



Employee Handbook

A Team Approach to Healthcare



Our Employee Handbook represents the shared vision and commitment of Anthony Medical & Chiropractic to operate with the highest level of patient care. Each member of our team has a responsibility to follow our operational and administrative policies & procedures to assure our individual and collective commitment to serve the healthcare community. At Anthony Medical & Chiropractic Centers, we will never compromise our integrity or the integrity of the company, nor will we tolerate unethical behavior. Our patient's health and wellness will always be priority and central to our services.

The purpose of the Employee Handbook is to familiarize you, the employee, with our policies, guidelines and other key aspects of our clinics. This handbook supersedes and replaces any and all personnel policies and manuals previously distributed, made available or applicable to employees.

The company reserves the right to amend, revise, suspend, revoke or change any of its policies, in whole or in part, whether described within this handbook or elsewhere, in its sole discretion. If any discrepancy between this handbook and current company policy arises, conform to current company policy. Every effort will be made to keep you informed of the company's policies; however, we cannot guarantee that notice of revisions will be provided. Feel free to ask questions about any information within this handbook.

Welcome to our TEAM!

We are excited to have you join our family! Anthony Medical and Chiropractic offers a collection of integrated services to improve the health and wellness of patients at our office locations throughout Central Texas. We are a cohesive team of professionals consisting of Chiropractors, Acupuncturists, Nurse Practitioners, Physical Therapy Specialists, Massage Therapists and a highly-skilled staff at each of our locations. Our team approach gives each location the ability to provide our patients with the best care possible. From check in to check out, our goal is for our patients to experience a relaxing, calming and healing experience.

At our Anthony Medical and Chiropractic Centers, we strive to be the best multi-specialty practice in the market. We accomplish this by providing comprehensive care in an efficient manner to return our patients to the highest level of health and wellness available to them. We do this in a seamless care process so each of our patients feel comfortable in a relaxing environment during their treatment.

Our office staff is the patient's first point of contact. Our highly trained staff establishes the patient experience by being the first impression of our clinic. We expect our employees to have a positive attitude, a calming voice, and a happy demeanor so our patients feel confident in the care they are about to receive. Our expectation for every member of our team is to provide excellent service and patient care.

As an employee of Anthony Medical and Chiropractic, it is your responsibility to fully understand and comply with our internal processes as well as our policies and procedures. You are responsible for learning your position to the best of your ability. We rely on your commitment to work ethically and professionally within the assigned tasks you perform. As a healthcare professional, we expect you to adhere to patient confidentiality and HIPAA compliance privacy rules as covered during your orientation.

Never underestimate the importance of your professionalism, conduct and attitude. Our success as well as the health and wellness of our patients depend on your skills and participation in their care. Always seek guidance from our leadership team if you have questions. We are here to support your growth and education in our organization.

Again, we are excited to welcome you to the Anthony Medical & Chiropractic family. You are an important part of the patient care process. We feel you will make a great addition to our team! We wish you the best of luck along your journey with us.

Anthony Medical and Chiropractic Team

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Section 1 - Anthony Medical & Chiropractic

To be successful as an organization, we must: (a) have a unified mission supporting our vision of care to the patients under our charge, (b) clearly communicate our beliefs as a healthcare organization, (c) clarify our operational goal related to patient care, and (d) define our integrated services to the community.

1.1(a) Mission Statement:

Anthony Medical and Chiropractic's Center mission is to improve the health and quality of life for our patients, by providing a professional, compassionate and caring atmosphere in our clinic.

1.1(b) What We Believe:

We Believe:

Patients deserve the most complete and comprehensive care available. Our patients will interact with more than just one care provider during their visits with us.

A patient's care plan should be customized specifically to the patient to expedite their recovery. Our providers collaborate as a team to assess each patient's care management needs.

It is essential for our care team to review the patient's plan of care prior to their arrival to assure their health and wellness goals are being met.

It is important for our patients to participate in their plan of care discussions. Their input helps our team better care for them during their visits.

It is our responsibility to help each patient return to the highest level of health available to them using the multiple resources available to our care team.

1.1(c) Operational Goal:

Anthony Medical and Chiropractic Center's goal is to customize a treatment plan for our patients based on their conditions and/or pain. We want to provide a treatment plan that is manageable, both physically and financially, for the patient. The ultimate purpose of the treatment plan is to help our patients become pain free and live the best quality of life available to them.

1.1(d) Our Integrated Services

Our integrative services emphasize the therapeutic relationship between provider and patient. By customizing our treatment plans, we can resource all of our specialties and therapies within the clinic to improve patient outcomes. As an integrative medical clinic, we concentrate on complete rehabilitation of a patient's pain. We take holistic approach to better other medical issues to help expedite our patient's recovery time.

Our comprehensive care includes services from our team of Chiropractors, Nurse Practitioners, Acupuncturist, Massage Therapists, as well as our Physical Therapy and Manual Therapy treatments. Our team works alongside our case managers to create a customized treatment plan for our patients. Additionally, most health insurance plans cover Chiropractic treatment. This is why we accept most insurance plans.

Section 2 – Harassment, Discrimination, Violence

To promote a healthy and productive workplace, all employees are expected to treat others with respect while creating an inclusive atmosphere. Every employee has the right to an equal and fair opportunity to be successful within our organization. To assure this equality, each of us should do our part to prevent discrimination, harassment, and workplace violence.

2.1 Equal Opportunity Employment

This company is an equal opportunity employer and does not unlawfully discriminate against employees or applicants for employment on the basis of an individual's race, color, religion, creed, sex, sexual orientation, national origin, age, disability, marital status, veteran status or any other status protected by applicable law. This policy applies to all terms, conditions and privileges of employment, including recruitment, hiring, placement, compensation, promotion, discipline and termination.

Whenever possible, the company makes reasonable accommodations for qualified individuals with disabilities to the extent required by law. Employees who would like to request a reasonable accommodation should contact Human Resources. Several laws enforced by the U.S. Equal Opportunity Employment Commission prohibit workplace discrimination. The Americans with Disabilities Act requires employers to provide, among other things, reasonable accommodations to qualified individuals with disabilities unless to do so would cause an undue hardship to the company. Include an equal opportunity statement and a disability statement to exhibit that your company observes these laws. The company should be aware of state and/or local laws which provide greater protection than the federal discrimination laws, such as recognizing additional protected classes beyond those protected by federal statute.

In practical application, this means that we:

- Hire and promote people based on skills, experience or potential and try to reduce bias in every process
- Make accommodations to help people with disabilities move about safely on our premises to use our products, services and equipment
- Use inclusive, diversity-sensitive language in all interactions, official documents, marketing/advertising, and job ads
- Conduct appropriate training to support an antidiscrimination work environment

Apart from those actions, we also commit to penalizing every discriminatory, offensive or inappropriate behavior. To do this properly, we ask you to report any discriminatory action against yourself or your colleagues to the Director of Human Resource. Our company will not retaliate against you if you file a complaint or discrimination lawsuit. Any employee who retaliates or discriminates will face disciplinary action that may include immediate termination.

2.2 Discrimination

This company prohibits discrimination or harassment based on race, color, religion, creed, sex, sexual orientation, national origin, age, disability, marital status, veteran status or any other status protected by applicable law. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and is free from discriminatory practices, including, without limitation, harassment.

Consistent with our workplace policy of equal employment opportunity, the company prohibits and will not tolerate harassment on the basis of race, color, religion, creed, sex, sexual orientation, national origin, age, disability, marital status, veteran status or any other status protected by applicable law. Violations of this policy will not be tolerated.

Discrimination includes, but is not limited to: making any employment decision or employment related action on the basis of race, color, religion, creed, age, sex, sexual orientation, disability, national origin, marital or veteran status, or any other status protected by applicable law.

2.3 Harassment

Harassment is generally defined as unwelcome verbal or non-verbal conduct that denigrates or shows hostility or aversion toward a person, which affects the person's employment opportunities and/or benefits that has the purpose or effect of unreasonably interfering with the person's work performance, or has the purpose or effect of creating an intimidating, hostile or offensive working environment. Harassing conduct includes, but is not limited to: epithets; slurs or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes and display or circulation in the workplace of written or graphic material that denigrates or shows hostility or aversion toward an individual or group.

