



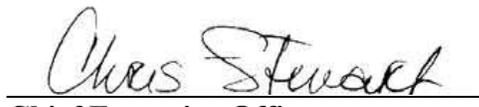
Katy Trail Community Health Personnel Policies

Origination Approval: Linda Messenger **Date:** 6/15/06

Revisions Approved By Board of Directors: May 28, 2020



Board President



Chief Executive Officer

KATY TRAIL COMMUNITY HEALTH
2020 Personnel Policies and Procedures



WELCOME

Welcome to Katy Trail Community Health! We are excited that you have chosen to join our organization and hope that you will enjoy a long and successful career with us. As you become familiar with our culture and mission, we hope you will take advantage of opportunities to enrich both your personal and professional life.

You are joining an award winning community health center. Katy Trail Community Health is a federally recognized center in quality and quality leadership. This achievement gives acknowledgment to our outstanding leadership in providing excellent care to the communities that we serve. We hope that with your active involvement and support, Katy Trail Community Health will continue to achieve its goals. We sincerely hope you will take pride in being an important part of our success.

Please take time to review the policies. If you have any questions, feel free to ask your supervisor or contact the Human Resources Department.

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH
2020 Personnel Policies and Procedures

Philosophy & History

At Katy Trail Community Health, we believe everyone should have a health care home. A health care home is a location that delivers health care that is accessible, continuous, comprehensive, compassionate, and culturally effective. We provide check-ups for preventative care, treatment of routine illness or injury, and monitoring and treatment of chronic health conditions.

We believe lifestyle, nutrition and mental health play an important role in physical health, so we take a whole-body approach to wellness.

Katy Trail Community Health was founded in 1999 by concerned citizens who recognized the need for this level of affordable care. We accept most health insurance, Medicaid and Medicare and offer a sliding fee scale.



**KATY TRAIL COMMUNITY HEALTH
2020 Personnel Policies and Procedures**

Table of Contents

<u>Employment at Will</u>: 5.000	6
Equal Opportunity and Commitment to Diversity	
<u>Equal Employment Opportunity (EEO)</u> : 5.140	7
<u>Accommodations</u> : 5.010	8
<u>Non-Harassment</u> : 5.160	9
Conflicts of Interest and Confidentiality	
<u>Confidentiality</u> : 5.050	13
<u>Conflict of Interest</u> : 5.060	6
Employment Relationship	
<u>Employee Time Clock</u> : 5.130	19
<u>Pay Periods and Pay Days</u> : 5.230	20
<u>Performance Appraisals</u> : 5.330	21
<u>Separation from Employment</u> : 5.430	21
Workplace Safety	
<u>Drug Free Workplace</u> : 5.090	22
<u>Keys, Credit Cards and Other Restricted Access Items</u> : 5.200	27
<u>Non-Productive Days and Emergency Closings</u> : 5.260	28
<u>Security</u> : 5.240	30
<u>Smoke-Free and Tobacco-Free Workplace</u> : 5.250	31
<u>Violence in the Workplace</u> : 5.280	32
<u>Whistleblower</u> : 5.290	33
Workplace Guidelines	
<u>Attendance and Punctuality</u> : 5.020	34
<u>Electronic Communication Devices</u> : 5.030	36
<u>Code of Conduct</u> : 5.040	38
<u>Electronic Communications</u> : 5.110	41
<u>Internet and Internet Services</u> : 5.180	43
<u>Other Employment</u> : 5.600	45
<u>Personal Appearance</u> : 5.650	46

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

**KATY TRAIL COMMUNITY HEALTH
2020 Personnel Policies and Procedures**

Social Media: 5.190	49
Telephone Usage: 5.270	51
Time Off and Leave of Absence	
Administrative, Civic and Bereavement Leave: 5.220	52
Holidays: 5.310	53
Paid Time Off: 5.320	54
Extended Illness Benefit: 5.330	57
Employee Volunteer: 5.700	58
Family Medical Leave Act: 5.150	59
Military Leave: 5.210	66
Non-FMLA Leave: 5.750	67
Employee Benefits	
Health and Wellness Benefits: 5.170	69
Credentialing and Privileging of LIP: 5.070	70
Credentialing Other Licensed or Certified Practitioner: 5.080	74
Educational Assistance: 5.100	76
Employee Payment Arrangement for Services: 5.120	78
Employee Health Services: 5.400	79
Workers Compensation: 5.300	81
Acknowledgment	81

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH

2020 Personnel Policies and Procedures

FOREWORD

Whether you have just joined our staff or have been at Katy Trail Community Health for a while, we are confident that you will find our organization a dynamic and rewarding place in which to work, and we look forward to a productive and successful association. We consider the employees of Katy Trail Community Health to be one of its most valuable resources. This manual has been written to serve as the guide for the employer/employee relationship.

There are several things that are important to keep in mind about this manual:

First, it contains only general information and guidelines. It is not intended to be comprehensive or to address all the possible applications of, or exceptions to, the general policies and procedures described. For that reason, if you have any questions concerning eligibility for a particular benefit, or the applicability of a policy or practice to you, you should address your specific questions to your supervisor. Neither this manual nor any other organization document confers any contractual right, either expressed or implied, to remain in the company's employment. Nor does it guarantee any fixed terms and conditions of your employment. Your employment is not for any specific time and may be terminated at will, with or without cause and without prior notice by the organization or you may resign for any reason at any time. No supervisor or other representative of the organization (except the Chief Executive Officer) has the authority to enter into any agreement for employment for any specified period of time, or to make any agreement contrary to the above. Nothing in any of the following policies is designed to interfere with, restrain, or prevent employee communications regarding wages, hours, or other terms of employment.

Second, the procedures, practices, policies and benefits described here may be modified or discontinued from time to time. We will do our best to inform you of any changes as they occur.

Third, this manual and the information in it should be treated as confidential. No portion of this manual should be disclosed to others, except Katy Trail Community Health employees and others affiliated with Katy Trail Community Health whose knowledge of the information is required in the normal course of business.

Finally, some of the subjects described here are covered in detail in official policy plan documents. You should refer to these documents for specific information, since this handbook only briefly summarizes those benefits. Please note that the terms of the written insurance policies are controlling.

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH
2020 Personnel Policies and Procedures

Policy Title: Employment at Will
BOD Approval: October 23, 2019
Responsibility: Human Resources

Policy Number: 5.000
Effective Date: June 15, 2006
Distribution: All Departments

POLICY:

Employees of Katy Trail Community Health are employed at the will of Katy Trail Community Health. KTCH handbooks, manuals, recruiting materials, memoranda, guidelines or other materials provided to applicants and employees do not create employment contracts or agreements, nor do they contain promises or commitments to any employee. The contents are not to be construed otherwise.

Any reference to, or discussion of, matters related to employment shall not be treated as a contractual agreement or guarantee of employment. Employment with KTCH is for an indefinite length of time and either KTCH employees or the Clinic may end the employment relationship at any time, for any reason. Completion of an introductory period or conferral of regular status does not change an employee's status as an employee at-will or in any way restrict Katy Trail Community Health right to terminate such an employee or change the terms or conditions of employment.

No employee is authorized to make oral exceptions to this policy. Written exceptions to an employee's at will status may be made only by the Chief Executive Officer, and must be evidenced by a written Employment Agreement with a specific term of employment, executed by both the employee and the Chief Executive Officer.

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH
2020 Personnel Policies and Procedures

**Policy Title: Equal Employment
Opportunity (EEO)**
BOD Approval: October 23, 2019
Responsibility: Human Resources

Policy Number: 5.140
Effective Date: June 15, 2006
Distribution: All Departments

POLICY:

Katy Trail Community Health does not discriminate against any employees or applicants on the basis of race, color, religion, sex, age, national origin, veteran status, disability, genetic information, gender identity or any other characteristic protected by law. KTCH will conform to the spirit as well as the letter of all applicable laws and regulations.

This policy applies to all terms, conditions and privileges of employment including, but not limited to hiring, recruiting, training, placement and employee development, promotion, transfer, compensation, benefits, educational assistance, layoff and recall, working conditions, social activities, termination, and retirement. Employment decisions will be based on merit, qualification and abilities.

Employees who have EEO-related questions, problems, or complaints should contact their immediate manager or supervisor. If the complaint involves the employee's manager or supervisor, or the employee does not feel comfortable discussing the complaint with his or her immediate manager or supervisor, the employee shall report the complaint to the Chief Executive Officer or Human Resources. If the complaint cannot be addressed by the Chief Executive Officer or Human Resources, or involves the Chief Executive Officer or Human Resources, then the employee shall contact the Board of Directors.

KTCH forbids retaliation against any individual who files a charge of discrimination, reports harassment, or who assists, testifies, or participates in an EEO proceeding.

The Chief Executive Officer, along with Human Resources, is responsible for formulating, implementing, coordinating, and monitoring all efforts in the area of EEO.

Any communication from an applicant for employment, an employee, a government agency, or an attorney concerning any EEO matter, complaint or issue must be immediately referred to the Chief Executive Officer or Human Resources.

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH
2020 Personnel Policies and Procedures

Policy Title: Accommodations
BOD Approval: October 23, 2019
Responsibility: Human Resources

Policy Number: 5.010
Effective Date: June 15, 2006
Distribution: All Departments

POLICY:

It is the Katy Trail Community Health's policy to consider all requests for workplace accommodations and to make reasonable accommodations for specific employee needs where necessary, appropriate and feasible. It is your responsibility to inform management if you are in need of any workplace accommodations.

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH
2020 Personnel Policies and Procedures

Policy Title: Non-Harassment
BOD Approval: October 23, 2019
Responsibility: Human Resources

Policy Number: 5.160
Effective Date: June 15, 2006
Distribution: All Departments

I. POLICY:

Katy Trail Community Health is committed to providing employees with a productive work environment free from discrimination and harassment. This includes any conduct perceived as harassing, disruptive, hostile, or otherwise interfering with an employee's ability to do their work. In keeping with this commitment, Katy Trail Community Health prohibits harassment based on race, color, national orientation, ethnicity, religion, sex, sexual orientation, age, physical or mental disability, medical condition, political affiliation or belief, veteran status and other characteristic protected by law, including, but not limited to, sexual harassment. Any prohibited harassment, whether verbal, physical or environmental, is unacceptable and will not be tolerated, whether it occurs in the workplace or at outside work-sponsored activities. This includes any conduct utilizing KTCH's information systems such as email, telephone, or voice mail system. These can also include, but are not limited to, jokes, verbal abuse, degrading comments, the display of offensive objects or pictures, or any other conduct one might reasonably find offensive.

Unwelcome harassment is verbal or physical conduct by an employee or other individual that denigrates or shows hostility or aversion toward an employee and/or his or her relatives, friends, or associates, and that:

- Has the purpose or effect of creating an intimidating, hostile, abusive, or offensive working environment; or
- Has the purpose or effect of unreasonably interfering with an individual's work performance; or
- Otherwise adversely affects an individual's work performance.

VIOLATION OF THIS POLICY WILL SUBJECT AN EMPLOYEE TO DISCIPLINARY ACTION UP TO AND INCLUDING IMMEDIATE DISCHARGE.

II. GUIDELINES:

SEXUAL HARASSMENT PROHIBITED

As part of the above-stated non-harassment policy, no employee may sexually harass any Katy Trail Community Health employee. Sexual harassment includes unwelcome sexual advances, sexual jokes or comments; requests for sexual favors or other unwelcome verbal or physical conduct of a sexual nature. This policy is violated when:

- Submission to such conduct is made, either explicitly or implicitly, a condition of employment; or
- Submission to or rejection of such conduct is used as a basis for employment-related decisions such as promotion, discharge, performance evaluation, pay adjustment, discipline, work assignment, or any other condition of employment or career development; or
- The sexual conduct substantially interferes with an employee's work performance or creates an intimidating, hostile or offensive working environment, even if it leads to no adverse job consequences.
- Prohibited acts of sexual harassment can take a variety of forms such as:

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH

2020 Personnel Policies and Procedures

- Off-color jokes;
- Offensive sexual flirtations, advancements, or propositions;
- Verbal abuse of a sexual nature;
- Graphic or degrading comments about an individual or his/her appearance;
- The display of sexually suggestive objects or pictures;
- Subtle pressure for sexual activity;
- Inappropriate physical contact; or
- Physical assault.

Sexual harassment can be of a male to female nature, female to male nature, male to male nature, or female to female nature. This policy prohibiting harassment, whether sexual or of another nature, is not limited to relationships between and among employees and prospective employees, but also extends to interaction with families and the public. Likewise, no employee will be required to suffer harassment by any employee, contractor, patient, client, or visitor. It is not possible to identify in this policy each and every act that may constitute sexual harassment.

The following are examples of prohibited conduct:

- Suggestion or demand for sexual relations or sexual contact that is not freely or mutually agreeable to both parties.
- Insinuations and threats that an employee's employment, wages, promotional opportunities, job or shift assignments, or other conditions of employment may be adversely affected by not submitting to sexual advances.
- Repeated requests for social engagements or interactions, when prior social invitations have been refused or when the employee has otherwise indicated such invitations are unwelcome.
- Verbal abuse of a sexual nature including graphic commentaries regarding a person's body; comments regarding sexual behavior; sexually degrading words to describe a person; sexually suggestive gestures, including staring, leering, or ogling the person's body; unwelcome requests for sexual behavior; lewd comments, sexual innuendoes, and other vocal activity such as catcalls, wolf whistles, etc.
- Unwanted touching, rubbing, patting, or other physical contact with a person.
- Displays of photographs, cartoons, articles, or other written materials or objects of a sexual nature in the workplace.
- Transmitting or accessing sexually explicit materials by computerized, electronic, or other means, such as e-mail and voice mail.

Katy Trail Community Health reserves the right to review, audit, intercept, access, and disclose all matters on Katy Trail Community Health computer, electronic, or telephone systems at any time, with or without employee notice, and that access may occur during or after working hours. The use of a Katy Trail Community Health provided password or code does not restrict Katy Trail Community Health right to access any communication on its computer, and on electronic or telephone systems.

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH

2020 Personnel Policies and Procedures

RACIAL, RELIGIOUS, NATIONAL ORIGIN, AGE OR DISABILITY HARASSMENT PROHIBITED

Racial, religious, national origin, age or disability harassment is expressly prohibited. Racial, religious, national origin, age or disability harassment includes any verbal, written, or physical act in which race, religion, national origin, age or disability is used or implied in a manner that would make a reasonable employee uncomfortable in the work environment or that would interfere with the employee's ability to perform his or her job. Examples of racial, religious, national origin, age or disability harassment include jokes that include reference to race, religion, national origin, age or disability; the display or use of objects or pictures that adversely reflect on a person's race, religion, national origin, age or disability; or use of language that is offensive due to a person's race, religion, national origin, age or disability.

III. PROCEDURES: REPORTING HARASSMENT

Employees who believe they have been subjected to or witnessed any unlawful harassment should immediately report the matter to either the Chief Executive Officer or Human Resources, or to any other member of management. Employees are not required to complain first to any supervisor or manager who they believe has engaged in or condoned the harassment.

Any supervisor or manager who receives a complaint or report of any alleged unlawful harassment must immediately refer the matter to either the Chief Executive Officer or Human Resources. Further, any supervisor or manager who knows or has reason to know that any employee is being subjected to unlawful harassment is instructed and required to immediately take appropriate corrective action to stop any ongoing harassment, regardless of whether the supervisor or manager has received a complaint or report regarding the harassment, and must immediately thereafter report the matter to either the Chief Executive Officer or Human Resources. Any supervisors or managers who fail to abide by this policy will be subject to disciplinary action, up to and including immediate discharge.

Please do not assume that management and/or Human Resources are aware of any incidents of sexual or other unlawful harassment. It is your responsibility to bring any such incidents to our attention so that we can promptly investigate and attempt to resolve the matter.

INVESTIGATING COMPLAINTS

Katy Trail Community Health will promptly commence a thorough, impartial and objective investigation of all incidents of alleged sexual or other unlawful harassment that are reported to management and/or Human Resources. Upon completion of the investigation, Katy Trail Community Health will make a determination as to whether unlawful harassment has occurred, and will provide an explanation of the results of the investigation to the individual(s) who made the complaint or report and to the accused harasser(s). If Katy Trail Community Health makes a determination that unlawful harassment has occurred, then Katy Trail Community Health will promptly take appropriate remedial action commensurate with the circumstances. Appropriate disciplinary action will be taken against any employee who Katy Trail Community Health determines has violated this policy, up to and including immediate discharge. Appropriate remedial measures will also be taken to correct the effects of the harassment and to deter any future harassment. Whatever remedial action is taken by Katy Trail Community Health will be communicated to the individuals involved in the matter.

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH 2020 Personnel Policies and Procedures

CONFIDENTIALITY

Katy Trail Community Health will protect the confidentiality of harassment complaints to the extent possible, except as necessary to conduct a thorough investigation and to resolve the matter. Information will be released and discussed only on a “need to know” basis.

NO RETALIATION

Katy Trail Community Health strictly prohibits and will not tolerate any retaliation or retribution, directly or indirectly, against any employee who in good faith: (1) makes a complaint of harassment; (2) reports the harassment of another employee; (3) opposes any prohibited discrimination or harassment; or (4) participates in, provides information in connection with, or otherwise assists in the investigation of any incidents of alleged sexual or other unlawful harassment conducted by Katy Trail Community Health or by any governmental agency. Any employee who engages in or encourages any such retribution or retaliation, directly or indirectly, will be subject to disciplinary action, up to and including immediate discharge. Further, any employee who knowingly and intentionally provides false or misleading information regarding any complaints or reports of alleged sexual or other unlawful harassment will be subject to disciplinary action, up to and including immediate discharge.

