



Employee Policies Handbook

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EQUAL EMPLOYMENT OPPORTUNITY POLICY

City of Vision Eye care P.C. is committed to providing and maintaining a workplace free of any type of harassment, including harassment on the basis of an individual's race, color, ethnicity, national origin, age, religion, gender, sexual orientation or other legally protected characteristics. In keeping with this commitment, we will not tolerate harassment of City of Vision Eye care employees by anyone, including any physician, manager, co-worker or patient.

City of Vision Eye care, P.C., will not create or tolerate a hostile work environment or harassment in any form – verbal, physical or visual. Management will not use its authority to harass employees. Take or fail to take personnel action as a reprisal against an employee for resisting or reporting any act of harassment, or tolerate any harassment, verbal or physical, of an employee toward another employee. Anyone who engages in such conduct will be subject to discipline up to and including immediate discharge. All managers are responsible for regularly reminding employees of this policy, and all are responsible for ensuring that this workplace is free of harassment.

City of Vision Eye care P.C. feels that the prevention of sexual harassment deserves special attention. Unwelcome sexual advances, requests for sexual favors and other physical, verbal or visual conduct based on sex constitute sexual harassment when submission to the conduct is a condition of employment, submission or rejection of the conduct is used as a basis for employment decisions, or the conduct unreasonably interferes with an individual's work performance or creates a hostile intimidating or offensive work environment.

Under this policy, sexual harassment includes the following:

- Unwelcome sexual advances or invitations to engage in sexual activity.
- Unwelcome invitations or pressure to engage in sexual activity as a condition of employment or promotion.
- Verbal or physical conduct of a sexually harassing nature, including nonconsensual touching or an act of physical aggression that creates a hostile work environment.
- Nonverbal conduct, such as a display of sexually suggestive files.

All City of Vision Eye care P.C. employees are responsible for helping to prevent harassment of any kind. Management will investigate complaints or allegations of harassment or improper verbal or physical conduct to determine if the conduct is interfering with the employee's work performance or is creating an intimidating, hostile or offensive work environment. Employees may raise concerns and make reports of harassment without fear of reprisal.

Any employee who feels that he or she has witnessed any type of harassment or has been subjected to any type of harassment must use the following complaint procedure:



1. **Any harassment complaint by you should normally be reported to your manager.** If your manager is unavailable or you believe that it would be inappropriate to contact that person, the complaint should be made to Carolyn Marquez or Dr. Dean S. Reynolds.
2. **When you report a complaint, you will be asked to provide a signed and dated sworn statement those details as specifically as possible the alleged harassment.** If possible, the written statement should include the dates of the alleged harassment, the number of time it occurred and explanation of what happened, whether the alleged harasser was told that the conduct was unwelcome, and what harm resulted from the alleged harassment.
3. **City of Vision Eye care P.C. owners will investigate harassment complaints.** Every effort will be made to begin investigating complaints within 24 hours. The investigation will include, but is not limited to, interviewing complaining party, the alleged harasser and any other personnel as required obtaining sufficient, factual information upon which a determination can be made. All employees must cooperate with the investigation. Failure to do so may result in immediate discharge.
4. **City of Vision Eye care P.C. will protect all victims and witness as much as possible.** All complaints and investigations will be treated in as confidential a manner as possible. Written statements will be sworn to, and interviews may be recorded.
5. **If the investigation concludes that harassment has occurred, the administrator will report his or her findings along with a recommendation to owners of City of Vision Eye care P.C. and prompt measures will be taken to immediately end the offending conduct.** An employee who engages in harassment will be subject to discipline up to and including immediate discharge.
6. **The complaining party will be advised of the final disposition of the complaint.** If you should have any questions about the City of Vision Eye care P.C. policy regarding harassment or the procedure for reporting complaints, please contact your manager or the City of Vision Eye care P.C. owners.



PATIENT RIGHTS & RESPONSIBILITIES

City of Vision Eye Care has a tradition of excellent medical care for all of its patients. As part of this commitment to quality care, City of Vision Eye Care supports a patient's right to participate in the healthcare decisions that affect his or her well-being. It is our goal to provide medical eye care that is effective and considerate within our capacity, mission and philosophy, applicable to law and regulation. The Patient's Bill of Rights reflects the interests of our staff who enthusiastically endorses its principles.

