



Clear Lake Emergency Medical Corps

Personnel Handbook

Effective Date November 3, 2011

Disclaimer

This handbook or any other communication by management or a management representative, either oral or written, is not intended in any form to establish a contract of employment. This allows CLEMC and you to freely end your employment association at any point in time with or without cause or notice. The above is in compliance with the State of Texas "at-will" laws and rules for employment. If you have any questions, concerns, and/or comments please speak with the Administrator or the Chief. This handbook contains policies, procedures and guidelines that are subject to change at the discretion of CLEMC. Any applicable changes will be made available to your immediate supervisor in the form of amended specific pages related to those changes.

Clear Lake Emergency Medical Corps

Mission Statement

The Clear Lake Emergency Medical Corps is dedicated to providing effective emergency medical care, treatment, and transportation for the sick and injured.

The Clear Lake Emergency Medical Corps recognizes that professional, caring, and empathetic treatment of those in our charge is a calling of the highest order. We strive to conduct our personal and professional lives with the highest degree of professionalism. Further, we understand that those whose lives are dependent upon us may be in positions of extreme vulnerability. As such we commit ourselves to conducting our personal and professional lives in a manner above reproach. Our calling and those we serve deserve only the very best.

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Chapter I

Welcome to Our Family

FOREWARD

As a combination Volunteer/Paid organization, the Clear Lake Emergency Medical Corps encourages affiliation with the corps in both volunteer and paid capacities. Throughout the following handbook, Clear Lake Emergency Medical Corps will be referred to as CLEMC. References throughout this document may indicate *volunteers* and/or *employees*. It is the intent and shall be the practice of the CLEMC to treat volunteer and paid staff the same, within the limitations of federal and state employment laws, etc. Accordingly, there may be some sections of this manual that do not apply to persons' depending upon their work classification status, i.e. volunteer or paid. Many of the policies and procedures of conduct, grooming, qualifications etc; are applicable regardless of a persons' work classification status. Should any CLEMC volunteer/employee have a question about the applicability of any portion of this manual to their individual situation, they should ask their immediate Supervisor for clarification.

CLEMC Core Values

The Clear Lake Emergency Medical Corps is dedicated to providing effective emergency medical care, treatment, and transportation for the injured and the sick. We strive to conduct our personal and professional lives with the highest degree of professionalism. Furthermore, we understand that those whose lives are dependent upon us may be in positions of extreme vulnerability. As such we commit ourselves to conducting our personal and professional lives in a manner above reproach.

Equal Employment Opportunity

Clear Lake Emergency Medical Corps, through its officers and managers, shall provide equal employment without regard to race, color, age, sex, religion, national origin, or disability. CLEMC conforms to all applicable federal and state laws, rules, guidelines and regulations.

Discrimination against any person in recruitment, examination, appointment, training, promotion, discipline, or any other aspect of personal administration because of political or religious opinions or affiliations, membership or non-membership in employee organizations or because of age, sex, race, color, national origin, marital status, or other non-merit factors is prohibited.

Discrimination on the basis of physical disability is prohibited except where specific physical requirements constitute a necessary occupational qualification for proper and efficient administration. Any employee or job applicant who feels that he/she has been discriminated against may request an appeal through a CLEMC Presidential Review Board.

Chapter II

Our course of action to facilitate your success

Our Responsibilities

CLEMC will comply, enforce, implement and maintain any and all required federal, state and local acts, laws and rules related to but not limited to labor and safety. At CLEMC, we consider our employees and volunteer's our most valuable assets. We believe that each employee and volunteer is essential in providing the highest level of service to the business and private community.

Compliance to Regulations

It is the Corps intent to fully comply with all laws and regulations pertaining to the delivery of health care services. Recognizing the complexity of the various federal, state and local laws regulating healthcare, CLEMC utilizes CQI and Peer Review committee programs to assist in maintaining compliance through responsive monitoring of patient care.

Ethics

All confidential information concerning patients or CLEMC business must be held in strict confidence and not discussed with others within the organization not having a need to know, or with anyone outside the CLEMC.

Medical records and employee/volunteer records are confidential. Access to them is limited to those with proper authorization and a business related reason to see them.

Each employee/volunteer is expected to carry out his/her assignments, regardless of the patient's condition, in accordance with medical ethics and established protocols.

Employment Process

Clear Lake Emergency Medical Corps will recruit employees/volunteers who have the technical skills and experience required for authorized positions and who share a belief in our purpose, values and commitment to quality. Everyone is expected to treat others with the same dignity and respect they would want for themselves.

- When it is determined there is a vacancy, the Chief of Operations will initiate internal and/or external recruiting efforts.
- The Chief of Operations screens applicants along with any personnel they deem necessary to reach reasonable conclusions about the applicant's ability to perform the tasks necessary.
- Job placement will be based on the ability of the applicant to perform the essential functions of the job in accordance with the Americans with Disabilities Act of 1990. Reasonable accommodation shall be made to assist the applicant/employee to perform the job assigned upon employment, or a return to work from a work related injury and/or personal illness. It is solely the responsibility of the employee to make the Chief of Operations, Administrator or their supervisor aware that they have a disability and provide evidence to support their claim of disability.
- Job offers to external applicants are contingent upon verification of application information. Applicants must agree to a full background investigation to include driving record and criminal background check.
- In accordance with the Immigration Reform Act of 1986, as amended, employees are required to complete *Form I-9, Employment Eligibility Verification*, to show eligibility to work in the United States. Failure to maintain a proper work permit will result in immediate termination of employment.

Employee/Volunteer Problem Resolution Process

Employees/Volunteers may on occasion have a concern about their position or some aspect of their working relationship with CLEMC. When this occurs, they are encouraged to discuss their concern(s) with their supervisor in a constructive manner in an effort to resolve problems as quickly as possible. Employees/volunteers who believe they have been treated unfairly or feel they have unfavorable working conditions should follow the CLEMC Problem Resolution Process.