2.4 Sexual Harassment

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, verbal communications of an unwelcome sexual manner, and visual or physical conduct of a sexual nature. Examples of sexual harassment include: unwelcome or unsolicited sexual advances; displaying sexually suggestive material; unwelcome sexual flirtations, advances or propositions; suggestive comments; verbal abuse of a sexual nature; sexually oriented jokes; crude or vulgar language or gestures; graphic or verbal commentaries about an individual's body; display or distribution of obscene materials; purposeful physical contact such as patting, pinching or brushing against someone's body; or physical assault of a sexual nature.

2.5 Workplace Violence

Violence in the workplace is a serious form of harassment. We have **ZERO** tolerance for acts of violence on any company property. We define violence as any physical and sexual assault, destruction of property, threats of harm to a person or property, and verbal & psychological

abuse. We want to avoid workplace violence incidents altogether; however, we always want to be prepared to respond, if needed.

For this reason, we ask you to:

- Report to HR if you suspect or know that someone is being violent. Your report will be confidential and we will investigate the situation with discretion.
- Inform leadership immediately if you witness incidents of physical violence (e.g. hostile physical contact & ones that involve a lethal weapon.) For your safety, avoid getting involved.

We will treat employees who verbally threaten others as high risk and they will receive an appropriate disciplinary action. If HR finds that an employee commits an act of violence, we will terminate that employee immediately and consider criminal charges. Employees who damage property deliberately will be solely responsible for the repair cost or complete replacement cost of the damaged property.

REMEMBER: If you feel threatened, Get Assistance Immediately

Seek help from others early on to mitigate conflicts.

For example:

- If you experience conflicts with a colleague, ask your manager for advice before tensions escalate. If these conflicts persist, ask HR for mediation assistance to meet with your colleague in a forum of conflict resolution.
- If you are experiencing emotionally-driven personal troubles, ask for help from a mental health professional. Ask HR for guidance to seek help. Your discussions will remain confidential. Our workplace is founded on mutual respect and we won't allow anyone to compromise this foundation.

2.6 Reporting Discrimination, Harassment or Workplace Violence

The company will promptly investigate all allegations of discrimination and harassment, and take action as appropriate based on the outcome of the investigation. An investigation and its results will be treated as confidential to the extent feasible, and the company will take appropriate action based on the outcome of the investigation.

Any employee who feels that he or she has been harassed, discriminated against, experienced workplace violence or has witnessed or become aware of any of these in violation of these policies, should bring the matter to the immediate attention of the employee's manager.

No employee will be retaliated against for making a complaint in good faith regarding a violation of these policies, or for participating in good faith in an investigation pursuant to these

policies. If an employee feels he/she has been retaliated against, the employee should file a complaint using the procedures set forth above.

2.7 Harassment Resolution

If you are being harassed, whether by a colleague, patient or vendor, you can choose to talk to any of these people:

- **Offenders.** If you suspect that an offender doesn't realize they are guilty of harassment, you could talk to them directly in an effort to resolve the harassment.

This tactic is appropriate for cases of minor harassment (e.g. inappropriate jokes between colleagues.)

- **Your manager.** If a patient or team member is involved in your claim, you may reach out to your manager. Your manager will assess your situation and may initiate resolution, or, contact HR for assistance, if appropriate.
- **Human Resources.** At any time, you can reach out to HR for assistance for any case of harassment no matter how minor it may seem. For your safety, contact HR as soon as possible in the event of serious harassment (e.g. sexual advances) or if your manager is involved in your claim.

Harassment in any form will not be tolerated at Anthony Medical & Chiropractic. We will use all internal and legal means available to the organization to protect our employees from any and all harassment.

2.8 Open Door Commitment

The term 'Open Door' implies that, at any time, an employee can ask to talk to their leadership to ask questions, discuss any suggestions, and address any problems or concerns. Anthony Medical and Chiropractic Center leadership extends this 'Open Door' commitment for every employee to encourage employees to have open and transparent dialog with our leadership team. We are open to any and all comments, suggestions, concerns, and/or disputes. The company values each employee and strives to provide a positive work experience.

You can refer to our Organizational Chart is a guideline for our chain of command. This is to help guide employees to the correct lead to for open door discussions. Anything discussed will be kept confidential, if applicable. Any process improvement suggestions will be reviewed by leadership and the appropriate steps will be made to implement any pertinent improvements or suggestions that may improve our operations.

Section 3 – Code of Conduct

Our company policies and procedures create a code of conduct that applies to you. This section highlights certain expectations regarding your behavior at work. Although we can't cover every single conduct scenario in this section, we trust you to always use your best judgement. Contact your manager or HR if you have any questions regarding workplace conduct.

The company maintains a personnel file on each employee. These files are kept confidential to the fullest extent possible. Part of your file consists of all agreements, acknowledgements of policies & procedures, HIPAA agreements, and training to support our expected employee code of conduct.

The following policy & procedure references are a selection we feel are most important for you to review upon your initial employment with Anthony Medical & Chiropractic. This is not an all-inclusive listing of our policies & procedures. Please contact HR if you have questions regarding a policy or procedure that may be relevant to your position or employment.

3.1 90-Day Probation period

The first 90-days of employment are considered to be the employee's probationary period. During this time, employees are not eligible for bonuses or employee pricing on services. This period of time allows both the employee and employer see if the position and employment is an adequate fit. Once you continue your employment past your probationary period, you are able to receive discounted services.

3.2 Drug-Free / Alcohol-Free Environment

Anthony Medical and Chiropractic is a drug free workplace. Employees are prohibited from consuming, distributing, possessing, selling, or using any and all controlled substances while on duty or on any Anthony Medical & Chiropractic property. In addition, employees may not be under the influence of any controlled substance, such as drugs or alcohol, while at work, on company premises or engaged in company business, including events.

Prescription drugs or over-the counter medications, taken as prescribed, are an exception to this policy. If you are taking prescription or over-the-counter medication that may impair your job performance in any manner, we expect you to inform your supervisor. Anyone violating this policy will be subject to disciplinary action, up to and including termination.

3.3 Smoking/Vaping

Anthony and Medical Chiropractic is a smoke-free campus. Smoking and vaping are not permitted on the premises or parking lot of Anthony Medical and Chiropractic. Employees who smoke or vape may do so during lunch or breaks, in their car or away from the building. Employees returning from lunch or break must be free of cigarette odor.

3.4 Professional Conduct

Anthony Medical and Chiropractic expects its employees to adhere to a high standard of professional conduct and integrity. This ensures the work environment is safe, comfortable and productive for our staff. Employees should be respectful, courteous, and mindful of their colleague's feelings and needs. Professional cooperation between coworkers and supervisors is expected. Individuals who act in an unprofessional manner will be subject to disciplinary action or termination.

3.5 Disruptive Behaviors

Anthony Medical and Chiropractic has **ZERO** tolerance for disruptive behaviors within the boundaries of any company property; especially, in the workplace. Any disruptive behaviors, acts, or threats of behaviors detrimental to the operations of our clinics, which can include but are not limited to intimidation, harassment, and/or coercion, will not be tolerated.

Acts or threats of disruptive behaviors include: conduct which sufficiently serves as offensive or intimidating actions to alter the employment conditions of the clinic, creating a hostile, abusive, or intimidating work environment, and general disruptions which affect the daily operations of the clinic for one or more employees.

Any employee who is involved in disruptive behavior leading to a threat of physical violence may be reported to the proper authorities. Employees are encouraged to report a threat or acts of disruptive behaviors, of which the employee is personally aware of, to a manager or HR, as appropriate. Violation to this policy will result in immediate disciplinary action.

3.6 Inappropriate Language

Anthony Medical & Chiropractic employees are expected to present themselves with the highest level of professionalism in the workplace. Inappropriate language, jokes, offensive communications (verbal, written, or electronically transmitted), will not be tolerated.

Inappropriate language, name calling, and/or verbal disruptions in the workplace will be cause for immediate corrective action, suspension, or termination depending on the severity of the situation.

