



Employee Handbook

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Introduction

Welcome and Purpose

The Crouse Medical Practice Employee Handbook summarizes policies, procedures, benefits and working conditions that will be followed by all employees as a condition of their employment with Crouse Medical Practice (CMP). These documents are available in full detail to all employees on a shared drive. Employees will be asked to affirm that they understand where to access such detailed policies and procedures.

Crouse Medical Practice strives to provide an employee-friendly environment in which goal-oriented individuals thrive. Our company commitment to serving patients and providing quality patient care is unwavering. These policies, procedures and working conditions provide a work environment in which both patient and employee interests are served.

We value our employees' talents, skills and abilities and seek to foster an open, cooperative and dynamic environment in which we can all excel. Crouse Medical Practice provides an environment where employees are encouraged to bring ideas and challenges to any level of management.

This handbook contains only general information and guidelines. It is not intended to be comprehensive or to address all of the possible applications of, or exceptions to, the general policies and procedures described. For that reason, if you have any questions concerning eligibility for a particular benefit or the applicability of a policy or practice to you, you should address your specific questions to the Human Resources Department.

No provision in this handbook can be waived without written permission from Crouse Medical Practice's President, or designee.

At-Will Employment Statement

Employment with Crouse Medical Practice is on an "at-will" basis, which means that either an employee or Crouse Medical Practice may terminate the employment relationship at any time, for any reason, with or without cause. This handbook is not a contract of employment nor is it intended to create contractual obligations for the company of any kind or alter the at-will employment relationships between Crouse Medical Practice and our employees. Only a written contract can change the at-will nature of the employment of any individual.

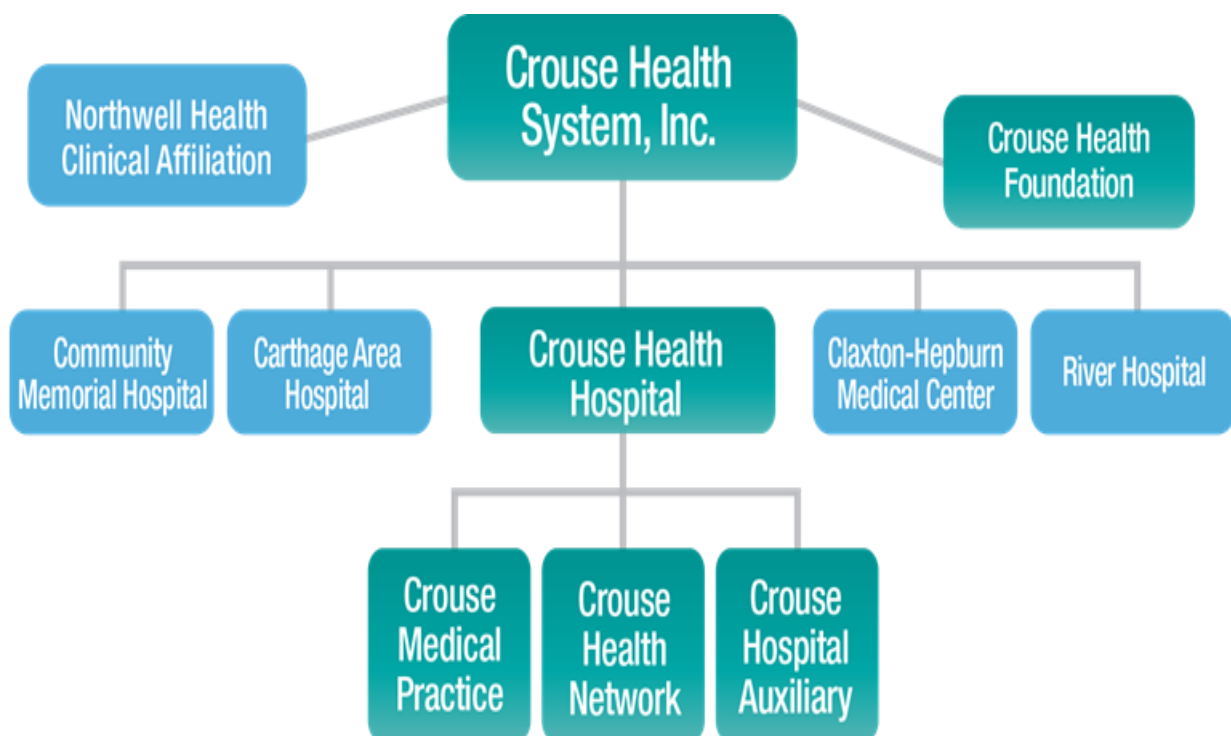
Neither this handbook nor any other Crouse Medical Practice document confers any contractual right, either expressed or implied, to remain in Crouse Medical Practice's employ. Nor does it guarantee any fixed terms and conditions of your employment. Your employment is not set for any specific time and may be terminated at will, with or without cause and without prior notice by Crouse Medical Practice, or you may resign for any reason, at any time. While there are disciplinary processes in place, in certain situations, the Company may make the decision to terminate you without first taking these disciplinary steps.

No supervisor or other representative of Crouse Medical Practice except the Owner and/or President has the authority to enter into any contract of employment for any specified period of time, or to make any agreement contrary to the above.

The policies and procedures outlined will be applied at the discretion of Crouse Medical Practice management. As such, Crouse Medical Practice may deviate from the policies, procedures, benefits and working conditions described in this handbook. The company may also withdraw or change the policies, procedures, benefits and working conditions described in this handbook at any time, for any reason. While it is our goal to provide employees with notice of such changes, prior notice is not required before a change is implemented. Throughout an employee's employment with Crouse Medical Practice, it is his or her responsibility to remain up to date on company policies, procedures, benefits and work conditions—both published and unpublished.

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

Crouse Health System



Mission, Vision, and Values

Mission Statement

To provide the best in patient care and promote community health.