- The CLEMC Problem Resolution Process is a system for resolving problems and/or conflicts. However, employees/volunteers are encouraged to first discuss work-related problems or concerns with their immediate supervisor. Most problems can best be resolved at this level.
- If resolution is not achieved after discussion with the supervisor, employees/volunteers should describe in writing their problem/concern and submit it to the next higher level of authority within 5 working days.
- The problem/concern will be evaluated on the issues, written documentation collected; eyewitnesses identified (where applicable) and present the information to the employee/volunteer supervisor. The supervisor must respond in writing.
- The supervisor's written response will then be communicated to the employee/volunteer and they will have the option to close the matter if both agree on a resolution. However, if they are not satisfied with the response, he/she may request that the documentation be submitted to the next higher level of supervision/management or a mediation session to include the employee/volunteer and their supervisor with the Chief of Operations.
- The management and supervisors of CLEMC are committed to an open door policy to resolve all issues to the satisfaction of all parties concerned. Employees/volunteers are highly encouraged to make use of the open door policy to eliminate and/or reduce the incidence of rumors and uncertainties.

Family and Medical Leave (FMLA)

CLEMC provides up to 12 weeks of protected leave in a 12-month period for eligible employees who have a qualifying need for time off as defined by the Family and Medical Leave Act (FMLA).

Employees are eligible for FMLA if they have been employed at least 12 months by CLEMC and have worked for CLEMC at least 1,250 hours in the previous 12 months. Circumstances that qualify for Family Medical Leave (FMLA):

- The birth of an employee's child or to care for such child within 12 months following the birth;
- A child's placement with the employee for adoption or foster care, or to care for such child within 12 months of placement;
- Required care by the employee for the employee's spouse, child (under age 18 or disabled) or parent who has a serious health condition; or
- An inability to work due to the employee's own serious health condition.

A "serious health condition" is one that:

- Involves inpatient care (an overnight stay) in a hospital, hospice or residential medical facility, including any *period of incapacity* (i.e., an inability to work, attend school or perform other regular daily activities due to the serious health condition, treatment thereof or recovery there from) or any subsequent treatment in connection with the inpatient care; or
- Involves *continuing treatment* by a health care provider, including one or more of the following:
 - A period of incapacity of more than three consecutive calendar days;
 - Any subsequent treatment or period of incapacity relating to the same condition that also involves;
 - Treatment two or more times by a health care provider; or
 - Treatment by a health care provider on at least one occasion those results in a regimen of continuing treatment under the supervision of the health care provider.
- Any period of incapacity due to *pregnancy* or for *pre-natal care*.
- Any period of incapacity or treatment due to a *chronic, serious health condition* that requires periodic visits for treatment by a health care provider continues over an extended period of time and may cause episodic rather than a continuing period of incapacity.

In Addition:

- Employees are required to provide CLEMC with certification from a healthcare provider indicating they are needed to care for a seriously ill family member and an estimate of the time needed; or certification that they are unable to perform the functions of their job due to a serious health condition, and an estimate of how long. An update of the certification is required after each 30-day period.
- CLEMC may require a second opinion from a health care provider of its choosing. If the two opinions differ, CLEMC will submit a list of health care providers from which the employee may select for an opinion to resolve the issues.
- Spouses who are both employed by CLEMC are jointly entitled to a combined total of 12 weeks of FMLA (rather than 12 weeks each) for the birth or placement of a child or for the care of a parent who has a serious health condition. For the care of a spouse or child with a serious health condition, each employed spouse is entitled to a separate 12-week limit.
- Employees must submit their request in writing to their supervisor at least 30 days in advance; to the extent advance notice is practical.
- If FMLA is for planned medical treatment and will be taken on an intermittent basis or by a reduced work schedule, the employee is expected to schedule the treatment so as to create minimum disruption of his/her scheduled work time.
- When a supervisor learns that an eligible employee is absent due to a FMLA-qualifying event, the manager will inform the employee within two business days that this time will count toward the 12 weeks of FMLA. The supervisor will confirm this in writing to the employee within one week and will provide a FMLA application with a request for certification from a health care provider. The employee will have 15 days in which to return the application, including the health care provider's certification to CLEMC, to avoid having the absence treated as an unscheduled absence in accordance with the Attendance Policy.
- Employees are required to use applicable accrued Paid Time Off or personal days until the applicable accrued time are exhausted. In the case of the employee's own serious health condition, only the first 16 hours of absence are charged to Paid Time Off for that approved FMLA, even though the absences may be intermittent for treatments or related to a chronic condition.

- Health care coverage during FMLA is continued at the same cost as if the employee had been actively at work.
- Employees who return to work immediately upon expiration of their FMLA return to the same employment benefits and same or equivalent position.
- Employees returning from a FMLA due to their own serious health condition must provide a physician's release.

Leave of Absence

CLEMC provides its employees the option of a Leave of Absence (LOA) for certain reasons and specific time periods and following any/all federal and state guidelines, laws and rules. The employee must adhere to the following procedures for the approval process.

- Provide reasonable notification to immediate supervisor
- The written request stating the reason for the LOA
- Medical documentation (If applicable)
- Length of time (including beginning and end dates)

The employees' requests for LOA are approved on a case-by-case basis and solely at the discretion of CLEMC. The company will consider the employees needs, however it will follow the best needs for the company, as well.

Personal Leave

CLEMC employees may request to have personal leave under detailed personal reasons. The company has sole discretion in the approval of the personal leave request. The employees' personal leave request will be reviewed on a case-by-case basis. The personal leave, if approved, will give detailed information to include specific time period, including start/end dates.

- Employees' return is less than 12 weeks
 - Return to former position
 - If former position unavailable, comparable position equal to qualification level
- Employees' return is greater than 12 weeks
 - Return to former position

- If former position unavailable, comparable position equal to qualification level
- If former or comparable position unavailable, then can apply for other open positions

Reasonable Accommodation Process

CLEMC supports and strives to provide safe work environment for all employees. However, there may be times that employees have certain physical and mental limitations that prevent them from performing their assigned duties and tasks completely.

CLEMC employees that feel they might need reasonable accommodations in performing their assigned duties and tasks; please inform your immediate supervisor.

Based upon the needs of the business operations, some types of reasonable accommodations could involve adjustment of work schedule, approval for LOA and permit the use of special equipment or services.

CLEMC will review the circumstances of your situation and then will work with you to try to provide some form of reasonable accommodation to assist in performing your assigned duties and tasks.

