee to return to work, he/she should give the employee a “Return-to-Work” note. This note should indicate whether or not there are any restrictions and what they are. The employee must give the “Return-to-Work” note to the CEO. If there are restrictions, the CEO will discuss the employee’s ability to perform the job. Ability to return to work (fitness for duty) may require medical clearance by the employee’s physician. Light duty work is not normally available. The employer determines if the employee is medically able to return to work. It is not strictly up to the attending physician or the employee.

L. The employer is required to offer the employee Disability Benefits.

**DISCIPLINE**

This policy applies to those employees that have completed their introductory period and have found themselves in situations where corrective discipline is inevitable. Consistently applied progressive discipline will assure equitable treatment and encourage acceptable performance. All employees of Southern Tier Health Care System Inc. are employees “at will.” This means that both employees and the organization have the right to terminate the employment relationship at any time, for any reason with or without cause. Nothing in the handbook shall be construed to alter this employment “at will” status.
A. When the supervisor initially notices or is notified of performance or behavior which is unacceptable, a “counseling session” should be held with the employee. Such counseling should be held in private and should point out the unacceptable behavior and suggest ways to improve such. This session should be documented by the supervisor, with a copy of such documentation being given to the employee. Unless the incident is of a grave nature, the supervisor need not issue a formal “Record of Warning” or recommend discharge at this time.

B. If, after the counseling session, the unacceptable behavior continues the supervisor should again talk with the employee regarding the problem. A formal “Record of Warning” should be issued to the employee at this time.

C. Continued poor performance or behavior should result in the issuance of a second “Record of Warning”. At this time the CEO should warn the employee that if the behavior is not corrected he/she will be subject to discharge. Disciplinary suspension without pay should be considered at this time. This must be approved by the CEO. Such suspension should not exceed three days in duration.

D. Further unsatisfactory performance shall be cause of issuance of written documentation and dismissal.

E. “Records of Warning” will remain in the employee’s personnel record permanently. However, a single warning which is in excess of two (2) years old shall not be considered if disciplinary action is necessary at a later date.

F. The procedure for administering discipline should be used in conjunction with the following rules. General categories of rules, each with specific examples, are as follows (examples only, not a complete list):

1) WORKING CONDITION:
   a) Abuse of rest periods or meal period (too long or too frequent)
   b) Leaving work station without good cause or authorization (unauthorized rest period or excessive socializing or neglect of duty)
   c) Failure to perform assigned or normal job duties (careless or malicious disregard, e.g. personal reading, loitering, wasting time, not following procedures)
   d) Poor housekeeping (leaving facilities in disorderly, unclean or unsanitary condition)
   e) Interference with normal operations (causing problems for co-workers or managers in fulfilling their duties, such as horseplay, pranks, arguing, disorderly conduct, spreading inflammatory rumors, etc)
   f) Personal business conducted on company time (excessive or extreme in nature)
   g) Leaving work early (leaving premises without authorization before the end of your shift)
   h) Performing unauthorized work or working overtime without permission.
   i) Assumption of duties or authority beyond normal duties expected of the position (except in emergencies)
   j) Gross incompetence or inefficiency
2) **ATTENDANCE REQUIREMENTS**
   a) Absenteeism (excessive, unexplained or un-excused). Excessive is defined as more than 6 occurrences per year outside authorized leaves of absence or vacation and holiday times
   b) Lateness (more than 5 minutes per incident with a limit of 3 times per year)
   c) Time sheets violations (tampering with or falsifying sheets)
   d) Failure to notify (advance notice given or absence or lateness as per policy)

3) **HEALTH AND SAFETY**
   a) Alcohol abuse or consumption (reporting for work in an intoxicated state, becoming intoxicated during the work day, being discovered consuming alcohol)
   b) Drug abuse or consumption (reporting for work in an impaired condition, becoming impaired during the work day, being discovered ingesting drugs)
   c) Hygienic deficiencies (poor personal hygiene or grooming)
   d) Fighting (assaulting another person on the premises)
   e) Possession of weapons, firearms or explosive (concealed or unconcealed)
   f) Horseplay (creating unsafe conditions)
   g) Safety rule violations (not reporting injury, not wearing safety equipment, not following safety precautions)
   h) Breaches of security (propping open doors that should be shut, unlocking doors that should locked, misuse of computer passwords)
   i) Smoking violations (violation of fire codes, state or local ordinances, or smoking rules)

4) **PERSONAL AND PROFESSIONAL CONDUCT**
   a) Falsifying company records (employment records, administrative records)
   b) Divulging confidential records (employee, privileged)
   c) Vandalism or defacement of property (company, employee, or visitor)
   d) Discriminatory conduct (based on race, color, religion, national origin, marital status, sex, sexual orientation, age, handicap, gestational pregnancy)
   e) Dishonesty (theft or pilferage, telephone abuse, use of company property without authorization, false claims to obtain benefits, lying about work related matters)
   f) Dress code violations (either company or professional standards)
   g) Insubordination (refusal or failure to perform reasonable duties assigned, or general disrespect toward management)
   h) Soliciting or receiving tips or gratuities (from vendors)
   i) Obscene or profane language or conduct (directed at anyone)
   j) Parking violations (observance of established parking lot regulations and laws)
   k) Harassment (either personal or sexual)
   l) Discourtesy (toward anyone)
   m) Sleeping on the job (deliberate or inadvertent)
   n) Criminal acts (acts that could form the basis for prosecution)
**Procedure:**

a. Oral reprimand (memo to personnel file) – First offense
b. Written reprimand and warning – Second offense
c. Suspension for a three-day period without pay – Third offense
d. Discharge - Fourth offense

Southern Tier Health Care System reserves the right to skip any steps at its discretion.