PATIENT RIGHTS

- A patient has the right to have informed participation in decisions relating to his or her medical care.
- Except in emergencies, patients have the right to receive, in advance of treatment or contemplated procedure, a full explanation from their physician so that they may exercise their right of informed consent.
- A patient has the right to refuse drugs or procedures, to the extent permitted by statute, and a practitioner shall inform the patient of the medical consequences of the patient's refusal of drugs or procedures.
- A patient has the right to medical services without discrimination based upon age, race, color, religion, sex, national origin, handicap, disability, or source of payment.
- A patient, or patient designee, shall have access to the information contained in his or her medical records upon request unless access is specifically restricted by the attending practitioner for medical reasons.
- A patient has the right to confidentiality of all information except as otherwise provided by law or by his or her agreement to arrangements with third-party payers.
- A patient has the right to expect good management techniques to be implemented. These techniques shall make effective use of the time of the patient and avoid the personal discomfort of the patient.
- A patient has the right to examine and receive a detailed explanation of his or her bill.
- A patient has the right to expect that City of Vision Eye Care will provide information for continuing health care requirements following discharge and the means for meeting them.
- A patient has the right to change their primary or specialty physician if other qualified physicians are available.
- A patient has the right to obtain provider credentialing information.
- A patient has the right to exercise his or her rights without being subject to discrimination or reprisal.
- A patient has the right to voice grievances regarding treatment or care that is or fails to be given.



PATIENT RIGHTS & RESPONSIBILITIES

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PATIENT RESPONSIBILITIES

- A patient is expected to provide, to the best of his or her knowledge, accurate and complete information about his or her present complaint, past illnesses, hospitalizations, medications including over-the-counter products and dietary supplements and any allergies or sensitivities and other matters relating to his or her health.
- A patient is expected to cooperate with the planned care and treatment at City of Vision Eye Care.
- A patient is expected to be aware of and sensitive to the needs of other patients, and respectful of the property of other patients, and be respectful of all healthcare providers and staff.
- A patient is expected to conduct themselves in a professional manner and use a language and volume appropriate for a healthcare setting when interacting with City of Vision Eye Care.
- A patient has the responsibility to meet financial obligations to City of Vision Eye Care and the physician for the services rendered.
- A patient's activities must be consistent with the policies and procedures of City of Vision Eye Care that relate to patient care and conduct. The patient and any accompanying members are expected not to engage in any activity that is in violation of those policies and procedures.
- Any patient that does not follow the plan of care prescribed for his or her ocular health, or who does not adhere to these Patient Responsibilities, may be dismissed from care at City of Vision Eye Care.
- A patient is responsible for informing his/her provider about any living will, medical power of attorney, or other directive that could affect his or her care.

Comments or complaints may be forwarded to:

City of Vision Eye Care
Attn: Patient Advocacy
4025 Jackie Road SE
Rio Rancho, NM 87124



HIPAA OVERVIEW & AGREEMENT

What is HIPAA?

HIPAA stands for the Health Insurance Portability and Accountability Act, a federal law which was passed in 1996. HIPAA imposes several requirements related to health insurance and health records. One aspect of HIPAA, known as the Privacy Rule, provides patients with certain rights with respect to their health information, requires that health care providers protect the privacy of health information, and requires that those working for health care providers be trained in policies and procedures related to maintaining privacy. The HIPAA Privacy Rule applies to health information in any form, including paper, electronic, and oral. The HIPAA Security Rule is specific to electronic copies of health information and requires it to be maintained in a way that protects the availability, integrity and confidentiality of these records. This document provides an overview of HIPAA Privacy Rule requirements to ensure that you are aware of your responsibilities while working at City of Vision Eye Care.

What are the key points of HIPAA Privacy?

PHI

HIPAA identifies those records which are affected by the regulation as Protected Health Information (PHI). PHI is defined generally as any information which identifies the individual and which is related to an individual's physical or mental health, health care or health care payment.