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH
2020 Personnel Policies and Procedures

Policy Title: Confidentiality
BOD Approval: October 23, 2019
Responsibility: Human Resources

Policy Number: 5.050
Effective Date: June 15, 2006
Distribution: All Departments

POLICY:

Employees of Katy Trail Community Health may have access to confidential patient information, employee information, and business operations information. Employees shall regard any information relating to patients, clients, employees, contractors, and KTCH in general, written or otherwise, as confidential. In addition to complying with the privacy provisions of the Health Insurance Portability and Accountability Act (HIPAA), employees shall maintain the confidentiality of the following information:

- The personal history, physical or mental health, or any other information contained in the medical records of patients, parents and/or guardians;
- Information regarding a job applicant's or fellow employee's medical condition or history, personal information, employment history, or criminal history;
- Allegations of abuse or neglect; or
- Other sensitive matters which relate to KTCH operations (refer to HIPAA Protected Health Information Policies and Procedures).

Employees are expected to maintain strict confidentiality as to such information. Information that is designated as "confidential" may not be discussed with individuals outside KTCH or those within the organization without authorization to access such information. Confidential information must never be communicated to anyone other than the professional and paraprofessional personnel who require such information to treat the patient or client or as required by law. Katy Trail Community Health requires and expects that each employee will not discuss the nature of Katy Trail Community Health operations with anyone outside the Clinic. Moreover, information discussed in the line of duty shall not be discussed where it may be overheard by anyone except the intended. If an employee does not know whether a particular matter should remain confidential, the employee must not disclose any such matter without consultation with KTCH Privacy Officer.

Healthcare providers and staff are entitled to use protected health information consistent with their roles in this organization. Each staff member must also understand that with this right come certain responsibilities such as limiting the viewing, use, disclosure and requesting to only the data that is the minimum necessary for patient treatment, reimbursement for treatment and healthcare operations. It is considered a breach of policy and the patients' right to privacy to seek information beyond what is appropriate for the staff role requesting protected health information from another covered entity. Each staff member of Katy Trail Community Health must make reasonable efforts to limit protected health information to the minimum necessary to accomplish the intended purpose of the use, disclosure or request.

KTCH will insure appropriately administered technical and physical safeguards to protect the privacy of protected health information. All documents, records, and files of any kind generated in the course of performance of the duties of an employee are business records and the property of the Clinic, and may not be removed from KTCH offices, except as necessary to carry out assigned duties.

All KTCH employees will attend an annual in-service program that will outline the HIPAA Protected Health Information (PHI) policies and consequences of violating confidentiality of patient information. Employees will sign a confidentiality agreement that will be kept in his/her personnel file. Violation of this policy will

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH 2020 Personnel Policies and Procedures

subject Employee to disciplinary action up to and including termination.

EXAMPLES OF BREACHES OF CONFIDENTIALITY

These examples are only a few types of mishandling of confidential information. If you have any questions about the handling, use or disclosure of confidential information, please contact your supervisor, Human Resources, or Chief Executive Officer.

<p>Accessing confidential information that is not within the scope of your duties:</p> <ul style="list-style-type: none"> • Unauthorized reading of patient account information; • Unauthorized reading of a patient’s chart; • Unauthorized access of personnel file information; • Unauthorized access of operations file information; including, but not limited to accounts payable, accounts receivable, and other financial information. • Accessing information that you do not “need- to-know” for proper execution of your duties. 	<p>Misusing, disclosing without proper authorization, or altering confidential information:</p> <ul style="list-style-type: none"> • Making unauthorized marks on a patient’s chart; • Making unauthorized changes to a personnel file; • Sharing or reproducing information in a patient chart or a personnel file with unauthorized personnel; • Sharing or discussing patient, personnel, operation information with unauthorized personnel; • Discussing confidential information in public area such as a waiting room, break room, or other areas where unauthorized personnel can hear.
<p>Disclosing to another person your sign-in code and password for accessing electronic confidential information or for physical access to restricted areas:</p> <ul style="list-style-type: none"> • Telling a co-worker your password so that he/she can log in to your work or access your work area; • Telling an unauthorized person the access codes for personnel files, patient accounts, or restricted areas. 	<p>Using another person’s sign-on code and/or password for accessing electronic confidential information or for physical access to restricted areas:</p> <ul style="list-style-type: none"> • Using a co-worker’s password to log in to the Electronic Medical Record system or access their work area; • Unauthorized use of a login code for access to personnel information, patient accounts, or restricted areas.
<p>Intentional or negligent mishandling or destruction of confidential information:</p> <ul style="list-style-type: none"> • Leaving confidential information in areas outside of your work area, such as the cafeteria or your home. • Disposing of confidential information in a non- approved container, such as a trash can. 	<p>Leaving a secured application unattended while signed on:</p> <ul style="list-style-type: none"> • Being away from your desk while you are logged into an application. • Allowing a co-worker to use your secured application for which he or she does not have access after you have logged in.

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH 2020 Personnel Policies and Procedures

Attempting to access a secured application or restricted area without proper authorization or for purposes other than official Katy Trail Community Health business:

- Trying passwords and login codes to gain access to an unauthorized area of the computer system or restricted area;
- Using a co-worker's application for which you do not have access after he or she is logged in.

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH
2020 Personnel Policies and Procedures

Policy Title: Conflict of Interest
BOD Approval: October 23, 2019
Responsibility: Human Resources

Policy Number: 5.060
Effective Date: June 15, 2006
Distribution: All Departments

I. POLICY:

This conflicts of interest policy is designed to help directors, officers and employees of Katy Trail Community Health identify situations that present potential conflicts of interest and to provide Katy Trail Community Health with a procedure which, if observed, will allow a transaction to be treated as valid and binding even though a director, officer or employee has or may have a potential conflict of interest with respect to the transaction.

II. DEFINITIONS:

Conflict of Interest: A situation in which a person is in a position to derive personal benefit from actions or decisions made in their official capacity

Responsible Person: Any person serving as an officer, employee, or member of the Board of Directors of Katy Trail Community Health.

Family Member: A spouse, domestic partner, parent, child or spouse of a child, brother, sister, or spouse of a brother or sister, of a Responsible Person.

Material Financial Interest: A financial interest of any kind, which in view of all the circumstances, is substantial enough that it would, or reasonably could, affect a Responsible Person's or Family Member's judgment with respect to transactions to which the entity is a party. This includes all forms of compensation.

Contract or Transaction: Any agreement or relationship involving the sale or purchase of goods, services, or rights of any kind, the providing or receipt of a loan or grant, the establishment of any other type of pecuniary relationship, or review of a charitable organization by Katy Trail Community Health. The making of a gift to Katy Trail Community Health is not a Contract or Transaction.

III. GUIDELINES:

For purposes of this policy, the following circumstances shall be deemed to create Conflicts of Interest:

OUTSIDE INTERESTS

A Contract or Transaction between Katy Trail Community Health and a Responsible Person or Family Member.

A Contract or Transaction between Katy Trail Community Health and an entity in which a Responsible Person or Family Member has a Material Financial Interest or of which such person is a director, officer, agent, partner, associate, trustee, personal representative, receiver, guardian, custodian, conservator or other legal representative.

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH

2020 Personnel Policies and Procedures

OUTSIDE ACTIVITIES.

A Responsible Person competing with Katy Trail Community Health in the rendering of services or in any other Contract or Transaction with a third party.

A Responsible Person having a Material Financial Interest in, or serving as a director, officer, employee, agent, partner, associate, trustee, personal representative, receiver, guardian, custodian, conservator, or other legal representative of, or consultant to, an entity or individual that competes with Katy Trail Community Health in the provision of services or in any other Contract or Transaction with a third party.

A Responsible Person may not engage in any activity that involves the use of clinic time, facilities, equipment, or supplies for private gain or advantage.

Gifts, Gratuities and Entertainment. A Responsible Person accepting gifts, entertainment or other favors from any individual or entity that:

- Does or is seeking to do business with, or is a competitor of, Katy Trail Community Health; or
- Has received, is receiving or is seeking to receive a loan or grant, or to secure other financial commitments from Katy Trail Community Health;

Under circumstances where it might be inferred that such action was intended to influence or possibly would influence the Responsible Person in the performance of his or her duties. This does not preclude the acceptance of items of nominal or insignificant value or entertainment of nominal or insignificant value which are not related to any particular transaction or activity of Katy Trail Community Health.

Other Areas of Conflict

Board members may not determine the eligibility for a patient or applicant.

When a board member is an active user/patient of Katy Trail Community Health, these requirements shall not apply only to the extent that the Member/User may receive clinical services if provided in accordance with the policies and procedures of the organization.

APPROVALS: Board of Directors

PROCEDURES:

Prior to board or committee action on a Contract or Transaction involving a Conflict of Interest, a director or committee member having a Conflict of Interest and who is in attendance at the meeting shall disclose all facts material to the Conflict of Interest. Such disclosure shall be reflected in the minutes of the meeting.

A director or committee member who plans not to attend a meeting at which he or she has reason to believe that the board or committee will act on matter in which the person has a Conflict of Interest shall disclose to the chair of the meeting all facts material to the Conflict of Interest. The chair shall report the disclosure at the meeting and the disclosure shall be reflected in the minutes of the meeting.

A person who has a Conflict of Interest shall not participate in or be permitted to hear the boards or committee's discussion of the matter except to disclose material facts and to respond to questions. Such person shall not attempt to exert his or her personal influence with respect to the matter, either at or outside the meeting.

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH 2020 Personnel Policies and Procedures

A person who has a Conflict of Interest with respect to a Contract or Transaction that will be voted on at a meeting shall not be counted in determining the presence of a quorum for purposes of the vote. The person having a conflict of interest may not vote on the Contract or Transaction and shall not be present in the meeting room when the vote is taken, unless the vote is by secret ballot. Such person's ineligibility to vote shall be reflected in the minutes of the meeting. For purposes of this paragraph, a member of the Board of Directors of Katy Trail Community Health has a Conflict of Interest when he or she stands for election as an officer or for re-election as a member of the Board of Directors.

Responsible Persons who are not members of the Board of Directors of Katy Trail Community Health, or who have a Conflict of Interest with respect to a Contract or Transaction that is not the subject of Board or committee action, shall disclose to the President or the Chief Executive Officer any Conflict of Interest that such Responsible Person has with respect to a Contract or Transaction. Such disclosure shall be made as soon as the Conflict of Interest is known to the Responsible Person. The Responsible Person shall refrain from any action that may affect Katy Trail Community Health's participation in such Contract or Transaction.

In the event it is not entirely clear that a Conflict of Interest exists, the individual with the potential conflict shall disclose the circumstances to the President or the Chief Executive Officer, who shall determine whether there exists a Conflict of Interest that is subject to this policy.

Confidentiality: Each Responsible Person shall exercise care not to disclose confidential information acquired in connection with such status or information the disclosure of which might be adverse to the interests of Katy Trail Community Health. Furthermore, a Responsible Person shall not disclose or use information relating to the business of Katy Trail Community Health for the personal profit or advantage of the Responsible Person or a Family Member.

Review of Policy: Each new Responsible Person shall be required to review a copy of this policy and to acknowledge in writing that he or she has done so.

Each Responsible Person shall annually complete a disclosure form identifying any relationships, positions or circumstances in which the Responsible Person is involved that he or she believes could contribute to a Conflict of Interest arising. Such relationships, positions, or circumstances might include service as a director of or consultant to a nonprofit organization, or ownership of a business that might provide goods or services to Katy Trail Community Health. Any such information regarding business interests of a Responsible Person or a Family Member shall be treated as confidential and shall generally be made available only to the Chair, the Chief Executive Officer, and any committee appointed to address Conflicts of Interest, except to the extent additional disclosure is necessary in connection with the implementation of this Policy.

This policy shall be reviewed annually by each member of the Board of Directors. Any changes to the policy shall be communicated immediately to all Responsible Persons.

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH
2020 Personnel Policies and Procedures

Policy Title: Employee Time Clock
BOD Approval: October 23, 2019
Responsibility: Human Resources

Policy Number: 5.130
Effective Date: June 15, 2006
Distribution: All Departments

I. POLICY:

The Fair Labor Standards Act (FLSA) requires that employers maintain appropriate payroll records and supporting documentation to justify payroll actions for Non-Exempt and Exempt employees.

It is the policy that Katy Trail Community Health use an electronic timekeeping computer software as its payroll system. This product ensures that an accurate record of the number of hours worked for each day by each employee is available as required by federal law. Each employee is responsible for accurately recording worked and non-worked hours.

II. GUIDELINES:

Each non-exempt (hourly) employee records hours worked each day by “clocking in” and “clocking out” at any Katy Trail Community Health computer or approved device using their assigned ID and password.

If the employee misses an entry into the timekeeping system, the employee must notify his/her supervisor as soon as possible. The supervisor will manually enter the employee’s work hours via the managers’ time clock portal. Employees who consistently fail to “clock in” or “clock out” according to this policy will be subject to disciplinary action per the Disciplinary Procedures policy.

“Clocking in” or “clocking out” for another employee or other misuses of employee ID’s and passwords, such as falsifying the number of hours worked by an employee, are grounds for immediate termination without prior warning.

Employees must “clock in” early enough to be at their assigned workstation by the schedule starting time. Employees are not to “clock in” more than 7 minutes before the beginning of their shift or “clock out” more than 7 minutes after their shift ends without permission from their supervisor.

If an employee should need to leave the premises for personal reasons during their shift, they are required to “clock out” when leaving and “clock in” when they return.

Non-exempt employees may be provided a non-paid lunch/dinner break depending on the needs of the clinical facility. Employees are required to clock out and clock in for the lunch and/or dinner break.

If an employee makes an error “clocking in” or “clocking out”, the employee is required to notify his/her supervisor immediately so correction can be made.

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH
2020 Personnel Policies and Procedures

Policy Title: Pay Periods and Pay Days
BOD Approval: October 23, 2019
Responsibility: Human Resources

Policy Number: 5.230
Effective Date: June 15, 2006
Distribution: All Departments

I. **POLICY:**

It is the policy of Katy Trail Community Health to pay all employees every other week.

II. **GUIDELINES:**

All employees are required to use automatic payroll deposit.

Katy Trail Community Health does not grant salary or wage advances.

Each employee is required to examine each paycheck voucher carefully upon receipt. Questions or suspected errors must be discussed with the supervisor immediately. If any employee does not submit a grievance or otherwise complain in writing to his/her Supervisor within fourteen (14) calendar days of the date of which he/she knows or reasonably should have known that he/she failed to receive a benefit(s) or proper wages in accordance with policies, he/she may forfeit all rights to such benefit(s) and/or wages.

Upon written authorization of the employee, Katy Trail Community Health will deduct from the employee's paycheck the employee's contribution for insurance benefits. Any other voluntary deduction from the employee's paycheck shall be requested by the employee and approved by the Chief Executive Officer, or Human Resources.

When an employee has a judgment rendered against him/her in court and a garnishment is issued, the organization is required by law to withhold a specified amount from the employee's paycheck. The amount is determined under a formula established by state and federal law. The organization must then turn this amount of money in to the court which issued the garnishment through the local county sheriff.

Garnishment of an employee's wages shall not be considered grounds for dismissal, but employees are urged to fulfill their legal financial obligations.

It is the employee's responsibility to ensure that the time keeping entries are complete and accurate. If an error in pay occurs because the employee did not correct the time, the employee will not be paid for the omissions until the following pay period.

Corrections involving minor instances will be paid the following pay period.

Katy Trail Community Health reserves the right to delay the payroll in the event of a computer breakdown or unforeseen problem.

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations.
KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH
2020 Personnel Policies and Procedures

Policy Title: Performance Appraisals
BOD Approval: October 23, 2019
Responsibility: Human Resources

Policy Number: 5.330
Effective Date: June 15, 2006
Distribution: All Departments

POLICY:

Performance appraisals are an opportunity for Katy Trail Community Health to discuss an employee's work performance and development, as well as future goals. It is also an opportunity for employees to raise any questions or concerns they may have.

Employees are to receive a formal performance appraisal on an annual basis during the 4th quarter of the year. Annual performance appraisals are tied to any *applicable* yearly increase. If an employee is in their 90-day introductory period, they would be ineligible for an increase during the annual review process. For those that started in the year and have 9 months of service, they would be eligible for an increase. However, this increase will be pro-rated based upon the length of service.

New employees are to receive an Introductory Period evaluation prior to the completion of the introductory period. There are no monetary adjustments with the Introductory Period evaluation.

**Policy Title: Separation from
Employment**
BOD Approval: October 23, 2019
Responsibility: Human Resources

Policy Number: 5.430
Effective Date: June 15, 2006
Distribution: All Departments

POLICY:

Katy Trail Community Health defines terminations so that every employee who ceases employment with Katy Trail is appropriately classified upon separation from employment. Absent a written employment agreement to the contrary signed by an employee and the Chief Executive Officer, either the employee or Katy Trail may terminate the employment relationship at any time, with or without cause or prior notice. In all cases, the date of termination shall be the last day actually worked.

A resignation requires written notice from the employee to Katy Trail at least 14 calendar days for non-exempt employees and 30 calendar days for exempt employees prior to the last day of employment. **An employee must be available to work their resignation period.** Failure to work the resignation period may result in being classified as ineligible for rehire and forfeit the allotted payout of PTO accrual. A 90 day waiting period is required before rehire consideration is given.

An employee who is absent from work for two consecutive days without giving proper notice or without being excused will be considered to have abandoned their job and separated from employment. Job abandonment will result in being ineligible for rehire and forfeit the allotted payout of PTO accrual.

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations.
KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH
2020 Personnel Policies and Procedures

Policy Title: Drug Free Workplace
BOD Approval: October 23, 2019
Responsibility: Human Resources

Policy Number: 5.090
Effective Date: June 15, 2006
Distribution: All Departments

I. POLICY:

Katy Trail Community Health is seriously concerned about the adverse effects of alcohol and drug abuse on the health and safety of Katy Trail Community Health employees, patrons, children enrolled in Katy Trail Community Health programs, and the community, and about maintaining standards of high performance in conducting Katy Trail Community Health business. Use of alcohol and/or drugs adversely affects an employee's health and job performance and may pose serious safety, health, or security risks not only to the user but also to those who come into contact with the user.

