

Company Name

Employee Handbook

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Employee Welcome Message

Welcome new employee!

On behalf of your colleagues, we welcome you to the practice and wish you every success here. We believe that each employee contributes directly to our growth and success, and we hope you will take pride in being a member of our team.

This handbook was developed to describe some of the expectations of our employees and to outline the policies, programs, and benefits available to eligible employees. Employees should familiarize themselves with the contents of the employee handbook as soon as possible, for it will answer many questions about employment with us.

We hope that your experience here will be challenging, enjoyable and rewarding. Again, welcome!

Sincerely,

Owner Name

Introductory Statement

This handbook is designed to acquaint you with our practice and provide you with information about working conditions, employee benefits, and some of the policies affecting your employment. You should read, understand, and comply with all provisions of the handbook. It describes many of your responsibilities as an employee and outline the programs developed by us to benefit employees. One of our objectives is to provide a work environment that is conducive to both personal and professional growth.

No employee handbook can anticipate every circumstance or question about policy. As our practice continues to grow, the need may arise and we reserve the right to revise, supplement, or rescind any policies or portion of the handbook from time to time as it deem appropriate, in its sole and absolute discretion. The only exception to any changes is our employment-at-will policy permitting either employee or employer to end our relationship for any reason at any time. Employees will, of course, be notified of such changes to the handbook as they occur.

Customer Relations

Patients are among our practice's most valuable assets. Every employee represents our practice to our clients and the public. The way we do our jobs presents an image of our entire practice. Patients judge all of us by how they are treated with each contact. Therefore, one of our first business priorities is to assist any patient or potential patient. Nothing is more important than being courteous, friendly, helpful, compassionate, understanding and prompt in the attention you give to the patients.

Patients who wish to lodge specific comments or complaints should be directed to the owners for appropriate action. Our personal contact with the public, our manners on the telephone, and the communications we send to clients are a reflection not only of ourselves, but also of the professionalism of our practice. Positive client relations not only enhance the public's perception or image of us, but also pay off in greater patient loyalty and increased profits.

Nature of Employment

Employment with us is voluntarily entered into, and the employee is free to resign at will at any time, with or without cause. Similarly, we may terminate the employment relationship at will at any time, with or without notice or cause, so long as there is not violation of applicable federal or state law.

Policies set forth in this handbook are not intended to create a contract, nor are they to be construed to constitute contractual obligations of any kind or a contract of employment between us and any of our employees. The provisions of the handbook have been developed at the discretion of the owners and, except for its policy of employment-at-will, may be amended or cancelled at any time, at our sole discretion.

These provisions supersede all existing policies and practices and may not be amended or added to without the express written approval of the owners of the practice.

Employee Relations

We believe that the work conditions, wages and benefits it offers to our employees are competitive with those offered by other employers in this area and in this industry. If employees have concerns about work conditions or compensation, they are strongly encouraged to voice these concerns openly and directly to the owners.

Our experience has shown that when employees deal openly and directly with the owners, the work environment can be excellent, communications can be clear, and attitudes can be positive. We believe that our office amply demonstrates its commitment to employees by responding effectively to employee concerns.

Sexual Harassment

Sexual harassment is a form of sex discrimination that violates Title VII of the Civil Rights Act of 1964.

Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitutes sexual harassment when submission to or rejection of this conduct explicitly or implicitly affects an individual's employment, unreasonably interferes with an individual's work performance or creates an intimidating, hostile or offensive work environment.

Sexual harassment can occur in a variety of circumstances, including but not limited to the following:

- The victim as well as the harasser may be a woman or a man. The victim does not have to be of the opposite sex.
- The harasser can be the victim's supervisor, an agent of the employer, a supervisor in another area, a co-worker, or a non-employee.
- The victim does not have to be the person harassed but could be anyone affected by the offensive conduct.
- Unlawful sexual harassment may occur without economic injury to or discharge of the victim.
- The harasser's conduct must be unwelcome.

If you feel as if you have been sexually harassed, you are advised to bring it to the immediate attention of the owners. Situations will be handled in a discreet manner. Sexual harassment can be cause for immediate dismissal.

Dress Code

We are all a part of a personal service industry and our patients look to us for guidance and support. Therefore, it is imperative that we dress appropriately. If any employee violates the code of dress, you will be sent home to change. Consistent violations may result in termination.