These important factors will be considered in all applications of disciplinary action:

1) The seriousness of the offense
2) The employee’s past record and seniority
3) The circumstances surrounding the particular case

**ELECTRONIC MISCONDUCT**

The sending of harassing or discriminatory voice mail, email and internet by any administrator, supervisor or staff member is strictly prohibited.

**Electronic misconduct is defined as:**

A. Any unwanted or unwelcome voice mail, email or internet messages, letters, notes or invitations that offend based on race, color, sex, religion, national origin, age or disability.

B. Any off color humor or joke that is subjective to an individual’s interpretation as being harassment / discrimination will not be tolerated.

C. Southern Tier Health Care System owns the telephone, computer hardware, and email system. Therefore, employees should have no expectation of privacy regarding the dispersion or receipt of electronic communication.

D. Report of incidents of electronic harassment/discrimination will be investigated immediately and disciplinary steps will be taken if necessary.

E. Violation of policy will result in disciplinary action and may include termination.

**EMERGENCY PREPAREDNESS**

In the event of weather related emergency, heating system failure, etc. the following procedures will be in effect:

1) If a staff member feels that local conditions make it unsafe to travel, he/she may elect to take time off without pay or take vacation or compensatory time until conditions improve. He/she will make every reasonable attempt to call the office regarding the decision to stay home. Upon returning to work he/she will submit a written statement indicating whether the time off will be without pay or deducted from vacation.

2) Staff members whose arrival at work is occasionally delayed due to travel conditions will not lose pay, vacation time or compensatory time. Frequent occurrences will require make-up time.
3) In the event that staff is not able to enter the building or must be sent home due to fire, power loss, etc., there will be no loss of pay, vacation or compensatory time for that day. In the event of shut down involving more than two days, the decision regarding staff pay will be made by the Board of Directors. NOTE: If staff members are not permitted to enter the building when they arrive in the morning, they should report to the Olean Public Library. The Library will be a gathering point for determining the next course of action. If the CEO does not arrive at (or call) the Olean Library by 9:00 am, staff may return home until someone contacts them about returning to work.

4) In the event that STHCS offices are damaged by water, fire, etc., staff will be expected to report to work as soon as possible after officials approve re-entry. We will immediately begin work to assess the damage, salvage what we can and begin to reorganize for recovery.

5) Situations not covered by the above will be dealt with on a case by case basis and may require individuals to use their own best judgment.

EMPLOYEE RESPONSIBILITY

Southern Tier Health Care System, Inc. trusts that employees will become familiar with this employee handbook and to use it as a guide in their employment.

It is important that employment records be kept up to date. Employees must notify the CEO if there are changes in personal information such as their name, home address, phone number, marital status, number of dependents and other pertinent information.

The agency also trusts employees will perform their assigned duties to the best of their abilities and in accordance with their job description and instructions from their supervisor.

An employee who witnesses unsafe or improper treatment of the people we serve by anyone is required to notify their supervisor immediately. Any violation of agency or public policies should also be reported. Failure to properly report such violations leaves the witnessing employee guilty of nonfeasance, which could result in disciplinary action, up to and including termination.

EMPLOYEE TERMINATION

Southern Tier Health Care System Inc. resides in an “Employment at Will” state, under this status we reserve the right to dismiss any employee at any time, for any reason or no reason, without incurring any liability to the employer.

Since employment at STHCS is based on mutual consent, either the employee or the employer is privileged to terminate employment. It is important for the employee’s record that termination is brought about properly. Due to the sensitive nature of the organizations work, Southern Tier Health Care System must have adequate advance notice of an employee’s desire to terminate. If an employee is discharged for cause or resigns without proper notice (two weeks minimum) all benefits are forfeited. There are several types of termination procedures:

a) **RESIGNATION:** Employees wishing to terminate their services with the company are required to give advance adequate (2 weeks) notice in writing.
b) **QUITTING**: Employees who quit STHCS without proper notice will not be eligible for rehire, the personnel file will be noted, any reference checks by potential future employers will be notified and all benefits will be forfeited.

c) **LAYOFF**: Temporary termination of employment by the company due to lack of work or decline.

d) **SUSPENSION**: Employees may be suspended without pay. Suspensions may be used by the supervisor to gain time for reviewing circumstances of misconduct, and as a tool to correct instances of misconduct more serious than indicated above, but not enough to warrant discharging the employee.

e) **DISCHARGE**: A termination of employment appropriate in severe cases of misconduct or in situations where other forms of discipline have been unsuccessful. Discharges must have the prior approval of the Chief Executive Officer.

f) **TERMINATION**: Southern Tier Health Care System reserves the right to terminate any employee who has been off the payroll on Worker’s compensation, disability, or leave of absence for more than six months.

g) **POSITION ELIMINATION**: Southern Tier Health Care System reserves the right to eliminate a job position due to lack of funds, lack of work, or reorganization of company. Position elimination procedure will be as follows: subcontractors, part-time employees, and full time employees.

**ADEQUATE NOTICE:**
The employees must complete a dated, written resignation. The written notice and/or Supervisor’s report of termination should be submitted to the Chief Executive Officer as soon as possible after the employee’s intent to resign has been made known. Adequate notice for all employees is defined as at least 2 weeks.