It is the intent of Katy Trail Community Health to maintain a safe, healthful, secure, and efficient working environment for all of its employees and to protect Katy Trail Community Health property, equipment, and operations. To this end, it is the policy of Katy Trail Community Health to maintain a drug and alcohol-free awareness program that emphasizes: (1) the dangers of drug and alcohol abuse in the workplace; (2) Katy Trail Community Health policy in maintaining a drug and alcohol free workplace; (4) the penalties that may be imposed upon employees for violations of Katy Trail Community Health policy.

II. GUIDELINES:

Covered Workers: Any KTCH employee or independent contractor who provides patient care or conducts medical and/or administrative support for the organization, is applying for a position, or is conducting business on the organization's property is covered by our drug-free workplace policy. Our policy includes, but is not limited to CEO, executive management, managers, supervisors, full-time employees, part-time employees, PRN employees, off-site employees, contractors, volunteers, interns, and students participating in provider shadowing programs.

Applicability: Our drug-free workplace policy is intended to apply whenever anyone is representing or conducting business on behalf of the organization. Therefore, this policy applies during all working hours, whenever conducting business or representing the organization, while on call, paid standby and while on organization property.

Prohibited Behavior: It is a violation of our drug-free work place policy to be under the influence of, use, possess, sell, trade, unlawfully manufacture, distribute, dispense, and/or offer for sale alcohol, drugs or intoxicants on KTCH property, or while conducting business in support of KTCH.

Notification of Convictions: Any employee who is convicted of (or pleads guilty or no contest to a charge of) a criminal drug violation must notify the organization in writing within five calendar days thereof. The organization will take appropriate action within 30 days of notification. Federal contracting agencies will be notified when appropriate. Failure of an employee to so notify KTCH may result in immediate termination.

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations.
KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH 2020 Personnel Policies and Procedures

5. **Searches:** If there is reasonable suspicion to believe there is a violation of the drug-free workplace policy, employees may be asked to submit to a search or inspection at any time. Searches can be conducted of pockets and clothing, lockers, wallets, purses, briefcases and lunchboxes, desks and work stations, vehicles and equipment.

6. **Drug and Alcohol Testing:** Employees may be subject to the following types of drug testing, subject to appropriate federal and state regulations:

1. Pre-employment (Post-offer)
2. Reasonable Suspicion
3. Post-Accident
4. Return-to-duty and Periodic Follow-up testing (as applicable)

Pre-employment testing: After receiving a conditional offer of employment, all newly hired employees (including full-time, part-time, PRN and temporary) must submit to controlled substance testing and receive a negative result as a condition of commencing employment. Katy Trail Community Health will withdraw the offer of employment made to any individual who refuses to undergo said pre-employment test or whose testing is confirmed to be positive.

Reasonable suspicion testing: Employees must submit to testing when an employee demonstrates symptoms or reactions reasonably attributed to the use of alcohol or controlled substance while on the job.

Post-Accident Testing: When an employee is involved in an on-the-job accident, the employee must submit to a test to determine if use of alcohol or controlled substance contributed to the accident.

TESTING PROCEDURES

- a. All lab testing will be performed off-site by a third party selected by Katy Trail Community Health. To ensure the accuracy and fairness of our testing program, all testing will be conducted according to appropriate and applicable guidelines and will include a screening test; a confirmation test for alcohol testing; a split sample collection for drugs of abuse testing; review by a medical review official, including the opportunity for employees who test positive to provide a legitimate medical explanation, such as a physician's prescription, for the positive result; and a documented chain of custody.
- b. All drug-testing information will be maintained in separate confidential records.
- c. Testing for the presence of alcohol may be conducted by analysis of breath.
- d. Testing for the presence of the metabolites of drugs may be conducted by the analysis of urine, blood, hair and/or saliva.
- e. Any employee who tests positive will be immediately removed from duty. The employee will be referred to a substance abuse professional (SAP) for assessment and recommendations (at the expense of the employee) and, as a condition of continued employment, will be required to successfully complete recommended rehabilitation, including continuing care (at the expense of the employee). The employee will be terminated if they do not follow up with the referral to a SAP and/or follow through on the recommendations made by the SAP.
- f. An employee will be subject to disciplinary action, up to and including immediate termination, if he/she refuses the screening or the test, adulterates the specimen, substitutes the specimen with that from another person or sends an imposter, will not sign the required forms or refuses to cooperate in

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations.
KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH 2020 Personnel Policies and Procedures

the testing process in such a way that prevents completion of the test.

7. **Consequences:**

- a. One of the goals of our drug-free workplace program is to encourage employees to voluntarily seek help with alcohol and/or drug problems. If, however, an individual violates the policy, the consequences are serious.
- b. If an employee violates the policy, he or she will be subject to disciplinary action and may be required to enter rehabilitation as a condition of continued employment. An employee required to enter rehabilitation that fails to successfully complete it and/or repeatedly violates the policy will be terminated from employment. Nothing in this policy prohibits the employee from being disciplined or discharged for other violations and/or performance problems. Further, notwithstanding anything herein to the contrary, Katy Trail Community Health has and specifically reserves the right in any event to immediately terminate the employment of anyone who violates this policy, as may be determined by management and/or Human Resources in its sole discretion based upon the specific circumstances.

8. **Assistance:** Katy Trail Community Health recognizes that alcohol and drug abuse and addiction are treatable illnesses. We also realize that early intervention and support improve the success of rehabilitation.

- a. To support our employees, our drug-free workplace policy:
 - Encourages employees to seek help if they are concerned that they or their family members may have a drug and/or alcohol problem.
 - Encourages employees to utilize the services of qualified professionals in the community to assess the seriousness of suspected drug or alcohol problems and identify appropriate sources of help.
 - Ensures the availability of a current list of qualified community professionals.
 - Allows the use of accrued paid leave while seeking treatment for alcohol and other drug problems.
- b. Treatment of alcoholism and/or other drug use disorders may be covered by the employee's group health insurance coverage. Regardless, the ultimate financial responsibility for recommended treatment belongs to the employee.

9. **Follow-Up:** Any employee who successfully completes a SAP evaluation and rehabilitation program, and passes a return-to-duty drug and/or alcohol test, will be required to submit to, and pass, periodic follow-up drug and/or alcohol tests. Follow-up testing will be unannounced. The frequency and volume of testing will be determined by the SAP, but no less than six (6) tests in the first twelve (12) months immediately following the employee's return to work, and no greater than sixty (60) months.

10. **Confidentiality:** All information received by the organization through the drug-free workplace program is confidential communication. Access to this information is limited to those who have a legitimate need to know in compliance with relevant laws and management policies.

11. **Shared Responsibility:** A safe and productive drug-free workplace is achieved through cooperation and shared responsibility. Both employees and management have important roles to play. All employees are required to not report to work or be subject to duty while their ability to perform job duties is impaired due to on- or off-duty use of alcohol or other drugs.

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations.

KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH

2020 Personnel Policies and Procedures

- a. In addition, employees are encouraged to:
 - Be concerned about working in a safe environment.
 - Support fellow workers in seeking help.
 - Report dangerous behavior to their supervisor.
- b. It is the supervisor's responsibility to:
 - Inform employees of the drug-free workplace policy.
 - Observe employee performance.
 - Investigate reports of dangerous practices.
 - Document negative changes and problems in performance.
 - Counsel employees as to expected performance improvement.
 - Clearly state consequences of policy violations.

12. Communication: Communicating our drug-free workplace policy to both supervisors and employees is critical to our success. To ensure all employees are aware of their role in supporting our drug-free workplace program:

- All employees will receive a written copy of the policy.
- The policy will be reviewed in orientation sessions with new employees. The new employee will sign a statement that they have received notification of the details of the policy at orientation.
- All employees will be required to sign a Consent to Drug and Alcohol Testing form.

PRESCRIPTION DRUGS

- Use of prescription or legally obtained drugs, including over-the-counter drugs, by an employee while performing Katy Trail Community Health business or while in Katy Trail Community Health facility, is permitted only when used in accordance with directions or prescription, and then only to the extent that such use will not adversely affect the safety of co-workers or members of the public, the employee's job performance, or the security and safe operation of Katy Trail Community Health property and facilities.
- Any employee whose use of prescription drugs or over-the-counter drugs may adversely affect his/her capacity to properly perform job duties or may create a danger to himself/herself or to others in the workplace is required to report such use to Human Resources.
- No prescription drugs may be brought onto Katy Trail Community Health premises by any person other than the person for whom the drug has been prescribed by a licensed medical practitioner, and will be used only in the manner, combination, and quantity prescribed.

ILLEGAL DRUGS

As a condition of employment with Katy Trail Community Health, employees are prohibited from being involved in the unlawful use, possession, manufacture, sale, or distribution of illegal drugs on Katy Trail Community Health property. Moreover, the presence of an illegal drug in an employee in any detectable amount while on Katy Trail Community Health premises or on Katy Trail Community Health business is strictly prohibited. An employee need not be affected by usage or "under the influence" of an illegal drug to be subject to discipline under this policy.

ALCOHOLIC BEVERAGES

- Katy Trail Community Health prohibits the use of alcohol by personnel directly before or during the workday, including lunches and breaks.

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations.

KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH 2020 Personnel Policies and Procedures

- Being under the influence of alcohol on Katy Trail Community Health premises or, while operating Katy Trail Community Health vehicles or Katy Trail Community Health equipment is prohibited.
- Off-duty abuse of alcohol which results in excessive absenteeism or tardiness, or is the cause of accidents at work, or poor performance related to Katy Trail Community Health duties, or which results in a DUI conviction while driving a Katy Trail Community Health vehicle or their own vehicle while performing Katy Trail Community Health work, will result in disciplinary action up to and including immediate termination.
- Katy Trail Community Health prohibits the consumption of alcohol or illegal drugs on its premises at any time.

DISCIPLINARY ACTION

Violation of any portion of this policy can result in disciplinary action, up to and including immediate termination.

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations.
KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

**KATY TRAIL COMMUNITY HEALTH
2020 Personnel Policies and Procedures**

Policy Title: Keys, Credit Cards and Other Restricted Access Items	Policy Number: 5.200
BOD Approval: October 23, 2019	Effective Date: June 15, 2006
Responsibility: Human Resources	Distribution: All Departments

I. POLICY:

In order to provide as much protection as possible for the security of employees, as well as Katy Trail Community Health property, certain items such as credit cards, keys to the building and designated rooms will be issued only to those employees whose responsibilities require them.

II. GUIDELINES:

- The designation of what is included under restricted items, depending on the items, will be made by the Chief Executive Officer. Examples of such items include: security keys, office or room keys, file, desk and cabinet keys, Katy Trail Community Health credit cards, policy and procedures manuals and employee handbooks.
- All restricted access items will be controlled and issued by the Chief Executive Officer, or Human Resources.
- Duplication of any restricted access item is prohibited.
- Loss of any restricted access item should be reported to the issuing party as soon as the loss is discovered.
- The employee will be charged an appropriate fee for the replacement of any lost restricted access item.
- Upon leaving employment with Katy Trail Community Health for any reason, all restricted access items must be returned prior to final processing and employee receiving their last paycheck.
- Current employees and new employees, in orientation, have signed a Keys, Credit Cards and Other Restricted Access Items form for those items that have been assigned to their person during employment at Katy Trail Community Health. A signed copy of this form is placed in the personnel file for reference.

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations.
KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH
2020 Personnel Policies and Procedures

**Policy Title: Non-Productive Days and
Emergency Closings**

BOD Approval: October 23, 2019

Responsibility: Human Resources

Policy Number: 5.260

Effective Date: June 15, 2006

Distribution: All Departments

I. POLICY:

Katy Trail Community Health may, from time to time, officially close its operations in whole or in part in response to unusual conditions such as inclement weather or unanticipated occurrences emanating from internal or external factors that render Katy Trail, or a part thereof, unfit for regular operations. The authority to close operations is determined by the Chief Executive Officer or assigned designee.

II. GUIDELINES:

Non-production days are defined as days when a clinic is totally without a provider by absence of the regular provider and the lack of a provider to fill-in for them. On such non-production days, employees at that site without assignments to do will be relieved of duty unless their help is needed at another site. These days will be without pay for non-exempt employees unless an employee chooses to use accrued vacation or personal time.

In the event of inclement weather, such as snow or ice, all employees who are unable to make it to work must use accrued vacation or personal time for the time off. It is up to the discretion of the employee whether or not to attempt to come to work in inclement weather conditions. If administration closes the clinic site, all employees scheduled to work will be paid for the day. When possible, announcements will be made on radio or local television stations, concerning the closing of clinic sites. All site managers will be called by administration when making a closing site announcement.

Chief Executive Officer or Human Resources will call the following radio stations should the center be closed due to inclement weather.

Call in Cancellations local Radio Stations

SEDALIA LOCATION:

KDRO 1490	827-6200 or 826-5005	May call as early as 5:30 a.m.
KPOW 97 FM	829-9701	May call in as early as 5:30 a.m.
KSIS 1050	826-1050	if no answer leave a message on ext. 27

Due to inclement weather and the closing of the clinic, the following organizations/vendors will be notified:

Organization

Pettis County Health Department
Bothwell Regional Health Center ER
On-Call Service
Change After Hours Phone Message

To Notify Organization:

Chief Operating Officer or Designee
Chief Operating Officer or Designee
Chief Operating Officer or Designee
Business Office Manager

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations.

KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH 2020 Personnel Policies and Procedures

WARSAW LOCATION:

Ozark 98 FM	438-7343	May call as early as 5:30a.m.
Power 97 FM	829-9701	May call as early as 5:30a.m.

Due to inclement weather and the closing of the clinic, the following organizations/vendors will be notified:

<u>Organization</u>	<u>To Notify Organization:</u>
Benton County Health Department	Chief Operating Officer or Designee
Pathways	Chief Operating Officer or Designee
Answering/On-Call Service	Chief Operating Officer or Designee

VERSAILLES LOCATION:

CLEAR 99 FM	573-875-1099	May call as early as 5:30a.m.
KS 95 FM	573-378-5669	May call as early as 5:30a.m.

Due to inclement weather and the closing of the clinic, the following organizations/vendors will be notified:

<u>Organization</u>	<u>To Notify Organization:</u>
Morgan County Health Department	Chief Operating Officer or Designee
Burrell	Chief Operating Officer or Designee
Answering/On-Call Service	Chief Operating Officer or Designee
Morgan County R-I	Chief Operating Officer or Designee
Morgan County R-II	Chief Operating Officer or Designee
Ivy Bend Food Pantry	Chief Operating Officer or Designee

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations.
 KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH
2020 Personnel Policies and Procedures

Policy Title: Security
BOD Approval: October 23, 2019
Responsibility: Human Resources

Policy Number: 5.240
Effective Date: June 15, 2006
Distribution: All Departments

I. POLICY:

Katy Trail Community health recognizes its responsibility to provide for staff, volunteers, patients and visitors a safe environment where they and their possessions will be offered a reasonable degree of protection.

II. GUIDELINES

All employees will be issued a *Security Patch* and or *Key Fob* in order to enter the building or to access secured areas. Executive Officers and Human Resources Director will have full access to all areas of the building.

Clinical Staff will have access to Medical Supply Rooms and Medical Records. Dental Staff will have access to Dental Maintenance Room and Medical Records room. Reception will have access to Reception room and Medical Records room. Access can be changed by any administrator as needed. The employees will also be issued a *Name Badge*. Limited access *Security Badges* will be issued to cleaning or maintenance contracted workers on an as needed basis.

It is the employee's responsibility to wear the *Security Patch* and *Name Badge* at all times while on duty. If an employee arrives without their *Name Badge/Security Patch*, employee will be required to return home to retrieve the *Name Badge and Security Patch* before they report for duty. If an employee loses a *Security Patch, Name Badge and or Key Fob*, they will be responsible for the cost of replacing the item. The cost is determined by the invoice received at the time or reorder.

Human Resources is responsible for issuing and maintaining a log of *Security Patch, Name Badge* and or *Key Fob*. Human Resources will add and remove users from the security system. All unassigned security patches and or key fobs will be kept in a fireproof and locked file cabinet.

III. PROCEDURES:

1. Employee will be issued a *Security Patch, Name Badge and or Key Fob* at time of employment by Human Resources.
2. Employee will complete and sign "Employee Security Form".
3. Human Resources Director will sign the form and file it in the employee personnel file.
4. Upon termination or resignation of an employee, the employee's supervisor will collect *Security Patches and or Key Fobs and Name Badges* and will notify Human Resources Director the employee name and termination date.
5. *Security Patches and or Key Fobs* will be deactivated on employee's separation date.

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH
2020 Personnel Policies and Procedures

Policy Title: Smoke-Free and Tobacco-Free Workplace

Policy Number: 5.250

BOD Approval: October 23, 2019

Effective Date: June 15, 2006

Responsibility: Human Resources

Distribution: All Departments

I. POLICY:

Katy Trail Community Health is committed to providing a respectful, clean, and safe work environment and to promoting the health and well-being of its employees. Motivated by this commitment, it is the policy of KTCH to prohibit smoking and the use of any tobacco products within all KTCH owned, leased, or controlled buildings, vehicles, or outdoor areas. It is the policy of KTCH to comply with all applicable federal, state, and local regulations regarding smoking and tobacco use in the workplace.

II. DEFINITION:

Tobacco encompasses all tobacco products (traditional cigarettes, e-cigarettes, vapes, pipes, cigars, and all other forms of smoke-generating products, chew snuff, etc.) or any nicotine delivery method not approved by the U.S. Food and Drug Administration as nicotine replacement therapy.

III. GUIDELINES:

- Smoking and the use of all tobacco products are prohibited within and on all KTCH owned, leased, or controlled buildings and outdoor areas.
- Smoking and the use of all tobacco products is prohibited within KTCH owned, leased, or controlled vehicles.
- This policy applies, but is not limited, to:
 - All KTCH employees
 - All KTCH-sponsored off-site conferences and meetings
 - All visitors (customers, patients, and vendors) to KTCH premises
 - All contractors and consultants and/or their employees working on KTCH premises
 - All volunteers
 - All student interns
- This smoke-free and tobacco-free workplace policy is intended to comply with requirements of the Missouri Clean Indoor Air Law.