Safety

CLEMC strives to provide a work environment free of physical and environmental hazards while protecting the safety and welfare of patients, visitors and personnel. However, safety is everyone's responsibility. Employees/volunteers who fail to follow safety policies and procedures or perform their jobs in a safe manner may be subject to corrective action.

To avoid accidents employees will:

- Become familiar with and follow all policies and procedures as outlined in the Clear Lake Emergency Medical Corps Standard Operating Guidelines.
- Learn and review safety rules and procedures.
- Be alert to unsafe conditions, such as wet floors, equipment left unattended or defective equipment to eliminate potential hazards.

- Immediately report unsafe conditions to their supervisor. Never operate electrical equipment with wet hands or in wet conditions.
- Use proper lifting techniques.
- Know and observe all safety and infection control requirements for their job.
- Report all accidents to your supervisor immediately.

On-The-Job Injuries

When, despite our best efforts to avoid accidents, an employee/volunteer is injured on the job, the injury, major or minor, must be immediately reported to your immediate supervisor and the administrator.

- The CLEMC's top priority is to see that they receive immediate medical attention as necessary.
- If the injury requires notification, the administrator will notify the workers compensation insurance carrier of the incident. If the on-the-job injury causes an employee to be absent from work the provisions of the workers compensation insurance will be applied.

Chapter III

Your role in the development of your success

Standards of Conduct/Conditions

Appearance Standards (Minimum Guidelines)

These standards provide written minimum guidelines regarding uniforms and personal appearance that assist in creating and maintaining a safe, conservative and professional environment.

Name Badges

CLEMC provides a name badge for all personnel as part of their required attire. Name badges must be visible and facing toward the front at all times while on duty.

Apparel

- All uniform items provided by CLEMC are the property of CLEMC and will be returned at the conclusion of employment.
- Hats shall only be worn as part of the uniform and then be the issued CLEMC cap except for safety reasons.
- All tattoos shall be appropriately covered so as not to be visible.
- Jackets may not have the name of other medical services affixed.
- No denim of any color shall be worn, including jeans, skirts, dresses, shirts and vests.
- Revealing clothing is not permitted and proper undergarments shall be worn.
- Appropriate socks and hosiery must be worn. Ornamental or textured hosiery is not permitted (i.e. lace, rhinestones, bows, etc.)
- Sunglasses are to be worn indoors only if prescribed by a physician or required for the job.

Daily Hygiene

Daily hygiene must include clean teeth, hair, clothes and body, including the use of deodorant. Business attire and uniforms are to be clean, pressed and in good condition.

Men and women's scents are permitted if mild and not used to mask body odor.

Hair and Nails

Hair shall be clean and neat with no styles that would, by a reasonable standard, invite negative feedback from a patient or family member. Hair may not be dyed unnatural colors (such as green or purple). Bleached hair is acceptable. Hair ornaments, if worn, shall be moderate and in good taste. Shoulder length or longer hair shall be pulled back or covered where there is a health or safety consideration. Well-groomed, closely trimmed beards, sideburns and mustaches are allowed, but shall not interfere with personal protective gear.

Nails must be conservative in length (not to exceed $\frac{1}{2}$ inch beyond the fingertip) and must be neatly manicured. If nail polish is used, it may not be black, blue, green, purple or yellow shades. All nails must be solid in color and the same color. No nail jewelry or nail art is allowed.

Jewelry and Makeup

- A wedding set and one ring.
- No more than two bracelets.
- A watch
- No more than two necklaces to be worn.
- No more than two earrings on each ear.
- Earrings shall be no larger than a quarter.
- Body piercing is permitted in ears only; no other visible body piercing is permitted.
- One brooch (pin)
- Makeup should be used to enhance a natural look and should not detract from a person's appearance.
- Extreme or excessive makeup is not allowed.

Other

Portable, personal audio equipment (headphones) are not to be used while performing duties.

Behavioral Expectations

It is the responsibility of all personnel to treat all patients and families, physicians, co-workers and all outside contacts, with courtesy, dignity, respect and the utmost professionalism. The following are specific expected behaviors and customer service standards by which all personnel are measured:

Communication and Teamwork

- Offer information on departmental processes and procedures, as appropriate.
- Invite questions and comments.

- Communicate with clarity and professionalism both orally and in writing.
- Keep people informed while resolving issues or getting answers to questions.
- Speak English or the language of the person being helped. Arrange for interpretation services when needed.
- Take responsibility for improving processes and systems; Look for new and better ways of doing things.
- Work as a part of the CLEMC team; perform duties in a way that makes it easier for others to perform theirs.
- Participate openly, honestly share opinions, and look for new and better ways of doing things.
- Maintain a positive working relationship with co-workers and customers.
- Demonstrate willingness to accept assignments in a positive manner.

Courtesy and Respect

- Greet internal and external customers in a professional, polite and respectful way.
- Greet others in our facility and at workstations in a kind and friendly manner.
- If customers' needs are not found to be a medical emergency, assist them in finding the care or treatment they may require.
- Make eye contact; introduce yourself and explain purpose, when appropriate.
- Listen carefully; do not interrupt, give people your full attention.
- Respect privacy and dignity
- Use a professional and respectful tone of voice
- Discuss confidential or sensitive information about customers, personnel, or hospital business only with those having a valid need to know and do so privately, never in public places.
- Do not make disparaging remarks about others
- Respect individual and cultural differences.

Professionalism

- Present a positive image.
- Wear name badge so that your name is clearly visible at all times while on duty.
- Limit eating, drinking and smoking to designated areas.
- Avoid personal conversations with co-workers while providing patient care.

- Make no inappropriate or negative comment about patients, co-workers, hospitals or their staff in the presence or within hearing of any customer.
- Demonstrate pride in the CLEMC by keeping the vehicles and work areas clean and safe.
- Demonstrate a professional attitude toward CLEMC personnel and co-workers.
- Demonstrate an ongoing responsibility and commitment to the job through attendance and punctuality in relation to stated work hours.
- Maintain a professional appearance and manner that is appropriate to your assignment as well as following the CLEMC dress standards.