Vision

- Being committed to excellence in all areas of our organization.
- Building a dynamic work environment where all are valued, respected, and are provided the opportunity for personal and professional growth.
- Strengthening the relationship among our practices and other healthcare providers to enhance an integrated healthcare delivery system.
- Treating patients, families and colleagues with respect, dignity, courtesy and compassion.
- Operating in a fiscally responsible manner that allows us to provide the best in patient care and technology.
- Enhancing access through expanded services designed to meet the ever growing needs of our patients.

Values

- Integrity
Hold ourselves to the highest personal and professional standards, and act with honesty and transparency in our relationships.
- Mutual Respect & Teamwork
Foster a collaborative environment built on the respect of all individuals; focused accountability, mutual support and common goals.
- Compassion
Act with caring empathy, honoring the dignity of the diverse population we work with and serve through each personal interaction.
- Service Excellence
Exceed our patients, visitors and colleagues expectations of high quality care and service through continuous improvement.

Culture, Quality & Finance



Our culture, quality and financial health are key to our continued success – one area cannot be successful without the others. A strong culture, a major competitive advantage for Crouse Medical Practice, leads to improved quality which leads to financial stability.

Strategic Pillars



Diversity and Inclusion

Diversity creates Inclusion. Inclusion means we value, respect and support each other and those we serve – regardless of background or position – so that each person can be successful in his or her work.

Diversity is...all of the ways we are different as individual people – the characteristics of who we are with both attributes acquired through our life experiences and our lifestyle preferences.

Our culture and values support diversity and inclusion by:

- Embracing new ideas and solutions from all members of the team
- Recognizing differences, valuing each other: this includes our patients, co-worker's and our community
- Being compassionate, expanding awareness of different opinions, viewpoints and perspectives

Employment

Americans with Disabilities Act

The Americans with Disabilities Act (ADA) is a federal law that prohibits employers with 15 or more employees from discriminating against applicants and employees with disabilities. It also requires employers to provide reasonable accommodations to applicants and employees who are qualified for a job, with or without reasonable accommodations, so that they may perform the essential job functions of the position.

Crouse Medical Practice complies with all applicable laws concerning the employment of individuals with disabilities and acts in accordance with regulations and guidance issued by the Equal Employment Opportunity Commission (EEOC). The company does not discriminate against qualified individuals with disabilities in regard to application procedures, hiring, advancement, discharge, compensation, training or other terms, conditions and privileges of employment.

When a job applicant with a disability requests accommodation that can be reasonably provided without creating an undue hardship or causing a workplace safety risk, he or she will be given the same consideration for employment as any other applicant.

Crouse Medical Practice will reasonably accommodate qualified individuals (candidates and employees) with disabilities so that they can perform the essential functions of a job, unless the requested accommodations result in the following:

- A direct threat to the safety or well-being of the individuals or others in the workplace and the threat cannot be eliminated by reasonable accommodation; or
- An undue hardship to Crouse Medical Practice.

Individuals who are currently using illegal drugs are excluded from coverage under the company ADA policy.

The Human Resources department is responsible for ensuring the above practices, including the resolution of reasonable accommodation, safety, direct threat and undue hardship issues. Contact Human Resources with any questions or requests for accommodation.

Employee Classification

Employees are classified as either exempt or non-exempt for pay administration purposes, as determined by the federal Fair Labor Standards Act (FLSA).

The definitions of the worker classification categories can be summarized as follows:

- *Exempt* - Employees who meet any of the FLSA's exemption standards, including managerial, supervisory, professional, sales or administrative employees.

Exempt employees are exempt from the overtime provisions of the Fair Labor Standards Act and New York Labor Law, and are eligible for benefits based on their full-time or part-time status.

- *Non-Exempt* - Employees whose positions do not meet the FLSA exemption standards. Overtime work is prohibited without specific supervisor authorization for these employees.

Non-exempt employees are subject to applicable overtime provisions of the Fair Labor Standards Act and New York Labor Law, and are eligible for benefits based on their full-time or part-time status.

Employment Resignation and Termination

Termination of employment is a part of activity within any organization, and many of the reasons for termination are routine. If you wish to resign, we ask that you notify your manager of your anticipated departure date in the form of a written statement. To be eligible for rehire, non-exempt (hourly) employees are required to provide at least two (2) weeks advance notice, and

exempt (salaried) employees are expected to provide at least four (4) weeks advance notice (unless otherwise specified within an employment contract).

Upon resigning from Crouse Medical Practice, you should continue to provide the company with an accurate home address for tax purposes for at least one year.

In the case of termination due to resignation, retirement or a permanent reduction in the work force, a calculation will be done to determine if the employee is eligible for a Paid Time Off (PTO) payout. Once you have given notice, the use of any further PTO time must be specifically approved by your manager. For further information regarding use of PTO please refer to CMP's PTO Administration Policy #600-014.

If you fail to report to work without informing management of the planned absence, we will assume that you have voluntarily resigned per CMP's Absenteeism and Tardiness; Discipline Policy #600-002.

Employment Status

FULL-TIME - Employees who work at least 32 hours per week are considered full-time. Such full-time employees are eligible for benefits after applicable requirements for length of service have been met.

PART-TIME - Employees who work fewer than 32 hours per week are considered to be part-time and are eligible for some benefits. Employees who work 20 hours or less per week, or who work on a temporary project basis, will receive all legally mandated benefits (i.e. Worker's Compensation, NYS Disability and Social Security benefits), and are not eligible for other employee benefits.

PER DIEM – Employees who are employed to provide flexible staffing without a guarantee of hours. These employees are not eligible for Crouse Medical Practice benefits except legally mandated benefits (i.e. Worker's Compensation, NYS Disability and Social Security benefits).

CONTRACTED EMPLOYEE – Employees who have a written contract with CMP that defines the scope of their benefits with the organization.