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH
2020 Personnel Policies and Procedures

Policy Title: Violence in the Workplace
BOD Approval: October 23, 2019
Responsibility: Human Resources

Policy Number: 5.280
Effective Date: June 15, 2006
Distribution: All Departments

I. POLICY:

It is the policy of the company that any acts or threats of physical violence, including intimidation, harassment and/or coercion, which involve or affect Katy Trail Community Health or which occur on Katy Trail Community Health property will not be tolerated.

II. GUIDELINES:

Specific examples of unacceptable conduct which may be considered threats or acts of violence include, but are not limited to, the following:

- Hitting or shoving an individual;
- Threatening anyone with physical or emotional harm;
- Intentional destruction of KTCH property;
- Making harassing or threatening phone calls or emails;
- Stalking; and
- Unauthorized possession or inappropriate use of firearms or weapons.

Employees who confront or encounter an armed or dangerous person should not attempt to challenge or disarm the individual. Every employee is encouraged to report incidents of threats or acts of physical violence of which he/she is aware to his/her supervisor. If immediate supervisor is not available, the Chief Executive Officer or Human Resources, should be notified. If the complaint involves the Chief Executive Officer, or Human Resources, or at the employee's discretion, the employee shall report the complaint to Katy Trail Community Health Board of Directors.

Employees participating in workplace violence will be subject to disciplinary action up to and including discharge.

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH
2020 Personnel Policies and Procedures

Policy Title: Whistleblower
BOD Approval: October 23, 2019
Responsibility: Human Resources

Policy Number: 5.290
Effective Date: June 15, 2006
Distribution: All Departments

I. POLICY:

The Company requires directors, officers, all employees and volunteers to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As employees and representatives of Katy Trail Community Health, we must practice honesty and integrity in fulfilling our responsibilities and comply with all applicable laws and regulations.

II. DEFINITION:

Whistleblower as defined by this policy is an employee of Katy Trail Community Health who reports an activity that he/she considers to be illegal, fraudulent or dishonest to one or more of the parties specified in this Policy. The whistleblower is not responsible for investigating the activity or for determining fault or corrective measures; appropriate management officials are charged with these responsibilities.

III. GUIDELINES:

Examples of illegal, fraudulent or dishonest activities are violations of federal, state or local laws; billing for services not performed or for goods not delivered; and other fraudulent financial reporting.

If an employee has knowledge of or a concern of illegal, fraudulent or dishonest activity, the employee is to promptly report it to Human Resources, the Chief Executive Officer or the Board of Directors. The employee must exercise sound judgment to avoid baseless allegations. An employee who intentionally files a false report of wrongdoing will be subject to discipline up to and including termination.

Whistleblower protections are provided in two important areas – confidentiality and against retaliation. Insofar as possible, the confidentiality of the whistleblower will be maintained. However, identity may have to be disclosed to conduct a thorough investigation, to comply with the law and to provide accused individuals their legal rights of defense. Katy Trail Community Health will not retaliate against a whistleblower who reports suspected wrongdoing in good faith. This includes, but is not limited to, protection from retaliation in the form of an adverse employment action such as termination, compensation decreases, or poor work assignments. Any whistleblower who believes he/she is being retaliated against must contact Human Resources or the Chief Executive Officer immediately. The right of a whistleblower to protection against retaliation does not include immunity for any personal wrongdoing.

All reports of illegal, fraudulent or dishonest activities will be promptly submitted to the Corporate Compliance Officer who is responsible for investigating and coordinating corrective action.

Employees with any questions regarding this policy should contact Human Resources or the Chief Executive Officer.

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH
2020 Personnel Policies and Procedures

Policy Title: Attendance and Punctuality
BOD Approval: October 23, 2019
Responsibility: Human Resources

Policy Number: 5.020
Effective Date: September 1, 2017
Distribution: All Departments

I. POLICY:

ALL employees are expected and required to report to and be available for work at their designated work locations on time and as scheduled. Punctuality and regular attendance are essential to the proper functioning and delivery of dependable, quality care to KTCH customers. Absenteeism and tardiness are expensive, disruptive, and have a negative effect on our productivity and quality of service. *Attendance and punctuality related to performance of providers is addressed in provider contracts.*

II. DEFINITIONS:

- Absence: Any absence is a failure to report to work for a scheduled workday or shift.
- Excused Absence: Approved leave of absence including, but not limited to, FMLA, approved bereavement leave, workman's compensation or jury duty.
- Unexcused Absence: Any unplanned missed time from work that do not meet the excused absence definition
- Occurrence: An unexcused absence or an excessive level of tardiness that reaches counseling and disciplinary stages
- Excessive absenteeism: 4 (four) separate occasions of absence in a rolling 12-month period. The 12-month period is a rolling 12-month period measured backward from each date an employee is absent.
 - Consecutive days of absence (e.g., Monday through Wednesday) will constitute as one occurrence if it is for the same reason; however, separate absences (e/g., Monday and Friday of the same week) will constitute two (2) separate occasions of absence.
- Pattern/Trend of excessive absenteeism/tardiness: the following examples are not an inclusive list of pattern/trends:
 - Friday and/or Monday sick day patterns
 - Sick day(s) before and/or after holiday or pay day
 - Failure to give proper notice of absence(s) prior to beginning of scheduled shift
 - Absence with no reason given
- NO CALL/NO SHOW: Employees who are absent without providing notice or authorization from his or her manager for two (2) or more consecutive scheduled workdays will be considered to have voluntarily resigned from his or her job.
- Tardy: A tardy is the failure to complete at least four (4) hours of your designated work schedule. Three (3) tardies will equal one (1) occurrence. A tardy would include the following:
 - Failure to clock in and be available to work at the beginning of your designated work schedule. (Ex. Assigned to start at 8:00 AM and clocking in at 8:01 AM)
 - Left Shift Early: The failure to complete a work shift
 - Unapproved Lunch changes: The failure to take lunch at designated time (includes leaving early and returning late).
- Leave Without Pay: An absence where paid time earnings are no longer available. Unless preapproved for medical absence under FMLA or Non-FMLA this is an automatic occurrence and subject to disciplinary action.

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH 2020 Personnel Policies and Procedures

III. GUIDELINES:

When an employee finds it impossible to report to work due to unavoidable circumstances, it is the employee's responsibility to personally notify his or her manager immediately. Such notice should be given as far in advance of the time assigned for reporting for work as possible, preferably at least (2) hours prior to start time. In circumstances where it is impossible for the employee to personally talk to the manager, the employee should:

- Have someone else make the notification as promptly as possible, and;
- Personally call and discuss the situation with the manager or supervisor as soon as circumstances permit.
- Personally call and discuss the situation with Human Resources as soon as circumstances permit

The employee is responsible for communicating with his or her manager on a regular basis. In all cases of an employee's absence or tardiness, the employee should provide his or her manager with a reason for the absence and if applicable, the probable duration of the absence. This will enable the workload to be redistributed if necessary. If the absence is related to a medical reason, KTCH reserves the right to request medical documentation regarding the absence.

COUNSELING AND DISCIPLINARY STEPS FOR OCCURRENCES:

Employees whose absences are considered excessive or reflect an undesirable pattern are subject to disciplinary action. Katy Trail Community Health follows a progressive disciplinary plan; however disciplinary actions may occur in any order if undesired behavior does not improve.

1. Verbal Counseling – If the employee accumulates **four (4)** separate occurrences in the rolling 12-month period or established an undesirable pattern of absences
2. Written Warning – If the employee accumulates **six (6)** separate occurrences in the rolling 12-month period or established an undesirable pattern of absences
3. Final Warning – If the employee accumulates a **7th** occurrence in the rolling 12-month period or continues to sustain an undesirable pattern of absences
4. Termination – If an employee accumulates an **8th occurrence** in the rolling 12-month period or has sustained an undesirable pattern of absences

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

**KATY TRAIL COMMUNITY HEALTH
2020 Personnel Policies and Procedures**

**Policy Title: Electronic Communication
Devices**

Policy Number: 5.030

BOD Approval: October 23, 2019

Effective Date: January 1, 2019

Responsibility: Human Resources

Distribution: All Departments

I. POLICY:

The Company recognizes that electronic communication devices (ECD) can play a vital role during emergency situations at and in an employee's family. However, the ordinary use of ECDs in the clinic can be disruptive. This policy outlines acceptable use of such devices and how to appropriately define when these devices are being abused to create a distraction to the environment while employees are at their worksite or while driving upon company paid time.

II. DEFINITION:

Electronic Communication Device (ECD) means any portable or hands-free electronic device able to do any of the following:

- Make a telephone call.
- Act as a personal digital assistant.
- Send or receive data, voice or images from the internet or from a wireless network.
- Act as a laptop or portable computer.
- Send or receive pages.
- Allow two-way communications between different people or parties.
- Play games.
- Play music, audio or video.
- Make or display images.
- Transfer images, sound, text or messages.
- Smart watches

III. GUIDELINES:

PERSONAL ELECTRONIC COMMUNICATION DEVICES

To eliminate distractions in the workplace, employees are expected to silence their personal ECDs. Employees are encouraged to give clinic contact numbers to any individuals that may need to contact them during the work day. Excessive personal calls during the work day, regardless of the phone used, can interfere with employee productivity and be distracting to others. Employees are encouraged to make any other personal calls, text messaging, and instant messaging on non-work time where possible and to ensure that friends and family members are aware of Katy Trail Community Health policy. Excessive use of personal ECDs for purpose, other than work-related, may result in disciplinary action up to and including termination.

Mid-level managers are allowed to have their ECD available to them throughout the work day as another reliable form of alternative communication.

Employees who require an exception to this policy to permit them to have their ECD available during the work day must obtain prior approval from their immediate supervisor. ECD usage during meetings and

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH 2020 Personnel Policies and Procedures

trainings are prohibited, unless it is work related.

Katy Trail Community Health will not be liable for the loss of personal electronic communication devices brought into the workplace.

PERSONAL USE OF COMPANY-PROVIDED ELECTRONIC COMMUNICATION DEVICES

Where job or business needs demand immediate access to an employee, KTCH may issue a business cell phone or other form of an ECD to an employee for work-related communications. Employees who have been issued a business cell phone or other form of an ECD are allowed to have these available to them throughout the work day.

Employees in possession of company equipment such as cellular phones or other forms of ECDs are expected to protect the equipment from loss, damage or theft. Upon resignation or termination of employment, or at any time upon request, the employee may be asked to produce the phone for return or inspection.

SAFETY ISSUES FOR ELECTRONIC COMMUNICATION DEVICES

All employees are expected to follow applicable state or federal laws or regulations regarding the use of ECDs at all times.

Employees whose job responsibilities include regular or occasional driving and who are issued a cell phone or other form of ECD for business use are expected to refrain from using the device while driving. Use of an electronic communication device while driving is never required by Katy Trail Community Health and is expressly prohibited at all times. Safety must come before all other concerns and we expect our employees to focus on traffic, inclement weather and/or unfamiliar areas. **Therefore no calls should be made or received unless the entire call process can be done hands-free through your vehicle's features.**

Employees who are charged with traffic violations resulting from the use of their ECD while driving will be solely responsible for all liabilities that result from such actions, and may be subject to disciplinary action up to and including termination for violation of this policy.

VIDEO OR AUDIO RECORDING DEVICES

The use of ECDs with audio or video recording capable devices within the Center may constitute not only an invasion of another employee's or a patient's personal privacy, but may breach the confidentiality of Katy Trail Community Health trade secrets or other protected information. Therefore, the use of camera or other video-capable recording devices within Katy Trail Community Health is prohibited without the prior permission of management and of the person(s) present at the time. This prohibition applies to all areas of the premises, but is specifically applicable to restrooms and exam rooms.

Non-clinical personnel, with permission of their supervisor, may use their ECD to listen to audio recordings, through the use of earbuds. However, the use of the ECD shall not interfere with the employee's ability to satisfactorily perform the duties of their job, including, but not limited to the employee's ability to be alert to their surrounds and the ability to provide prompt and appropriate service in their position.

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH
2020 Personnel Policies and Procedures

Policy Title: Code of Conduct
BOD Approval: October 23, 2019
Responsibility: Human Resources

Policy Number: 5.030
Effective Date: : June 15, 2006
Distribution: All Departments

I. POLICY:

Each employee of Katy Trail Community Health shall promote good public relations by his or her behavior while on the job. Each employee shall exhibit courteous, considerate and nondiscriminatory conduct and language with and to every patient and fellow employee. Moreover, each employee shall perform the functions of his or her job in an efficient, effective and cooperative manner.

II. GUIDELINES:

Employees are expected to comply with the directives of their supervisors and to attend all required staff meetings, training meetings or other functions that Katy Trail Community Health deems necessary to promote. The following will also be followed by the staff:

- We will speak to each other, to all members of the KTCH team and to our patients in a respectful manner.
- Sexually explicit or suggestive comments are unacceptable.
- Touching a coworker inappropriately is unacceptable.
- We will not criticize any member of the KTCH team in the presence of patients or visitors nor will we make such criticism public.
- Criticism of a co-workers performance must be constructive and must be communicated to the appropriate supervisor in a discreet and confidential manner. Email is an inappropriate and unacceptable medium for such communication.
- We will manage conflict between ourselves or between any members of the KTCH team constructively and discreetly. In the case of conflict or disagreement, the parties to the conflict will meet directly and in a timely fashion to attempt to resolve the conflict (Note – this does not apply to any incident of perceived Harassment as described in Policy/Procedure # 5.260). If this fails, then each individual's supervisor will be asked to help mediate the conflict. Both sides of the conflict will handle documentation of such meetings with confidentiality. Email is an inappropriate and unacceptable medium to discuss such conflicts.
- Report to work fit for duty with no illegal drugs or alcohol in your system.
- No illegal activities may be conducted at KTCH.

Any employee who is arrested and/or charged with a violation of a criminal statute is required to notify their Supervisor immediately. Action will then be taken based on the nature and severity of the charge, and the potential consequences upon KTCH. Because of the nature of our business and the trust factors that must be maintained, an action could include doing nothing; placing employee on unpaid leave; suspending employee without pay; or discipline up to and including termination. Guilt or innocence will not be the determining factor in the initial action, but could influence a final decision.

Employees should note that speeding is not a violation of a criminal statute for purposes of this policy.

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH

2020 Personnel Policies and Procedures

Examples of violations of a criminal statute include, but are not limited to: theft, DWI involving a motor vehicle accident, assault, illegal possession of drugs, etc.

Behaviors That May Result in Disciplinary Action

Employees engaging in conduct listed below may receive discipline up to and including termination. Types of conduct included are not all inclusive as it is not possible to list all acts and omissions which may result in disciplinary action.

- Loafing on job or absence from work job area without permission.
- Untidy appearance or improper uniform/dress.
- Careless use of equipment.
- Loud talking or improper language.
- Abusing lunch periods or breaks.
- Smoking on campus.
- Leaving the assigned work area or facility without the supervisor's permission.
- Discourtesy to patients, visitors or other employees.
- Horseplay on Katy Trail Community Health premises, that results in personal injury or equipment damage.
- Failing to report injuries, damage to or an accident involving company equipment.
- Violating any safety rule or practice.
- Spreading malicious rumors.
- Copying facility documents for personal use.
- Habitual absences, tardiness and/or being absent without proper notification.
- Poor performance
- Being absent for three or more days without proper notification (also referred to as job abandonment).
- Sexual or other unlawful harassment or discriminatory behavior.
- Theft or misappropriation of any property.
- Falsifying records or willful false statement.
- Partaking of or under the influence of alcohol on Katy Trail Community Health premises or time.
- Releasing information on patients without authority.
- Demonstrating insubordination, including but not limited to:
 - Refusal to accept work assignment as directed by your Supervisor.
 - Refusal to work overtime when required.
 - Refusal to render assistance.
 - Insolent response to a work order.
 - Delay in carrying out an assignment.
- Willful entering of another employee's time card or altering time sheet.
- Immoral or indecent behavior/conduct which reflects on Katy Trail Community Health.
- Violation of the Drug Policy.
- Possession of a weapon or other instrument designed to do bodily harm or which might threaten the safety of others on Katy Trail Community Health premises.
- Physical Altercations on Katy Trail Community Health premises.
- Misuse of Prescription blanks.
- Sleeping while on duty.
- Soliciting gifts or tips from business-related contacts.
- Demonstrating gross misconduct or other serious violation of Katy Trail Community Health policies

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH 2020 Personnel Policies and Procedures

or procedures.

- Failing to comply with licensure and certification requirements.
- Violating other rules or policies not specifically listed.

Employee Conduct and Discipline:

Katy Trail Community Health uses progressive discipline that is designed to provide a structured corrective action process to improve and prevent a recurrence of undesirable employee behavior and/or performance issues. Under certain circumstances, unsatisfactory performance or misconduct may result in immediate termination of employment, without prior notice or warning.

The disciplinary process will be informative and instructive in nature and will include specific deficiencies and expected outcomes. The purpose is to change unacceptable work behavior so that the employee meets standards and expectations of their current position.

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH
2020 Personnel Policies and Procedures

Policy Title: Electronic Communications
BOD Approval: October 23, 2019
Responsibility: Human Resources

Policy Number: 5.110
Effective Date: : June 15, 2006
Distribution: All Departments

I. POLICY:

This policy is intended to serve as a guide as to the proper use of the electronic communication systems at Katy Trail Community Health. This policy covers the use of all forms of electronic communications including, but not limited to e-mail, voice mail, fax machines, external electronic bulletin boards, intranet and the internet and applies to all employees and officers.