Responsiveness

- Respond in a timely manner to requests for help.
- Provide the services or information requested, or finds someone who can.

Standards of Conduct

For the protection of CLEMC and all classifications of employees/volunteers, the following is a list of conditions under which corrective and/or disciplinary action may be taken, up to and including termination of employment.

Absenteeism and Tardiness

Being habitually absent from work, failing to return to work promptly from leave of absence or vacation, failing to report absence within 1 hour of start of workday. Also, this includes habitually failing to be present at the start of duty times without proper authorization.

Fraud or Dishonesty

Misusing or abusing Company policy such as: excused absences, leaves of absence; falsifying time sheets; failing to give complete information for personnel and/or security records; making false statements, either oral or written, about the Company, personnel, supervisors or work situations.

Insubordination

Failing to perform or unreasonably delaying the performance of instructions given by supervisor or person in authority. In addition, any employee or volunteer that disrespects persons in any position of authority, either within the CLEMC structure, or outside the structure.

Misconduct

Fighting or inflicting bodily harm on another person; gambling, being under the influence of or possessing drugs or alcoholic beverages; committing immoral or illegal acts; committing violent acts or using language which adversely affects morale, production, or maintenance of discipline.

Misuse of Time

Failing or being unable to perform work of an acceptable standard, neglecting job duties.

- Abusing personal telephone privileges
- Being inattentive to job performance, unauthorized selling of articles or services, distributing or posting of literature, canvassing, polling, or petitioning.
- Consistent failure to properly record duty times, or recording improper attendance times to portray inaccurate times.

Negligent Destruction of Property

Any employee or volunteer that willfully or maliciously destructs Company or other people's property. This also encompasses any Company or other people's property that sustains damage by failing to use proper equipment and good judgment.

Option to Terminate

The Clear Lake Emergency Medical Corps is an "at-will" employer. In accordance with the laws of the State of Texas, employment may be terminated, with or without cause, at any time, upon reasonable notice after completion of an applicable probationary period, at the option of the Company or the employee. Additionally, affiliation with CLEMC through a volunteer status does not negate this paragraph.

All persons affiliated with CLEMC are expected to conduct themselves personally and professionally in a manner above reproach. Any actions or behaviors which violate CLEMC policies, procedures or protocols are grounds for termination.

Safety Violations

Occurrences are caused by failure to observe the Company and general safety practices and regulations. Neglecting the safety of others or committing unsafe acts in the use and care of Company property.

Tardiness

Employees and volunteers that are habitually not present at the start of duty times without proper authorization.

Theft

Possessing, taking, removing, destroying or tampering with Company or the property of another without proper authorization.

Smoking Policy

CLEMC understands that smoking can cause health problems for not only smokers but non-smokers as well. For this reason, all facilities at CLEMC are designated as non-smoking work locations.

At each of our facilities, there are specific designated areas to allow outside smoking for employees/volunteers.

Work Delay/Cancellation

Severe weather can cause the adjustment or modification to normal and weekly posted employee/volunteer work schedules. If severe weather conditions affect your work or work schedule, CLEMC, at the earliest possible time, will do their best to notify you of any changes to your normal and weekly posted schedule.

Professional Work Environment

Sexual Harassment

The Equal Employment Opportunity Commission (EEOC) defines sexual harassment as "Unwelcome sexual advances, requests for sexual favors, and other verbal or conduct of a sexual nature constitute sexual harassment when (1) submission to conduct is made either explicitly or implicitly a term or condition of an individual's employment; (2) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual or (3) such conduct has the purpose or creating an intimidating, hostile or offensive work environment."

General terms, the EEOC guidelines divide sexual harassment into two (2) different types:

- Quid Pro Quo-"Something for something"-Employer or other person in position of power demands sexual favors in return for advancement or the basis for some other employer decision
- Hostile-environment sexual harassment is created in situations in which an employee is subject to unwelcome verbal, visual or physical sexual behavior that is either extreme or widespread. However, this type does not create a threat to employment but subject's employee to undue psychological strain that alters the conditions, privileges and terms of employment.

CLEMC expects all personnel to treat everyone with dignity and respect, thereby maintaining a unique, productive and caring patient service and work environment. While all forms of harassment are prohibited, it is important to emphasize that sexual harassment of or by personnel, patients, vendors or others is unacceptable behavior; that there is a mechanism for promptly investigating and addressing complaints of sexual harassment; and that any one experiencing sexual harassment should immediately report the matter to the Administrator, Chief of Operations, or the President of the Board.

Quid Pro Quo-"Something for something"

Submission to conduct such as unwelcome sexual advances, requests for sexual favors or other verbal or physical conduct of a sexual nature is made either explicitly or implicitly a term or condition of employment; or submission to or rejection of such conduct by an individual is used as the basis for employment

decisions affecting the individual; or such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment.

Hostile-environment sexual harassment includes the following but is not limited to:

- Sexually related comments, jokes or gestures
- Graphic comments about a person's dress or body
- Sexually degrading words used to describe an individual
- Display of sexually suggestive, explicit or offensive objects or pictures

All personnel are expected to:

- Avoid sexual flirtations, touching, advances or propositions.
- Avoid verbal abuse, especially of a sexual nature.
- Avoid graphic or suggestive comments about an individual's dress or body.
- Avoid using sexually degrading words to describe an individual.
- Never display sexually suggestive objects or pictures, including nude photographs.
- Confront those whose actions or words are offensive and to make it clear to them that what they have done or said is offensive.
- Never make false allegations of harassment.
- Never retaliate for anyone making a report of harassment, as retaliation is strictly prohibited.

Managers and supervisors have additional responsibilities.

No supervisor or member of management shall threaten or suggest, either explicitly or implicitly, that submission to or refusal to submit to sexual conduct will in any way affect an individual's association with CLEMC.

Unwelcome conduct of a sexual nature on the part of the same or different sex, is strictly prohibited and will be grounds for immediate corrective action up to and including termination.

Managers are responsible for ensuring that every report of sexual harassment is taken seriously, is promptly and thoroughly investigated in as confidential a manner

as possible and that appropriate action is taken, based on the results of the investigation.