**TERMINATION OF BENEFITS**
An employee separating from STHCS is eligible to receive benefits as long as the appropriate procedures are followed as stated above. Two weeks’ notice must be given, and the employee must work the full two weeks.

- **Vacation Leave**: Accrued vacation leave will be paid in the last paycheck.
- **Sick Leave**: Accrued sick leave will be paid in the last paycheck.
- **Health Insurance**: Health insurance terminates the last day of the month of employment, unless employee requests immediate termination of benefits. Information for Consolidated Omnibus Budget Reconciliation (COBRA) continued health coverage will be provided.

**EXIT INTERVIEW**
All terminating employees are expected to have an exit interview. The purpose of the exit interview is to obtain information to improve care, benefits and general working conditions.

**RESPONSIBILITIES**:
At the time of termination the employee must relinquish all keys and any other materials issued by the employee by STHCS. These items must be returned to the employee’s supervisor or to the CEO.
EMPLEYEE CLASSIFICATION

Southern Tier Health Care System Inc. has several classifications of employees. The following terms are utilized to distinguish these classifications and clearly define various categories for eligibility for benefits. All employees are expected to maintain performance standards consistent with Southern Tier Health Care System, Inc. and are subject to the policies, procedures and disciplinary process of the Southern Tier Health Care System, Inc.

A. Full-Time Employees
   Full-time employees are hired to work a regularly scheduled 37.5 hour week. These employees are entitled to supplemental benefits (including health insurance and retirement).

B. Part-Time Employees
   Employees hired for a specific job, but who are not regularly scheduled to work 37.5 hours per week. Part-time employees are not eligible for any benefits; however they may be eligible for non-STHCS funded plans.

C. Temporary Employee
   A temporary employee is hired for a specified period of time and is not eligible for ANY supplemental benefits. Temporary employees may be hired to cover a regular employee’s absence or to complete a specific project. Employees available for only summer and/or vacation periods also will be considered a temporary employee. In no case shall temporary employment exceed twelve (12) months in duration.

D. Per Diem
   Staff members hired to work on an as needed basis, without regard to the hours of work requirement for regular or full time status. Per Diem employees are expected to maintain performance standards consistent with Southern Tier Health Care System, Inc. and are subject to the policies, procedures and disciplinary process of the Southern Tier Health Care System, Inc. Benefit eligibility is not available to per diem staff.

E. Student Interns:
   Student interns will be considered based on existing STHCS projects and the applicability to the student’s course of study. Discussions for possible student projects may include, but are not limited to, the student, the student’s instructor, STHCS staff and STHCS board members.

EVALUATIONS

Each employee of Southern Tier Health Care System, Inc. shall receive a formal performance evaluation annually. The performance evaluation process is intended to be a positive mechanism for team building and improving an employee’s work. The appraisal interview should be conducted in a private setting, without any interruptions. Employees should be encouraged to talk openly and express their thoughts on how to improve the work process. They are designated to apprise employees of their strengths and weaknesses and through open discussion with their Supervisor establish a joint commitment to improving one’s job performance.

New employees will receive a performance evaluation at the end of the probationary period (6 months) and annually from that date on.
Any individual rating “exceeding expectations” shall be documented with specific examples. In addition, any employee who receives an individual rating of “needs development” will be required to work with their supervisor to establish an appropriate development plan, which may include development goals, training and additional coaching and counseling. Appropriate follow-up by the supervisor will be established at that time.

Employees who do not cooperate in their development or are unable to develop an acceptable level of performance may be, depending on circumstances, placed in a position more appropriate to their abilities, be subject to disciplinary action or face termination.

At the conclusion of the performance evaluation session, the employee should sign the evaluation and be given a copy as he/she requests. The original will be kept in the employee’s permanent file.

EQUAL OPPORTUNITY EMPLOYMENT

Each employee is a complement to the organization and will be regarded as such. Southern Tier Health Care System Inc. does not discriminate on the basis of race, creed, color, religion, national origin, marital status, sex, sexual orientation, age, disability, social position or gestation period. Every effort will be made to preserve the confidentiality of all personal information in an employee’s personnel file.

This practice of non-discrimination applies to all aspects of employment including hiring, discharge, wages, promotion, benefits, transfer, reclassification and other terms and conditions of employment.

GRIEVANCE PROCESS

STHCS realizes that in any group of people working together, grievances or complaints will occur. An employee may feel that some policy, practice, rules or action of the company as it concerns him or her, is unfair or discriminatory. The company shall provide, as set forth below, an effective and uniform method of handling complaints and dissatisfactions, with a review of the decision by higher levels of management. The procedure is to be used for complaints and grievances connected with working conditions only.

A. Discussion of the problem with the immediate supervisor is encouraged as a first step. If the employee does not believe a discussion with the supervisor is appropriate, the employee should proceed directly to Step 2.

B. If the problem is not resolved after discussion with the supervisor or if the employee thinks a discussion with the supervisor is inappropriate, the employee is then encouraged to request a meeting with the CEO. The complaint or grievance may either be orally or in writing as the employee desires. The CEO will discuss the matter fully and obtain all pertinent information. The CEO will then give his/her decision to the employee within 5 (five) working days and fully explain the reasons for the decision.

C. The decision reached by the CEO shall be final and binding on all parties.

HEALTH INSURANCE

The Company will make group health coverage available to all permanent, full-time employees. This becomes effective on the first day of the month following 30 days employment.
A. Employees hired prior to 1/1/11, the company will pay 80% of the cost of either single or family coverage for employees who work full time (37.5 hours per week). The employee will be responsible for 20%. For full time employees hired after 1/1/11 the company will pay 80% of a single policy; employees will be responsible for the entire cost difference if a family plan is needed.