Our leadership will not tolerate any staff member being verbally violated, demeaned, or spoken to in a manner inconsistent with our expectations of professionalism from any employee, provider, or patient. If you find that you are involved in a situation with an employee, provider, or patient that has elevated to this level, immediately remove yourself for the conversation and report the occurrence immediately to leadership. Appropriate steps will be taken to resolve the situation.

3.7 Socialization and Gossip

Socialization occurs within any workplace. However, when talking with other employees it is important to use a quiet voice. It is expected you will only talk in moderation and not let it interfere with your ability to work and complete your daily tasks. We will not tolerate any conversations that are inappropriate, negative or derogatory. We will not tolerate employees participating in gossip, rumors, and/or general conversations not worthy to share openly with any employee. These conversations should be refrained from. It is an expectation that no employee participates in gossip or rumors openly or behind closed doors.

Employees will always represent the company professionally by speaking positively about the company, co-workers, providers and patients. Any negative or derogatory comments will not be tolerated. We should strive to be a positive and professional influence on our peers in the clinic at all times. Disciplinary actions up to termination can occur if employees participate in this type of work behavior.

3.8 Social Media

Discussing providers, services, or work peers in a derogatory manner on social networking platforms will not be tolerated. Discussing company business on social media platforms is a violation of our confidentiality policy and is prohibited. Discussing patient's PHI is violation of HIPAA such actions could result in federally mandated fines as well as termination.

3.9 Cell Phones/Smartwatches

Cell Phones and Smartwatches are to be kept on silent or do-not-disturb mode to avoid disrupting the work flow. Cell phones can only be used at lunch or breaks. This should be away from your workspace and away from any area where patients are. At no time should an employee be actively on their Smartwatch. No use of the Smartwatch functionality is allowed, (ie. texting, taking calls, etc.) because it causes distraction from our work and from patient care.

If an employee excessively uses their Smartwatch, they will be asked to not bring it to work inside the clinic during their scheduled shift. If a cell phone or a Smartwatch interferes with or is a distraction for employees from work, disciplinary actions will occur up to termination.

Exceptions to the cell phone and Smartwatch policy are leadership, doctors, case workers, marketing, and approved employees. These employees may carry their cell phone or work phone on their persons. These employees are expected not interfere with other employees and may only use them for business.

3.10 Internet

The internet is a vital part of our daily operations so we can perform our duties successfully. In our clinics, we use the internet to look up various types of information for our patients as well as complete our work. Internet usage is only intended to be used for official business by

employees in order to complete their assigned duties, to seek information resources to improve their work, check company email, and interact with authorized vendors to perform business. It is also used when logging into Anthony Medical social media pages, authorized text messaging systems, and accessing insurance websites. At no point should an employee use the internet for personal use such as checking personal emails, shopping, social media, or browsing. If an employee should violate these guidelines, disciplinary action will occur. Consistent failure to adhere to our policy will lead to termination.

3.11 Dress Code

It is our expectation that all employees arrive to work appropriately dressed in the approved attire that is clean, in good condition, and neat in appearance. Employee clothing and accessories should be free of words, symbols, or images with the exception of a small tag or label of the manufacturer. Employee clothing should provide appropriate covering from mid-shoulder throughout torso to mid-thigh when seated. Employees are to wear closed-toed shoes.

Employees are expected to be clean and keep hair neat. Men will keep any facial hair well-groomed and neat. Employees are to keep the use of perfume, cologne, and scented products to a minimum. Jewelry in the clinic area is limited to small studs for the ears and nose.

3.11(a) Scrub Assistance

New employees, required to wear scrubs, will be required to wear the designated uniform within 2 weeks after their start date. When seeking to purchase scrubs, we have a relationship with a retail store to assist with fulfilling your uniform needs. If finances prevent your purchase of scrubs within the first two weeks of employment, contact the retail store's lead for assistance to make the needed accommodations.

3.11(b) Attire for Providers and Employees

Administration- Members of the administration team are to wear business or business casual attire.

Providers- Providers are to wear navy blue scrubs.

Massage Therapist- Massage therapists can wear any solid color scrubs.

Non-clinical staff- Office Staff in the clinical service areas and reception areas are to wear black, grey, or burgundy scrubs.

Marketing- Marketing members may dress in business or business casual attire, which can include a polo shirt with the AMC logo.

3.11(c) Casual Friday

Employees can wear clothing that is comfortable and practical for work for Casual Fridays. Employees are permitted to wear jeans with no holes, rips or tears that are properly fitted and not too faded. Clothing or accessories displaying words, symbols, or pictures, except small tags or labels of the manufacturer, are not allowed. General grooming standards as well as skin covering expectations previously described remain in effect on Casual Fridays. Leggings, sweatpants, and exercise clothing are not permitted.

3.12 Company Property

Company property, such as equipment, telephones, computers, and software, are not for private use. These devices are to be used strictly for company business, and are not permitted for use off premises unless authorized. Prior to ending employment, employees are required to surrender any company property they possess, including keys. Violations or misuse of any company property, including the general facility, exterior, and/or furnishings, will result in disciplinary action up to termination.

3.12(a) Company Property Audits

The company retains the right to access and audit all company property including computers, desks, file cabinets, storage facilities, and files and folders, electronic or otherwise, at any time. Employees should not entertain any expectations of privacy when on company grounds while using company property.

No one is permitted to remove or make copies of any company records, reports or documents without prior approval. Unauthorized disclosure of confidential information could lead to termination.

3.12(b) Theft or Damage of Company Property

Our equipment is insured for theft and damage. We ask you to inform us immediately if any company equipment is stolen or damaged. We might be able to trace stolen laptops and cell phones. Please file a theft statement (affidavit) with the police and submit a copy to us.

3.13 Meals

All meals should be consumed in the breakroom, off premises, or other designated areas of the facility. As we strive to maintain a professional atmosphere in our clinic, we ask that employees should not eat in view of patients. All food, drinks, and snacks should be kept out of the view of patients.

Drinks with a lid are permitted at a work station. However, each facility has the right to implement policies restricting snacks and drinks at a work station if determined to be in the best interest of the successful operations of the department in question or facility.

Please be sensitive to fellow employees in the event anyone has allergies to specific foods. It is our goal to assure our employees work in a safe environment to where we focus on the health and well-being of each other.

3.14 Parking

It is important to adhere to the designated parking areas at each of our offices. Please remember, patients are priority when it comes to parking. Parking efficiency is an important part of the services we provide. Please review and adhere to the following parking requirements for our clinics.

Temple: Parking is located at the distant front of the clinic immediately to the right side of the dumpsters. Please check with your supervisor for additional parking guidance if space becomes an issue.

Killeen: Anthony Medical and Chiropractic reserves our main parking lot for our patients. Employees are to park behind the office building in the back parking lot. Parking on the side of the building or in the front of the building is not authorized for any employee. Any vehicle parked in an area not authorized may be towed without notification.

Waco: Parking is located immediately across from the office in the gravel area in front of the baseball fields. Please use caution when crossing the street.

Section 4 – Health and Safety

Our company is committed to your health and wellness by creating a safe, hazard-free work environment. To accomplish this, we will always strive to promote workplace safety through preventative action and emergency management.

4.1 Workplace Safety

The company takes every reasonable precaution to ensure employees have a safe working environment. Safety measures and rules are in place for the protection of all employees. Ultimately, it is the responsibility of each employee to help prevent accidents.

To ensure the continuation of a safe workplace, all employees should review and understand all provisions of the company's workplace safety policy. Employees should use all safety and protective equipment provided to them. Work areas should be maintained to be safe and organized in a professional. Work areas should be free from hazardous conditions. Employees who observe an unsafe practice or condition should report it to a manager or HR immediately.

In the event of an accident, employees must notify a supervisor immediately. Report every injury, regardless of how minor, to a supervisor immediately. Physical discomfort caused by repetitive tasks must also be reported.

4.2 Injury & Illness Preventative Action

Preventative actions are any action taken to avoid injuries or illnesses to maintain a safe workplace. We will periodically conduct risk assessments and job hazard analysis to uncover potential health risks to employees. We will establish preventative measures to address health and safety risks accordingly.

At a minimum, we will:

- Hold employee training sessions on safety standards and procedures.
- Make sure employees who work with equipment are using it properly.
- Provide protective (PPE) gear like gloves, protective shielding, and masks.
- Audit and evaluate equipment and general facility regularly.