TEMPORARY - Employees engaged to work either part time or full time on Crouse Medical Practice's payroll, but have been hired with the understanding that their employment will be terminated no later than the completion of their specific assignment. This category includes interns and co-op students. Such employees may be either "exempt" or "non-exempt" but are not eligible for Crouse Medical Practice benefits except benefits except legally mandated benefits (i.e. Worker's Compensation, NYS Disability and Social Security benefits).

License and Certification

If your job classification requires licensure or certification, during the initial hiring process, you must present the original copy of licensure/certification to Human Resources or an online primary source verification must be completed prior to beginning employment with Crouse Medical Practice.

Your continued employment in that classification depends on proper maintenance of the required licensure or certification. It is also your responsibility to notify the New York State Education Department, Office of Professional Licensure, and/or other relevant licensing/certification governing bodies, of things such as: name change and change of address notification (when applicable). This will ensure you receive renewal notices in a timely manner.

Prior to the expiration date, any licensed or certified employee of CMP is responsible for renewing their license and/or certification in a timely manner. The renewed license documentation must be provided and/or verified online through a primary source website prior to the expiration date. If an employee fails to comply with this procedure, they will be unscheduled from work until it is received and may be subject to disciplinary procedures, up to and possibly including termination.

Identification Badge

When you begin working at Crouse Medical Practice, Human Resources will assist you in getting your photo identification badge. You must wear your ID badge while you're on CMP and Crouse Hospital property. The badge must be worn on your upper torso with your first and last name and photograph visible. You cannot deface the ID badge in any way (this includes placing unauthorized stickers on the ID badge). All patients have the right to know the name and function of any person providing healthcare services to them.

If you lose your ID badge or it is stolen or damaged other than in the course of your job, you must pay a fee to replace it. A replacement badge is available through the Human Resources Department.

The ID badge is property of the hospital and must be returned to the CMP Human Resources department upon termination of employment.

Employment Verification

All employment verification and reference requests must go through Human Resources. Authorized Crouse Medical Practice representatives will only provide dates of employment and job title(s) held while working here. Information related to performance or termination reason will not be provided.

Equal Employment Opportunity

Crouse Medical Practice provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, sex, gender, national origin, age, disability, genetics or reproductive health decision making. In addition to federal law requirements, Crouse Medical Practice complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, and transfer, leaves of absence, compensation and training.

Any form of workplace harassment based on race, color, religion, sex, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, veteran status or reproductive health decision making is expressly prohibited.

We are committed to a diverse workforce. We value all employees' talents and support an environment that is inclusive and respectful. We are strongly committed to this policy and believe in the concept and spirit of the law.

We believe in and practice equal opportunity. The Human Resources Manager serves as our Equal Opportunity Coordinator and has overall responsibility for assuring compliance with CMP's EEOE Policy #600-006. All employees are responsible for supporting the concept of equal opportunity and diversity and assisting our Company in meeting its objectives. Employees engaging in any action of discrimination on the basis of any legally protected class or status recognized by local, state or federal law will be subject to corrective disciplinary action up to and including termination.

An employee who alleges an employer has violated [New York Labor Law] Section 203-e may bring a civil action against the employer in any court of competent jurisdiction, which may award damages, injunctive relief, reinstatement, and/or liquidated damages. Liquidated damages will equal 100 percent of the damages award unless the employer proves it had a good-faith basis to believe its actions complied with the law. In addition, separate civil penalties are available if an employer is found to have engaged in retaliation or retaliatory personnel action against an employee for exercising rights under Section 203-e.

Please contact Human Resources with questions or concerns.

Internal Transfer and/or Promotion

The company strives to retain employees through an environment that creates opportunity and encourages advancement. It is our goal to allow employees to fully use and develop their skills.

When a position becomes available, it will be advertised both internally and externally. Current employees are welcome to apply, as are external candidates. All staffing decisions will be made with the position goals in mind, with the desire to hire the most-qualified individual being paramount.

At times, positions may be filled internally without being posted. This could relate to a business need or a planned career progression that includes an employee being assigned new responsibilities.

In order to be considered for a transfer or promotion, you should contact Human Resources and express interest in pursuing the opportunity. Details regarding internal transfers can be found in CMP's Internal Position Transfer Policy #600-019. After the interview process is complete, if you are selected for the position, you will receive documentation and the transition process will begin.

I-9 Immigration Reform

The Immigration Reform and Control Act (IRCA) of 1986 requires employers to hire and retain only individuals who are authorized to work in the United States.

To enforce these guidelines, IRCA requires an employer to verify a potential employee's eligibility by completing the Employment Verification Form (Form I-9). By completing Form I-9, the employer is certifying that it has viewed documents proving that the potential employee is authorized to live and work in the United States.

All employees are asked to provide original documents verifying their right to work in the United States and to sign a verification form (Form I-9). If an individual cannot verify his or her right to work within three (3) days of hire, Crouse Medical Practice must terminate his or her employment.

Please contact Human Resources with questions or concerns.

Unemployment Insurance

Income protection in case of unemployment is provided depending upon your average weekly earnings as determined under New York State unemployment law qualifications.

Workplace Conduct

Code of Conduct

Crouse Medical Practice has adopted a Code of Conduct to provide standards and guidance by which employees, providers, volunteers and other individuals affiliated with Crouse Medical Practice will conduct themselves (collectively referred to as "Employees").

The Code of Conduct is a fundamental part of Crouse Medical Practice's Corporate Compliance Program, and works together with our Mission, Vision and Value statements and our Corporate Compliance Policies and Procedures.

CMP's success as a leading healthcare provider is dependent upon each employee of our organization - our commitment to personal and professional integrity, our responsibility to act in good faith, and our obligation to do the right things for the right reasons. All Employees are

expected to protect and promote patients' rights, quality of care, organization-wide integrity, ethical business practices and fulfillment of our Mission, Vision and Values.

It is important for all Employees to understand personal obligations to comply with this code, immediately report any alleged violations of wrongdoing, and assist management and the Compliance Officer in investigating and/or addressing suspected violations.