Some examples of health information include:

- Medical charts
- Billing information
- Test results
- Diagnosis and treatment data

Some examples of identifiers include:

- Name and address
- Phone number
- Medical record number
- Social security number
- Photos
- Billing or other account numbers
- Date of birth or date of visit

Patient Rights

The HIPAA Privacy Rule affords patients the following rights with respect to their protected health information (PHI):

- Right to be notified of our privacy practices
- Right to access and amend their designated record set Revised 01/15
- Right to an accounting of who has reviewed their health information other than for treatment, payment or healthcare operations or with the patient's authorization.



- Right to request that access to their health information be restricted or to allow for confidential communication of that health information
- Right to file a complaint with the US Department of Health and Human Services
- Right to be notified in the case of a breach of their PHI

Privacy

HIPAA requires that we maintain the privacy of health information by:

- Limiting access to health information to those who are involved in
 - treatment of the patient
 - payment for that treatment
 - our own health care operations
- Restricting access for purposes other than those listed above to those instances which were authorized by the patient or which fall into specific categories defined by the federal regulations.
- Providing or viewing only the minimal amount of health information necessary to perform these functions.

How does HIPAA impact how I perform my job while I am here?

For all individuals working at City of Vision Eye Care, efforts must be taken to:

- Ensure the confidentiality of any PHI which you have access to by:
 - Not sharing the information with others who have no need to know, including co-workers, family members or friends
 - Minimizing opportunities for patient information to be overheard by others
 - Securing paperwork which contains PHI from viewing by others by storing such paperwork in a drawer or folder when not in use
 - Closing computer programs containing patient information when not in use
 - Limiting use of e-mail of PHI to only those circumstances when the information cannot be sent another way
 - Using a cover sheet when faxing PHI
 - Never sharing passwords or logging in under someone else's password
 - Disposing of information containing PHI properly such as shredding paper files
- Limit access to PHI by:
 - Only viewing those health records which are necessary for your job
 - Checking that individuals asking for PHI have a legitimate reason and if you are unsure, check with your supervisor
 - Checking with your supervisor regarding requests for access other than by a treating clinician or individual involved in processing payment.

When access is provided to those whose access is legitimate but who are not part of the company and who are not involved in treatment, payment or health care operations, that access must be noted in the accounting for disclosures log.

What happens when I leave City of Vision Eye Care?



Your obligation to maintain the privacy of health information continues even after you leave City of Vision Eye Care. Patients rely on us, as members of the community, to never share their health information inappropriately.

Reporting Potential Breach Incidents

Federal law requires that information security breaches involving protected health information be reported to the affected patients, the federal government, and, in some cases, the media. Notify City of Vision Eye Care’s HIPAA Compliance Officer immediately of all events that might be potential breaches.

Who should I speak to if I have questions?

Should you have question about your responsibilities under HIPAA please ask your supervisor, the City of Vision Eye Care HIPAA Compliance Officer, or visit <http://www.hhs.gov>

City of Vision Eye Care Requirements related to HIPAA Privacy Training

I understand that patient records including demographic, biographic, insurance, financial, and clinical information are confidential. In the course of employment or association with City of Vision Eye Care, this information may be required and consequently accessed from file folders, computer display screens, and computer printers. I understand that I should only access that information which I need to perform my work-related duties and that my access to the system may be monitored electronically.

Release of this confidential information, either written or verbal, except as required in the performance of work, is a critical violation of employee conduct. As such, it may be considered reason for immediate termination of employment and could result in civil and criminal penalties under the Health Insurance Portability and Accountability Act of 1996.

City of Vision Eye Care Requirements related to HIPAA Security Training

The HIPAA Security Rule also requires that all individuals in the covered entities who handle protected health information in an electronic form complete training on the requirements of the Security Rule.

City of Vision Eye Care policy also requires that all within the covered entity departments who use computing or communications systems during the course of work, complete the online HIPAA Privacy and Security training.

HIPAA Privacy and Security Training Certification

By signing below, I certify that:

- ✓ I have read and understand the HIPAA Privacy Overview Training and agree to the above HIPAA Privacy Training statements.
- ✓ I do NOT create, receive, maintain or transmit Protected Health Information in an electronic form or provide IT support to someone who does in the performance of my City of Vision Eye Care appointment.

Employee Name (Print)

Signature

Date



FRAUD, WASTE, & ABUSE TRAINING CERTIFICATION

All employees are repeat the Fraud, Waste, & Abuse Training program once per year. The program can be acquired through download or in office.