B. The Company will also cover 100% of a high deductible plan; single ($1,500) and family ($3,000). This policy is subject to change each plan year.

C. Retirees of the company may continue their coverage, but must pay the full premium cost.

D. Employees on leave of absence may continue coverage but must arrange with the CEO for payment of premium while off work.

E. The extent of a medical leave of absence for long term disability is twelve months. The employee may continue coverage under provisions of COBRA regulation after he or she is removed from active status.

F. Change in status that affect the premium costs – such as marriage or spouse reaching 65 years of age- should be submitted at least 30 days in advance if possible. If an employee reaches 65 years of age and opts to continue his/her employment, he/she remains on the company plan for full coverage and may also choose to carry this full coverage for a spouse under the age of 69. At age 69, however, an application must have been made to convert health insurance to the Medicare plan, for both employee and/or spouse.

G. Upon termination of company employment, the employee may continue health insurance coverage under COBRA (Consolidated Omnibus Budget Reconciliation Act). COBRA is a federal law that allows the continuation of agency medical, dental and visions plans at the employee’s expense for a limited period of time in the event of termination, reduction of hours or other “qualifying events.” If the employee elects the COBRA option, he/she must pay the full premium cost and get more information from the CEO.

H. Part-time employees may elect to carry health insurance through a payroll deduction. The part-time employee will be responsible for 100% of the premium cost of the coverage.

**HOLIDAYS**

STHCS shall provide its full-time employees holiday pay consistent with those provided by other companies in the community and area. These holidays shall be:

- New Year’s Day
- Christmas Eve
- One Floating Holiday
- Memorial Day
- Christmas
- Labor Day
- Independence Day
- Thanksgiving
- President’s Day
- Good Friday (Easter)
- Columbus Day
1) Employees will receive the day off with pay or another scheduled day off if required to work on the fixed holiday. The day off will be granted within thirty (30) days before or after the calendar date of the fixed holiday. If the fixed holiday remains not taken after 30 days, it will be forfeited.

2) Fixed holidays falling on a Sunday will be observed the following Monday. Fixed holidays falling on a Saturday will be observed the preceding Friday.

3) Even if an employee works on the holiday but fails to work on scheduled days preceding and following the holiday, he/she forfeits entitlement to another day off with pay. Exceptions to this may apply if an acceptable excuse exists.

4) If an employee has taken a holiday at a time other than the day the company is observing and is then scheduled to work on the day preceding or following the day that the company is observing the holiday, that employee may lose credit for the next following holiday if deemed appropriate due to abuse of time off.

5) Holiday hours have no cash value and cannot be paid out in lieu of being taken.

**JOB DESCRIPTION**

Employees receive a copy of their job description upon hire and whenever they change positions.

The job description will describe the major duties and responsibilities of each position. Supervisors play an important role in advising employees of the specifics of the job and the procedures involved in completing those duties.

In order to continue to keep pace with the changes in an ever-evolving field, an employee’s duties and responsibilities are not limited to the contents of their job description. Duties and responsibilities may be assigned or modified at any time at the discretion of management based on emerging needs to employee’s abilities.

Employees should regularly review their job descriptions and discuss any changes with their supervisor.

**JURY DUTY**

All full-time exempt employees will be paid at his or her regular daily pay, less any amount received from the court, for jury service for each day in which such employee is required to serve as a juror. Part-time employees will be paid for jury duty in accordance with New York state law. All employees are expected to return to work if the court releases him or her more than two hours before the conclusion of the employee’s normal work day.

**LIFE INSURANCE AND LONG TERM DISABILITY**

Southern Tier Health Care System Inc. shall make available free life insurance to all permanent full-time employees.

A. All full-time employees are eligible to join the company’s group life insurance/long term disability plan after a waiting period of six months. Employee coverage is fully paid by the company.
B. The plan provides life insurance coverage at 1 times his/her annual income, along with accidental death and dismemberment for staff, 1 ½ times the annual income for the CEO.

C. Upon employment processing, every eligible employee must complete a life insurance/long term disability enrollment form with CEO to be eligible.

D. A designated beneficiary should be stated on insurance enrollment cards at the time of enrollment. The employee should notify the CEO of any change in beneficiary or updating of beneficiary information.

ORIENTATION AND TRAINING

STHCS expects that all employees be aware of and adhere to policies and procedures that affect the performance of their duties. To insure that employees maintain knowledge and awareness of protocol, an annual mandatory in-service to address general policy matters will be conducted.

A. Orientation will be conducted as needed. It will be the responsibility of the assigned personnel to conduct orientation on the first day of a new employee’s hire.

B. Upon completion of orientation, the employee will sign the new hire check list stating they have been informed of all practices and procedures at STHCS.

OCCUPATIONAL INJURY/ILLNESS ON DUTY

In compliance with the New York State Worker’s Compensation law, any occupational injury must have an incident report completed by the employee. If the employee is unable to do so, the report must be completed by the person in-charge. The incident report must be forwarded to the CEO within 24 hours of the injury.

Any employee has the right to refuse treatment. Refusal of treatment may result in delay of processing of the claim, thus jeopardizing benefits.