II. GUIDELINES:

Electronic mail (e-mail) and other internal computer files provided by Katy Trail Community Health are to be used for business purposes only and should be treated professionally, with the same care and formality as any written, non-electronic correspondence or any other business communication. Use of Katy Trail Community Health computer equipment for personal reasons is unacceptable, and Katy Trail Community Health will take steps to prevent prohibited uses of e-mail communications and other internal computer files. Inappropriate and, therefore, prohibited e-mail and other electronic media communications and uses include, but are not limited to the following:

- Personal messages or emotional responses to business memoranda of an emotional nature, gossip, personal information about yourself or someone else. Avoid any impetuous negative responses to something you have read or heard.
- Messages that, in any way, may be disruptive, offensive to others, or harmful to morale, including, but not limited to: sexually explicit images, messages or cartoons; ethnic slurs, racial epithets, or anything that may be construed as harassment or disparagement of other based upon their race, national origin, sex, sexual orientation, age, disability, or religious or political beliefs.
- Messages concerning non-Katy Trail Community Health commercial ventures, religious or political causes, outside organization or other non-job-related activities.
- Messages that encourage or disseminate chain letters.
- Disseminating or printing copyrighted materials (including articles and software) in violation of copyright laws.
- Any "computer hacking," including, but not limited to, creating bulletin boards, web pages, or other types of activities not specifically authorized by Katy Trail Community Health.
- Use of any electronic media device to transmit sensitive company documents or data, unless authorized and directed by management.

In accordance with the 1986 Electronic Communications Privacy Act, Katy Trail Community Health reserves the legal right to access e-mail files and supply law enforcement officials with e-mail and other electronic files. Katy Trail Community Health also reserves the right to enter, search, and monitor the computer files and e-mail of any employee, without advance notice, for business purposes, including but not limited to investigating theft, disclosure of confidential business or proprietary information, unlawful harassment, or monitoring work flow and productivity.

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH 2020 Personnel Policies and Procedures

Any time information is transmitted through electronic media there is the possibility that it could be intercepted. Therefore, no confidential information or Protected Health Information (PHI) that includes 1) Medical treatment and other health care information, 2) Billing and payment, 3) Mental Health Information, 4) AIDS or HIV information, 5) Other as determined by Patient, may be transmitted unless in accordance with established protocol. If an employee is uncertain whether information is confidential, err on the side of caution and obtain approval before transmitting it.

Katy Trail Community Health faxes, copiers, and mail systems; including e-mail, or other electronic communications that are composed on, sent from, or received by computer hardware and/or software owned by Katy Trail Community Health is the property of Katy Trail Community Health. Personal business should not be conducted through these systems. Katy Trail Community Health reserves the right to monitor, read, and publish any such communications wherever there is a business need to do so. Employees using this equipment for non-business-related purposes have no expectation of privacy, and may be subject to discipline up to, and including, termination for inappropriate non-business-related use of such equipment.

Please note that use of personal, password-protected, web-based email accounts via Katy Trail Community Health computers and emails marked as "Personal" or "Private" are also subject to inspection, use and disclosure by authorized Katy Trail Community Health representatives. Employees of Katy Trail Community Health should not attempt to gain access to other employees' files, of e-mail or other electronic communications without the latter's expressed permission. However, members of management reserve the right to monitor or read any employee's e-mail or other electronic communications, or to enter any employee's e-mail or other electronic media files wherever there is a business need to do so.

Katy Trail Community Health obtains the written consents of its employees to the monitoring of these e-mails and other electronic communications, normally at the time of hire. Employees who were on staff at the time that this policy was created have been informed of this policy and they have given their written consents to this policy.

Deleting an E-mail or other electronic communication does not necessarily mean that it cannot be retrieved from the Katy Trail Community Health computer network. Therefore, employees of Katy Trail Community Health should avoid inappropriate and prohibited e-mail and other electronic communications altogether. Katy Trail Community Health deletes all e-mail and other electronic communications from its computer network after 90 days, unless retention of the same is required by law or otherwise deemed necessary or appropriate by management.

Katy Trail Community Health management has the right to monitor telephone conversations and voice mail messages at any time. Inappropriate conversations or voice mail messages could result in disciplinary action up to and including termination.

Violation of this policy will subject employees to disciplinary action up to and including termination.

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH
2020 Personnel Policies and Procedures

Policy Title: Internet and Internet Services

Policy Number: 5.180

BOD Approval: October 23, 2019

Effective Date: : June 15, 2006

Responsibility: Human Resources

Distribution: All Departments

I. POLICY:

Our employee internet usage policy outlines our guidelines for using our company's internet connection, network and equipment. We want to avoid inappropriate or illegal internet use that creates risks for our Katy Trail Community Health.

II. GUIDELINES:

No employee should post anything on a commercial on-line system or on the Internet using a Katy Trail Community Health-owned computer without the prior approval of the Chief Executive Officer.

Employees have no expectation of privacy regarding any information stored on or sent to a Katy Trail Community Health- owned computer.

Software piracy is the unauthorized copying, transmitting, downloading, installing, operating, or other use of computer software, in violation of applicable license agreement and/or copyright and other laws.

Software piracy or any other unauthorized operation or use of software licensed to Katy Trail Community Health is prohibited. Any unauthorized copying, transmitting, downloading, installing, operating, or other use of any other computer software with computer hardware belonging to Katy Trail Community Health or at a facility belonging to Katy Trail Community Health is also prohibited.

Internet use is provided to help the employee find information that may be useful in the employee's work. While searches are part of the process of finding useful information, an employee may not use Internet access provided by Katy Trail Community Health to seek information that is unrelated to the employee's work at Katy Trail Community Health. Katy Trail Community Health will monitor Internet use and take disciplinary action if an employee uses Internet access for non-business-related purposes during business hours.

Katy Trail Community Health deems all pornographic material inappropriate. Any employee using Katy Trail Community Health Internet connection to search for, download, view, or transmit pornographic material will be subject to discipline, up to, and including, termination from employment.

When an employee uses Katy Trail Community Health Internet access, that employee is representing Katy Trail Community Health; therefore, that employee should use the same good judgment in all Internet transmissions that the employee would use in written correspondence.

GENERAL ACCESS AND ACKNOWLEDGEMENT

It is hereby acknowledged and understood that Katy Trail Community Health owns and controls all hardware, software and files on all Katy Trail Community Health workstations and Network servers, including those files and/or programs created by employees, contractors and consultants.

All employees with a consistent workstation shall be provided with internal or Internet E-mail.

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH 2020 Personnel Policies and Procedures

Employees are required to change network passwords regularly, or at which time it is requested by the network server.

The following are expressly forbidden and violators are subject to disciplinary action, and may include termination and restitution for loss, damage, or liability accruing to Katy Trail Community Health as a result of these actions:

- Use of the Internet or Intranet to compromise or circumvent the security of another system or computer (including password cracking or attempts to exploit security weakness).
- Use of the Internet or Intranet to make available credit card numbers, telephone access codes, cellular phone IDs, etc., by persons other than their owner.
- Use of the Internet or Intranet to harass or intimidate other persons whether or not such persons are employed by Katy Trail Community Health.
- Use of the Internet or Intranet to violate or conspire to violate local, state, or federal laws.
- Use of the Internet or Intranet to spread viruses, Trojan Horses, Trojan mules, or other programs intended to circumvent security or cause unauthorized events or damage to occur on another computer.
- Use of the Internet or Intranet to infringe copyrights or patent rights, to include software piracy and redistribution and retransmission of a copyrighted work in its entirety or in excerpts beyond the bounds of fair use.
- Use of the Internet or Intranet to export data or material restricted by U.S. law (e.g. International Traffic in Arms Regulation (ITA) or Controlled Commodities List (CCL) Items).
- Use of the Internet or Intranet to transmit unsolicited material to a mass audience.
- Use of the Internet or Intranet for unauthorized release of proprietary or material nonpublic information, or confidential patient-specific data / Protected Health Information. Protected Health Information includes: 1) Medical treatment and other health care information, 2) Billing and payment information, 3) Mental Health information 4) AIDS or HIV information, 5) Other personal information and what the patient deems confidential.
- Use of corporate facilities to access the Internet or Intranet for personal financial gain.
- Use of the Internet or Intranet for viewing, transmitting or receiving pornographic material.

Current employees and new employees, in orientation, have signed an Internet/Electronic Communication form and retained a copy for reference. Violation of this policy will subject employees to disciplinary action up to and including termination.

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

**KATY TRAIL COMMUNITY HEALTH
2020 Personnel Policies and Procedures**

Policy Title: Other Employment
BOD Approval: October 23, 2019
Responsibility: Human Resources

Policy Number: 5.600
Effective Date: January 1, 2017
Distribution: All Departments

I. POLICY:

To set guidelines to ensure that employees are not involved in any outside employment or activity that will affect the quality or quantity of their work at Katy Trail Community Health, create a conflict of interest or create an appearance of impropriety.

II. GUIDELINES:

Employees who might hold outside jobs are at all times expected to meet the performance standards of their employment with Katy Trail Community Health. All employees will be judged by the same performance standards and will be subject to Katy Trail's scheduling demands, regardless of any existing outside work requirements. Katy Trail expects that an employee's outside work **will not** interfere with their performance or the ability to meet the requirements of Katy Trail as they are modified from time to time.

Outside employment that constitutes a conflict of interest is prohibited.

An employee who is on a leave of absence, including FMLA, is NOT permitted to hold other employment. Employment outside Katy Trail while on a leave of absence may result in immediate termination.

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH
2020 Personnel Policies and Procedures

Policy Title: Personal Appearance
BOD Approval: October 23, 2019
Responsibility: Human Resources

Policy Number: 5.650
Effective Date: January 1, 2019
Distribution: All Departments

I. POLICY:

It is the policy of Katy Trail Community Health to establish and enforce a Dress Code Policy.

Katy trail Community Health has established an image of professionalism and wishes its employees to reinforce this image. A key aspect of the Katy Trail image is how an employee's appearance is interpreted by our patients, customers and community at large. These standards are established to assure the safety of employees; to maintain a professional, neat and clean appearance and/or further other purposes relative to the conduct of the Katy Trail Community Health mission. Therefore we require employees to present a well-groomed, professional appearance when representing Katy Trail Community Health either at the clinic or representing Katy Trail Community Health off-site. Management will have the right to expect certain reasonable standards of dress for staff.

II. GUIDELINES:

IDENTIFICATION BADGES

All employees and volunteers shall be properly identified in the workplace. Katy Trail Community Health ID badges are provided and required to be worn for this purpose. ID badges are to be visible at all times and worn above the waist.

HYGIENE

It is necessary for all employees and volunteers to be conscientious and respect the healthcare environment in which they work. Good personal hygiene practices contribute to setting a positive example, promoting good health, reducing the spread of infection and disease, and maintaining a healthy work environment. Therefore, all employees and volunteers will observe and practice the following:

1. Good personal hygiene and the maintenance of appropriate standards of oral and body hygiene.
2. Utilize caution and use non-offensive, non-allergenic, and non-toxic fragrances that are found in the following: soaps, body washes, lotions, hair products, and deodorants. Fragrant products should not be used as a replacement for daily cleansing with soap and water.
3. No cologne or perfumes are permitted due to patient allergies.
4. Hair should be clean, free of odor, and well groomed. Haircuts may be in keeping with current fashion, if hair is dyed it must be of a natural color. Where applicable, moustaches and beards must be neatly groomed and trimmed and moderate in style
5. Fingernails should be free of debris, trimmed and filed. Artificial nails are prohibited by all staff that has direct patient care. Clinical employees must ensure the nail length is no longer than ¼

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH 2020 Personnel Policies and Procedures

inch from the fingertip. Nails must be clean and may have clear or colored polish, but no chipped polish. Any nail habits, such as picking at cuticles or biting nails will cause open sores which becomes an infection control issue.

6. Teeth should be clean, in good condition, and free of odor.
7. All precautionary measures must be taken to prevent the spread of disease. All employees and volunteers will comply by following public health guidelines for frequent hand washing.

APPAREL

Katy Trail Community Health requires appropriate business casual attire. What constitutes “appropriate business casual attire” largely depends on an employee’s normal job responsibilities and work environment. However, this is not to be confused with “recreational casual”. While no guidelines can define appropriate business casual in its entirety, some basic standards apply for all employees.

1. Employee clothing must be neat, clean and non-disruptive to others in the workplace.
2. All apparel must be free of the appearance of holes, tears, paint, bleach, and other add-on or faddish embellishments (such as patches).
3. Additives that interfere with the projection of a professional image – such as slogans, names, promotional material (for example: alcohol, cigarettes, drug paraphernalia, company logos, etc.), nudity, profanity, suggestive cartoons and drawings, and labels – are unacceptable in the workplace.
4. Employees and volunteers must avoid wearing clothing that is inappropriate in a professional health care work environment. This includes clothing that is revealing, excessively tight fitting, sheer, or too short.
5. Proper undergarments should be worn under all clothing, at all times. These should be clean, in good condition, and odor free.
6. T-Shirts with non-Katy Trail logos are not acceptable. Jeans are permitted on appropriate “Jean Days” (if employee contributes to the Jean Fund) or on other days designated by Katy Trail Community Health.
7. Leggings are permissible only when worn with a shirt or dress of mid-thigh length.
8. Examples of clothing not appropriate in the workplace: shorts, workout garments, fleece or nylon jogging suits, tank tops/spaghetti strap tops, off the shoulder tops or tops or cold shoulder tops.

FOOTWEAR

1. Appropriate shoes/footwear must be worn in the workplace, at all times.
2. All footwear must be clean and in good condition.
3. Clean protective (closed toed) footwear must be worn when working with direct patient care.

ACCESSORIES

1. Hats, caps, headscarves, visors and other head gear are not permitted to be worn during work. Exceptions are made for religious or medical reasons.

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH 2020 Personnel Policies and Procedures

2. Minimal and appropriate amounts of jewelry are permitted. Consideration must be given to health and safety hazards.

TATTOOS

1. Tattoos reflecting inappropriate or obscene language or images are not acceptable in the workplace and must be covered.
2. Facial tattoos are prohibited, except for permanent cosmetics/make-up.

PIERCINGS

1. The only visible body piercings allowed are in the ears and/or nose. Clear plugs are authorized for any piercings that do not comply with this policy.
2. Ear jewelry (for either pierced or non-pierced ears) shall be tasteful in manner and appropriate for a professional work environment.
3. Nose piercing jewelry is limited to one piercing, with the only authorized type being a stud that is tasteful in manner and appropriate for a professional work environment.

MANAGEMENT'S DISCRETION AND AUTHORITY

Regarding this policy, management has the responsibility to monitor for adherence. Managers are expected to use good and consistent judgment. The intent of this policy is to require all employees and volunteers to present themselves in a manner that is professionally appropriate.

Managers should communicate any department-specific workplace attire and grooming guidelines to staff members during new-hire orientation and evaluation periods. Any questions about the department's guidelines for attire should be discussed with the immediate supervisor.

Any staff member who does not meet the attire or grooming standards set by their department will be subject to corrective action and may be asked to leave the premises to change clothing. Hourly paid staff members will not be compensated for any work time missed because of failure to comply with designated attire and grooming standards.

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH
2020 Personnel Policies and Procedures

Policy Title: Social Media
BOD Approval: October 23, 2019
Responsibility: Human Resources

Policy Number: 5.190
Effective Date: : June 15, 2006
Distribution: All Departments

I. POLICY:

This policy provides guidance for employee use of social media, which should be broadly understood for purposes of this policy to include blogs, wikis, microblogs, message boards, chat rooms, electronic newsletters, online forums, social networking sites, and other sites and services that permit individuals to actively engage in communication with one another that can either automatically, or with the discretion, be shared with other known or unknown users.

II. GUIDELINES:

The purpose of this policy is to assist you in making responsible decisions about your professional and personal use of social media. It is in no way intended to interfere with, restrain, or prevent employees from engaging in honest communications regarding wages, hours, or other terms and conditions of employment.

Remember, pursuant to the KTCH's Communication and Information Systems policy, KTCH provided electronic equipment (which may include desk top computers, laptop computers, tablets and smart phones) remains at all times the property of the company and may without notice be monitored, and you do not have any privacy right in content transmitted through or stored on the Company's systems. You must cooperate in such monitoring.

In accordance with this policy, the following would constitute irresponsible use of social media, and may subject employees to disciplinary action:

- The intentional or inadvertent disclosures of any KTCH trade secret
- Criticism or disparagement of competitors, customers, or suppliers of the KTCH
- Disclosure of copyrighted materials or other intellectual property of someone other than you
- Displaying false information about the KTCH, any affiliated business entity, employee, supplier, or customer
- The expression of one's own opinion or viewpoint as that of position, viewpoint, statements, opinions or conclusions of the KTCH or any affiliated business entity, employee, supplier or customer
- Electronic harassment, bullying, discrimination, or retaliation that would not be permissible in the workplace
- The use of a KTCH email address to register on social networking sites, blogs or other online tools utilized for personal use

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH 2020 Personnel Policies and Procedures

You may not use the KTCH's name to endorse or promote any product, commercial enterprise, opinion, cause or political candidate. If your post or entry identifies or mentions the KTCH, you must also identify yourself by your real name. Links to other websites or locations are also subject to this policy.

This policy applies to all blogs and networking sites, without regard to whether they are accessible by the public or require a password. Remember, you are personally responsible for any posting that you make. KTCH is not responsible for protecting you from the consequences of any information that you post. Please consider your message carefully prior to publishing on both external and internal networking sites.

If Social Networking activity is seen as compromising the center, Katy Trail Community Health may request a cessation of such commentary and the employee maybe subject to counseling and, potentially, disciplinary action. For any questions about these guidelines or any matter related to Social Networking, contact Human Resources.

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

**KATY TRAIL COMMUNITY HEALTH
2020 Personnel Policies and Procedures**

Policy Title: Telephone Usage
BOD Approval: October 23, 2019
Responsibility: Human Resources

Policy Number: 5.270
Effective Date: : June 15, 2006
Distribution: All Departments

I. POLICY:

It is the policy of Katy Trail Community Health to establish guidelines regarding appropriate workplace telephone usage. Telephone usage and etiquette are important to not only good customer relations, but also effective operations management. Employees are to practice appropriate use of telephones for business and use while at work.