Procedures on Investigating and Reporting: Sexual Harassment

Each employee/volunteer of CLEMC has a right to expect a workplace free of such conduct and no person's employment, advancement, salary, evaluation, duties, hours, or other conditions of employment will be affected because he or she refuses to submit to or tolerate such conduct.

Any CLEMC employee/volunteer who feels that he, she or another individual is being sexually harassed in any manner by a manager, co-workers, customer, patient, supplier, or other person should inform the alleged harasser that his or her actions are offensive, unwelcome, and/or inappropriate. Immediately bring the matter to the attention of his or her immediate supervisor or to the Chief of Operations, Administrator or President of the Board.

Consequences of non-compliance with this policy:

- Violations will be addressed in accordance with CLEMC guidelines for Managing Performance and Work Behaviors.
- Employees/volunteers who do not meet the expectations of this policy are subject to appropriate action, depending on the circumstances, up to and including the termination of employment.

Workplace Harassment and Violence

Workplace Harassment and Violence Policy

Any unwelcome verbal, written or physical conduct that either denigrates or shows hostility or aversion towards an employee or volunteer on the basis of age, color, disability, national origin, political affiliation, race, religion, sex, sexual orientation, or veteran status that causes any of the following:

- Has the purpose or effect of creating an intimidating, hostile or offensive work environment
- Has the purpose or effect of unreasonably interfering with the employee's or volunteer's work performance
- Affects an employee's or volunteer's employment opportunities or compensation.

Hostile Work Environment is one that both a reasonable person would find hostile or abusive and one that the particular person who is the object of the harassment perceives to be hostile or abusive. Hostile Work Environment is determined by looking at all of the circumstances, including the frequency of the allegedly harassing conduct, its severity, whether it is physically threatening or humiliating, and whether it reasonably interferes with the employee's work performance.

Retaliation is adverse treatment which occurs because of opposition to unlawful workplace harassment. In addition, any overt or covert acts of reprisal, interference, restraint, penalty, discrimination, intimidation, or harassment against an individual or group exercising rights under this policy.

Managers and supervisors have additional responsibilities.

No supervisor or member of management shall threaten or suggest, either explicitly or implicitly, that creates a harassing, hostile and/or violent work environment that will in any way affect an individual's association with CLEMC.

Unwelcome conduct of a harassing or violent nature towards any employee or volunteer, is strictly prohibited and will be grounds for immediate corrective action up to and including termination.

Managers are responsible for ensuring that every report of workplace harassment or violence is taken seriously, is promptly and thoroughly investigated in as confidential a manner as possible and that appropriate action is taken, based on the results of the investigation.

Supervisors and employees of management must refrain from any form of retaliation towards employees or volunteers who file a report of workplace harassment or violence.

Procedures on Investigating and Reporting Workplace Harassment and Violence

Each employee/volunteer of CLEMC has a right to expect a workplace free of such conduct and no person's employment, advancement, salary, evaluation, duties or hours will be affected because he or she refuses to submit to or tolerate such conduct.

Any CLEMC employee/volunteer who feels that he, she or another individual is being sexually harassed in any manner by a manager, co-workers, customer, patient, supplier, or other person should inform the alleged harasser that his or her actions are offensive, unwelcome, and/or inappropriate. Immediately bring the matter to the attention of his or her immediate supervisor or to the Chief of Operations, Administrator or President of the Board.

Weapons Policy

CLEMC reserves the right to deny its employees and volunteers to possess any type of weapon at any time while on:

- Company property that is owned, leased or controlled by CLEMC
 - Company related parking lots and adjacent streets
 - Includes your personal or company issued vehicle
- Anywhere business is conducted including:
 - Customer and Client locations
 - Company event venues
 - Restaurants and Trade shows

The above is a minimum list of restricted locations and CLEMC reserves the right to add any addition location with or without notice.

These types of weapons include the following but are not limited to:

- Chemicals whose purpose could or would bring harm to another person
- Explosives of any type
- Guns of any type
- Knives with blades over four (4) inches in length
- Swords of any kind

Even though I could be certified by the State of Texas to carry a concealed hand gun via the requirements of the Concealed Hand Gun Permit; it is at the discretion of the Administrator, Chief of Operations and the President of the Board to determine if it is reasonable and necessary to possess my concealed weapon while on company time.

Consequences of non-compliance with these policies:

- Violations will be addressed in accordance with CLEMC guidelines for Managing Performance and Work Behaviors.

Personnel who do not meet the expectations of this policy are subject to appropriate action, depending on the circumstances, up to and including the termination of employment.

Substance Abuse

Substance Abuse Policy

CLEMC is committed to maintaining a safe workplace and providing safe, quality patient care. Therefore, being under the influence of alcohol or other drugs while at work is strictly prohibited. Employees/volunteers are not to present themselves for work if they are under the influence of prescribed drugs that might impair their abilities to perform their job.

Also prohibited is the manufacture, distribution, possession or sale of alcohol or other drugs on any CLEMC owned or leased property or any CLEMC vehicle or while performing any CLEMC business. The only exception is medication prescribed for the employee/volunteer by his/her physician, or when they are required by their duties to handle drugs in conjunction with physician-ordered medication for patients.

Investigations and Searches

CLEMC requires all of their employees and volunteers do their part assisting completely in all investigations regarding the substance abuse policy.

During any Substance Abuse investigation, CLEMC reserves the right to search the following either when employees and volunteers are on duty or on company parking lots and property:

- Company Issued Locker
 - Locker combination must be provided to Administrator/ Chief of Operations
 - Extra key must be provided to Administrator/ Chief of Operations
- Handbag or Laptop bag or Lunch Kit
- Person or Personal Property/Packages
- Uniform
- Vehicle

CLEMC will conduct any and all searches in a manner that is standard and uniformed for all personnel.

Refusal by any employees and volunteers to consent or cooperate with any investigation and/or searches pertaining to this policy are subject to appropriate action, depending on the circumstances, up to and including the termination of employment.

Drug and Alcohol Testing

Since CLEMC employees and volunteers are entrusted provide routine care for patients who are unable to care for or protect themselves and whose health and well-being requires constant alertness and awareness. Thus, CLEMC may require applicants and current personnel to submit to drug and alcohol screening.