A. OCCUPATIONAL INJURY WHILE ON DUTY:
   1. Employee reports injury to the in-charge person
   2. The employee will complete an incident report
   3. The CEO will be notified of any injury and a decision will be made as to whether or not the employee needs to be seen by a physician.
      a. If urgent medical treatment is needed by the employee, the employee should immediately go to the nearest Emergency Room and notify the CEO
   4. If the employee is seen in the Emergency Room, a copy of the record will be attached to the incident report.

B. EMPLOYEE ILLNESS WHILE ON DUTY: Any illness extending more than 2 scheduled work days requires a return to work slip from the employee’s personal physician.
   1. The CEO will be notified of the employee’s illness.
   2. In the absence of the CEO, the in charge person will determine appropriate action based on the seriousness of the employee’s condition.
      a. If the employee is experiencing a minor illness and there is no need to be seen by the Emergency Room, the employee may be sent home.
      b. If urgent medical treatment is needed, the employee will be sent directly to the nearest Emergency Room.
c. If the illness is a severe emergency (life threatening), the employee will be transported directly to the nearest Emergency Room.
d. If in doubt of the seriousness nature of the illness/injury, the employee is to be sent to an Emergency Room.

3. The employee must contact the CEO and let her/him know of their condition.

C. GUIDELINES FOR URGENT MEDICAL TREATMENT: The following illnesses/injuries will be sent directly to an Emergency Room:

1. chest pain
2. respiratory distress
3. 2 and 3 degree burns
4. loss of consciousness
5. laceration requiring sutures or butterflies
6. foreign body in eye
7. any type of severe bleeding seizure activity
8. weakness or paralysis of an extremity
9. falls with obvious fracture or compromised range of motion
10. chemical burn
11. head injuries
12. severe abdominal pain
13. fever 103 degree or above

D. Return to work slip is to be given to the CEO.

PAYROLL

STHCS employees may access their paystubs electronically bi-weekly on pay dates. This stub will verify the amount that has been deposited into their selected bank account. New employees will receive a check for the first pay period until the direct deposit information can be verified. If Friday falls on a holiday, the check stubs will be available on the Thursday before and the direct deposit will also be deposited on that Thursday.

Federal and State income taxes, social security payments, New York State disability contributions and any other mandatory deductions are made from employees’ weekly earnings. These deduction may change due to an increase or decrease in earnings, change in legislation or the number of dependents declared.

PERSONAL DRESS CODE

Southern Tier Health Care System Inc. believes that employees should maintain a professional appearance in keeping with the type of activity in which they are engaged. Employees are discouraged from wearing the following:

a. Jeans (excluding special events)
b. Sweatshirt/sweat pants
c. Tight fitting pants
d. Clothing that is see through
e. Clothing that exposes chest, back, abdomen areas, extreme areas of the leg
f. Any clothing with offensive graphics or print

Employees are expected to maintain acceptable personal hygiene: hair must be well managed and undergarments should not be visible through clothing.

If management finds an employee in an unprofessional appearance, the employee will be notified immediately and may be requested to leave the premises to change without pay.

PERSONAL RECORDS
Southern Tier Health Care System Inc. shall maintain confidential and accurate personnel records on all employees.

A. Records maintained on all employees shall include:
   1. Current background information sufficient to justify the initial and continual employment of each employee.
   2. Records of wage and salary changes.
   3. Performance evaluations and records of disciplinary action.
   4. Pre-employment and subsequent physical examination results, records of medical approval to return to work following absence due to illness will be kept on file.

B. All employee records of both current and terminated employees will be kept confidential. Personnel desiring the release of information to other companies, corporations or individuals must submit a written request for release of records.

C. Employees may review their own personnel file at any time.

D. No information or records will be released without the permission of the employee.

POLICY CHANGE
Any changes in employee policies shall be communicated to all employees in a timely manner.

A. New policies and/or revisions of existing policies shall be incorporated into the “Policy & Procedure Manual” as soon as they become effective.

B. New policies and/or revisions of existing policies shall be discussed at the monthly staff meetings.

REPORTING ABSENCES/TARDINESS
It is expected employees will be to work every day. When the unexpected occurs and an employee in unable to report to work as scheduled, they must notify their supervisor 2 hours before the start of their shift, if possible, or within ½ hour after.
Employees who know in advance that they need time off work must schedule this time with the CEO so coverage can be arranged in advance.

RETIREMENT BENEFITS
To help ensure the long term fiscal well-being of its employees, Southern Tier Health Care System Inc. will provide all full-time employees with a tax sheltered annuity (TSA) plan equal to 10 percent of annual gross salary up to any amount allowable according to the current State or Federal Law.
A. Upon successful completion of a 90 day probationary period, employees will be enrolled in a tax sheltered annuity (TSA) plan approved by the Southern Tier Health Care System, Inc.

B. Payments into the plan will be made on a routine basis by the Southern Tier Health Care System Inc. on behalf of the employee. These payments shall be in an amount equal to 10 percent of the employee’s gross salary and/or the maximum allowed amount, whichever is less.

C. An employee can opt out of being part of the plan.

D. Employees may contribute funds to their TSA account. Payroll deduction is available.

**SCHEDULING TIME OFF**

Vacation time and sick time (for doctor’s appointments that cannot be scheduled before or after work) must be scheduled with the supervisor as far in advance as possible through the online payroll system.