By signing below, I certify that:

- ✓ I have successfully completed the Fraud, Waste, and Abuse Training Course
- ✓ I have read and understand the Fraud, Waste, and Abuse Course and agree to the above Training statements.

Employee Name (Print)

Signature

Date

HIPAA PRIVACY & SECURITY TRAINING CERTIFICATION

All employees are repeat the HIPAA Privacy & Security Training program once per year. The program can be acquired through download or in office.

By signing below, I certify that:

- ✓ I have successfully completed the HIPAA Privacy & Security Training Course
- ✓ I have read and understand the HIPAA Privacy & Security Course and agree to the above Training statements.

Employee Name (Print)

Signature

Date



PROFESSIONAL CODE OF CONDUCT

City of Vision Eye Care relies on employees to maintain a professional, businesslike manner during work hours, while on company property, or whenever representing the organization. Employees may also be accountable for behavior outside of work if it has the potential to cause discredit or harm to the organization. Failure to adhere to City of Vision Eye Care's norms and standards of professional conduct may result in disciplinary action leading up to and including termination.

Policy

Areas of conduct covered by this policy and standards of conduct include, but are not limited to the following:

- Company Resources: Employees may not conduct **personal** business during work hours or use company resources for personal business. This includes:
 - Unauthorized possession, misuse, reading or copying of organization documents or records or disclosure of information from such records to unauthorized persons.
 - Unauthorized use of office telephone service, courier services, postage, and office supplies for personal use.
- Personal Cell Phone Use: The usage of personal cell phones while an employee is on the clock is considered inappropriate and in direct conflict with providing customer service required for City of Vision Eye Care job duties.
 - Personal cell phone use **in front of patients** is STRICTLY PROHIBITED.
 - Personal cell phone use for the purpose of communicating with friends and family during work hours is STRICTLY PROHIBITED.
 - Cell phones may **not** be left on desktops to prevent distraction from work related tasks.
 - Employees with desks must keep their cell phones **out of sight** in **closed** drawers, purses, or lockers.
 - All cell phones must be in silent mode during work hours
 - Exception to this policy may be granted in the case of extenuating circumstance.
 - Management must be informed of the extenuating circumstance and will authorize the carrying of cell phones if the situation requires it. Authorization may be granted for a time period of one day only and must be renewed if an employee requires more days of phone carrying.
 - For all other emergencies, we recommend family members call the office phone line (505-892-8411) and have a message sent to the employee in question to call them back as soon as needed.
 - Personal cell phone use is permissible in **non-patient care areas** during lunch breaks or short personal breaks.
- Food & Drink: Consumption of food and drink in patient care areas are prohibited in the interest of patient safety, hygiene, allergies, and ants.
 - For individuals with desks, they may keep small snacks in drawers and a small **covered** drink with them at their work station as long as it does not interfere with performance of job duties. If any contact occurs between the employee's drink or snack and company equipment or patient chart, the privilege of having small snacks at their workstation will be revoked for a minimum of 2 weeks or indefinitely.



- **Conversation Volume**: In consideration of patient care, personal conversations should maintain a volume that prevents disruption to patient areas.
- **Alcohol and Other Drugs**: Being under the influence of alcohol or illegal or controlled substances when reporting to work, while on the job, or in connection with carrying out organization responsibilities is prohibited. In addition, possessing or selling illegal or controlled substances while on the job, or in connection with carrying out organization responsibilities is also prohibited. This complements other City of Vision policies including those regarding the drug free workplace.

Responsibility

It is the responsibility of all City of Vision Eye Care employees to follow the procedures outlined above, other City of Vision Eye Care policies regarding employee conduct, and specific departmental guidelines. Violations of professional conduct may be reported anonymously through the employee portal or in person. Abuse of this policy may result in immediate loss of privileges, warnings, or termination of employment for that individual.



UNIFORMS

Employees are expected to dress in a manner appropriate to their work environment and to the type of work performed. In instances of uncertainty, the supervisor should be consulted. All employees are expected to maintain acceptable levels of grooming and personal hygiene.

New employees completing probation will be provided temporary uniforms for use during training. Upon completion of probation employees will be provided new uniforms for their personal use.