We also expect you to take your health and safety seriously. Always use protective equipment and follow established standards, whenever necessary. Deliberately disregarding our guidelines may lead to disciplinary action up to termination.

4.3 Emergency Management

Emergency management refers to our plan to deal with sudden catastrophes like fire, weather warnings, and tornadoes. Our emergency management provisions include:

- Functional smoke alarms and sprinklers that are regularly inspected.
- Technicians (external) available to repair leakages, damages, and electrical outages quickly.
- Fire extinguishers and other fire protection equipment that is easily accessible.
- An evacuation plan posted in each room.
- Safety exits that are clearly indicated.
- Fallout shelter for extreme weather situations.

4.4 Severe Weather and Emergency Conditions

In the event of severe weather or emergency conditions, direction will be given from the FOC or a manager. Employees will be notified as soon as possible if the office is closed due to severe weather or emergency conditions. If an employee does not feel safe at work during such an event, they will be allowed to go home after discussing with their manager. It is a priority of our organization to assure the safety of our employees.

4.5 Emergency and Fire Procedures

In the event of an emergency, an employee may be directed to dial 911. A Nurse Practitioner or a Chiropractor must be immediately informed in the event of patient or employee emergency. An employee must stay with the patient or employee until a provider arrives at the scene to give further instructions. A patient or employee in crisis is not to be left alone.

If you hear a fire alarm or other emergency alert system, follow the evacuation procedures for the location you are working. It is imperative to proceed quickly and calmly to the nearest exit. Employees are responsible for assisting patients out of the building safely. Once the building has been evacuated, only a supervisor may authorize employees to reenter.

Employees should recognize any potential fire hazard and be aware of escape routes. Do not block fire exits, tamper with fire extinguishers or otherwise create fire hazards. Fire drills will be executed every quarter. If you must engage a fire extinguisher, remember the acronym P.A.S.S.

Take the fire extinguisher in your hands.

1. Pull the safety pin to activate handle grip.
2. Aim the nozzle toward the base of the fire.
3. Squeeze the handle grip to engage the fire extinguisher.
4. Sweep the nozzle direction from side to side of the base of the fire.

4.6 Entering and Exiting the Office

All employees are to enter and exit the building using the front door or designated entry door. Doors, other than the front entrance, are for emergency use only.

At the end of a shift, employees must check out with the FOC or manager before they leave. The closing employee will make sure all the doors are locked and lights turned off prior to leaving. They will secure the alarm and lock the front door.

Whenever possible, it is our expectation for employees to exit together. We believe two or more employees exiting the building will provide an additional level of personal safety.

4.7 Workplace Security

Employees must be alert and aware of any potential dangers to themselves or their coworkers. Take every precaution to ensure that your surroundings are safe and secure. Safeguard personal belongings and company property. Visitors and vendors should be escorted at all times. Report any suspicious activity to a supervisor immediately.

4.8 Hazardous Waste Disposal

Disposal of hazardous waste is state regulated and our facility will conduct an annual evaluation of the regulation standards and procedures to assure we are current regarding any updates or changes to the disposal procedures.

These regulations serve several purposes:

1. Prevent personal injury.
2. Prevent contamination of personnel or the environment.
3. Ensure proper containment of laboratory and infectious waste during collection, transfer, and disposal.

4.9 Sharps Containers:

All sharps MUST BE collected and disposed in a sharp's container.

This procedure applies to the disposal of sharp objects that are contaminated with any of the following hazardous materials: biological hazards (Infectious agents, bodily fluids or DNA), hazardous chemicals, radioactive materials, and ALL blades, needles and syringes, with or without needles, regardless of how they were used. Federal, State and local laws regulate proper disposal of Sharps.

Sharps Containers for contaminated sharps must be puncture-resistant. The sides and the bottom must be leak proof. They must be appropriately labeled or color-coded red to warn everyone that the contents are hazardous. Containers for disposable sharps must be closable

(that is, have a lid, flap, door, or other means of closing the container), and they must be kept upright to keep the sharps and any liquids from spilling out of the container. The containers must be replaced routinely and not be overfilled, which can increase the risk of needlesticks or cuts. Sharps disposal containers that are reusable must not be opened, emptied, or cleaned manually or in any other manner that would expose workers to the risk of sharps injury.

Employers also must ensure that reusable sharps that are contaminated are not stored or processed in a manner that requires employees to reach by hand into the containers where these sharps have been placed.

These regulations serve several purposes:

1. Prevent personal injury.
2. Prevent contamination of personnel or the environment.
3. Ensure proper containment of laboratory and infectious waste during collection, transfer, and disposal.

Sharps containers **MUST**:

- Be stored near where the waste is generated and segregated from other waste
- Have their lids in place while in use Sharps containers

Sharps **MUST NOT**:

- be filled greater than the 2/3 fill line
- be discarded in the regular trash
- contain free liquids, such as full culture tubes or filled syringe

4.10 Blood-Borne Pathogen Disposal:

Blood-borne pathogens are infectious microorganisms present in blood that can cause disease in humans. These pathogens include, but are not limited to, hepatitis B virus (HBV), hepatitis C virus (HCV), and human immunodeficiency virus (HIV), the virus that causes AIDS. Workers exposed to bloodborne pathogens are at risk for serious or life-threatening illnesses.

Warning labels must be affixed to containers of regulated waste; containers of contaminated items used in the clinic. Waste must be disposed of in a red biohazard bag that is marked and certified for puncture and tear resistance. Waste bags must be contained in a hard-sided container with a lid. The container must be labeled with a biohazard label(s) and must be visible from all sides of the container. The container must be kept closed when not actively adding waste to the container.

Examples of bloodborne pathogen contaminated items are gloves, gauze, paper towels, or anything that has absorbed blood.

Section 5 – Work Expectations

Anthony Medical and Chiropractic believes in the honor system. We also expect every employee to perform in a professional and respectful manner. We believe satisfactory performance of your assigned job duties and responsibilities is vital to this expectation. The goal of every employee should be to achieve their job objectives while focusing on their daily tasks with diligence and professional consideration at all times. Employees are to abide by the guidelines outlined in this Handbook. A violation of these guidelines or poor job performance will result in performance improvement action plans, disciplinary action, or termination.

5.1 Assignment of Duties

Each employee has been hired based on their former work experiences, skills, and education to perform certain tasks and jobs duties that we feel would assist our company provide superior services in the communities we support. The duties you will be trained and assigned to perform may expand beyond the initial position you have been retained to fill. It is our goal to provide cross-training and growth opportunities to each employee. Employees that excel and perform at an advanced level will always be considered for advancement and leadership positions as they may come available.

5.2 HIPAA - Protecting PHI

Anthony Medical and Chiropractic takes pride in creating a professional and ethical work environment to protect patient health information (PHI). It is vital that employees maintain our strict patient confidentiality policy and adhere to the HIPAA compliance privacy rule. A violation or breach of patient sensitive information will not be tolerated within the organization. Federal law requires all healthcare organizations to maintain HIPAA compliance as a standard operating procedure. If you have any questions regarding HIPAA or you feel you do not fully understand HIPAA compliance laws or have questions regarding HIPAA, immediately speak with your supervisor or HR. As a new employee, you are required to follow HIPAA guidelines to be employed and remain employed with Anthony Medical & Chiropractic Center.

5.3 Confidentiality and Data Protection

We want to ensure that private information about clients, patients, employees, and our company is well-protected. Examples of confidential information are:

- Employee records
- Financial information
- Patient Information (PHI)
- Patient lists (existing and prospective)
- Data, forecasts, and initiatives marked as proprietary or confidential

As part of our hiring process, we will require you to sign a HIPAA compliance statement acknowledging you have been informed of our HIPAA compliance adherence to privacy rules.

We may also ask you to sign non-compete and non-disclosure agreement (NDA). We are committed to:

- Restrict and monitor access to sensitive data
- Use secured data collection procedures
- Train employees in online privacy and security measures
- Use secure networks to protect online data from cyberattacks
- Maintain data protection practices (e.g. data encryption, data backups, access authorization)

We also expect our employees to act responsibly when handling confidential patient information following approved HIPAA procedures to assure company compliance.