Applicants

Substance screening may be required of all applicants at the time of final offer of employment. Such testing may be required either alone or as part of a pre-employment physical examination. Applicants are required to sign the Policy Acknowledgement Form before submitting to screening. Applicants may be disqualified for employment if they test positive, refuse testing or refuse to sign the Policy Acknowledgement Form.

All Current Personnel

Random Testing

CLEMC may conduct random unannounced screening of personnel in all positions. Personnel will be required to report to a designated collection site for testing immediately following notification.

CLEMC may conduct random screening of all personnel in a manner similar to the above random selection policy. All personnel may be tested during the initial implementation of the program.

CLEMC also can require all current personnel to submit to drug and alcohol screening for the following reasons:

- Acquisition
- Post Accident Testing
- Return to Duty Follow-up Testing

Reasonable Suspicion or For Cause

All personnel may be required to submit to screening whenever a supervisor observes circumstances which provide reasonable suspicion to believe an employee or volunteer is using or has used a controlled substance or has otherwise violated the substance abuse rules. The supervisor's determination that reasonable suspicion exists to require an employee/volunteer to undergo an alcohol and drug test must be based on specific, timely, explainable observations concerning the appearance, behavior, speech or bodily odors of the employee.

The supervisor or supervisors requesting testing shall prepare and sign written documents explaining the circumstances and evidence upon which they relied within twenty-four hours of the testing, or before the results of the test are released, whichever is earlier. While one supervisor may request a reasonable suspicion test, when feasible, supervisors are encouraged to obtain a second supervisor as a witness.

Chapter IV

How you support Our Business

Company Property and Privacy Policies

Company Property and Records

The employees and volunteers are given the responsibilities of maintaining the privacy of Company and Patient privacy and records. The employees or volunteers of CLEMC may, at start of employment, be issued any of the following items: Cell phone, Laptop, Radio, and/or Uniform (s). These items are CLEMC property and

must be maintained in proper working condition and returned after an employee or a volunteer leaves CLEMC.

Cooperation with the Media

CLEMC cooperates with the media in order to promote a positive public image while ensuring our patients' right to privacy. However, employees and volunteers should not speak with the media without first conferring with the Corps President, Chief of Operations, or the Administrator.

In regards to on-site accident or scene situations, please consult with your immediate supervisor for clarification for cooperation with the media.

Compliance to Regulations

It is the Corps policies to fully comply with all laws and regulations pertaining to the delivery of health care services. Recognizing the complexity of the various federal, state, and local laws regulating healthcare, CLEMC utilizes CQI and Peer Review committee programs to assist personnel in maintaining compliance through responsive monitoring of patient care.

Patient Privacy

CLEMC employees/volunteers must maintain the highest level of patient privacy and this is to be practiced at all times during your scheduled work period. Each and every emergency call must be treated with the highest level of care, dignity, and privacy in relation to the patient. This also goes without saying that no CLEMC employee/volunteer will discuss, in whole or part, the details relating to the nature of or any patient issues about the call with any persons outside the CLEMC and treating Medical facility. If you have any concerns or questions, please refer to the *CLEMC Notice of Privacy Practices* or contact your immediate supervisor.

Work Equipment, Tools and Vehicles

It is the responsibility of the employee or volunteer to maintain any and all work equipment, tools and vehicles that are frequently used or issued to said employee or volunteer. Some of those responsibilities include:

- Assigned or issued vehicle-maintenance:

- Material and product levels
- Daily, weekly, monthly and annual preventative maintenance including:
 - Proper level of any and oil fluid levels
 - Tire life, pressure (s) and wear
 - State required documentation-Inspection sticker and registration
- Electronic equipment- cell phone, laptop, pager, radio

If any of the listed above requires repair, service and or replacement, it is the responsibility of the employee or volunteer to bring this to the attention of their immediate supervisor. Since this is only a partial list, please contact your immediate supervisor on any other items or products that are issued to you for your specific responsibilities. If any employee or volunteer fails to maintain their assigned and issued equipment, this could result in corrective and/or disciplinary action may be taken, up to and including termination of employment.

Computer Information Networks and Systems

The use of CLEMC Computer Information Networks and Systems are limited to appropriately authorized employees and volunteers. Also, the privileged use is reversed for the sole purpose of accomplishing CLEMC related business and tasks. The following list is some and not all of the areas involving this policy:

- Cell phones and Company telephone extensions
- Email and Voice mail
- Internet and Intranet Usage
- Software Access and Additions Requirements

Cell Phones and Company Phone Systems

In relation to the Cell Phones, CLEMC personnel may do the following:

- Must remain at work station during company meetings and training sessions
- If approved by immediate supervisor, can be carried on person in the vibration mode
- In the interest of personnel safety and accident avoidance CLEMC prohibits their use while driving company issued vehicles

- Unless use is for a CLEMC company business, limit personal use to your down time and meal time periods

Computer Systems and Information Security Policies

CLEMC employees and volunteers are required to receive formal approval for the access and addition of any software that they feel is necessary CLEMC associated business and tasks. The employee or volunteers can contact the Administrator or Chief of Operations to obtain this required approval. Any and all CLEMC patient documents, forms, letters, memos and programs are considered extremely confidential and are considered CLEMC property. There will not be any copying, duplicating or forwarding of any of the above listed CLEMC and patient information without the written consent of the Administrator, Chief of Operations, or President of the Board.

Intranet and Internet Policies

The company provides access to assigned and authorized employees and volunteers to the CLEMC Intranet and the Internet for the sole purpose of conducting CLEMC related business only. The company will also assign a company email account specific to the authorized employee or volunteer. The employee or volunteer is mandated to follow all rules of proper *Netiquette* while using their assigned email account. To prevent possible breaches in security to the CLEMC company computer system use proper judgment when reading and responding to your emails.

Furthermore, CLEMC strictly prohibits the following:

- Forward, obtain or view immoral and pornographic documents, photos and websites
- Forward, obtain or view unethical and non-business related documents, photos and websites

Any employee or volunteer that abuses, violates or fails to comply with the Computer Information Networks and Systems Policy will be subject to appropriate action, depending on the circumstances, up to and including the termination of employment.