Company Sponsored Uniforms

- Uniform Colors – Green, Black, White, Tan, Blue
- Uniform Top Types – Button up, polo, $\frac{3}{4}$ sleeve, short sleeve, sweater.
 - All uniforms must be professional in appearance and in good condition.
 - Laundering of uniforms is the responsibility of the employee.
 - Men's shirts must be tucked in with belt worn.

Additional Employee Sponsored Wear

- Pants – provided by the employee. Pants must be black or khaki and may not be made of denim or corduroy. Pants must be clean and in good condition.
- Shoes – comfortable walking shoes, no open toe or heels
- Other Options
 - Under Shirt – must be in standard uniform colors (see above)
 - Tattoos – if visible, must be in good taste and non-offensive (subject to management interpretation)
 - Piercings – lower lobe piercings only. Non-lobe piercings are prohibited, including but not limited to tongue, lip, nose, or gauges. Very small studs may be worn but are subject to approval by management.
 - Hair Style – clean, conventional, and professional.



ATTENDANCE POLICY

The purpose of this policy is to provide a fair and consistent method for monitoring and managing attendance that balances the needs of our customers with the needs of our team members.

City of vision Eye Care values good attendance and punctuality. Regular attendance is expected of every employee. It is your responsibility to be on the job, on time each day, ready and able to work. Excessive absenteeism and/or excessive tardiness will lead to corrective action up to and including termination.

Absentee Reporting

It is the employee’s responsibility to notify management if they will be absent or late as soon as possible. Employees must call or text management directly.

Optical Manager	Carolyn Marquez	505-249-6136 (cell, texting ok)
Technician Manager	Jessica Marquez	505-249-0261 (cell, texting ok)
Reception Manager	Dr. Reynolds / Dr. Ho	(505) 301-4699 / 619-694-7568 (cell, texting ok)

Staff message MUST include expected arrival time and explanation for occurrence. If the explanation for staff tardiness is out of their control, due to illness or injury, or family emergencies, penalties will not be accumulated at the manager’s discretion. Managers will record the tardiness reason in the employee file for reference and notify the team via company calendar.

Occurrences

The attendance policy will be administered on a 6-month “rolling year” basis. Meaning, occurrences roll off after 6 months. Occurrences will be accumulated as follows:

Clock in time in minutes after scheduled start	Points
0:01 to 5:00 min	0.00 *
5:01 to 10:00 min	0.25
10:01 to 20:00 min	0.50
20:01 to 30:00 min	0.75
30:01 + min	1.00

*Note: A 5-minute grace period will be granted to all employees at the start of his or her scheduled shift prior to the assignment of any attendance infraction points.

Attendance Infractions will result in progressive disciplinary action up to and including termination as follows:

Points	Consequence
3.00	Verbal Warning on employee record
4.00	Written Warning on employee record
5.00	Final warning on employee record
6.00	Subject to termination



STAFF GRIEVANCES

According to its Statement of Purpose, City of Vision Eye Care is dedicated to a company enriched by men and women of diverse backgrounds, respectful of difference and enlivened by open dialogue, caring and just toward others, and committed to broad participation in achieving the common good.

City of Vision Eye Care recognizes that valid differences of opinions and interests will arise within a vibrant and dynamic working company. It is the responsibility of every member of that company to strive for effective communication and responsible decision making and the resolution of conflicts or disputes with reason, conscience, and compassion.

Purpose

The purpose of this policy is to provide individual staff members with a process for resolving work-related conflicts. The emphasis of the Conflict Resolution Process ("Process") is on early identification and resolution of disputes with fair consideration of both sides of a conflict. Conflict resolution is seen as a partnership designed to meet some individual and shared needs, result in mutual benefits, and strengthen the relationship.

For the purposes of this document the words conflict, dispute, problem, and complaint will be used interchangeably.

Procedure

Definition

Conflict resolution addresses workplace problems, disputes, or complaints which claim a violation or misapplication of company policies, regularly followed practices, Statement of Purpose, Guiding Principles, or Fundamental Values.

Timeliness

Individual attempts to resolve a conflict or dispute should begin as soon as possible. If the conflict resolution can be delayed to after patient care hours or before patient care hours the next day, it would be advisable to do so to avoid interruption of mid-day operations.