You must:

- Protect, lock or secure confidential information at all times
- Shred confidential documents when they're no longer needed
- Make sure confidential information is on secure devices only
- Only disclose information to other employees when it's necessary and authorized
- Keep confidential documents inside our company's premises

You must not:

- Use confidential PHI information for your personal benefit or profit
- Disclose confidential PHI information to anyone outside of our company
- Replicate confidential PHI documents and files and store them on insecure devices

This is important for our company's legality and reputation. We will terminate any employee who knowingly breaches our HIPAA/PHI confidentiality guidelines. We may also discipline any unintentional breach of this policy depending on circumstances, frequency, or seriousness of the offense. We will terminate employees who repeatedly disregard this policy, even when they do so unintentionally.

5.4 Performance Reviews

Employees will receive an annual review to evaluate employment successes and opportunities for growth. Employees will fill out a pre-review assessment to discuss with their supervisor during the review. This is to further discuss their personal employment performance assessment. The goal of a performance review is to identify areas where an employee excels and identify areas the employee can grow. The company uses performance reviews as a tool to determine pay increases, promotions and/or terminations. Increases and promotions are not guaranteed; however, we explore every area of advancement with each employee.

Performance reviews also help the company evaluate job performance to see if any additional training is needed in addition to identifying any availability of positions the employee can cross train for.

5.5 Customer Relations

The customer's impression of our clinic, staff, and providers is a key component in the creation of their confidence and willingness to invest in a treatment plan provided by one of our clinics. Our service goal is for the patient to have a 'Disneyland' experience, where the staff is positive and encouraging. It is imperative that you are always courteous and polite when speaking with patients. Communicate clearly, pleasantly, and respectfully at all times. Follow up on calls, orders, questions, and emails promptly to provide superior patient care. If you have a patient call or interaction you feel you are not having a successful interaction with, inform your manager. They are trained to resolve any potential escalation of customer issues.

5.6 Insubordination

Managers and employees should interact with mutual respect and common courtesy to one another. Insubordination is defined as actively defying authority or refusal to obey direction from a manager or provider. Employees are expected to take instructions from persons of authority without a negative disposition. If employee does not agree with instructions, the employee may ask for clarification or make a suggestion; however, the manager will make the final decision. Failure to comply with instructions, policies & procedures, or unreasonably delaying compliance is considered insubordination. Acts of insubordination are subject to disciplinary action, up to and including termination.

5.7 Dating Colleagues

If you start dating a colleague, we expect you to maintain professionalism and keep your personal life decisions outside of the workplace. You are also obliged to respect your colleagues who date each other. We won't tolerate sexual jokes, malicious gossip, and improper comments.

5.8 Dating Managers/Supervisors

To avoid accusations of favoritism, abuse of authority, and sexual harassment, supervisors must not date their direct reports. This restriction extends to every manager and designated supervisor above an employee.

If you are acting as the hiring manager, you are not allowed to hire your partner or companion to your team. You can refer them for employment to other teams or departments where you don't have any managerial or hiring authority.

5.9 Friendships at Work

Employees who work together may naturally form friendships either inside or outside of the workplace. We encourage this relationship between peers, as it can help your teambuilding experiences to improve communication and collaboration. However, we expect you to focus on your work and keep personal disputes or disruptive behaviors outside of the workplace.

5.10 Employment of Relatives

Everyone in our company should be hired, recognized or promoted because of their skills, character and work ethic. We do not want to see the phenomena of nepotism, favoritism or conflicts of interest, so we have restrictions in place regarding the hiring employee relatives. We define a “relative” as someone who is related by blood or marriage within the third degree to an employee. This includes: parents, grandparents, in-laws, spouses or domestic partners, children, grandchildren, siblings, uncles, aunts, nieces, nephews, step-parents, step-children and adopted children.

As an employee, you can refer your relatives to work with our company. If hired, we will follow these restrictions:

- You must not be involved in a supervisory/reporting relationship with a relative.
- You cannot be transferred, promoted, or hired inside a reporting relationship with a relative.
- You cannot be part of a hiring decision when your relative is interviewed for that position.

If you become related to a manager or direct report after you both become employed by our company, we may have to transfer one of you. Any employment requests that may violate this policy must be approved on a case-by-case basis by the president of the company.

5.11 Workplace Visitors

If you want to invite a visitor to our offices, please request permission from your Office Manager. If approved, inform HR so a visitation form can be completed. Also, inform our front office of your visitor’s arrival. Visitors should sign in and show identification. They will be required to be escorted by their sponsor or designated chaperone during their visit within the office beyond the front lobby.

When you have office visitors, you also have responsibilities. You should:

- Always tend to your visitors unless otherwise coordinated.
- Keep your visitors away from areas where there are confidential records or sensitive equipment.
- Prevent your visitors from proselytizing your colleagues, gathering donations or requesting participation in activities while on our premises.

Anything delivered to an employee will remain at the office’s front desk. If you are expecting a delivery, front office employees will notify you so you may collect it.

5.12 Solicitation and Distribution

Solicitation is any form of requesting money, support or participation for products, groups, organizations for causes unrelated to our company (e.g. religious proselytism, asking for petition signatures.) Distribution means disseminating literature or material for commercial or political purposes.

Although we don't allow solicitation and distribution by non-employees in our workplace, employees may make limited solicitation requests from colleagues to:

- Ask colleagues to help organize events for another employee (e.g. adoption/birth of a child, birthday, promotion, retiring.)
- Seek support for a cause, charity or fundraising event sponsored, funded, organized or authorized by our company.
- Invite colleagues to participate in employee activities for an authorized non-business purpose (e.g. recreation, volunteering, and children's fundraising events.)

In all cases, we ask that you do not disturb or distract colleagues from their work.

5.13 Work Space Areas

Employees are responsible for keeping their work space neat and clean. At the end of the shift, employees will make sure any items used are put away neatly. Employees must sign out of all programs on their computer.

DO NOT turn off computers at the end of the shift. Our designated IT support company does updates after hours and can only update if the computers are on. All employees are responsible for keeping their department, room, and common areas clean. This also includes bathrooms, halls, front lobby, general areas and the breakroom. Trash is to be taken out every night, before closing.

5.14(a) Front Desk

Employees are responsible for turning on/off the TV, lights, and refilling the diffuser (2 drops of oil). The front lobby needs to be maintained regularly throughout the day. This includes, picking up trash, sweeping, keeping the lobby organized and clutter free.

5.14(b) Massage Therapy Rooms

Employees are responsible for their room, laundry, and stocking water cups. Once a month, water must be changed in the hydrocollator.

5.14(c) Therapy Center

Employees are responsible for maintaining the therapy area. Therapy beds must be wiped down after each patient and at the end of the day. Leads will be cleaned after each patient and changed when the pad no longer has adhesive to stick on the patient's skin. Hydrocollator will be changed every month. Heat pads need to be replaced every 3-4 months or when the clay starts to seep out of the pad causing the pad to turn a brown color.

5.14(d) Workplace Area / Personal Items

Every workstation and therapy room are intended to be a professional and clean work space. Anthony Medical and Chiropractic does not have designated work spaces for each employee. Work spaces are a shared space. Therefore, no personal items or effects may be brought in or displayed in the work station or therapy room. Items that are not permitted are to include: Whiteboard, bulletin board, art, pictures, candles, nick knacks, as well as any item that is decor or items that personalize the work space.

5.15 Work-Related Use of Vehicle

There may be instances where you may be asked to perform a work-related task using your personal vehicle. This means, you have arrived at your designated work location for the day and asked to travel to an alternate location that extends beyond 10 miles of your current location.

Before you agree to do so, you must assure:

- You are licensed to operate a vehicle; license is current and active
- You are adequately insured to protect your vehicle, yourself, and the general public
- You have not been at fault for any auto accident for two years

Your usage of your vehicle may be eligible for fuel reimbursement. This must be approved prior to performing the task requested.

When using your vehicle for company business, we expect you to avoid:

- Smoking visibly at or near the travel location or hosted events
- Have anyone other than authorized individuals from work in your vehicle
- Use your car on the clock to run personal errands
- Leave your car unlocked, unattended or parked in dangerous areas at events
- Allow unauthorized people to drive your car, unless an emergency mandates it

The company is not liable for any at-fault accidents you may incur.