All clothing must not have holes, slits, drag on the floor, be overly baggy, or be indecently tight. Cosmetics should be conservative and professional. Hair is to be well kempt, clean and kept out

of your face. Skirt length should be no shorter than your fingertips as arms are extended at your sides. In addition the following types of dress are prohibited:

- | | |
|---------------------------|------------------------------------|
| No bare midriffs | No spaghetti strap dresses or tops |
| No shorts | No clothing with writing or logos |
| No blue denim of any kind | No visible undergarments |
| No t-shirts | No strapless tops |
| No open-toe shoes | No backless tops or dresses |
| No see-through clothing | No clothing with visible stains |

Salary

Pay will be given to all employees bi-weekly. Each employee will receive a performance review after 3 months of employment and a salary review after 6 months of employment.

Vacation Pay

To be eligible for vacation pay you must have been a full time employee for 52 consecutive weeks (1 year). In addition, a two-week written notice is required when requesting vacation time off and vacation pay.

Policies and Procedures

Time Off and Sick Time

Time off is considered to be non-vacation time off from work in with a two-day advance notice is required. Excessive time off may result in termination.

Sick time requires you to provide a physician's not after three consecutive sick days off. We do not currently offer paid sick leave. Our policy requires at least two hours notice before your shift begins. Please contact: ENTER NAME AND NUMBER HERE.

We understand that unforeseen circumstances can occur. The owners will handle such situations on a case-by-case basis.

Breaks

Always inform office manager if you leave the office during your scheduled work hours. Tell him or her where you are going and when you will return.

Monthly Staff Meetings

There will be a monthly staff meeting on scheduled for the 1st Friday of every month. The meeting will take place at the end of the workday. It is required that all employees attend.

Substance Abuse

Substance abuse is considered possession of, or under the influence of alcohol, or any non-prescriptive substance. We will not tolerate such abuse. If any employee is found to be in violation that employee will be immediately terminated and/or prosecuted.

Smoking

In keeping with our intent to provide a safe and healthful work environment, smoking is prohibited throughout the workplace. In addition, smoking is prohibited outside any of the entrances to the office and within 5 meters of the building.

Equal Employment Opportunity

In order to provide equal employment and advancement opportunities to all individuals, employment decisions will be based on merit, qualifications, and abilities. We do not discriminate in employment opportunities or practices on the basis of race, religion, sex, national origin, age, disability or any other characteristic protected by law.

We will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination and access to benefits and training.

Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of the owners. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

Business Ethics and Conduct

The successful business operation and reputation of our practice is built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

The continued success of our practice is dependent upon our patients' trust and we are dedicated to preserving that trust. Employees owe a duty to our practice and its patients to act in a way that will merit the continued trust and confidence of the public.

We will comply with all applicable laws and regulations and expects its employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.

In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with the owners for advice and consultation.

Compliance with this policy of business ethics and conduct is the responsibility of every employee. Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including possible termination of employment.

Immigration Law Compliance

We are committed to employing only United States citizens and aliens who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin.

In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form if they have not completed an I-9 within the past three years, or if their previous I-9 is no longer retained or valid.

Employees with questions or seeking more information on immigration law issues are encouraged to contact the owners. Employees may raise questions or complaints about immigration law compliance without fear of reprisal.

Phone Usage and Personal Visitors

Personal use of business telephones for incoming or outgoing calls, including local calls, is not permitted. (Except in cases of emergencies) Employees will be required to reimburse us for any charges resulting from their personal use of the telephone. Personal cellular phones can be used for personal outgoing and incoming calls during breaks, meal periods, or at other times, with the owner's permission. It is not permissible to receive or make personal phone calls while you are with a patient. It is at the owner's discretion to limit all calls.

To ensure effective telephone communications, employees should always use the approved greeting and speak in a courteous and professional manner. Please confirm information received from the caller, and hang up only after the caller has done so.

Personal visitors will not be permitted to loiter at the office.

Employee Acknowledgement Form

The employee handbook describes important information about our practice, and I understand that I should consult the owners regarding any questions not answered in the handbook.

I have entered into my employment relationship with COMPANY NAME voluntarily and acknowledge that there is no specified length of employment. Accordingly, either employer or employee may terminate the relationship at will, with out without cause, at any time, so long as there is no violation of applicable federal or state law.

Since the information, policies and benefits described here are necessarily subject to change, I acknowledge that revisions to the handbook may occur, except to the policy of employment-at-will. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate, existing policies. Only the owners have the ability to adopt any revisions to the policies in this handbook.

Furthermore, I acknowledge that this handbook is neither a contract of employment nor a legal document. I have received the handbook, and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

EMPLOYEE'S NAME (printed): _____

EMPLOYEE'S SIGNATURE: _____

DATE: _____