The Code does not cover every situation one may encounter, nor does it replace any organization or department policy or procedure. Instead, the Code contains principles that are intended to guide Employees in making ethical decisions in carrying out duties for or on behalf of Crouse Medical Practice. All Employees share in the responsibility to uphold the principles of caring, honesty and integrity that are fundamental to this Code of Conduct.

Please refer to the full Code of Conduct Policy #100-001, your supervisor or Corporate Compliance Officer with questions. The Corporate Compliance Officer can be contacted at 315-766-1612.

Conflict Resolution and Employee Complaints

Crouse Medical Practice (CMP) encourages open communication between employees and management to resolve any employee conflicts. Any concerns employees have should be promptly reported to management so that a solution may be devised. Some examples of complaints employees may have are suggestions for improvement, concerns about working conditions, issues with co-workers, or concerns about treatment at work.

When a complaint is voiced, management will do its best to remedy the situation. Every employee may not be satisfied with every solution; however, employee input is valued and CMP wants to foster an environment where all employees feel comfortable reporting their concerns.

For more information please see CMP's Conflict Resolution Policy #600-017.

Disciplinary Action

Disciplinary actions may entail verbal, written and final warnings, suspensions and termination. Not all of these actions may be followed in all instances. Crouse Medical Practice reserves the right to exercise discretion in discipline. Prior warning is not a requirement for termination. All disciplinary actions will be documented; documentation will be placed in personnel files.

Crouse Medical Practice reserves the right to take any disciplinary action the company considers appropriate, including termination, at any time.

For further information, please refer to CMP's Disciplinary Action Policy #600-013.

Drug-free Workplace/Drug and Alcohol Testing

Crouse Medical Practice is committed to and has a vital interest in ensuring a healthful, drug and alcohol-free workplace that will ensure a safe environment for patients, visitors, and the community in which we serve. To promote this goal, employees are required to report to work in appropriate mental and physical condition to perform their job in a satisfactory manner.

CMP is committed to protecting the safety and well-being of all employees in our workplace. We recognize that alcohol abuse and drug abuse pose a significant threat to our goals. We have established a Substance Abuse in the Workplace policy that balances our respect for individuals with the need to maintain an alcohol- and drug-free environment.

Compliance with this Substance Abuse in the Workplace Policy is a condition of employment. Please refer to CMP's Substance Abuse in the Workplace Policy #600-008.

False Claims Act and Whistleblower Protections

It is the policy of Crouse Medical Practice to detect and prevent fraud, waste, and abuse in Federal healthcare programs. Crouse Medical Practice is committed to prompt, complete, and accurate billing of all services provided to individuals. Crouse Medical Practice and its employees, providers, contractors, and agents shall not make or submit any false or misleading entries on any claim forms. No employee, provider, contractor, or agent shall engage in any arrangement or participate in such arrangement at the direction of another person, including any supervisor or manager, that results in the submission of a false or misleading entry on claims forms or documentation of services that result in the submission of a false claim. Such acts are strictly prohibited by Crouse Medical Practice and any employee, provider, contractor or agent committing or allowing such acts will be subject to disciplinary action up to and including termination.

The Federal False Claims Act (**31 U.S.C. §§ 3729-3733**) & NYS False Claims Act, NY **State Finance Law, Article 13 §§ 187-194**, are Federal & State laws designed to prevent and detect fraud, waste, and abuse in healthcare programs, including Medicaid and Medicare. Under the Federal and State False Claims Act, anyone who "knowingly" submits a false claim to the Government is liable for damages up to three times the amount of the erroneous payment plus Federal or State penalties ranging from no less than \$5,000 to \$12,000. The amount of damages may be reduced if the violator self discloses the violation. In addition to the penalties above, any violation could result in, but not limited to, criminal proceedings.

The law was revised in 1986 to expand the definition of "knowingly" to include a person who:

- Has actual knowledge of falsity of information in the claim;
- Acts in deliberate ignorance of the truth or falsity of the information in the claim;
- Acts in reckless disregard of the truth or falsity of the information in a claim.

Program Fraud Civil Remedies Act, 31 USC §§ 3801-3812 (PFCRA). PFCRA provides for administrative remedies against any person who knowingly makes a claim or statement that the person knows or has reason to know is false, fictitious or fraudulent. The presence of a false

claim is not required: a false statement is enough to trigger remedies under PFCRA with civil penalties up to \$5,000 for each such statement and/or claim. This is addition to an assessment of not more than twice the amount of the claim or portion of.

False Claims suits can be brought against individuals and entities. The False Claims Act does not require proof of a specific intent to defraud the Government. Entities and individuals can be prosecuted for a wide variety of conduct that leads to the submission of a false claim.

NYS Laws pertaining to criminal penalties for false claims and statements include NYS Social Services Law 145 & 366-b, NY Penal Law 155, 175-177, and NY Insurance Law Section 403. Further detail on these can be found in the CMP Compliance Plan.

Whistleblower or “Qui Tam” Provisions

In order to encourage individuals to come forward and report misconduct involving false claims, the False Claims Act contains a “Qui Tam” or whistleblower provision. The Government, or an individual citizen acting on behalf of the Government, can bring actions under the False Claims Act. An individual citizen, referred to as a whistleblower or “Relator,” who has actual knowledge of allegedly false claims may file a lawsuit on behalf of the U.S. Government. If the lawsuit is successful, and provided certain legal requirements are met, the whistleblower may receive an award ranging from 15% - 30% of the amount recovered.

Employee Protections

The Federal and State False Claims Act and New York State Labor Laws §§ 740 and 741 prohibit discrimination by Crouse Medical Practice against any employee for reporting suspected noncompliance in good faith. Any employee who is discharged, demoted, harassed, intimidated, or otherwise discriminated against because of lawful acts by the employee in False Claims actions is entitled to all relief necessary to make the employee whole. Crouse Medical Practice’s Compliance Program promotes prevention, detection, and resolution of instances of conduct that do not conform to Federal and State requirements, as well as CMP’s ethical and business policies.