If involved in an accident while performing a work-related assignment, do not assume or verbalize guilt, call law enforcement immediately, contact your supervisor, and give a detailed account of the circumstances surrounding the accident to police officers. Get a reference number to obtain a copy of the report.

Section 6 – Attendance

We expect our employees to arrive to work on time. Each employee should be prepared to successfully perform the duties and tasks assigned to them. To be successful as an organization, it is imperative our employees are committed to fulfilling our attendance expectations. When an employee is not at work, it places additional stressors on the staff caused by assuming added responsibilities to complete the assigned duties for that day due to your absence.

6.1 Hours of Operation

Anthony Medical and Chiropractic Center maintains normal working hours Monday thru Friday 8:00 am to 7:00 pm and Saturday 8:00 am to 2:00 pm. Employee hours may vary depending on work location and job responsibilities.

6.2 Appointments During Work Hours

We understand that employees may have an appointment to attend or have an unexpected event happen to where they may need to leave early or arrive later than their scheduled shift. To accommodate these needs, employees who need to be leave early or arrive late for any reason must notify their supervisor about their situation as soon as possible. Their supervisor will approve their status prior to the event. The manager is required to initial your timecard designating their approval. Unauthorized departures will be defined as job abandonment and result in disciplinary action.

6.3 Work Schedule

Supervisors will provide employees with their work schedule in advance. Should an employee have any questions regarding his/her work schedule or the hours they are scheduled to work, the employee should contact their department supervisor.

It is the employee's responsibility to know their schedule; this includes the hours, department, and position they will be working. It is also the employee's responsibility to keep track of their hours on their timecards.

6.4 Time Record

We are required by law to keep accurate records of time worked by employees. Each employee is responsible for recording their time and tracking hours working during the work week. Hourly employees are to clock in and out on a timecard.

6.5 Time Clock

Employees are responsible for clocking in and out for their scheduled shift using the time clock assigned to each location. Employees are not authorized to clock in more than 10 mins prior to their scheduled shift. If an employee should stay past their scheduled shift, they must get

approval from their manager. If an employee misses clocking in or out, they must write in the time and have their department lead initial the timecard.

6.6 Time Recording - Massage Therapist

Massage Therapists are responsible for tracking their massages on daily time sheets. They are required to log each client they see as well as the time period the clients received their massage. Employees must turn in time sheets no later than 10am on the Wednesday of the payroll week.

6.7 Tardiness

Employees are expected to arrive on time for their scheduled shift as well as be ready to fulfill their assigned duties and tasks for that day. An employee who arrives 1 minute after their scheduled shift starts is considered tardy. If the employee is running late it is their responsibility to notify their manager. The company recognizes that situations may present themselves which hinder punctuality; regardless, excessive tardiness is not acceptable, and will be subject to disciplinary action.

6.8 Absences

If an employee cannot work their scheduled shift, they must contact their manager as soon as possible. Our preference is for you to call and speak with your manager directly; however, we will allow your manager to express their communication expectation with you. If an employee does not show up for work and does not contact a manager this will be considered a 'No call-No show', and will be assumed the employee voluntarily resigned from the employer. Excessive absences can lead to disciplinary action up to termination.

6.9 Morning Staff Meeting

Communication is an important part of our daily successes. We expect our staff to clock in between 7:50am and 7:55 am to prepare for the morning staff meeting. This meeting is designed to discuss any updates, changes, or new processes that may help us provide better service to our patients.

6.10 Breaks/Lunches

To assure our employees receive adequate time during the day to enjoy lunch, employees who work 6 hours or more are given a 1-hour lunch break. Lunch breaks are assigned by the department lead. It is important to our organization that each employee has the ability to step away from work during this time to renew and prepare for the remainder of the day. Any questions or concerns can be directed to your department lead.

Breaks are important for breastfeeding mothers. We recognized this and allow our new mothers the ability to take a reasonable break, as needed. This should be discussed and

coordinated with your department lead to assure the appropriate time is allocated to assist you with your personal needs. A private area will be offered, if available, for the convenience of the mother.

Lunch and Learns are an important part of our continuing education for our employees. Employees can sign up for in-lunch trainings offered at Anthony Medical & Chiropractic Center. Lunch will be provided and employees will not need to clock out, but this is considered the employee's lunch break.

Breaks are essential for our Massage Therapists to rest and recover their hands and muscles during the workday. Blocks will be entered for Massage Therapist reflecting 15-minute breaks. These blocks can be moved but NOT deleted. Massage Therapist may have entered blocks for lunch in their designated color.

Section 7 – Payroll

Anthony Medical and Chiropractic's work week runs from Wednesday thru Tuesday. Payday is bi-monthly on the Friday immediately following the Wednesday in which timecards are submitted to the payroll department. If a payday falls on a holiday, employees will receive payment on the last business day before said holiday.

7.1 Compensation Status

There are two types of employees under FLSA guidelines:

- Non-exempt employees, who are covered by the FLSA's minimum wage and overtime provisions.
- Exempt employees, who aren't covered by the FLSA because they meet three exemption criteria: (a) they are paid at least [\$23,600] per year ([\$455] per week), (b) they are paid on a salary basis, and (c) they perform exempt job duties ("executive," "professional" and "administrative.") Most employees must meet all three criteria to be exempt.

If you are unsure as to whether you should be exempt or not, please ask HR to clarify your status.

7.2 Paycheck Data

The paycheck will reflect work performed for the two-week period. Paychecks include salary or wages earned less any mandatory or elected deductions. Mandatory deductions include federal & social security withholding taxes and other withholdings. Employees may contact the HR or the payroll department to obtain the necessary authorization forms for requesting additional deductions from their paychecks.

7.3 Paycheck Inaccuracies

We strive to assure all worked time and bonuses are assigned and paid accurately and timely. However, we realize an employee may not accurately complete their timecards, inadvertently have missing data, or not submit a bonus form in a timely manner. This will lead to the possibility of receiving an inaccurate paycheck. Notify a supervisor if the paycheck appears to be inaccurate, or if it has been misplaced, and will be issued on the next payroll period. Any change in name, address, telephone number, marital status or number of exemptions claimed by an employee must be reported to HR immediately.

7.4 Overtime

At Anthony Medical & Chiropractic, it is our goal to have our staff work assigned hours and not extend into overtime. That is why we work with our staff to maintain a 40-hour work week. This can occur by your manager having you to leave early to stay within our 40-hour work week

threshold. In the rare event that overtime is required, it must be approved by the president of the company.

7.5 Wages

Wages vary from employee to employee and are based on skill level, experience and position knowledge base. Wages will be determined by management and will be discussed upon hiring. The company issues promotions and raises based on performance. At no time are wages to be discussed with other employees. If an employee violates this, disciplinary action will occur.

7.6 Direct Deposit

We process and pay our staff by direct deposit. We do not provide paper checks for payroll purposes. You will be asked to provide banking information during your onboarding process.

7.7 Deductions and Garnishments

Anthony Medical and Chiropractic is required by law to make certain deductions from your paycheck, each pay period. These deductions will be listed on your pay stub, among these deductions are: federal, state and local income tax, and contributions to social security.

When our office receives a court-ordered wage garnishment, we must follow the order and apply the garnishments to your check. Employees will be notified when deductions will be taken out for the initial garnishment.

7.8 Viewing your Paycheck

Anthony Medical and Chiropractic's does not issue paper paychecks. Employee paychecks will be direct-deposited into the banking institution based on the information listed on the direct deposit form that was given at orientation.

If you do not receive an invitation email from @workforce.intuit.com, you will need to contact Tammie Gonzalez at: tammiesgonzalez@gmail.com. She is our Payroll Coordinator and will be able to link you to access your pay stubs.

7.9 Error in Pay

Every effort is made to avoid errors in your paycheck. If you believe an error has been made, please inform the FOC at your location. They will take steps necessary to research the issue and make the corrections.