**SEXUAL HARASSMENT**

All employees have the right to expect their time at STHCS to be free of harassment and unwelcome sexual advance, these include:

1. An unwanted or unwelcome sexual advance.
2. A request or demand for sexual favors.
3. Verbal abuse or kidding that is sexually-oriented and considered unacceptable by another individual.
4. Creating a work environment that is intimidating, hostile, or offensive because of unwelcome or unwanted sexually-oriented conversations, suggestions, requests, demands, physical contacts or offensive nonverbal actions.

Sexual harassment demeans individuals being treated in such a manner. It is an insidious practice and is completely NOT acceptable. STHCS does not tolerate sexual harassment of its employees by anyone – supervisors, other employees, contractors or other individuals who may have access to the company. Persons harassing others will be dealt with swiftly and vigorously.

**First Complaint** – Written warning to cease all offensive actions. Suspension will be at the discretion of the CEO pending and/or following investigation. A signed agreement between employee and CEO will be completed and added to the personnel file, ensuring the conversation has been completed and understood.

**Second Complaint** – At the discretion of the CEO, the employee may be suspended at this time. This will allow the CEO sufficient time to review performance and prior offenses of the employee and conduct a proper investigation to determine best course of action.

**Third and Final Complaint** – Termination of the employee with STHCS may occur at this time. The CEO and STHCS reserves the right to terminate an employee based on prior offenses and warnings that are noted in the personnel file.

**SICK LEAVE**

To ease the financial burden during illness, Southern Tier Health Care System Inc. will provide full-time employees with ten (10) sick days for each full year of employment to a maximum of 520 hours.
1. Sick days are accrued at the rate of 6.25 hours/month for full-time employees.
2. Sick days may be accumulated and used to supplement disability benefits.
3. Sick time “Cash Out”: At the end of the benefit year, if an employee has used no sick leave and has at least 375 hours of accrued sick leave, the employee has the option of cashing-out accrued hours earned during the benefit year at a 50% cash payout or letting it remain as accrued sick leave.
4. If the period of illness extends beyond seven (7) calendar days, employees become eligible for disability benefits under the New York State law. While collecting disability benefits, accrued sick time may be used in amounts sufficient to equal a normal pay when combined with the disability benefits.
5. Employees will not accrue additional sick days while drawing disability benefits.
6. To receive sick time benefits, employees must communicate with the STHCS office on the first day of illness. It is mandatory that employees keep the STHCS office informed regarding their status throughout their illness.
7. If employees use up paid sick time, they will be allowed to use other paid benefit time in accordance with policies that control that type of benefit time. They may also be required by the company to use other paid benefit time when they are out of sick time.
8. Up to 80 hours of sick time per year may be used for care of family members instead of the employee’s own sickness. Sick time may be used for employee’s personal illness, well care, sickness, medical and dental appointments. Sick time may also be used for illness and well care in an employee’s immediate family. (ie. spouse, child(ren).
9. In no case will sick time exceed one year in length.
10. Accrued sick time will be paid upon termination. However, if an employee is discharged for cause or resigns without proper notice (two weeks minimum) all benefits are forfeited.
11. STHCS reserves the right to require medical verification of illness at any time, but specifically requires an employee who has been absent for three consecutive days to submit a physician’s statement authorizing their absence, as well as their return to work.

SMOKING REGULATIONS

For the health, safety and well-being of the people served by STHCS, as well as staff, smoking and use of other tobacco products by staff is prohibited on all STHCS property. These polices have been adapted to reduce the risk to each employee associated with possible adverse effects and reduce the risk to other employees.

SUBSTANCE ABUSE POLICY

The illegal use, sale or possession of narcotics, drugs, alcohol or controlled substances while on the job on company property is prohibited and is a dischargeable offense. Any illegal substance will be turned over to the appropriate law enforcement agency and may result in criminal prosecution. Possession of weapons including, but not limited to firearms and knives, present the possibility of danger in the workplace and therefore is in violation of our safety policy. The possession of such
articles is proper cause for administrative or disciplinary action up to and including termination of employment.

Off-the-job illegal drug use which could adversely affect an employee’s job performance or which could jeopardize the safety of others, the public or company equipment, is proper cause for administrative or disciplinary action up to and including termination of employment.

Employees who are arrested for off-the-job drug activity may be considered to be in violation of this policy. In deciding what action to take, management will take into consideration the nature of the charges, the employee’s present job assignment, and the employee’s record with the company and other factors relating to the impact and circumstances of the employee’s arrest.

DEFINITIONS:

*Under the Influence:* For the purpose of this policy, being under the influence means that the employee is affected by a drug or alcohol or the combination of a drug and alcohol in any manner.

*Illegal Drugs:* Illegal drugs mean any drug(s) not legally obtainable or legally obtainable but illegally obtained or used. Therefore, the term includes prescription drugs obtained illegally and prescription drugs not being used for prescribed purposes. It also includes marijuana, cocaine, heroin and derivatives of those drugs as well as other illegal drugs.

*Legal Drug:* Legal drugs include prescribed and over-the-counter drugs legally obtained and being used for the purpose for which they were prescribed and/or manufactured.

*Reasonable Suspicion:* For all purposes under this policy, reasonable suspicion shall be defined as a belief based on observed, specific, objective facts where the rational inference to be drawn under the circumstances is that the person is under the influence of drugs or alcohol. An unexplained workplace accident may be considered to provide reasonable suspicion.

*Criminal Drug Statute:* For the purpose of the policy, criminal drug statute means federal or non-federal criminal statute involving the manufacture, distributing, dispensing, possessing or use of any controlled substances.