For further information, please refer to our *Compliance Plan*, *Code of Conduct* and Corporate Compliance policies and procedures, which include, but are not limited to: *Reporting Compliance Issues and Non-Retaliation #100-05*; *Auditing, Detecting, Preventing Fraud, Waste and Abuse #100-12*; and *The Federal and State False Claims Act #100-14* policies and procedures. These are accessible by going to the “Data Files” on the network shared drive then to ‘CMP Policies and Procedures’ and the “100-Compliance” folder (\\cmpfilesvr1\Data\CMP Policies and Procedures\100-Compliance).

Harassment

Crouse Medical Practice is committed to providing a workplace free from discrimination, harassment and retaliation. Therefore, Crouse Medical Practice will not tolerate harassment of any type based on race, color, national origin, age, religion, disability status, sex, gender, sexual orientation, gender identity, genetic information or marital status, reproductive health decision making and other characteristics protected under state, federal or local laws. Such conduct in any form is prohibited in the workplace, at work-related functions or outside of work if it affects employees in the workplace.

CMP's policy regarding Workplace Harassment applies to all employees, physicians and other providers, volunteers, trainees (including students), independent contractors, patients, guests, and any other persons doing business with Crouse Medical Practice.

For further information, please refer to CMP's Workplace Harassment policy #600-004.

Sexual Harassment

Crouse Medical Practice prohibits sexual harassment of all kinds. This policy applies to employees, patients, guests, vendors and anyone else doing business with Crouse Medical Practice. Any employee who feels that he or she has been a victim of sexual harassment, or believes that he or she has witnessed sexual harassment should (if possible) directly and immediately inform the harasser that the conduct is unwelcome and that he or she must stop. This victim and/or witness must also notify their immediate supervisor and/or the Human Resources Manager of the situation so an immediate and impartial investigation can be conducted, to include appropriate action to remediate or prevent the prohibited conduct from continuing.

Per NYS law, all CMP employees, interns and volunteers are required to complete CMP's Sexual Harassment Prevention training annually.

For further information, please refer to CMP's Sexual Harassment Policy #600-018.

Standards of Conduct

To ensure orderly operations and provide the best possible work environment, Crouse Medical Practice expects employees and others who may be engaged to provide services from time to time (such as temporary personnel and consultants) to adhere to these standards of conduct while on company premises, attending company functions or otherwise performing work-related activity and representing Crouse Medical Practice.

Crouse Medical Practice is responsible for providing a safe and secure workplace and strives to ensure that all individuals associated with our company are treated in a respectful and fair manner. While not intended to list all the forms of behavior that are considered unacceptable, the following are examples of conduct that may result in disciplinary action:

- Theft or inappropriate removal or possession of company property
- Falsification of records, including timekeeping
- Working under the influence of alcohol or illegal drugs
- Possession, manufacture, sale, transfer, distribution or use of alcohol or illegal drugs in the workplace, while representing the company, or while operating employer-owned vehicles or equipment
- Fighting or threatening violence in the workplace
- Immoral actions or intimidating others
- Boisterous or disruptive activity in the workplace

- Negligence or improper conduct leading to damage of property (of Crouse Medical Practice, a patient or co-worker)
- Insubordination or other disrespectful conduct
- Violation of safety or health rules
- Sexual or other unlawful or unwelcome harassment or touching
- Excessive absenteeism or any absence without notice
- Unauthorized use of telephones or other company equipment
- Using company equipment for purposes other than business
- Unauthorized disclosure of confidential information
- Violation of personnel policies
- Unsatisfactory performance or conduct

Any employee who deviates from these rules and standards will be subject to disciplinary action, up to and including termination of employment.

Violence in the Workplace

It is Crouse Medical Practice's goal to provide a workplace that is safe and free from all threatening and intimidating conduct. As such, CMP will not tolerate any kind of violence in the workplace, at work-related functions or outside of work if it affects the workplace. This policy applies to all employees, patients, guests, vendors, and persons doing business with CMP.

All employees, patients, guests, vendors and business associates will be treated with courtesy and respect at all times. Employees will refrain from fighting, "horseplay" or other conduct that may be dangerous to others. Any conduct that threatens, intimidates, or coerces another employee, patient, guest, vendor, or business associate will not be tolerated. Additionally, CMP's resources may not be used to threaten, stalk, or harass anyone in or outside of the workplace. CMP treats threats coming from abusive personal relationships in the same manner as other forms of violence.

All Crouse Medical Practice employees, including contract workers, temporary workers, volunteers, and students as well as patients and visitors are prohibited from bringing any of the following onto company property: firearms, explosives, knives, metal knuckles, bows and arrows, Tasers and other weapons that might be considered dangerous or that could cause harm..

For further information please refer to CMP's Workplace Violence Prevention Policy #600-016 and Weapon-Free Workplace Policy #600-011.

Workplace Bullying

Crouse Medical Practice (CMP) is committed to providing all employees a healthy and safe work environment. As such, CMP will not tolerate bullying of any kind and will investigate complaints accordingly.

CMP will ensure that procedures exist to allow complaints of bullying to be dealt with and resolved within CMP, without limiting any person's entitlement to pursue resolution of their complaint with the relevant statutory authority.

This policy applies to all employees of CMP during normal working hours, at work related or sponsored functions, and while traveling on work related business.

There will be no retribution for anyone who in good faith alleges bullying.

For further information please refer to CMP's Workplace Bullying Policy #600-015.

Employee Benefits

COBRA Benefits

Crouse Medical Practice complies with the Consolidated Omnibus Budget Reconciliation Act (COBRA). This federal law gives covered employees (and their dependents) who have lost health benefits the right to continue group health plans for limited periods of time under certain circumstances (called "qualifying events"). All administrative rules and processes as well as changes in plan benefits and premiums apply to those on continuation coverage.