7.10 Workers' Compensation

Anthony Medical & Chiropractic Center does not carry workers' compensation insurance coverage. As an employee of a non-covered employer, you are not eligible to receive workers'

compensation benefits under the Texas Workers' Compensation Act. However, a non-covered (non-subscribing) employer can and may provide other benefits to injured employees. You should contact your employer regarding the availability of other benefits for a work-related injury or occupational disease. In addition, you may have rights under the common law of Texas should you have an on-the-job injury or occupational disease. Your employer is required to provide you with coverage information, in writing, when you are hired or whenever the employer becomes, or ceases to be, covered by workers' compensation insurance.

7.11 Benefits

Since we currently do not offer paid time off (PTO), holiday, vacation/sick pay or health insurance benefits, we do offer employee pricing for all the services we offer at Anthony Medical and Chiropractic at a discounted employee rate. The Chiropractors will offer complimentary adjustments upon request. We do also offer complimentary membership to Anytime Fitness in Temple including unlimited classes offered at Anytime Fitness for a monthly fee of \$10.

All employees must have an intake and an account in Ezbiz prior to any services to be scheduled. Any and all services rendered by the employee must be paid for prior to their appointment. Failure to pay for services will result in disciplinary actions and the balance will be deducted from the employees' next paycheck.

The following page lists the employee pricing for services available

Employee Discount Benefits

| | | |
|---------------------------|--|--|
| Adjustment | Free of charge | Can be done anytime, at the convenience of the DC. |
| Massage | \$35 for 60 min \$20 for 30 min | Must be scheduled anytime Monday - Wednesday between 11am & 3pm. Employee can take a massage if a patient no shows or the time is empty with approval from management. Must clock out. |
| Nurse Practitioner | \$40 for an office visit | Employee must clock out to see the NP. |
| Labs | \$40 an office visit + Cost per lab (see Elab fee sheet) | Employee must clock out to see the NP. |
| Injections | \$40 an office visit + cost of injection | Employee must clock out to see the NP. Occipital \$ Lidocaine \$ Toradol \$ HCG \$ +cost of shipping |
| Acupuncture | \$40 a visit | Employee must be clocked out to see ACU. |
| Physical Therapy | \$40 PT \$25 PTA | Employee must be clocked out to see PT. |
| Invisa-Red | \$40 a session | Employee must be clocked out to do a session. |

Note:

Our patients are priority when scheduling, and the employee will forfeit their schedule time to allow a patient to be booked. At any an employee may be taken off the schedule is a patient needs to be seen.

Section 8 – Time Off /Leave Requests

We understand how important a vacation or time off is to your life outside of the workplace. Employees have the right to request time off for vacations and time off for personal reasons. The following process is to be used when requesting time off. If you have any questions, please contact your manager or speak with HR.

8.1 Hourly Staff - Request Time Off (RTO)

Any time taken off will be unpaid. Request must be submitted at least two weeks prior to the start date and approved by the employee's manager. During summer months, June to August time requests needs to be at least 4 weeks prior to requested time off. We understand circumstances arise and notice may be shorter than two weeks, in this case notify your manager and submit a request as soon as possible. Managers and employees can work on a solution to allow the employee the time off they requested.

All time requests are simply that a request. Requests will be processed by the department manager and be approved or denied in a timely manner. We can only approve one employee from each department time off for holidays and busier times in the clinic. On occasion, we will allow two employees off in a department. This will be determined by the manager.

If an employee does not show up for their scheduled shift without notice, will be considered a "No call, No show" and a voluntary resignation.

8.1(a) Massage Therapist - Request Time Off (RTO)

Any time taken off will be unpaid. Request must be submitted posted in the break room to allow another massage therapist can cover the shift. We ask at least two weeks prior to the start date of the request must be submitted. During summer months, June to August time requests needs to be at least 4 weeks prior to requested time off. We understand circumstances arise and notice may be shorter than two weeks, it is first the responsibility for the LMT to find coverage.

If an employee does not show up for their scheduled shift without notice, will be considered a "No call, No show" and a voluntary resignation.

8.1(b) Doctor/Nurse Practitioner - Request Time Off (RTO)

Any time taken off will be unpaid. Request must be submitted at least 6 weeks prior to the start date of the request. During summer months, June to August time requests needs to be at least 6 weeks prior to requested time off. We understand circumstances arise and notice may be shorter than this. We will work with any request on a case by case basis to try to accommodate any need.

8.1(c) Submitting a Time Off Request

To submit a request for time off, all employees of Anthony Medical & Chiropractic will submit the request electronically thru the Staff Portal located on our website. Simply go to: www.anthonychiro.com, scroll to the bottom of the page, click on Staff Portal, enter the password, and complete the submission form. Once a form has been submitted, it will be reviewed and approved based on the needs of the clinic operations. You will be informed of the approval status within 48 hours of the submission.

If you have any questions regarding our vacation and time off policy, please contact HR or speak with your manager.

8.2 Sick Leave

If an employee cannot work their scheduled shift for illness or needs to take time off for medical or other health concerns, they will need to contact their manager. Employees must contact their manager either by contacting their manager. If the employee should be ill for 3 or more consecutive days a doctor's note is needed to clear the employee to return to work.

We understand employees and/or their family become ill or need medical attention. We also understand unforeseen circumstances can hinder an employee from working their scheduled shift. We ask that the employee contact their manager as soon as possible about their absence to allow time to adjust the schedule.

Excessive call outs will be evaluated on a case-by-case basis, and could lead to disciplinary action.

8.3 Holidays

The company observes the following holidays: - New Year's Day - Independence Day - Thanksgiving – Day After Thanksgiving - Christmas Day. The clinic will be closed for these days and employees will not receive holiday pay.

8.4 Jury Duty/Court Summons

The company understands employees may be called for jury duty or a court appearance. Employees who are to appear in court must provide a copy of their summons to their manager. Time taken for court appearances are granted on an unpaid basis.

8.5 Voting

Employees are encouraged to participate in local, state, and national elections. The company will stagger employees a period of time off during the day so they may go to cast their votes. Voting time off is granted on an unpaid basis. Should extenuating circumstances arise while voting, notify a supervisor as soon as possible.

8.6 Military Leave

Employees called to active military duty, military reserve, or National Guard service may be eligible to receive time off under the Uniformed Services Employment and Reemployment Rights Act of 1994. To receive time off, employees must provide notice and a copy of their report orders to an immediate supervisor. Military leave is granted on an unpaid basis. If an employee's spouse is returning home from a deployment overseas, the employee is allowed to take 3 days off (unpaid) to welcome their spouse home.

8.7 Bereavement Leave

Bereavement leave can be requested by the employee when there is a death in their family. Anthony Medical and Chiropractic's will evaluate each situation on a case-by-case basis to determine the amount of time off the employee needs to attend to their family.

8.8 Leave of Absence/FMLA

Leave of absence is an extended period of time an employee is taking off to attend to personal matters. This time is unpaid and can be as long as 12 weeks to guarantee the employee will have a position at the company. A request for a leave of absence must be submitted in writing in advance to the employee's immediate supervisor. Leave of absences that are granted are unpaid.

Family Medical Leave Act (FMLA) is a law that allows employees to take a set time off to attend to certain situations. FMLA is unpaid leave up to 12 weeks. This law allows employees to take time off and still be guaranteed to have a job when they return. Employees who qualify for FMLA have worked at least 20 weeks in the current or previous year and worked at least 1,250 hours during the previous year are eligible for FMLA. The FMLA guidelines state employees who meet the criteria are eligible for 12 weeks unpaid time off in a year and are able to return to work after their time off.

Reasons for leave to qualify to apply for FMLA are:

- Recuperation from a serious health condition
- Care for a family member with a serious health condition
- Bond with a new child, either birth or adoption
- Handle qualifying exigencies arising out of a family member's military service
- Care for a family member who suffered a serious injury during active duty in the military.

The guarantee of continued employment does not mean the employee is guaranteed to assume the same job duties prior to the leave of absence.

Section 9 – Performance Management

For our employees to be successful, it is important for us to establish an appropriate training and performance management process to support the education and growth of our employees. We offer continuing education training to refine the individual skills of our employees to better care for our patients. We also use our performance management process to identify and promote successful employees to supervisory and management positions within the company.