The company will take steps to prevent and discourage any use, possession, sale or distribution of stated contraband at any time by any employee or contract employees. In accordance with this policy, periodic searches, random or annual urinalysis, drug screening or blood testing may be conducted. Such searches and testing will be performed by using qualified contracted agents and can be requested without prior notification.

Further, employees taking prescription or non-prescription medication are responsible for being aware of any potential effect such drugs may have on their reactions, judgment or ability to perform their duties, and if impairment is possible, to report such use to their supervisor prior to reporting to work.

The primary purpose of this policy is to promote the safety and well-being of all employees. It would be inconsistent to promote a strong safety effort while allowing the use of drugs and alcohol or the possession of weapons to undermine the safe and effective performance of employees on the job.

**FOR CAUSE TESTING, RANDOM and ANNUAL TESTING**
Subsequently, each employee, as condition of continued employment is subject to medical or physical examination or tests, including urine drug screen at the determination of the CEO providing the following conditions are met:

a) If the employee’s supervisor has reasonable cause to suspect that the employee is in violation of this policy; or

b) If the employee’s job performance is deficient in a manner which suggests a possible violation of this policy; or

c) If the position is designated as a safety sensitive and/or high risk occupation; or

d) If the employee is selected at random for testing in order to monitor and ensure compliance by all employees with the policy. The random selection will be done centrally by CEO.

**SUSPENSION, REHABILITATION AND RE-EMPLOYMENT**

If an employee tests positive and is determined to be in violation of this policy, the employee will be terminated. Any adulterated specimen will be viewed as a positive result and will be treated as such. If an employee holds a professional license, the facility shall report or cause a report to be made to the Office of Professional Discipline. However, an employee may request that termination is changed to unpaid suspension by admitting to drug use and requesting rehabilitation assistance. The employee requesting rehabilitation assistance will then be referred to the appropriate agencies and providers for assessment and treatment recommendations. If the employee follows the recommended treatment program the employee will remain on suspension. The employee’s benefits will remain in force as long as the employee makes (payment portion) and continues to make satisfactory progress in the approved rehabilitation program. Should the employee fail to maintain satisfactory progress or discontinue the program, the employee will be subject to termination. Upon completion of the program and the associated suspension, the employee may be reinstated provided the employee submits to another drug test with negative results and continues to participate with the appropriate drug rehabilitation program for up to one year. Upon reinstatement, the rehabilitated employee must submit to another drug test within sixty (60) days and will be subject to unannounced drug testing for one year. Thereafter the employee will be eligible for testing as any other employee. If these conditions are not acceptable, the employee will be terminated.

An employee, who refuses to submit to drug testing, as provided in this policy, will be asked to leave the office or project site immediately and the employee will be discharged.

**SEARCHES**

The facility reserves the right to conduct unannounced searches of its property, vehicles and facilities, including work areas, desks and lockers assigned to employees, at any time. No employee has the right to interfere with or object to such searches of the facility property based on expectation of privacy or otherwise. The facility reserves the right to search personal property belonging to its employees such as but not limited to, lunch boxes or bags, pocketbooks or briefcases if such property is brought onto facility premises.
TELEPHONE AND MAIL USE

Telephone and mail services are provided for the conduct of facility business only. Any employee utilizing these services for non-facility or personal business will be subject to corrective action. Personal calls for employees are discouraged. Each telephone call should be answered and used in a professional and courteous manner and the employee should identify the organization and himself/herself when answering the phone.

Employees shall not have personal mail addressed to the facility and only official facility mail will be sent for postage.

TIME SHEETS

It is the policy of STHCS to keep accurate timesheets to insure employees keep a record of appropriate grant allocation on the timesheets.

Employees:
1) Employees must record the appropriate grant allocation on the timesheets.
2) Failure of the employee to submit a timesheet when required or submitting a fraudulent timesheet may result in disciplinary action.
3) For detailed instructions on how and when to complete timesheets, employees should check with their immediate supervisor.

Payroll:
1) Ensure that all employees are paid earned wages/salaries on appropriate dates in accordance with federal and state regulations.
2) Distribute blank time records and paychecks or stubs bi-weekly.
3) Post all time and labor charges to the labor distribution and allocation journals.

VACATION

To provide full-time employees with rest and relaxation and prepare them for future work, STHCS will provide all employees with appropriate paid vacation. Part time, temporary and per diem employees will not receive vacation benefits.

A. Full-time employees shall accrue vacation based on their length of service according to the following schedule.

<table>
<thead>
<tr>
<th>Years of Service</th>
<th>Hourly Employees</th>
<th>Management</th>
</tr>
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<tbody>
<tr>
<td>1 - 5 years</td>
<td>two (2) weeks</td>
<td>three (3) weeks</td>
</tr>
<tr>
<td>5 – 15 years</td>
<td>three (3) weeks</td>
<td>four (4) weeks</td>
</tr>
<tr>
<td>&gt; 15 years</td>
<td>four (4) weeks</td>
<td>five (5) weeks</td>
</tr>
</tbody>
</table>

B. All periods of employment will be counted as long as a “break in service” has not occurred. A break in service is defined as any period in which an employee was removed from the company payroll completely (ie. resignation or termination)

C. Requests for vacation must be submitted through the online payroll system prior to departure and are subject to the CEO for approval. Work requirements and seniority are two factors which will be considered when scheduling vacations.
D. If a holiday falls within your vacation period it is counted as the holiday and not a vacation day. This does not reduce your accrued total vacation hours.