Qualifying events for employees that allow up to 18 months of benefit continuation:

- Voluntary or involuntary termination of employment for reasons other than gross misconduct
- Reduction in the number of hours of employment

Qualifying events for spouses that allow up to 18 months of benefit continuation:

- Voluntary or involuntary termination of the covered employee's employment for any reason other than gross misconduct
- Reduction in the hours worked by the covered employee

Qualifying events for spouses that allow up to 36 months of benefit continuation:

- Covered employee becoming entitled to Medicare
- Divorce or legal separation of the covered employee
- Death of the covered employee

Qualifying events for dependent children that allow up to 18 months of benefit continuation:

- Voluntary or involuntary termination of the covered employee's employment for any reason other than gross misconduct
- Reduction in the hours worked by the covered employee

Qualifying events for dependent children that allow up to 36 months of benefit continuation:

- Loss of dependent child status under the plan rules
- Covered employee becoming entitled to Medicare
- Divorce or legal separation of the covered employee
- Death of the covered employee

In the event of divorce or legal separation, or the loss of dependent child status under the plan, a covered employee or dependent must notify Human Resources within 60 days to maintain his or her COBRA rights. Within 14 days of that notification, Human Resources will provide enrollment materials to the employee or covered dependent.

The covered employee or dependent has 60 days from either the date that coverage would ordinarily have ended under the plan due to a qualifying event or the date of notification, whichever comes later, to elect continuation of coverage. Election of coverage is established by completing and returning enrollment materials to Human Resources.

COBRA premiums will be billed by the applicable insurance provider. The first premium will be due within 45 days of the date of election. Subsequent premiums must be received within the terms set by the provider. Failure to make timely payments will result in termination of coverage without notice.

Continuation coverage will end after 18 months if the qualifying event was a termination or reduction in hours, unless the qualified beneficiary is disabled at the time of the qualifying event, in which case coverage may extend to 29 months. For all other qualifying events, continuation coverage will end after 36 months.

Early termination of COBRA continuation coverage will occur if:

- Crouse Medical Practice discontinues its insurance plan;
- The qualified beneficiary fails to make a premium payment in a timely fashion; or
- The person who elected continuation of coverage becomes covered under another insurance plan or Medicare.

Domestic Partnership

Crouse Medical Practice offers health insurance and other benefits to employees' domestic partners and their children, whether those partners are of the same or opposite sex.

In order to qualify as a domestic partner under this policy, an employee will be asked to sign a statement testifying that he or she lives in an exclusive and mutually committed relationship, similar to a recognized marriage. In addition, the employee is required to state that both individuals are:

- 18 years of age or older;
- Mutually responsible for each other's welfare and financial obligations to third parties; and;

- Not legally married to other people and not related in any way that would prohibit marriage according to state laws.

To register or terminate a domestic partnership, please contact Human Resources.

Employee Assistance Program (EAP)

Crouse Medical Practice recognizes that personal issues can sometimes affect your performance. The Employee Assistance Program (EAP) is available to employees and their families to provide confidential help with a wide variety of personal problems, issues and concerns.

Use of EAP services, however, does not excuse you from complying with company policies and procedures, or from achieving job requirements or expectations during or after receiving EAP assistance. Participation in the EAP will not prevent the company from taking disciplinary action when warranted.

Employer-Offered Insurance

Your employment status determines the benefits that you are eligible to receive. If you need a current copy of your benefits package, please contact Human Resources. This section of the employee handbook describes the current benefit plans maintained by Crouse Medical Practice. You should refer to the actual plan documents and summary plan descriptions, which may be modified from time to time, if you have specific questions regarding a particular benefit. Those documents are controlling, and can be obtained from Human Resources. While it is the intent of Crouse Medical Practice to continue its current benefit plans, it reserves the right to modify, amend or terminate, at any time, any benefits currently in effect. Eligible employees are provided with a comprehensive benefit package that they are able to tailor to accommodate individual or family needs.

Current benefit options include:

- Medical/Prescription Drug Coverage
- Health Savings Account (HSA)
- Dental
- Vision
- Flexible Spending Plans
- Supplemental Short Term Disability
- Supplemental Long Term Disability
- Life Insurance, Group Term Life Insurance, Supplemental Life Insurance

Employees have 30 days from the start of their employment to enroll in any selected benefits. If you fail to enroll within this period you will have to wait until the next open enrollment period unless you experience a life status change.

Life Status Changes – Should you experience a life status change, e.g. birth of child, divorce, marriage, you have up to 30 days to advise Human Resources of the change and provide documentation. The election change must be on account of and consistent with the Life Status Change, as described in the Plan. If you fail to provide notification within the 30 days you will have to wait until the next open enrollment period to make any changes to your existing coverage(s).

Open Enrollment – Each Fall you will have the opportunity to change, add or remove any of your benefit coverage(s) for an effective date of January 1 of the following calendar year. This will be the only time that changes will be allowed unless you experience a life status change.

Insurance coverage begins on the first of the month following the date of hire or following employment status changes which impact benefit eligibility.

You have the option of waiving all pre-tax benefits. Should you choose to waive these benefits, you will not have another opportunity to elect them until the next Open Enrollment Period. The only exception to this is in the case of a Life Status Change Event as noted above for an applicable benefit. Health Savings Account (HSA) contribution elections can be changed at any time and for any reason. HSA contribution election changes will become effective no later than the first payroll after the change request is filed.

As a result of termination, a reduction in work hours or in the event that an employee goes on military leave or takes another extended leave of absence, an employee may be eligible to continue the organization's group coverage by paying the monthly premium.

Employees are urged to consult the insurance summary plan description for details of the plan benefits. The plan document controls payment of any benefits.

Enrollment in group insurance is voluntary. There will be no increase in wages if an employee waives coverage.

For inquiries, contact Human Resources.

Employment Taxes & Voluntary Deductions

As an employee of Crouse Medical Practice, you are responsible for paying federal, state and local taxes. This includes income, Social Security and Medicare taxes. These taxes will be automatically withdrawn from each of your paychecks at a rate that is determined by the number of deductions you claim on the W-4 Form.