9.1 Performance Management Practices

We have built our performance management practices to:

- Ensure you understand your job responsibilities and have specific goals to meet
- Provide you with actionable and timely feedback on your work
- Invest in development tools that will help you grow professionally
- Recognize and reward your work in financial or non-financial ways

To meet these objectives, we have:

- Established annual/bi-annual performance reviews. During these reviews, your manager will fill out your performance evaluation report and arrange a meeting with you to discuss it. Through these discussions, managers aim to recognize employees who are good at their jobs, identify areas available for growth and talk about career moves. We encourage managers to recommend rewards for their team members when they deserve them. There won't be any forced ranking or other comparison between employees. Our goal is to help all employees improve and develop their careers.
- Instruct all managers to meet with their team members once per week and once a month individually to provide feedback and talk about their work and motivations. This way, you can receive feedback in a timely manner and avoid surprises during a performance review.

9.2 Employee Training and Development

We owe our success to our employees. To show our gratitude, we will invest our time, talent, and treasure in our employee's professional development. We want our employees to feel confident about improving their efficiency and productivity. We also want to help our employees achieve personal growth and success.

Each employee has the opportunity to train in all aspects of our operations. We encourage employees to expand their knowledge and skills. This is how we build our future leaders.

We offer these training opportunities:

- Formal training sessions (individual or corporate)
- Employee coaching and mentoring

- Event and conference participation
- On-the-job training
- Job shadowing
- Job rotation

Development is a collective process. Team members and managers should regularly discuss learning needs and opportunities. It is our leadership's responsibility to facilitate any development activities and processes.

9.3 Manager Leadership Expectations

If you manage a team, you are responsible for your team member's performance. To conduct effective regular meetings and performance evaluations, we expect you to:

- **Set clear objectives.** Your team members should know what you expect of them. When you first hire someone to your team, ensure they understand their job duties. Set specific goals for each team member (and team-wide, if applicable.) Revisit these goals during performance reviews.
- **Provide useful feedback.** During scheduled meetings with your team members, give them both guidance and praise, as appropriate. Be fair and specific to help them understand and implement your feedback.
- **Keep your team members involved.** There should be two-way communication between you and your team. Make your expectations clear, but always take your team members' motivations and aspirations into account. Discuss training and development opportunities that may interest your team members.
- **Take and keep notes.** Keep logs with important insights about each one of your team members. These logs help you evaluate your team's performance. They will also prove useful when recognizing your team member's successes.

9.4 Performance Improvement Procedures

Our leadership wants each member of our team to be successful in the workplace. To assure we prepare employees for success, we have created an orientation experience so the employee becomes familiar with the systems and processes used in the workplace. As a new employee, you will be trained using several modules to create a foundation of familiarity with our organization to help you work successfully alongside our team. During orientation, you will be given our training resources and procedures. At any time during your training or probationary period, you may request additional training on areas you feel need to be developed more fully.

9.5 Grounds for Disciplinary Action

Anthony Medical and Chiropractic reserves the right to discipline and/or terminate any employee who violates company policy. This includes the practices and rules of conduct outlined in this Handbook. Any misconduct or unethical occurrences are grounds for disciplinary actions or termination.

9.6 Disciplinary Action Procedures

Disciplinary action is used as a corrective action tool to correct unacceptable behavior or actions and/or violations of any company policy or performance expectation outlined in this handbook. Discipline may take the form of oral warnings, written warnings, probation, suspension, demotion, and/or termination. Any of these actions can be enacted based on the severity of the behavior or actions of the employee. The course of action will be determined by the company at its sole discretion as it deems appropriate. Standard steps of disciplinary actions are as followed:

1. **Verbal warning**- An oral warning, by the manager, will be documented.
2. **Written Warning**- A formal written document to describe in detail of the infraction and how employee will improve.
3. ***Probation**- A set amount of time the employee will be observed and closely monitored, and at the end of the probation period a reevaluation of the employees' employment will be discussed.
4. ***Suspension**- A set amount of time the employee will be asked not to come to work. After the suspension, there will be a reevaluation of the employees' employment at the company.
5. ***Demotion or reassignment**- Employee can be removed from the position or location, to evaluate if the employee is a better fit in another position or location.
6. **Final written warning**- The last documented warning of a repeated failure to comply, and if the employee has another infraction, they will be termination.
7. **Termination**- Employer is ending the work relationship with the employee.

() Designates expanded options available to leadership*

Department manager will keep a record of any disciplinary actions of their employees. All disciplinary actions will be documented and put into the employee's employment file. Employees are entitled to document comments on the disciplinary form and keep a copy for their personal records.

9.7 Employee Files

HR will maintain a current personnel file on each employee while employed with Anthony Medical & Chiropractic. These files will remain confidential and access limited to HR and limited leadership members only by approval by HR.

Employees may request to review their employee file upon written request to HR. If a request for copies of your employee file is made after separation from the company or termination, a written request must be made to our HR department. HR will consider your request and has up to 30 days to respond.

The state of Texas does not require employers to give access to current or former employee to their employee files. Any and all decisions regarding your ability to view, review, or receive copies of your employee file will be made by HR.

It is our current position that employees should always request a copy of any evaluations, reviews, training, continuing education, disciplinary action, performance improvement action, or termination paperwork at the time it is completed to maintain an updated file outside of the workplace. It is our belief this will provide any and all documentation you may need during or upon separation of employment with Anthony Medical & Chiropractic.

9.8 At-Will Employment

The state of Texas is an at-will state. As defined by the state, this means an at-will state has the right to terminate the employment relationship at any time, with or without reason or notice, by either the employer or the employee. This at-will employment relationship exists and supersedes any statements by office personnel that may state the contrary.

9.9 Termination

Anthony Medical and Chiropractic has the right to end the employee/employer relationship with or without notice. As an at-will employer, this relationship between employee and employer may be terminated voluntarily or involuntarily at any time with or without reason.

Upon termination, an employee is required to return all items that belong to the company, such as keys, phones, and other properties belonging to the company. Failure to do so may result in the withholding of their final paycheck.

9.10 Voluntary Resignation

The company recognizes that personal situations or an opportunity to advance your career may arise which may require a voluntary resignation of employment. Should this occur, the company requests that the employee provide at least two weeks' notice, in writing prior to resigning. The two-week notice would allow the employer enough time to fill the position. Anthony Medical & Chiropractic supports all employees as they endeavor to advance their career. It is our hope when these opportunities arise, the employee will inform us of the opportunity. As a company, we will always support employees as they advance their career to include letters of recommendation upon request.

9.10 Exit Interview

Anthony Medical and Chiropractic may request an exit interview upon resignation. The purpose of an exit interview is to complete any forms needed, collect company property and discuss employees experience while working for Anthony Medical and Chiropractic. All feedback is welcome and taken constructively to help our organization grow and advance our ability to better care for our team.

9.11 Final Paycheck

Employees who terminate employment with the company will be given their final paycheck on the next payroll period. This check will be issued as a paper check and can be picked up or mailed to the address on file. If the check is mailed, please allow for the appropriate postal delivery time. It is our suggestion to make arrangements to pick up the check from our office to prevent potential delays in delivery. If an employee is terminated by the employer, a paycheck will be issued within 6 days, as directed under Texas Payday Act Section 61.014.

9.12 W-2 Mailing Address

Anthony Medical and Chiropractic Center will mail employee's W-2 tax form to the address we have listed in the employee's personnel file. We will make every effort to contact the employee to obtain the address if the W-2 tax form is returned in the mail. However, it is the employee's responsibility to update the address with us in a timely manner to ensure the W-2 reaches the employee safely and on time.

Section 10 – Handbook Revisions

We will always strive for fairness and equal opportunity within our offices. We will acknowledge successes and growth while also identifying and taking action against offensive and illegal behaviors. As laws and our environment change, we may revise and modify some of our policies.

We have established an annual revision of our handbook to bring it up to date with legislation and employment trends. We also ask you to contact HR if you spot any inconsistencies or revision opportunities. And, if you have ideas about how to improve our workplace, we are happy to hear them.

10.1 Updates - Employee Handbook

Whenever there is a change to the existing policies or new policy adopted in our Employee Handbook, the changes will be posted in the break room and/or on our meeting board. If there are questions regarding any policy or procedure that impacts your ability to perform your duties and tasks effectively, please contact your supervisor or HR to discuss.