Location

Conflict resolution should be conducted away from visible and auditory range of patient care. If possible, conflict resolution should be conducted away from visible and auditory range of other employees. A private area for conflict resolution can be provided in the examination lanes if they are available with doctor approval.

Alternatively, employees may submit a note online anonymously through the employee portal.

Process

Each member of the company is empowered and encouraged to deal with conflict resolution at the time of the conflict. Many times, a small problem will be successfully resolved immediately, rather than allowing it to fester and grow, resulting in a much bigger issue. Persons in conflict are encouraged to use their own skills and company resources creatively to resolve conflict in a mutually satisfying way.



Conflict Resolution Process

The goal of this policy is for conflict to be resolved by mutual agreement at the level requiring the least amount of outside intervention. When individual and informal efforts have been unsuccessful in resolving conflict, one or both of the parties may request a review process which relies on third parties to determine solutions:

Supervisor Review: An employee should first seek formal problem resolution with the supervisor. If the dispute specifically involves the supervisor, the employee should address the problem with the next higher level of management. Supervisors and managers are strongly encouraged to resolve disputes within the department. The supervisor or higher-level manager will document the issue, investigate the dispute and steps taken to attempt to resolve the problem.

Practice Owner Review: When either of the parties believes the problem has not been resolved through the Supervisor Review, either may present the dispute to the practice owner. Decisions at the Owner Review level are final.

No Retaliation: No adverse action may be taken against the individual bringing the complaint in good faith, or against any persons who furnish him or her with any assistance solely because of their involvement in the complaint.

Responsibility

Employees and supervisors are responsible for maintaining appropriate confidentiality and for participating in the conflict resolution process outlined in this Policy. It is the responsibility of the practice owner to employ the means of resolution detailed in this Policy. Any dispute concerning procedures or standards under this Policy is to be resolved by the practice owner.



PAID TIME OFF BENEFITS

Paid Time Off (PTO) is provided for the purpose of rest, relaxation and a planned interruption from the workplace or to attend to personal affairs. PTO is to be taken within the anniversary year granted in order to receive the personal replenishment value intended. Supervisors and staff have the responsibility to plan schedules that meet operating requirements of departments and time off needs of staff. In order to balance and meet service and staffing requirements, staff members and supervisors should plan time off schedules well in advance.

ELIGIBILITY

Full-Time, hourly employees become eligible for PTO after averaging at least 30 hours per week over a 12-month period. The initial date of full-time status will be used as the anniversary date in which PTO will be granted in a lump sum.

Employees working less than 30 hours per week are classified as part-time status and are ineligible for PTO.

ACCRUAL

Full-Time employees are granted in a lump sum of PTO on their full-time status anniversary date based on years of service.

<u>Full Time Employment</u>	<u>Lump Sum in Days</u>	<u>Lump Sum in Hours for Staff averaging 40 hours per week</u>	<u>Lump Sum in Hours for Staff averaging 30 hours per week</u>
Less than 1 year	0	0	0
1 year anniversary	8	64	48
2 year anniversary	9	72	54
3 year anniversary	10	80	60
4 year anniversary	11	88	66
5 year anniversary	12	96	72
6+ year anniversary	13	104	78

USE OF PAID TIME OFF

PTO hours are granted in a lump sum bank system that may be withdrawn in a minimal increment of 30 minutes. The following categories of leave are combined for the purpose of PTO: vacation, personal leave, holiday, sick, jury duty, bereavement, and disability.



PTO requests may be submitted on paper or electronically. Requests submitted at least 30 days in advanced will be approved based upon business operation needs and current staffing schedule. Requests submitted less than 30 days in advance will be granted on a case by case basis at supervisor discretion.

If a staff member is unable to work due to unexpected emergencies or illness, s/he should notify his/her supervisor as soon as possible, but no later than the starting time of the staff member's day. A staff member must notify his/her supervisor on each day of absence unless other arrangements have been made.

HOLIDAY PAY

City of Vision Eye Care will announce closures in observance of several national holidays at the beginning of the calendar year. All City of Vision Eye Care employees are eligible for holiday pay. Holiday pay is not to be considered as hours worked in the computation of overtime nor is holiday pay deducted from one's PTO bank.