Conflicts of Interest

Dating Other Employees/Volunteers

CLEMC believes that dating or establishing dating relationships between co-workers can or has the possibility to progress into an awkward and difficult situation. Furthermore, the effects are not limited to just the co-workers that are dating or in a dating relationship but can include the immediate department or team personnel as well as the entire company staff. With that said, CLEMC does not allow supervisors, managers or any person in a leadership role to date or enter into a dating relationship with their subordinates.

CLEMC reserves the right to take appropriate action or certain measures to lessen possible problems that could arise from this type of situation. Some of those measures are, but not limited to, the resignation or transfer of one or both parties.

Participation in Outside Activities and Organizations

CLEMC permits their employees/volunteers to actively participate and/or support outside activities and organizations that are positive influences in the community. As long as their involvement remains outside the work environment and does not impede on work performance and time.

Solicitation and Distribution

CLEMC establishes and supports a positive and proper work environment for all personnel. Thus, the solicitation and distribution of any type of electronic or printed materials, merchandise for sale or request of contributions, funds or payments from any educational, political, religious or social group or organizations is not allowed during scheduled working time. Those types of electronic or printed materials are brochures, E-mail, flyers or any other written materials are not allowed in any work area at any time.

Chapter V

Our Compensation and Benefits Packages and Programs

Employee/Volunteer Work Status

Employee/Volunteer Classification

Employees are classified in the following categories to reflect the amount of time they are regularly scheduled to work and the degree of flexibility in their scheduled work hours. Benefit eligibility is based on these classifications.

Probationary Employee-All the below listed employee classifications are considered to be on probation for their first 90 to 180 days of employment, depending upon their initial 90 day performance period. During probation the employee is expected to complete all required classroom training and meet all certification requirements, as indicated on the job description. During the probationary period an employee may be terminated for any reason.

Regular Full Time Employee (Operations) - Any paid employee regularly scheduled to work 96 hours or more per pay period that has completed their probationary period.

Regular Part Time Employee (Operations) -Any paid employee regularly scheduled to work less than 96 hours per pay period who has completed their probationary period.

Regular Full Time Employee (Admin) - Any paid employee regularly scheduled to work 80 hours or more per pay period that has completed their probationary period.

Regular Part Time Employee (Admin) -Any paid employee regularly scheduled to work less than 80 hours per pay period who has completed their probationary period.

Pay Period/Payday

The Clear Lake Emergency Medical Corps operates on a bi-weekly pay period (every two weeks). The statutory pay date is on Tuesday of every other week. Should this day fall on a holiday, employees will be paid on the first business day after.

Direct Deposit

CLEMC offers the option of direct deposit to all employees for distribution of bi-weekly payroll. Please see the Administrator for the required forms and procedures to participate in this company offered program.

Time Records

All employees are required to follow company procedures related to your time records. The current program is the use of an electronic time log for each time period. This time period is for two weeks and each week starting from Sunday 6 a.m. through Sunday 5:59 a.m. These electronic time log must be signed by the immediate supervisor and turned into your Administrator by Monday after the end of the two week time period.

Any current time record program is subject to change with proper notice by CLEMC at any time.

Holiday Pay

Employees who work on a holiday will receive their regular compensation for the time worked. Additionally, they will be compensated at their regular base rate according to the following example: For a designated Monday holiday an employee works a 24 hour shift from 0600 hrs Sunday to 0600 hours Monday. This employee would not be entitled to holiday pay. An employee who works a 24 hour shift from 0600 Monday until 0600 Tuesday would be entitled to 24 hours holiday pay. An employee who works from 0600 Monday to 1800 Monday (12 hour shift) would be entitled to 12 hours holiday pay. An employee who works from 1800 Monday until 0600 Tuesday (12 hour shift) would be entitled to 6 hours holiday pay. An employee

who would normally work a typical 8-hour type of shift on a designated holiday will receive their base rate compensation for the matching number of hours away from work.

To be eligible for holiday pay, employees must be present for work on their last scheduled shift before the holiday and their first scheduled shift following the holiday unless the holiday pay is specifically approved in advance in writing by the Chief of Operations in concurrence with the Administrator.

In no case will employees be entitled to more than 24 hours of holiday pay within one pay period, i.e., in the case of a designated holiday falling on a weekend and a subsequent day being nationally/state designated as a holiday.

Holiday Work Scheduling

It is recognized and stipulated by all CLEMC operational personnel that emergency medicine is a 24 hour/day 7 day/week occupation. As such an employee or volunteer is expected to work holidays that occur on a regularly scheduled workday. Exceptions for this may be granted on a case by case basis by the Chief of Operations in concurrence with the Administrator.

Holidays will be designated in December each year for the following calendar year by the Administrator. As a general guideline, holidays will be coincident with federally recognized banking holidays.

CLEMC celebrates several holidays throughout each calendar year. The following is a list of Approved company holidays:

New Years' Day	Martin Luther King Day	President's Day	Memorial Day	Independence Day
Labor Day	Columbus Day	Veterans' Day	Thanksgiving Day	Christmas Day

Probationary Period

For new employees/volunteers transferring to new positions, an initial 90 day evaluation period is used to confirm that they are able to meet all performance and behavioral expectations of CLEMC and the position for which they have been selected. The goal and expectation is that they complete this period having demonstrated their dependability, job skills and ability to do the job, however, if

this does not occur, the employee or volunteer and/or his or her supervisor may initiate termination of employment by the end of this period.

- Expectations for performance and work behavior will be clarified from the beginning. If a newly recruited person is unsure of their requirements, they should not hesitate to ask for guidance to insure there is no misunderstanding of duties and/or responsibilities.
- Guidelines for performance and work behaviors will be followed during this period to document discrepancies and demonstrate efforts to eliminate discrepancies between expectations and actual performance and/or behaviors.
- If significant progress has been made to correct discrepancies the supervisor may extend the evaluation period up to an additional 90 days by developing an individual learning plan.

Overtime

Employees other than management personnel are considered to be non-exempt status and authorized overtime pay for any work time accrued exceeding 40 hours per week.

Training Pay

Employees who are directed by CLEMC to attend training will be paid at their regular rate. Those employees who are taking courses not directed by the Corps and on their own volition will not receive pay for those hours.