II. GUIDELINES:

When using telephone for business purposes, employees should remember that they represent Katy Trail Community Health and they are creating an impression of not only themselves, but also of Katy Trail Community Health. Employees are to answer calls promptly, in a pleasant, courteous and business-like manner. Employees should say the following, "Katy Trail Community Health, this is First Name, How may I help you?" Calls must be transferred tactfully and employees should give accurate and careful answers to caller's questions. Good telephone etiquette is essential at all times.

Telephones located in business/work areas are intended to be used for business purposes and should only be used for personal calls of an abbreviated or urgent nature. Employees should limit making and/or receiving personal telephone calls and receiving or sending text messages or instant messaging to their break times. An employee who makes and/or receives excessive personal telephone calls or text messages during the employee's work hours will be subject to disciplinary action.

Long distance calls made and/or received by employees must not be charged to Katy Trail Community Health with the exception of business calls and personal calls of an urgent or emergency nature. An employee who makes and/or receives personal long distance calls during the employee's working hours or who makes and/or receives long distance personal telephone calls that are charged to Katy Trail Community Health will be required to reimburse Katy Trail Community Health the costs of the calls and may be subject to disciplinary action.

Please refer to Electronic Communication Devices policy 5.030 regarding cellular phone usage during work hours.

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

**KATY TRAIL COMMUNITY HEALTH
2020 Personnel Policies and Procedures**

**Policy Title: Administrative, Civic and
Bereavement Leave**

BOD Approval: October 23, 2019

Responsibility: Human Resources

Policy Number: 5.220

Effective Date: : June 15, 2006

Distribution: All Departments

I. POLICY:

Katy Trail Community Health provides a leave benefit for Bereavement Leave, Administrative Leave and Civic Leave. Bereavement and Administrative Leave are designed to engage in activities that promote health and growth while Civic Leave is to perform jury duty as required by federal law.

II. GUIDELINES:

BEREAVEMENT LEAVE

After completion of the initial introductory period, full-time and part-time employees of Katy Trail Community Health may be granted a maximum of three (3) working days off with pay to grieve the loss of their family member. Accrued paid time off may be used to extend the bereavement leave period if necessary, subject to approval of the employee's immediate manager or supervisor.

ADMINISTRATIVE LEAVE

An employee of Katy Trail Community Health may be granted time off for attendance at conferences, institutes, meetings or training seminars, which have been approved in advance by their department manager or supervisor and which may contribute to the improvement of employee performance. In order to receive payment for administrative leave time, employees must provide sufficient documentation that includes an agenda of the program attended.

CIVIC LEAVE

Katy Trail Community Health encourages all full-time and part-time employees to accept and discharge their civic responsibilities when called for jury duty or to serve as a witness in court when subpoenaed. Employees should immediately present the summons to their department manager or supervisor to allow for scheduling adjustments and a copy should be forwarded to Human Resources. Employees are expected to report for work whenever the court schedule permits.

In order to receive full payment of wages for time served, employees, who have completed their initial introductory period, must bring any fees received from the court to Human Resources. Employees will be paid based upon the employees' normally scheduled workdays during the period of civic leave. This policy does not apply to actions of a personal nature.

Policy Title: Holiday Pay

BOD Approval: October 23, 2019

Responsibility: Human Resources

Policy Number: 5.310

Effective Date: : January 1, 2020

Distribution: All Departments

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH 2020 Personnel Policies and Procedures

I. POLICY:

Holiday pay is a leave benefit that allows employees to take time off on specific days that they would otherwise be required to work.

Katy Trail Community Health provides seven (7) days of paid holiday time off. The holidays are:

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

II. GUIDELINES:

1. Both full-time and part-time employees are eligible for holiday pay.
2. Holiday pay is given at the regular straight time rate for the number of hours you would have been scheduled to work. For example: If you are part-time and scheduled for four (4) hours on Mondays and a holiday falls on a Monday, you would receive 4 hours of holiday pay.
3. If the holiday falls on an exempt employee's regularly scheduled day off, the department manager or supervisor can flex the holiday with their employee by selecting a different day within the same pay period for observing the holiday.
4. An employee must be at work on their **scheduled** workdays before and after a holiday or be on a paid vacation their entire scheduled shift immediately prior to and following the holiday in order to receive holiday pay. An employee who calls in sick on their scheduled workday before after a holiday will not be paid for the holiday unless the employee produces a doctor's note verifying the illness.
5. When the regular holiday falls on Saturday, the preceding Friday shall be considered the Company holiday. When the regular holiday falls on Sunday, the following Monday shall be the Company holiday.
6. Employees are not allowed holiday pay while in an out-of-pay status such as leave of absence or layoff or while receiving short-term disability payments.
7. Holiday pay is not to be considered hours worked in the computation of overtime.

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH
2020 Personnel Policies and Procedures

Policy Title: Paid Time Off (PTO)
BOD Approval: October 23, 2019
Responsibility: Human Resources

Policy Number: 5.320
Effective Date: : January 1, 2020
Distribution: All Departments

I. POLICY:

The policy is to combine vacation, sick and personal paid days into one all-encompassing plan, Paid Time Off (PTO) for all eligible employees. A PTO plan would provide eligible employees with more flexibility in using paid time off from work without having to distinguish between using a vacation or sick day. They may use PTO for any absence whether it's vacation, personal business, family illness, medical/dental appointments, school appointments, etc. The goal is to reduce unscheduled absences by allowing a more flexible time off plan.

This policy does **NOT** replace the Holiday, Bereavement Leave, Administrative Leave Civic Leave or Military Leave policies.

I. GUIDELINES:

An eligible employee is a full or part-time employee (including hourly, exempt and providers). PRN status employees do **NOT** earn PTO.

PTO is earned bi-weekly and credited to an employee's PTO bank after the payroll cycle for which it is earned. PTO is accrued based upon exempt or non-exempt status, full time or part time status, number of scheduled hours and years of continuous eligible service based upon anniversary date. Newly benefit eligible employees will accrue the 1st of the month following 30 days service and is available for use once accrual has been earned.

PTO does not count toward hours worked in overtime calculation.

Unused PTO may be carried over from year to year until the maximum accrual rate has been reached. At which time, further accumulation stops until PTO is used. See accrual schedule listed below.

To ensure that Katy Trail Community Health's staffing and operational needs are met at all times, the Company reserves the right to grant PTO requests at its discretion. Approval of time is given with the understanding that an employee will have the PTO hours available to use at the time of the requested time off. If the time is not available on the requested date, the leave will be considered unapproved. If the leave is taken despite not having the time available, the absence is subject to Katy Trail Community Health's Attendance and Punctuality Policy.

PTO is not earned for months when unpaid leave is taken or when an employee is being paid short-term disability benefits. PTO will be paid out during the use of Family Medical Leave Act, approved Non-FMLA leave and when applicable, the Workers Compensation waiting period.

All full-time employees are required to take at least 80 hours of banked time per year.

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH 2020 Personnel Policies and Procedures

Upon termination of employment and after successfully completing the introductory period, employees will be paid out up to 80 hours, provided proper notice is given and employee works their resignation period. Any balances owed for services provided at the clinic will be deducted from the final check.

Eligible full-time and part-time employees may request the use of Employee Time Off as specified in this policy. Provider contract terms may supersede this provision.

II. **PROCEDURE:**

Non-provider employees should complete a leave request form as far in advance (30 days is preferable) of the desired date of Employee Time Off as possible, or as soon as the non-provider employee identifies the need for such time off and submit to their department manager or supervisor for approval.

Provider employees should complete a leave request form at least sixty (60) days in advance of the desired Employee Time Off. The provider should submit a leave request form to their site manager for approval as far in advance as possible or as soon as the provider identifies the need for time off. Any requests made with insufficient notice will be denied.

Accrual charts are provided on the following page.

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

**KATY TRAIL COMMUNITY HEALTH
2020 Personnel Policies and Procedures**

Full-time Non-Exempt Staff		
Service years	Accrual Amount*	Maximum Accrual Rate
Less than 2 years	Up to 112 hours	
2 years but less than 5 years	Up to 136 hours	Up to 240 hours
5 years but less than 10 years	Up to 176 hours	Up to 240 hours
10+ years	Up to 216 hours	Up to 240 hours

Part-time Non-Exempt Staff		
Service years	Accrual Amount*	Maximum Accrual Rate
Less than 2 years	Up to 56 hours	
2 years but less than 5 years	Up to 72 hours	Up to 120 hours
5 years but less than 10 years	Up to 88 hours	Up to 120 hours
10+ years	Up to 104 hours	Up to 120 hours

Full-time Exempt Staff		
Service years	Accrual Amount*	Maximum Accrual Rate
Less than 2 years	Up to 144 hours	
2 years but less than 5 years	Up to 184 hours	Up to 240 hours
5 years but less than 10 years	Up to 224 hours	Up to 240 hours
10+ years	Up to 264 hours	Up to 240 hours

Part-time Exempt Staff		
Service years	Accrual Amount*	Maximum Accrual Rate
Less than 2 years	Up to 72 hours	
2 years but less than 5 years	Up to 88 hours	Up to 120 hours
5 years but less than 10 years	Up to 104 hours	Up to 120 hours
10+ years	Up to 128 hours	Up to 120 hours

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

**KATY TRAIL COMMUNITY HEALTH
2020 Personnel Policies and Procedures**

**Policy Title: Extended Illness Benefit
(EIB)**

BOD Approval: October 23, 2019

Responsibility: Human Resources

Policy Number: 5.330

Effective Date: : January 1, 2020

Distribution: All Departments

I. POLICY:

The Extended Illness Bank (EIB) is a salary continuation plan for illnesses that require an absence of three days or more. It is available for employee, spouse, child or parent illnesses or injuries (including child birth) after meeting the eligibility criteria.

II. GUIDELINES:

All full-time and part-time employees are eligible for EIB.

EIB leave is available only after it has been accumulated and may not be used in advance. In most cases, 24 hours of PTO is required to be used before EIB leave may be utilized. If PTO is not available to cover these 24 hours, the time will be unpaid. Payment of EIB shall not exceed the hours per pay period that the employee is regularly scheduled to work.

Prior to returning to work after an absence of three or more days, a release to return to work will be required for leave due to your own illness or pregnancy. A health care provider's written verification may also be required in unusual or questionable circumstances. Katy Trail Community Health reserves the right, in any event, to require any employee to provide medical verification of the employee's illness or injury or other appropriate documentation verifying the need for EIB whenever Katy Trail Community Health deems it necessary or appropriate, at its sole discretion.

Accruals

Eligible employees accrue EIB up to 40 (forty) hours a year based on full-time equivalency.

EIB accruals carry forward each month until the cap of 320 hours has been reached. Once the cap has been reached no further accrual will be awarded until the balance drops below the cap.

EIB does not accrue during an employee's unpaid leave of absence.

Accumulated EIB is not paid out at termination of employment.

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

**KATY TRAIL COMMUNITY HEALTH
2020 Personnel Policies and Procedures**

Policy Title: Employee Volunteer Program

BOD Approval: October 23, 2019

Responsibility: Human Resources

Policy Number: 5.700

Effective Date: : January 1, 2017

Distribution: All Departments

I. POLICY:

The policy is to address employee volunteerism in the community. Allowing eligible employees time off to volunteer strengthens Katy Trail's community involvement and awareness as well as gives staff an opportunity to connect with existing/potential partners. Facilitating staff to volunteer supports the Value Statement of Katy Trail through teamwork, dignity and integrity. It further demonstrates the significant impact our organization makes on its communities.

II. GUIDELINES:

An eligible employee is a full-time employee who has been employed for a minimum of six (6) months.

Volunteerism should be targeted towards organizations addressing serious social problems in the community (ex...United Way or local school for education outreach).

The volunteerism must in no way be deemed as having a conflict of interest with Katy Trail.

To be compensated for eligible volunteerism time, management must receive any request with enough reasonable time to fully evaluate.

Appropriate documentation will be required for payout of any volunteered time.

III. Procedure:

Employees will be required to complete a Request to Volunteer Form. This form will include date and time of the requested event, the organization they are proposing to volunteer for, and the nature of the volunteer event. This form shall be submitted to their department manager for approval. ***Requests to volunteer are reviewed and evaluated on an individual basis with employee merits taken into consideration and the needs of Katy Trail Community Health.*** If approved, the department manager will inform the employee that the request was approved and the form will be submitted to HR. If denied, the department manager will advise employee of this and provide details as to why it was denied.

The organization for which received the volunteer services will need to complete a Volunteer Time Card for the employee. This timecard shall be submitted to HR and attached to the Request to Volunteer Form. Subsequent to this, entries to payroll shall occur to pay the employee for their services.

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

**KATY TRAIL COMMUNITY HEALTH
2020 Personnel Policies and Procedures**

**Policy Title: Family Medical Leave Act
(FMLA)**

Policy Number: 5.150

BOD Approval: October 23, 2019

Effective Date: : June 15, 2006

Responsibility: Human Resources

Distribution: All Departments

I. POLICY:

It is the policy of Katy Trail Community Health to grant family medical leave in accordance with the requirements of applicable federal and state laws in effect at the time the leave is granted. In the event of any conflict between this policy and the applicable law, employees will be afforded all rights required by law and be eligible for the most liberal benefits available under the law.

The Family and Medical Leave Act (FMLA) provides eligible employees the opportunity to take unpaid, job protected leave for certain specified reasons. The maximum amount of leave an employee may use is either 12 or 26 weeks within a 12-month period depending on the reasons for the leave.

PROCEDURE:

Employee Eligibility

To be eligible for FMLA leave, an employee must:

1. have worked at least 12 months for Katy Trail in the preceding seven years (limited exceptions apply to the seven-year requirement);
2. have worked at least 1,250 hours for Katy Trail over the preceding 12 months; and
3. currently work at a location where there are at least 50 employees within 75 miles.

All periods of absence from work due to or necessitated by service in the uniformed services are counted in determining FMLA eligibility.

Conditions Triggering Leave

FMLA leave may be taken for the following reasons:

1. birth of a child, or to care for a newly-born child (up to 12 weeks);
2. placement of a child with the employee for adoption or foster care (up to 12 weeks);
3. to care for an immediate family member (employee's spouse, child, or parent) with a serious health condition (up to 12 weeks);
4. because of the employee's serious health condition that makes the employee unable to perform the employee's job (up to 12 weeks);
5. to care for a Covered Service member with a serious injury or illness related to certain types of military service (up to 26 weeks) (see Military-Related FMLA Leave for more details); or,
6. to handle certain qualifying exigencies arising out of the fact that the employee's spouse, son, daughter, or parent is on covered active duty or call to covered activity duty status in the Uniformed Services (up to 12 weeks) (see Military-Related FMLA Leave for more details).

The maximum amount of leave that may be taken in a 12-month period for all reasons combined is 12 weeks, with one exception. For leave to care for a Covered Service member, the maximum combined leave entitlement is 26 weeks, with leaves for all other reasons constituting no more than 12 of those 26 weeks.

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH

2020 Personnel Policies and Procedures

Definitions

A "Serious Health Condition" is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee's job, or prevents the qualified family member from participating in school or other daily activities. Subject to certain conditions, the continuing treatment requirement includes an incapacity of more than three full calendar days and two visits to a health care provider or one visit to a health care provider and a continuing regimen of care; an incapacity caused by pregnancy or prenatal visits, a chronic condition, or permanent or long-term conditions; or absences due to multiple treatments. Other situations may meet the definition of continuing treatment.

Identifying the 12-Month Period

Katy Trail measures the 12-month period in which leave is taken by the "rolling" 12-month method, measured backward from the date of any FMLA leave with one exception. For leave to care for a covered service member, Katy Trail calculates the 12-month period beginning on the first day the eligible employee takes FMLA leave to care for a covered service member and ends 12 months after that date. FMLA leave for the birth or placement of a child for adoption or foster care must be concluded within 12 months of the birth or placement.

Using Leave

Eligible employees may take FMLA leave in a single block of time, intermittently (in separate blocks of time), or by reducing the normal work schedule when medically necessary for the serious health condition of the employee or immediate family member, or in the case of a covered service member, his or her injury or illness. Eligible employees may also take intermittent or reduced-scheduled leave for military qualifying exigencies. Intermittent leave is not permitted for birth of a child, to care for a newly-born child, or for placement of a child for adoption or foster care. Employees who require intermittent or reduced-schedule leave must try to schedule their leave so that it will not unduly disrupt Katy Trail operations.

Use of Accrued Paid Leave

Katy Trail will require you to use accrued paid leave, concurrently with some or all of your FMLA leave.

Maintenance of Health Benefits

If you and/or your family participate in our group health plan, Katy Trail will maintain coverage during your FMLA leave on the same terms as if you had continued to work. If applicable, you must make arrangements to pay your share of health plan premiums while on leave. In some instances, Katy Trail may recover premiums it paid to maintain health coverage or other benefits for you and your family. Use of FMLA leave will not result in the loss of any employment benefit that accrued prior to the start of your leave.

Notice and Medical Certification

When seeking FMLA leave, you are required to provide:

1. sufficient information for us to determine if the requested leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that you are unable to perform job functions, a family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. You must also inform Katy Trail if the leave requested is for a reason for which FMLA leave was previously taken or certified.

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH 2020 Personnel Policies and Procedures

If the need for leave is foreseeable, this information must be provided 30 days in advance of the anticipated beginning date of the leave. If the need for leave is not foreseeable, this information must be provided as soon as is practicable and in compliance with Katy Trail's normal call-in procedures, absent unusual circumstances.

2. medical certification supporting the need for leave due to a serious health condition affecting you or an immediate family member within 15 calendar days of Katy Trail's request to provide the certification (additional time may be permitted in some circumstances). If you fail to do so, we may delay the commencement of your leave, withdraw any designation of FMLA leave or deny the leave, in which case your leave of absence would be treated in accordance with our standard leave of absence and attendance policies, subjecting you to discipline up to and including termination. Second or third medical opinions and periodic re-certifications may also be required;
3. periodic reports as deemed appropriate during the leave regarding your status and intent to return to work; and
4. Medical certification of fitness for duty before returning to work, if the leave was due to your serious health condition. Katy Trail will require this certification to address whether you can perform the essential functions of your position.