E. If an employee becomes ill during his/her vacation, he/she will continue on vacation status until the requested vacation period expires. Should a death in the family occur while on vacation, bereavement time may be used in accordance with Bereavement Policy and the originally scheduled vacation days may be rescheduled during that benefit year. Vacation will not accrue while on Leave of Absence, Disability or Workman’s Compensation.

F. Accrued vacation time will be paid upon termination of employment after one year of service. However, if an employee is discharged for cause or resigns without proper notice (two weeks minimum) all benefits are forfeited.

G. Vacation time cannot accumulate for more than one year. If vacation hours remain unused at the end of the employee’s vacation accrual year, they will be forfeited. An exception to forfeiture will be made if the employee forgoes his or her vacation at the company’s request. If that happens, the unused hours must be used within the following year or be forfeited.

H. Earned vacation time cannot be paid out in the form of cash in lieu of paid time off.

I. Vacation time may not be used until an employee has completed six (6) months of service, unless authorized in advance by the CEO. This time used is considered borrowed and will be required to be paid back if the employee terminates employment before the one year anniversary of his/her hire.

J. Part time, temporary and per diem employees are not eligible to earn vacation compensation.

**VERIFICATION OF LEGAL RESIDENT STATUS**

The CEO will verify that each newly hired employee is not an unauthorized alien by completion of Form I-9 at the time of their pre-employment processing.

A. Each newly hired employee will complete the top part of the Employment Eligibility Verification Form. This form will be located in the personnel file.

B. A representative from the company will verify that each new employee is authorized to work in the United States by examining the appropriate documents listed on the bottom portion of employment verification form.

C. The CEO will check the appropriate box indicating records verified sign the document and place it in the employee’s personnel file.

**W2 and W4 FORMS**

All employees are required to file a W-4 form when hired. This form must be updated as personal circumstances dictate. A statement of the employee’s annual earnings (W-2) will be mailed or delivered to each employee who worked for the organization during the past calendar year. These W-2 forms are required to be delivered by January 31st of each year and any W-2 forms returned to the facility as undelivered must be retained by the organization for four (4) years.
WORKERS’ COMPENSATION & LIABILITY INSURANCE

STHCS will provide Worker’s Compensation benefits for work related injuries and illnesses and will keep accurate records for the Bureau of Labor and Statistics. This record keeping will be done by the Fiscal Coordinator.

A. Any accident, illness or injury that occurs to a STHCS employee and that is related to the job, or has accumulated over a period of time and is related to the job, must be reported to the CEO.

B. When an injury or illness occurs on the job, the immediate supervisor or person in charge at the time is to be notified. The supervisor and the employee will make out an accident/incident report. It will be completely filled in as this information is necessary to file a claim for worker’s compensation.

C. If the employee is injured and unable to participate in the completion of the incident report, the person in charge will complete the form by gathering information and interviewing witnesses. The report must be completed within 24 hours.

D. The employee is entitled to be treated by a physician, podiatrist, chiropractor of his/her choice, if he/she is authorized by the Chair, Worker’s Compensation Board.

E. STHCS is not responsible for any cost outside New York State that is in excess of New York State Compensation fees paid. The employee may be held responsible for such fees.

F. The employee is entitled to be reimbursed for drugs, crutches or any apparatus properly prescribed by the physician and for car fare or the necessary expenses going to and from physician’s office or hospital. Receipts are required for reimbursement of such expenses and should be turned in to the CEO who will forward them to the compensation carrier.

G. The employee must have any prescriptions filled at a local pharmacy and must turn in receipt for reimbursement to CEO who will forward to the compensation carrier.

H. The employee must file an incident report with the CEO when one or more of the following occurs:
   1. Partial or full loss of work day.
   2. The employee requires medical treatment from a doctor (other than first aid)
   3. All second and third degree burns
   4. Repetitive trauma
   5. Work related illness/disease
   6. If questionable- contact the CEO

I. When it is necessary for an STHCS employee to go the Emergency Room for treatment of an injury that is work related, the employee should be treated as any patient in the Emergency Room. He/she does not require permission from the CEO to go to the Emergency room. The employee will state he is claiming this to be work related (if that is the case). The attending physician will determine if the employee is to be off work or referred to a specialty or private physician for follow up. The employee always has the
right to be seen by the physician of his choice or the physician on call. The employee is required to have an off work slip if unable to return to work after 2 days.

J. The claim may be disputed. While the claim is being disputed, the employee may be eligible for Disability benefits.

K. The employee will be asked to sign authorization for release of information to compensation carrier.

L. The employee may be examined by a compensation doctor at the request of the insurance carrier, the Compensation Board or STHCS.

M. The employee is eligible for Worker’s Compensation Benefits after seven (7) days of lost work.

N. The employee may be requested to see the Worker’s Comp physician to determine fitness for work.

O. The employer has the right to determine if an employee is eligible to return to work. It is not up to the employee or the attending physician.

P. Return-to-Work:
   1. The return-to-work note is required and given to the CEO
   2. If the attending physician has any restrictions on the employee for return to work, he should state them on the return-to-work note
      a. The CEO and the physician will be consulted when there are restrictions.
      b. Light duty work is not normally available.
   3. If there are no restrictions, he should state “May return to work without restrictions”

Q. The claim form must be filed with the insurance company within six (6) days of knowledge of the accident or a penalty will be added to the employer. The filing of this claim is the responsibility of the employee. Failure to complete an incident report at the time of injury can result in disciplinary action.

R. The employee is required to call the office at least every two weeks while off work to report status of recovery process.