Paid Time Off

This benefit is available for full time employee's only, eligible employees with accrued paid time off (PTO) hours to be paid at their base rate for scheduled time off that their immediate supervisor has approved. Employees begin accruing their PTO at the beginning of their employment in relation to their sick and vacation time.

Bereavement Pay and Leave

An employee may receive bereavement leave for absences due to the death of the employee's immediate family, defined as grandparent(s), parent(s), spouse's parents, spouse, child, or grandchild. The bereavement leave for immediate family employees may be taken one day before the funeral, on the day of the funeral, and one day after the funeral. The employee shall notify their immediate supervisor as soon as possible when requiring this leave. The leave of absence with pay may be granted for the death of other relatives but shall not exceed one day to permit attendance at the funeral. This will only be done on a case by case basis, and only if manpower exists to cover the shifts vacated by the employee.

Jury Duty

CLEMC full time employees shall be granted a paid leave of absence for the period they are on jury duty if the jury duty falls on regularly scheduled workdays. At the end of their duty, they will provide the Administrator documentation from the courts indicating the time period of service.

Leave for Voting

A full time employee that is expected to work on days during which voting occurs within the employees home precinct shall be allowed one hour leave time to complete voting during the period the polls are open (7am - 7pm). Supervisors will make every effort to insure a replacement of the employee voting is present. The employee and their replacement shall both be paid for this hour.

Sick Pay

An employee may not accumulate sick leave beyond 288 hours. This accumulated amount will be evaluated once each year. Once a year the employee will receive pay equivalent to 50% of his/her hourly pay for every hour or fraction of an hour over the maximum accrued sick leave.

Advance sick leave will not be granted.

Sick leave will be granted for absence from duty because of personal illness of the employee or for the care of a dependent minor child who would otherwise be left

without adequate supervision and care. Sick leave will not be granted for the following reasons:

- Disability arising from any sickness or injury purposely inflicted or caused by willful misconduct.
- Sickness or disability sustained while on leave without pay.
- Disability acquired as a result of another job.

At the earliest time possible, the employee shall notify their immediate supervisor, Chief of Operations, or the Administrator (in order) of the need to take sick leave. The immediate supervisor or Chief of Operations will be responsible for securing an acceptable replacement. However, the employee should assist to any extent possible in finding their replacement.

CLEMC reserves the right to require an employee to provide documentation that supports the claims of illness of an employee or minor child for any period in which sick time is paid.

Abuse of sick leave policies shall be grounds for termination of employment by CLEMC.

Unused sick leave at the time of employment resignation or termination:

- A regular-full time employee who resigns shall receive pay equal to 50% of all unused sick leave greater than the stated 288 hour accrual amount at the time of termination.
- An employee whose employment is terminated for cause or during their probationary period shall receive no unused sick leave pay.

Administration and Management

- Full time with less than 5 years service - 80 hours per year.
- Full time with between 5 and 10 years service - 120 hours per year.
- Full time with more than 10 years service - 160 hours per year.

Operations

- Full time with less than 5 years service - 96 hours per year.
- Full time with between 5 and 10 years service - 144 hours per year.
- Full time with more than 10 years service - 192 hours per year.

Vacation Pay

A full time employee has no set limit on the amount of accrued vacation time. At the time of resignation/termination the employee may elect to be paid for this accrued time.

Upon employment termination, an employee shall receive 100% of pay for all unused vacation time and one half of unused sick time remaining at the time of termination of employment.

Administration and Management

- Full time with less than 5 years service - 80 hours per year.
- Full time with between 5 and 10 years service - 120 hours per year.
- Full time with more than 10 years service - 160 hours per year.

Operations

- Full time with less than 5 years service - 96 hours per year.
- Full time with between 5 and 10 years service - 144 hours per year.
- Full time with more than 10 years service - 192 hours per year.

Work Schedule

It is recognized and stipulated by all CLEMC operational personnel that emergency medicine is a 24 hour/day 7 day/week occupation. As such an employee or member is expected to work holidays that occur on a regularly scheduled workday. Exceptions for this may be granted on a case by case basis by the Chief of Operations with the concurrence of the Administrator.

Nonpaid Leave or Time off

Maternity Leave

Maternity leave is available to full-time and part time employees. An employee who is pregnant shall make her own decision, in consultation with her physician, as to when she will cease working. The employee shall notify her immediate supervisor and the Administrator as soon as this information is available, but no less than thirty days prior to the expected due date. This notification shall be in writing and will include a statement as to the expected time the employee will be away from work if planning to return.

- The employee shall provide a written return to work statement from her physician on the first day back to work.
- An employee will be expected to use sick leave and vacation leave during the period of absence.
- Leave without pay may be granted if the period away from work extends beyond the leave hours available.

Military Leave

Full time and regular part-time employees shall be granted leave of absence for participating in scheduled military training. The employee shall provide a copy of their travel orders to the Administrator as soon after receipt of them as possible. The Chief of Operations, with the employee's assistance, shall be responsible for securing an adequate replacement for the workdays missed. A full time employee shall be paid the difference between his military pay and his CLEMC pay upon presentation of his military pay vouchers to the Administrator should the military pay for the equivalent number of hours worked be less than the employee would have been paid performing duties for CLEMC. An employee activated from a reserve category to an active duty category will have their employment at CLEMC guaranteed upon their return but shall not be paid during their active duty time.

Personal Leave

From time-to-time an employee may be granted leave without pay for necessary personal absence when requested in writing seven days in advance of the time off.

During the periods of leave without pay, the employee shall receive no pay and shall not accrue any leave time. CLEMC will continue to pay health insurance premiums for absences of up to three days per year. The employee will be required to reimburse CLEMC, on a pro-rata basis for the costs to maintain health insurance beyond this time.

Chapter VI

Leaving Our Family

Leaving CLEMC

At CLEMC we strive to have a fair and balanced work rapport between the employees and the company. There are times that arise when it becomes necessary to end the relationship and move forward. The company or the employee can decide to end employment at any time. We request that if you choice to leave the company please provide written notification, at least two (2) weeks, to your immediate supervisor that includes your last date of employment.