Failure to comply with the foregoing requirements may result in delay or denial of leave, or disciplinary action, up to and including termination.

Employer Responsibilities

To the extent required by law, Katy Trail will inform employees whether they are eligible under the FMLA. Should an employee be eligible for FMLA leave, Katy Trail will provide him or her with a notice that specifies any additional information required as well as the employee's rights and responsibilities. If employees are not eligible, Katy Trail will provide a reason for the ineligibility. Katy Trail will also inform employees if leave will be designated as FMLA-protected and, to the extent possible, note the amount of leave counted against the employee's leave entitlement. If Katy Trail determines that the leave is not FMLA-protected, Katy Trail will notify the employee.

Job Restoration

Upon returning from FMLA leave, eligible employees will typically be restored to their original job or to an equivalent job with equivalent pay, benefits, and other employment terms and conditions.

Failure to Return After FMLA Leave

Any employee who fails to return to work as scheduled after FMLA leave or exceeds the 12-week FMLA entitlement (or in the case of military caregiver leave, the 26-week FMLA entitlement), will be subject to Katy Trail's standard leave of absence and attendance policies. This may result in termination if you have no other Katy Trail-provided leave available to you that applies to your continued absence. Likewise, following the conclusion of your FMLA leave, Katy Trail's obligation to maintain your group health plan benefits ends (subject to any applicable COBRA rights).

Fraud

Providing false or misleading information or omitting material information in connection with an FMLA leave will result in disciplinary action, up to and including immediate termination.

Employers' Compliance with FMLA and Employee's Enforcement Rights

FMLA makes it unlawful for any employer to interfere with, restrain, or deny the exercise of any right provided under FMLA, or discharge or discriminate against any person for opposing any practice made

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH 2020 Personnel Policies and Procedures

unlawful by FMLA or for involvement in any proceeding under or relating to FMLA.

While Katy Trail encourages employees to bring any concerns or complaints about compliance with FMLA to the attention of the Human Resources Department, FMLA regulations require employers to advise employees that they may file a complaint with the U.S. Department of Labor or bring a private lawsuit against an employer.

Further, FMLA does not affect any Federal or State law prohibiting discrimination, or supersede any State or local law or collective bargaining agreement which provides greater family or medical leave rights.

MILITARY-RELATED FMLA LEAVE

FMLA leave may also be available to eligible employees in connection with certain service related medical and non-medical needs of family members. There are two forms of such leave. The first is Military Caregiver Leave, and the second is Qualifying Exigency Leave. Each of these leaves is detailed below.

Definitions

A “covered service member” is either: (1) a current service member of the Armed Forces, including a member of the National Guard or Reserves, with a serious injury or illness incurred in the line of duty for which the service member is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list; or (2) a “covered veteran” who is undergoing medical treatment, recuperation, or therapy for a serious injury or illness.

A “covered veteran” is an individual who was discharged under conditions other than dishonorable during the five-year period prior to the first date the eligible employee takes FMLA leave to care for the covered veteran. The period between October 28, 2009 and March 8, 2013 is excluded in determining this five- year period.

The FMLA definitions of “serious injury or illness” for current service members and veterans are distinct from the FMLA definition of “serious health condition.” For current service members, the term “serious injury or illness” means an injury or illness that was incurred by the member in the line of duty while on active duty in the Armed Forces or that existed before the beginning of active duty and was aggravated by such service, that may render them medically unfit to perform the duties of their office, grade, rank or rating.

For covered veterans, this term means a serious injury or illness that was incurred in the line of duty while on active duty in the Armed Forces or that existed before the beginning of active duty and was aggravated by such service and manifested itself before or after the individual assumed veteran status, and is: (1) a continuation of a serious injury or illness that was incurred or aggravated when they were a member of the Armed Forces and rendered them unable to perform the duties of their office, grade, rank or rating; (2) a physical or mental condition for which the covered veteran has received a VA Service Related Disability Rating (VASRD) of 50 percent or greater and such VASRD rating is based, in whole or in part, on the condition precipitating the need for caregiver leave; (3) a physical or mental condition that substantially impairs the veteran’s ability to secure or follow a substantially gainful occupation by reason of a disability or disabilities related to military service or would be so absent treatment; or (4) an injury, including a psychological injury, on the basis of which the covered veteran has been enrolled in the Department of Veterans Affairs Program of Comprehensive Assistance for Family Caregivers.

“Qualifying exigencies” include activities such as short-notice deployment, military events, arranging alternative childcare, making financial and legal arrangements related to the deployment, rest and

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH

2020 Personnel Policies and Procedures

recuperation, counseling, parental care, and post-deployment debriefings.

Military Caregiver Leave

Unpaid Military Caregiver Leave is designed to allow eligible employees to care for certain family members who have sustained serious injuries or illnesses in the line of duty while on active duty. Military Caregiver Leave is a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered service member during a single 12-month period.

To be “eligible” for Military Caregiver Leave, the employee must be a spouse, son, daughter, parent or next of kin of the covered service member. “Next of kin” means the nearest blood relative of the service member, other than the service member’s spouse, parent, son, or daughter, in the following order of priority: blood relatives who have been granted legal custody of the service member by court decree or statutory provisions; brothers and sisters; grandparents; aunts and uncles; and first cousins; unless the service member has specifically designated in writing another blood relative as his or her nearest blood relative for purposes of Military Caregiver Leave. The employee must also meet all other eligibility standards as set forth within the FMLA Leave policy.

An eligible employee may take up to 26 workweeks of Military Caregiver Leave to care for a covered service member in a “single 12-month period.” The “single 12-month period” begins on the first day leave is taken to care for a covered service member and ends 12 months thereafter, regardless of the method used to determine leave availability for other FMLA-qualifying reasons. If an employee does not exhaust his or her 26 workweeks of Military Caregiver Leave during this “single 12-month period,” the remainder is forfeited.

Military Caregiver Leave applies on a per-injury basis for each service member. Consequently, an eligible employee may take separate periods of caregiver leave for each and every covered service member, and/or for each and every serious injury or illness of the same covered service member. A total of no more than 26 workweeks of Military Caregiver Leave, however, may be taken within any “single 12-month period.”

Within the “single 12-month period” described above, an eligible employee may take a combined total of 26 weeks of FMLA leave including up to 12 weeks of leave for any other FMLA-qualifying reason (i.e., birth or adoption of a child, serious health condition of the employee or close family member, or a qualifying exigency). For example, during the “single 12-month period,” an eligible employee may take up to 16 weeks of FMLA leave to care for a covered service member when combined with up to 10 weeks of FMLA leave to care for a newborn child.

An employee seeking Military Caregiver Leave may be required to provide appropriate certification from the employee and/or covered service member and completed by an authorized health care provider within 15 days. Military Caregiver Leave is subject to the other provisions in our FMLA Leave Policy (requirements regarding employee eligibility, appropriate notice of the need for leave, use of accrued paid leave, etc.). Military Caregiver Leave will be governed by, and handled in accordance with, the FMLA and applicable regulations, and nothing within this policy should be construed to be inconsistent with those regulations.

Qualifying Exigency Leave

Eligible employees may take unpaid “Qualifying Exigency Leave” to tend to certain “exigencies” arising out of the covered active duty or call to covered active duty status of a “military member” (i.e. the employee’s spouse, son, daughter, or parent). Up to 12 weeks of Qualifying Exigency Leave is available in any 12-month period, as measured by the same method that governs measurement of other forms of FMLA leave within the FMLA policy (with the exception of Military Caregiver Leave, which is subject to a

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH 2020 Personnel Policies and Procedures

maximum of 26 weeks of leave in a “single 12-month period”). Although Qualifying Exigency Leave may be combined with leave for other FMLA-qualifying reasons, under no circumstances may the combined total exceed 12 weeks in any 12-month period (with the exception of Military Caregiver Leave as set forth above). The employee must meet all other eligibility standards as set forth within the FMLA policy.

Persons who can be ordered to active duty include active and retired members of the Regular Armed Forces, certain members of the retired Reserve, and various other Reserve members including the Ready Reserve, the Selected Reserve, the Individual Ready Reserve, the National Guard, state military, Army Reserve, Navy Reserve, Marine Corps Reserve, Air National Guard, Air Force Reserve, and Coast Guard Reserve.

A call to active duty refers to a *federal* call to active duty, and *state* calls to active duty are not covered unless under order of the President of the United States pursuant to certain laws.

Qualifying Exigency Leave is available under the following circumstances:

- (1) **Short-notice deployment.** To address any issue that arises out of short notice (within seven days or less) of an impending call or order to covered active duty.
- (2) **Military events and related activities.** To attend any official military ceremony, program, or event related to covered active duty or call to covered active duty status or to attend certain family support or assistance programs and informational briefings.
- (3) **Childcare and school activities.** To arrange for alternative childcare; to provide childcare on an urgent, immediate need basis; to enroll in or transfer to a new school or daycare facility; or to attend meetings with staff at a school or daycare facility.
- (4) **Financial and legal arrangements.** To make or update various financial or legal arrangements; or to act as the covered military member’s representative before a federal, state, or local agency in connection with service benefits.
- (5) **Counseling.** To attend counseling (by someone other than a health care provider) for the employee, for the military member, or for a child or dependent when necessary as a result of duty under a call or order to covered active duty.
- (6) **Temporary rest and recuperation.** To spend time with a military member who is on short-term, temporary rest and recuperation leave during the period of deployment. Eligible employees may take up to 15 calendar days of leave for each instance of rest and recuperation.
- (7) **Post-deployment activities.** To attend arrival ceremonies, reintegration briefings and events, and any other official ceremony or program sponsored by the military for a period of up to 90 days following termination of the military member’s active duty status. This also encompasses leave to address issues that arise from the death of a military member while on active duty status.
- (8) **Parental care.** To care for the military member’s parent who is incapable of self-care. The parent must be the military member’s biological, adoptive, step, or foster father or mother, or any other individual who stood in loco parentis to the military member when the member was under 18 years of age.
- (9) **Mutually agreed leave.** Other events that arise from the military member’s duty under a call or order to active duty, provided that the Company and the employee agree that such leave shall qualify as an exigency and agree to both the timing and duration of such leave.

An employee seeking Qualifying Exigency Leave may be required to submit appropriate supporting

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH 2020 Personnel Policies and Procedures

documentation in the form of a copy of the military member's active duty or rest and recuperation orders or other military documentation indicating the appropriate military status and the dates of active duty status, along with a statement setting forth the nature and details of the specific exigency, the amount of leave needed and the employee's relationship to the military member, within 15 days. Qualifying Exigency Leave will be governed by, and handled in accordance with, the FMLA and applicable regulations, and nothing within this policy should be construed to be inconsistent with those regulations.

Limited Nature of This Policy

This Policy should not be construed to confer any express or implied contractual relationship or rights to any employee not expressly provided for by FMLA. Katy Trail reserves the right to modify this or any other policy as necessary, in its sole discretion to the extent permitted by law. State or local leave laws may also apply.

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

**KATY TRAIL COMMUNITY HEALTH
2020 Personnel Policies and Procedures**

Policy Title: Military Leave
BOD Approval: October 23, 2019
Responsibility: Human Resources

Policy Number: 5.210
Effective Date: : June 15, 2006
Distribution: All Departments

POLICY:

Any full-time employee of Katy Trail Community Health who is a member of the National Guard, or any of the reserve components of the Armed Forces of the United States, may request a leave of absence with pay up to ten (10) days in any one (1) calendar year for the period during which he or she shall be ordered to military duty or training. Katy Trail Community Health will provide reinstatement to an employee returning from military leave in accordance with applicable law.

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH
2020 Personnel Policies and Procedures

Policy Title: Non-FMLA Leave of Absence
BOD Approval: October 23, 2019
Responsibility: Human Resources

Policy Number: 5.750
Effective Date: : June 15, 2006
Distribution: All Departments

I. POLICY:

The policy is to consider an eligible employee's request for a personal medical leave of absence when the employee does not qualify for protection under the Family Medical Leave Act (FMLA). This policy is to provide up to six (6) weeks of leave unless otherwise required by law, including the Americans with Disabilities Act Amendments Act (ADAAA).

II. GUIDELINES:

1. An employee with a serious medical condition as defined under the FMLA, who is in his or her first year of employment and has completed the initial orientation period, may request a leave of absence for a self-qualifying medical event. This leave will be considered for employees that need to be out of work for five (5) consecutive days. Employees may take leave up to six (6) weeks within their first 12 months of employment at Katy Trail Community Health.
2. Non-FMLA is only available for the employee's own medical condition.
3. Non-FMLA is for continuous medical leave only. It is not intended for intermittent absences.
4. Approval is not guaranteed and is subject to the business needs of the clinic.

III. PROCEDURE:

A. Requesting a Non-FMLA Medical Leave

The employee is expected to provide at least 30 days' notice when requesting leave. When an employee becomes aware of a need for leave less than 30 days in advance, the employee must provide notice of the as soon as reasonably practicable. Leave requests that are not submitted according to policy and as soon as practicable may be denied. You will need to contact Human Resources to request Non-FMLA leave.

B. Certifications for Non-FMLA Medical Leave

Katy Trail Community Health will require certification for the employee's serious health condition. Human Resources will receive all medical certifications. The employee must respond to the request for certification within 15 calendar days of the notice of eligibility. Failure to comply with the above mentioned requirements will result in denial of leave or reinstatement from leave, in which case the employee's leave of absence would be unauthorized, subjecting the employee to discipline up to and including employment termination.

Incomplete Certifications

If an incomplete medical certification is received, Human Resources will provide the employee with the opportunity to either have the health care provider correct the certification or provide a written release for Human

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH 2020 Personnel Policies and Procedures

Resources to contact the health care provider directly. The employee will have seven (7) calendar days to resolve any deficiencies in the medical certification. If, after seven (7) calendar days the identified deficiencies have not been resolved, the request for leave will be denied.

C. Pay Status While on Non-FMLA Medical Leave

An employee who is taking Non-FMLA Medical Leave must use all accrued time off prior to being placed in an unpaid leave status. Note: Accrued time off ceases when the employee moves to an unpaid status. Accrued time off will restart upon the employee's return to paid status.

D. Job Restoration from Non-FMLA Medical Leave

Employees who take a non-FMLA Medical Leave do not have job restoration rights. However, Katy Trail Community Health will generally reinstate the employee to the same position or a position with equivalent status, pay, benefits and other employment terms upon the employee's return before or at the end of the approved leave period. In the event Katy Trail Community Health will not be able to restore the employee, the employee will receive written notice from Human Resources.

E. Notice Requirements for Returning from Non-FMLA Medical Leave

Employees are expected to be able to return to work by the end of their approved leave. Prior to returning from leave for a personal health condition, the employee must secure a release from his or her healthcare provider confirming the release to return to work to perform full duties. Katy Trail Community Health does not offer light duty work.

If an employee on leave for personal medical reasons is released to return to work sooner than the expected return date listed on the Leave Request, the employee must notify Human Resources within two (2) business days of receiving the release.

Unable to Return from Non-FMLA Medical Leave

If the employee is not medically released to return to work at the end of his or her leave and the employee is not eligible for any additional leave, employment ends as "unable to return from leave" effective the last day of the approved leave.

Failure to Return from Non-FMLA Medical Leave

Any employee who fails to return to work as scheduled after leave may be subject to dismissal from employment. An employee who exceeds their approved leave provisions may be subject to termination of employment pursuant to the Attendance and Punctuality Policy.

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH
2020 Personnel Policies and Procedures

Policy Title: Health and Wellness Benefits	Policy Number: 5.170
BOD Approval: October 23, 2019	Effective Date: : June 15, 2006
Responsibility: Human Resources	Distribution: All Departments

POLICY:

Katy Trail Community Health employees working full time are eligible to receive the following benefits. Employees should refer to the benefit plan for the specifications of the benefit. Employees must enroll within their eligibility period and cannot make any changes to their enrollment unless they have a life event or during open enrollment.

- Employee Health Services Benefit
- Health Insurance
- Life Insurance
- Voluntary Life Insurance
- Short Term Disability
- Long Term Disability
- Group Dental Insurance
- Group Vision Insurance
- 403(b) plan

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH
Personnel Policies and Procedures

**Policy Title: Credentialing and
Privileging of Licensed Independent
Providers**

Policy Number: 5.070

**BOD Approval: October 23, 2019
Responsibility: Human Resources**

**Effective Date: : June 15, 2006
Distribution: All Departments**

I. POLICY:

To provide policy on credentialing and re-credentialing of Licensed Independent Providers (LIP) consistent with the Health Resources and Services Administration and the guidelines of other applicable regulatory and accreditation agencies such as the National Committee for Quality Assurance (NCQA). This same process shall be used for ensuring contracted or referral providers are appropriately credentialed and privileged.

II. DEFINATION(S):

Licensed Independent Practitioner (LIP) is defined as individuals permitted by law and the organization to provide care and services without direction or supervision, within the scope of the individual's license and consistent with individually granted clinical privileges. At Katy Trail Community Health this includes physicians, dentists, nurse practitioners and licensed clinical social workers.

Primary Source Verification: Verification from the original source of a specific credential to determine the accuracy of the qualifications of the licensed independent practitioner.

Secondary Source Verification: Documented verifications of credentials obtained through a verification report from a recognized entity considered as an acceptable source of information.

Credentialing: A process that reviews a health care practitioner's qualification including career history, licensing, education, training and more.

Privileging: The process of authorizing a specific scope of practice for patient care based on credentials and performance.

III. GUIDELINES:

Katy Trail Community Health Center is dedicated to assessing and verifying the credentials of all licensed or certified health care practitioners it employs. This assessment will be done at the time of hire and every 2 years thereafter, in accordance with Health Resources and Services Administration Policy Information Notice (PIN) 2001-16 and 2002.22.