The employment taxes and voluntary deductions described above will continue to be deducted from your paycheck until changes are made to the number of deductions you claim, or until you change your benefit elections. There is a possibility that your contributions for medical and dental insurance benefits may increase or decrease due to federal or state health insurance legislations.

Tuition Reimbursement

Crouse Medical Practice will provide tuition reimbursement aid to full-time employees who have been employed for one (1) year. Employees must remain employed with Crouse Medical Practice for at least one (1) year after the date tuition aid was last granted. Tuition reimbursement aid will only be granted for courses directly related to the employee's position.

To apply for Tuition Reimbursement, the employee must complete the Tuition Aid & Remitted Tuition Application, which can be found in the CMP Policies and Procedures, #600-022. The application must be approved by the employee's Direct Supervisor prior to submission to Human Resources for final approve by Human Resources and the CEO/Medical Director.

Full-time employees are eligible to apply for reimbursement up to \$400 per credit hour for undergraduate degree courses to a maximum of \$1,200 per semester. Reimbursement will be subject to a maximum of \$2,400 per year and \$12,000 lifetime maximum benefit.

For non-credit certification course (i.e., CASAC, Microsoft Certification) full-time employees are eligible to apply for reimbursement up to a maximum of \$2,400 per year and \$12,000 lifetime maximum benefit.

For further information please refer to CMP's Tuition Reimbursement Application Procedure #600-022.

Workers' Compensation

Crouse Medical Practice will provide workers' compensation, a type of accident and injury insurance that compensates an employee for lost wages, medical expenses and permanent impairment that results from an injury arising out of or in the course of work. Employees must report any work-related injury or disease immediately (or as soon as practicable) to their supervisor and Human Resources so that the necessary paperwork can be completed in a timely manner. Please note that under state laws, employees who fail to report work-related injuries in a timely manner may see a reduction or denial of their workers' compensation benefits.

If an employee is able to return to work after an injury or illness for which he or she was receiving workers' compensation, the employee must provide documentation from his or her medical provider that either outlines any work-related restrictions or verifies that the employee is able to complete all job-related tasks. In the event that an employee is able to return to work under restrictions, the company will make every reasonable effort to accommodate the employee's work ability and job responsibilities. If and when the medical provider removes all work restrictions, the employee is expected to perform his or her regular duties and will no longer receive workers' compensation benefits.

FMLA leave and workers' compensation leave will be applied concurrently when possible.

Time Away From Work

Bereavement Leave

Crouse Medical Practice has taken into consideration the personal needs that arise from the death of an immediate family member. In the event of such a loss:

- An employee will be allowed up to five (5) days of leave with full pay until and including the day of the funeral in the event of a loss of a spouse or domestic partner and children (to include step-children).
- An employee will be allowed up to three (3) days of leave with full pay until and including the day of the funeral in the event of the loss of a father, mother, sister, brother, mother-in-law, father-in-law, brother-in-law, sister-in-law, grandparent, grandchild or any relative who lives with the employee.
- An employee will be allowed up to one (1) day of leave with full pay until and including the day of the funeral in the event of the loss of an aunt, uncle, niece, nephew and cousin; including in-laws.

Bereavement leave will not count against accrued paid time off (PTO). Bereavement leave pay will not be granted to employees during periods when they are not at work due to an approved leave of absence.

Employees should notify their supervisor of the need to use bereavement leave. Within a reasonable period of time, the employee may be required to provide verification of need, such as an obituary.

Family Medical Leave Act (FMLA)

As an employee of Crouse Medical Practice, you may be eligible to take unpaid family and medical leave under the Family Medical Leave Act (FMLA). Eligible employees may take up to a total of 12 weeks of job-protected FMLA leave within a rolling 12-month period, measured backward from the date an employee uses any FMLA leave. If you have questions regarding FMLA, please contact Human Resources.

Eligibility

To be eligible for leave, you must have been employed by the Organization for at least 12 months. In the 12 months immediately preceding the beginning of the leave, you must also have worked at least 1,250 hours to qualify for federal FMLA.

FMLA may be requested for any combination of the following reasons:

- The birth of an employee's newborn child or the placement of a child with the employee for adoption or foster care
- To care for the employee's spouse, child or parent with a serious health condition

- The employee has a serious health condition that makes him or her unable to perform the functions of their job
- A qualifying exigency that arises because the employee's spouse, child or parent is a covered military member on covered active duty (or has been notified of an impending call or order to covered active duty)
- To care for a covered service member with a serious injury or illness if the employee is the spouse, son, daughter, parent, or next of kin of the service member (military caregiver leave) (26 weeks)

Such leaves may be taken all at once or, when medically necessary, intermittently or on a reduced leave schedule. The need for leave must be documented by your treating health care provider through our medical certification process. In the case where the leave is for an employee's own serious health condition, a fitness-for-duty statement will be required in order for you to return from a medical leave. Failure to provide the statement will result in a delay in your return to work. If an employee is provided group health insurance, the employee is entitled to the continuation of the group health insurance coverage during FMLA leave on the same terms as if he or she had continued to work. If family member coverage is provided to an employee, family member coverage must be maintained during the FMLA leave. The employee must continue to make any normal contributions to the cost of the health insurance premiums.

Please contact Human Resources for additional information.

NYS Disability Insurance

In accordance with New York State law, eligible employees are able to file for Statutory Disability Insurance for partial income protection if you are out of work for a medical reason for a period of more than seven (7) calendar days. If you plan to be out or find yourself out of work for more than seven days, contact Human Resources for more information. FMLA leave and NYS Disability leave will be applied when possible.

Company Holidays

CMP offices are closed in observance of the following Holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day After Thanksgiving Day
- Christmas Day

Eligible employees will receive pay for these holidays. For more information, see policy #600-014.