If a holiday falls on an employee's regularly scheduled day, that employee will receive holiday pay in the amount of their regular straight time rate for the number of hours worked in an average workday. If a holiday falls on an employee's regularly scheduled day-off, that employee will not receive holiday pay for that day.

UNUSED PAID TIME OFF

Any unused paid time off accrued must be cashed out on the last paycheck prior to the staff member's full-time status anniversary date. Paid time off may not be rolled over from year to year.

TERMINATION

Voluntary termination employment with advanced notice (minimum 2 weeks) will be allowed to cash out unused PTO at the time of notice. Voluntary termination of employment without advanced notice (less than 14 days) will result in forfeiture of unused PTO. Involuntary termination of employment due to documented disciplinary action will also result in forfeiture of unused PTO.



MEDICAL COVERAGE BENEFITS

City of Vision Eye Care values the health and well-being of its employees and their families. Under this policy, City of Vision Eye Care provides a comprehensive healthcare benefit available to all eligible employees and their families.

COVERAGE

City of Vision Eye Care will cover 75% of eligible employee insurance premiums. The remaining 25% of the employee's annual insurance premium is deducted evenly from each pay period divided over 12-months.

City of Vision Eye Care will cover 25% of eligible employee dependent insurance premiums. The remaining 75% of the employee dependent's annual insurance premium is deducted evenly from each pay period divided over a 12-months.

ELIGIBILITY

All regular employees of City of Vision Eye Care working at least 30 hours a week are eligible for healthcare coverage provided by City of Vision Eye Care. Eligible family members (dependents) may be covered by these plans provided the employee pays the required contribution.

These benefits become effective on the first day of the month coinciding with or following completion of the 3-month probationary period from the date of hire provided the appropriate paperwork has been completed and submitted within the first 31 calendar days of employment. Employees who fail to submit paperwork within 31 calendar days of date of hire will be ineligible for coverage until the next plan year.

An employee or covered spouse or dependent who becomes ineligible for healthcare coverage may continue group health insurance coverage in accordance with federal and state COBRA guidelines.

RESPONSIBILITY

It is the responsibility of the employee, as a new hire, to apply for a health plan within 31 days of his/her eligibility. During the open enrollment period, the employee has the option of changing plans. It is the responsibility of City of Vision Eye Care to notify employees of the open enrollment period, as well as changes to the health care insurance benefits.

RESOURCES

Refer to the Comprehensive Benefits Guide for co-payment, deductible, claim filing, and coverage information. Contact City of Vision Eye Care for questions about eligibility or more information regarding this policy.



VISION CARE BENEFITS

ELIGIBILITY

All regular employees of City of Vision Eye Care who have completed their 3-month probationary period are eligible for vision healthcare coverage provided by City of Vision Eye Care.

Employee dependents who live in the same household as the employee are also eligible for vision benefits defined below.

SERVICES

Employees

Services are rendered by request and is to be arranged with their doctor of choice. Services must be completed (1) before or after regular patient appointments or (2) during No-Show or cancellation appointment slots. All services including special testing, examinations, procedures, and follow ups are covered at 100% for eligible employees.

Dependents

Comprehensive eye exams are available to eligible dependents one time at the end of each calendar year. If the dependent has vision coverage, they may utilize their insurance at any time.

RETAIL / MATERIALS

All eligible employees and eligible dependents may purchase material goods at Cost+10%.

This vision benefit applies only if the eligible individual is purchasing the item for personal wear. Employee benefit may not be used as a gift to individuals who do not qualify for the benefit themselves.

If eligible employees or eligible dependents have insurance coverage for material goods, City of Vision Eye Care will accept the insurance payment for material goods as payment in full. By law, insurance co-pays cannot be waived.

Procedure

1. Purchases will be invoiced with the same procedures used for patient care. The amounts will be modified per Employee Benefits Policy and sent to the Office Manager for approval before being processed, paid, or posted.
2. Once approved, the office manager will maintain a record of purchased goods through employee benefits.
3. Front desk will then process, collect payments, and post the purchase with the same procedures used for patient care. Payment in full must be complete at time of purchase.



CONTINUING EDUCATION BENEFITS

ELIGIBILITY

City of Vision Eye Care offers all part-time and full-time staff the opportunity to pursue knowledge and to advance their personal and professional development.