At time of hire all credentialing and verification must be completed before the individual is allowed to provide patient care.

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH

Personnel Policies and Procedures

Verification of credentials is done through either primary or secondary sources. Primary source verification may be completed through direct correspondence, telephone/internet verification or reports from credentialing verification organizations to verify education and training. Organizations can include:

- The Education Commission for Foreign Medical Graduates
- American Board of Medical Specialists
- American Osteopathic Association Physician Database
- American Medical Association Masterfile or
- National Student Clearinghouse

Secondary sources may only be used with primary source verification is not required. This form of verification includes the original credential, notarized copy of the credential, or a copy of the credential made by a staff member of Katy Trail Community Health.

CREDENTIALING:

Credentialing Licensed Independent Practitioner occurs as part of the initial credentialing process and every two years afterwards. Both primary and secondary source verifications are required.

Credentialing requires the following primary source verifications:

- Current licensure
- Relevant education, training and experience
- Current competence
- National Practitioner Data Bank query
- Health fitness or the ability to perform the requested privileges
- Office of Inspector General report

Credentialing requires the following secondary source verifications:

- Government issued picture identification
- DEA registration (as applicable)
- Immunization and PPD status
- Life support training (as applicable)

Katy Trail Community Health Board of Directors is to determine whether the LIP meets credentialing requirements after review of recommendations from either the Chief Medical Officer or the Chief Dental Officer.

PRIVILEGING:

All LIPs shall complete a "Request for Clinical Privileges" form during the job application process. The granting of privileges will be approved and signed off by the CMO or CDO and the president of the Board of Directors.

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH

Personnel Policies and Procedures

All LIP's will have renewal of her/his privileges every 2 years with verification of license renewal, a synopsis of peer review results for the previous two years and /or any relevant performance improvement information. As with the original granting of privileges the renewal will be approved and signed off by the Medical or Dental Director and the president of the Board of Directors.

An appeal of denied of privileges may be made in accordance with Katy Trail Community Health Personnel Policy 5.070.

Temporary privileges may be granted for a limited period of time, not to exceed 120 days, by the CEO upon recommendation of CMO or COO. Katy Trail Community Health will use the following two circumstances to grant temporary privileges:

- To fulfill an important patient care need
- When an applicant with a complete, clean application is awaiting review and approval of the medical staff executive committee and the governing body

In the first circumstance temporary privileges can be granted on a case by case basis when there is an important patient care need that mandates an immediate authorization to practice, for a limited period of time, while the full credentials information is verified and approved. Examples would include, but are not limited to:

- a situation where a physician becomes ill or takes a leave of absence and an LIP would need to cover his/her practice until he/she returns (locum tenens)
- a specific LIP has the necessary skills to provide care to a patient that an LIP currently privileged does not possess

In these circumstances, temporary privileges may be granted by the CEO upon recommendation of the CMO or COO there is verification of current licensure and competence.

In the second circumstance temporary privileges may be granted when the new applicant for medical staff membership or privileges is waiting for a review and recommendation by the medical staff executive committee and approval by the governing body. Temporary privileges may be granted by the CEO upon recommendation of CMO or COO provided there is verification of:

- current licensure
- relevant training or experience
- current competence
- ability to perform the privileges requested
- other criteria required by medical staff bylaws
- the results of the National Practitioner Data Bank query have been obtained and evaluated

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

72

KATY TRAIL COMMUNITY HEALTH

Personnel Policies and Procedures

and the applicant has:

- completed an application
- no current or previously successful challenge to licensure or registration
- not been subject to involuntary termination of medical staff membership at another organization
- not been subject to involuntary limitation, reduction, denial, or loss of clinical privileges

Temporary privileges are not to be routinely used for other administrative purpose such as the following situations:

- the LIP fails to provide all information necessary to the processing of his/her reappointment in a timely manner
- failure of the staff to verify performance data and information in a timely manner

In the above situations, the LIP would be required to cease providing care in the facility until the reappointment process is completed.

Process for Delineation of Privileges for the Credentialed LIP:

The specific privileges of health care services for each Credentialed Provider will be listed and reviewed, with a recommendation from the CMO/CDO and a joint recommendation of the CEO and medical staff.

It is the responsibility of the CEO to implement these policies as well as the CMO/CDO to monitor compliance.

A privileging form must be completed by credentialed staff, and includes: Medical, Dental and Psychiatry.

A Privileging Form has been developed for each professional service area and lists procedures or functions each provider is authorized to perform. This form is included in the Credentialing Packet and must be turned in with application for appointment packet.

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

73

KATY TRAIL COMMUNITY HEALTH
Personnel Policies and Procedures

**Policy Title: Credentialing Other
Licensed or Certified
Practitioner**

Policy Number: 5.080

BOD Approval: October 23, 2019

Effective Date: : June 15, 2006

Responsibility: Human Resources

Distribution: All Departments

I. POLICY:

To provide policy on credentialing and re-credentialing of Other Licensed Independent Providers (OLCP) consistent with the Health Resources and Services Administration and the guidelines of other applicable regulatory and accreditation agencies such as the National Committee for Quality Assurance (NCQA).

II. DEFINATION(S):

Other Licensed or Certified Practitioner (OLCP): An individual who is licensed, registered or certified, but not permitted by law provide patient care services without direction or supervision. At Katy Trail Community Health this includes, but is not limited to laboratory technicians, social workers, medical assistants, license practical nurses, dental assistants, dental hygienists and registered nurses.

Primary Source Verification: Verification from the original source of a specific credential to determine the accuracy of the qualifications of the other licensed or certified practitioner.

Secondary Source Verification: Documented verifications of credentials obtained through a verification report from a recognized entity considered as an acceptable source of information.

Credentialing: A process that reviews the other licensed or certified practitioner qualifications including career history, licensing, education, training and more.

Privileging: The process of authorizing a specific scope of practice for patient care based on credentials and performance.

III. GUIDELINES:

Katy Trail Community Health Center is dedicated to assessing and verifying the credentials of other licensed or certified practitioners it employs. At time of hire all credentialing and verification must be completed before the individual is allowed to provide patient care, where applicable, and at renewal period for specific licensures or certifications.

Applicants must complete and submit an application form that includes the following components: general identification information, education, experience, and references. Copies of the Missouri professional license, government issued picture identification (Driver's license), and social security card should also be submitted. Potential employees are required to sign a release authorizing a full background investigation for employment purposes.

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH Personnel Policies and Procedures

Verification of credentials is done through both primary and secondary sources. Verification of current competence is accomplished through a thorough review of clinical qualifications and performance.

CREDENTIALING:

Both primary and secondary source verifications are required for credentialing of other licensed or certified practitioners.

Credentialing requires the following primary source verifications:

- Current licensure or
- Certification or
- Registration
- Office of Inspector General report

Credentialing requires the following secondary source verifications:

- Government issued picture identification
- DEA registration (as applicable)
- Immunization and PPD status
- Life support training (as applicable)
- Hospital admitting privileges (as applicable)

PRIVILEGING:

Privileging is completed during the orientation process via a supervisory evaluation based on the job description.

The granting of privileges will be approved and signed off by the CMO or CDO and the president of the Board of Directors.

The revision or renewal of privileges of other licensed or certified health care practitioners should occur at a minimum of every 2 years. Verification is by supervisory evaluation of performance that assures that the individual is competent to perform the duties described in the job description. Each licensed, certified and/or registered professional is required to maintain and to supply to Katy Trail Community Health documentation of current licensure appropriate to his/her profession.

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

75

KATY TRAIL COMMUNITY HEALTH
Personnel Policies and Procedures

Policy Title: Educational Assistance
BOD Approval: October 23, 2019
Responsibility: Human Resources

Policy Number: 5.100
Effective Date: : June 15, 2006
Distribution: All Departments

I.POLICY:

Katy Trail Community Health strongly encourages employees to pursue additional formal education in an effort to enhance knowledge and skills; thus improving potential for future opportunities.

II.GUIDELINES:

Katy Trail Community Health offers an education benefit of up to \$500.00 per employment year to full time employees who have been employed by KTCH for at least six (6) months. This can include college credit courses, continuing education unit courses (other than provider CME), seminars, certification tests, academic fees and books. Educational Assistance is contingent upon available funding.

In order for coursework to be considered successfully completed for purposes of this policy, the minimal acceptable grade is a "B" or equivalent numerical grade/score.

Eligibility and Conditions:

The following criteria must be met to be eligible to receive this benefit:

- The employee must be employed by KTCH for at least six (6) months;
- The employee must be in good standing and not be in the disciplinary process for the last six (6) months;
- The employee must assume or hold the position to which the training applies;
- Course/exam must be part of goal setting to be evaluated through annual performance appraisal process;
- Course/exam must be a set goal for employee, documented on employee's performance evaluation form;
- The individual must not have attended a similar training or education program for the prior six (6) months; and
- The individual must sign the Training/Education Agreement, evidencing the terms and obligations for participating in said program, and repayment for all fees if he/she fails to comply with the terms and obligations of agreement.

Repayment

The employee will be required to repay to KTCH all or a prorated amount of any Educational Assistance benefits received pursuant to this policy if:

- The employee fails to remain employed by KTCH at his/her current position for one (1) full year following completion of the training/education; or
- The employee fails to successfully complete the training/education.

KTCH may withhold one or more of the employee's paychecks, including payment through the direct deposit process, or may reduce the compensation that is afforded to accomplish repayment in the full amount of initial expenses granted.

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH

Personnel Policies and Procedures

Expectations

Training and education programs are intended for development of skills and knowledge so employees may increase their level of self-confidence and ability to do their job. It is also expected that employees share their acquired knowledge with other KTCH employees as appropriate.

III.PROCEDURES:

To participate, the employee must complete and submit a Conference/Meeting and Travel Request form to their Supervisor, who must obtain approval from the Finance Department, as well as check the employee's education benefit through Human Resources. The Supervisor will advise the employee when a decision has been made.

Employee educational expenses may only be incurred by KTCH upon approval from the Chief Executive Officer, Chief Operating Officer and/or Chief Financial Officer. The employee must then submit a completed Training/Education Agreement with all appropriate signatures. The Training/Education Agreement will be placed in the employee's personnel file.

After successful completion of exam/course, all receipts should be submitted to Accounts Payable for appropriate documentation and reimbursement

At the conclusion of the exam/course, employee must submit a transcript/grade card, certificate of completion or other documentation to HR to be filed in the employee's personnel file.

Travel or commuting expenses are not permitted under this policy.

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

77

KATY TRAIL COMMUNITY HEALTH
Personnel Policies and Procedures

**Policy Title: Employee Payment
Arrangement for Services**

Policy Number: 5.120

BOD Approval: October 23, 2019

Effective Date: : June 15, 2006

Responsibility: Human Resources

Distribution: All Departments

I.POLICY:

Katy Trail Community Health policy is to collect monies due for services at the time services are delivered. Employee patients of the clinic are directly responsible for the payment of their account. KTCH may make payment arrangements with employees or qualified family member through payroll deduct.

II.DEFINATION(S):

Qualified Family Members: Spouse, same sex partner, child, parent, parent in-law. Exceptions to the Qualified Family member must be approved by Chief Financial Officer.

III.GUIDELINES:

It is the responsibility of the employee or qualified family member to pay co-pays, co-insurance or other service fees not covered under the KTCH health insurance plan or any other health insurance plan. If an employee or qualified family member cannot pay these fees, an Employee Payment Arrangement Agreement request may be made for payments to be deducted through the employee's payroll. Upon approval by the Billing Department, the completed Employee Payment Arrangement Agreement form will then be submitted to Payroll for setting up deductions to be made per pay period, as stated in the Employee Payment Arrangement Agreement.

Approval of payment arrangements must be approved by the Billing Manager, prior to any deductions made through payroll. Payroll Deductions will cease once the outstanding balance has been paid in full, including additional charges that are incurred for services rendered on behalf the employee (and/or qualified family member, as applicable).

If, at any time, the balance owed on an employee's account becomes overdue for sixty (60) or more days, with no payment, the Chief Financial Officer, or designee, will provide the employee with an Employee Payment Arrangement Agreement form to be completed and returned to the Finance Department. Upon approval by the Chief Financial Officer, or designee, the completed Employee Payment Arrangement Agreement form will then be submitted to Payroll for setting up deductions to be made per pay period, as stated in the Employee Payment Arrangement Agreement.

Employees who have an outstanding balance owed for services rendered at KTCH for over sixty (60) days may be denied appointments until an Employee Payment Arrangement Agreement is complete.

In the event an employee has an outstanding unpaid account balance upon termination of employment with Katy Trail Community Health, regardless of reason, all or part of the remaining balance may be deducted from the employee's final pay at the option of Katy Trail Community Health. The employee will be notified of this amount at the time of the deduction. Finance may also discuss and consider additional options with respect to the employee's repayment of past due balances.

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH
Personnel Policies and Procedures

**Policy Title: Employee Health Services
Benefit**

Policy Number: 5.400

BOD Approval: October 23, 2019

Effective Date: : June 15, 2006

Responsibility: Human Resources

Distribution: All Departments

I.POLICY:

Katy Trail Community Health provides an additional healthcare benefit to all full-time employees, and qualified family members immediately upon hiring, who do not participate in the Health Insurance plan provided by Katy Trail Community Health, or any other health insurance plan.

II.GUIDELINES:

Katy Trail Community Health offers eligible employees and qualified family members may receive this benefit, for acute, preventative, and chronic care services effective the employee's first day of employment. This includes available medical, dental and behavioral health services. Qualified employee family members are defined as:

- a. Spouse (unless legally separated)
- b. Unmarried child (under 19 years of age)
- c. Unmarried child (under 26 years of age and a full-time student at accredited school)
- d. Unmarried child that is (a) totally and permanently disabled and unable to earn a living and dependent on employee for principal support.
- e. The word "child" includes an employee's stepchild or foster child if the child (a) resides in the employee's household and (b) is dependent on the employee for principal support.
- f. Are not currently enrolled in or covered by the KTCH health insurance, or any other health insurance carrier.

Services provided are only those medical, dental, and behavioral health services provided through the Sliding Fee Discount Program. All services must be provided, in their entirety, "in-house" in order to qualify for the discounted (nominal fee) rate.

- a. Dental Services will include Level 1, 2 as stated in the KTCH Dental policies. Level 3 and level 4 will be limited, based on the discretion of the Chief Dental Officer.
- b. Medical and Behavioral Health services will include benefits provided to SFS patients in accordance with our Sliding Fee Scale, Financial Policy

Payment must be made at the time of the visit.

Employees, and their qualified family members, who are covered by the KTCH health insurance, or another health insurance, must pay the minimum amount of co-pay required by that respective group health insurance. When the employee and/or qualified family members have insurance coverage, claims will be submitted for the medical/dental/behavioral health provided to them by Katy Trail Community Health. Amounts not paid by the insurance company become the responsibility of the employee or family member.

III. PROCEDURE:

1. Employees must complete and return to Human Resources the Employee Qualified Family Members Information Sheet.
2. Human Resources will verify and record the information and send the data to the billers and site managers.
3. An employee may submit a new Employee Qualified Family Members Information Sheet at any time should the insurance coverage changes.

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH

Personnel Policies and Procedures

4. Employees will annually be required to resubmit the Qualified Family Members Information Sheet.

SICK VISIT REQUESTS

On occasion employees may find themselves sick while at work. Should this occur and you wish to be seen at the clinic, the following outlines the process to schedule your visit:

- New patients are to contact their medical site manager to determine which provider will see you.
- Current patients if your provider is:
 - Scheduled to see patients that day, contact your provider's nurse to inquire about a visit. The nurse will check availability and let you know what time your appointment is scheduled for.
 - Not in the office, contact your medical site manager to determine which provider will see you.

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019

KATY TRAIL COMMUNITY HEALTH
Personnel Policies and Procedures

Policy Title: Workers Compensation
BOD Approval: October 23, 2019
Responsibility: Human Resources

Policy Number: 5.300
Effective Date: : June 15, 2006
Distribution: All Departments

I. POLICY:

Katy Trail Community Health maintains workers compensation insurance as required by applicable law to cover work-related injuries.

II. PROCEDURE:

- Employees who sustain any work-related injury must immediately report it to their supervisor, and the Chief Operating Officer. No matter how minor an on-the-job injury may appear, it is important that it be reported the same day it occurs or as soon as possible. Katy Trail Community Health must pre-approve non-emergency medical treatment. Employees must seek medical attention at facilities designated by Katy Trail Community Health when applicable.
- If an employee's injury requires emergency room attention, the employee will be transported to the nearest facility for treatment. If the employee's injury does not require emergency room treatment but still needs medical evaluation, the employee will be sent to a treatment facility of Katy Trail Community Health's choice for evaluation/treatment.
- All employees and supervisors must complete required documentation related to the injury. Supervisors must submit the required documentation to Missouri Employer's Mutual (KTCH's Workers Compensation Insurance Carrier) within five days of the occurrence.
- Should an employee be required to take time off due to a work-related injury, the employee may be required to use available paid time off during any otherwise unpaid leave time (e.g., during the three (3)- day waiting period for which workers compensation benefits are not payable for short-term leaves).
- Employees must provide a medical release / fitness-for-duty certification to Human Resources before returning to work following a workers compensation leave of absence.

ACKNOWLEDGMENT FORM

Upon receipt of this manual, you will be required to promptly read, sign and date an Acknowledgment of Personnel Policies form and promptly return it to the Human Resources. During the course of your employment with Katy Trail Community Health, you may be required, from time to time, to read, sign and date the same or a similar acknowledgment form, at the request of management and/or HR.

This policy and procedure shall be periodically reviewed and updated consistent with the requirements and standards established by the Board of Directors and by Health Center management, Federal and State law and regulations, and applicable accrediting and review organizations. KTCH Personnel Policies, Approved: 6/15/06 Revised: 9/20/07, 08/21/08, 06/18/09, 07/22/10, 06/23/11, 08/23/12, 10/23/14, 12/20/16, 1/5/2018, 12/20/2019