COURSES

NEW MEXICO OPTOMETRIC ASSOCIATION

Registration fees will be paid in full for employees who wish to attend the Annual New Mexico Optometric Association Convention. If an employee's registration fee has been paid and they are no longer able to attend the NMOA Annual Convention, the employee will be required to reimburse the office for the amount paid on their behalf. There will be no additional pay for hours spent at the convention which exceed an employee's typical work week.

AMERICAN OPTOMETRIC ASSOCIATION – PARAOPTOMETRIC COURSE

Registration and testing fees will be paid in full for employees who successfully enroll and complete the AOA paraoptometric training course. There will be no additional pay for hours spent training which exceed an employee's typical work week. However, advancement in knowledge and skill through this training may lead to increase in job opportunities, pay scale, and promotion.



RETIREMENT BENEFITS

City of Vision Eye Care provides a retirement plan for all eligible employees. The employer offers its retirement plan through the City of Vision Eye Care Defined Contribution Plan and provides investment options through designated fund sponsors.

Eligibility

Any regular employee who works at least 30 hours per week for 24 months is eligible for participation in the City of Vision Eye Care Defined Contribution Plan.

Retirement Plan

A Savings Incentive Match Plan for Employees Individual Retirement Account, commonly known by the abbreviation "SIMPLE IRA", is a type of tax-deferred employer-provided retirement plan in the United States that allows employees to set aside money and invest it to grow for retirement. Specifically, it is a type of Individual Retirement Account (IRA) that is set up as an employer-provided plan. The SIMPLE IRA can be funded with pretax salary reduction, but those contributions are still subject to Social Security, Medicare, and Federal Unemployment Tax Act taxes.

- An employee may defer up to \$12,500 in 2016 and 2017. Employees age 50 or over can make a catch-up contribution of up to \$3,000 in 2016 and 2017. The salary reduction contributions under a SIMPLE IRA plan are "elective deferrals" that count toward the overall annual limit on elective deferrals an employee may make to this and other plans permitting elective deferrals.
- The employer will match the contributions of employees' dollar for dollar up to 3% of the employee's compensation
- Employees are not required to make regular IRA contributions to their SIMPLE IRA account.
- A SIMPLE IRA cannot be rolled over to a Traditional IRA without a waiting period (two years from the date the employee first participated in the plan).
- If a participant under the age of 59.5 wishes to take a distribution and it has been less than two years since their first contribution into the plan, they could be penalized up to 25% (10% if more than two years) by the Internal Revenue Service. This two-year rule applies to all distributions, including rollovers from the SIMPLE IRA. Any amount withdrawn and not rolled over, regardless of age, is also subject to ordinary income tax for the year in which the distribution is made.
- An eligible employee can change his/her fund sponsor once a year during the open enrollment period.

Resource

Specific information regarding designated fund sponsors may be found by contacting the appropriate fund sponsor. For more information on SIMPLE IRAs, visit <https://www.irs.gov/retirement-plans/simple-ira-plan-faqs-contributions>



ACKNOWLEDGEMENT OF RECEIPT OF EMPLOYEE POLICIES HANDBOOK

I acknowledge that I have received a copy of the City of Vision Employee Handbook dated: _____

I understand that this employee handbook replaces any and all prior verbal and written communications regarding City of Vision Eye Care working conditions, policies, procedures, appeal processes, and benefits.

I understand that the working conditions, policies, procedures, appeal processes, and benefits described in this handbook are confidential and may not be distributed in any way nor discussed with anyone who is not an employee of City of Vision Eye Care.

I have read and understand the contents of this handbook and will act in accord with these policies and procedures as a condition of my employment with City of Vision Eye Care.

I have read and understand the Standards of Conduct expected by City of Vision Eye Care and I agree to act in accord with the Standards of Conduct as a condition of my employment by City of Vision Eye Care.

I understand that if I have questions or concerns at any time about the handbook or the Standards of Conduct, I will consult my immediate supervisor, my supervisor's manager, the Human Resources staff, or the President for clarification.

Finally, I understand that the contents of this employee handbook are simply policies and guidelines, not a contract or implied contract with employees. The contents of the employee handbook may change at any time.

Please read this Handbook and these employee Standards of Conduct carefully to understand these conditions of employment before you sign this document.

Employee Name (Print)

Signature

Date