Lunch and Rest Periods

Employees are required to take an unpaid thirty (30) minute lunch break. Lunch breaks are generally taken between the hours of 11:30 AM and 2:00 PM. The schedule for meal periods should be established based on work requirements in each office. Staggered meal periods may

be necessary to ensure the continuity of operations and services. Supervisors should make sure that each location is adequately staffed and that someone with authority to resolve minor problems is available at all times.

You may be allowed one paid rest period of fifteen (15) minutes each day. The availability and schedule for this break is at the discretion of management and depend on the needs of each office.

Jury Duty

Upon completion of their probationary period, full-time employees who provide Crouse Medical Practice with their notice to serve as a juror and with the court's certification of time spent for jury service including necessary reporting for jury service procedures, will be paid the difference between the jury duty fee and their straight time hourly rate or regular salary when serving as a juror during their scheduled work hours.

Part-time employees will be paid a pro-rated amount based on their vouchered status and straight time hourly rate when serving as a juror during their scheduled work hours, subject to the same conditions specified above for full-time employees.

Jury absence will be noted on your time sheet or time card. Time spent on jury duty will not be counted as hours worked for the purpose of computing overtime pay.

This benefit cannot be applied to any court appearance.

Questions regarding the Company's jury duty leave policy should be directed to Human Resources.

Military Leave

Crouse Medical Practice provides military leave to eligible employees in compliance with federal and state laws, including the federal Uniformed Services Employment and Reemployment Rights Act (USERRA). Questions regarding military leave should be directed to Human Resources.

Employees should notify their managers as soon as they become aware of a military service obligation.

Nursing Mothers

As part of our family-friendly policies and benefits, Crouse Medical Practice accommodates mothers who wish to express breast milk during the workday when separated from their newborn child.

For up to three (3) years after the child's birth, nursing employees will be provided with reasonable break time to express breast milk during the workday. Nursing mothers who are returning from maternity leave should speak with their managers or supervisors regarding their

needs. Supervisors will work with employees to develop a break schedule that is reasonable, accounts for needs that may vary from day to day, and creates the least amount of disruption to the organizations operations.

Crouse Medical Practice will provide a private area, other than a bathroom, for nursing employees to express breast milk. Nursing mothers must request/reserve the room by contacting their direct supervisor.

Breaks to express milk will not be paid. In addition to these breaks to express milk, employees may use normal break and lunch periods to accommodate additional nursing needs.

For more information, see policy #600-023. If you have any further questions or concerns regarding this policy, please contact Human Resources.

Paid Family Leave (PFL)

Effective January 1st, 2018, Crouse Medical Practice (CMP) provides Paid Family Leave (PFL) to eligible employees pursuant to the New York Paid Family Leave Benefits Law.

PFL is available for eligible employees to take paid time off from work for the following purposes:

- to bond with a newly born, adopted, or fostered child;
- to care for a covered family member (including spouses, domestic partners, children, parents, parents-in-law, grandparents, and grandchildren) with a serious health condition; or
- to assist loved ones when a family member is deployed abroad on active military duty.

For further information please refer to CMP's Paid Family Leave (PFL) Policy #600-020.

Paid Time Off (PTO)

Crouse Medical Practice believes that employees should have opportunities to enjoy time away from work to help balance their lives. For this reason, we provide a Paid Time Off (PTO) program to all full-time and part-time employees. PTO provides employees the freedom to decide how to use their time off. PTO does not replace the Company holiday schedule.

Employees can use their PTO days in a number of different ways; for example:

- As vacation
- For personal business
- For periods of illness
- For religious observation
- For doctor or dental appointments
- For personal or family emergencies
- In the event of severe weather or adverse driving conditions

Paid Time Off (PTO) Eligibility and Accrual

All full-time and part-time employees are eligible to earn PTO. While employees accrue PTO hours on a monthly basis (pro-rated for part time employees), CMP will distribute the total amount of PTO time in two equally divided “buckets” to current employees in the beginning of the first pay period of the year and after July 1 of each calendar year.

Time allotted will be reflected in hours (i.e. – the number of PTO days x 8 hours per day):

- Non-exempt (hourly) Employees: PTO will be recorded in fraction of hours to equal the employee’s total scheduled hours for that day. PTO time is available to use following the completion of the 90-day probationary period for new hires.
- Exempt (salaried) Employees: PTO will be recorded in 4 and 8 hour blocks. If an exempt employee works 1-4 hours in a given day, they must record 4 hours of PTO. If they work greater than 4 hours they do not report any PTO time. If they work less than 1 hour they must report 8 hours of PTO time. PTO time is available to use the first of the month following the date of hire for new hires.

When an employee terminates their permanent employment, a calculation will be done to determine if the employee is eligible for a PTO payout. An employee terminated for cause or with less than 12 months of service will not be eligible for any terminal PTO pay. Employees may roll up to forty (40) hours of PTO from one calendar year to the next unless otherwise specified in an employment contract or offer letter.

Unless specified otherwise in an employment agreement or offer letter, PTO time is earned as outlined in CMP’s PTO Administration Policy #600-014.

Personal Leave

Crouse Medical Practice complies with all federal and state leave laws. However, when these laws do not apply or an employee does not meet the eligibility requirements, the company will consider an employee’s request for a personal leave.

Time Off to Vote

Crouse Medical Practice encourages all employees to vote. It is the policy of Crouse Medical Practice to comply with all state election laws with respect to providing employees time off to vote.

If an employee has four consecutive hours, either between the opening of the polls in his or her community and the beginning of the workday or between the end of the workday and the closing of the polls, it will be deemed that the employee has sufficient time outside his or her normal working hours in which to vote.

If an employee has less than four consecutive hours in the time periods described above, he or she may take up to two (2) hours of working time to vote. This time is eligible as paid voting

leave, and such time shall be taken only at the beginning or end of the employee's workday as designated by his or her supervisor.

Employees requiring working time off to vote will be required to notify their employers at least two to 10 working days before the day of the election.

Time off to vote is paid and does not count against an employee's accrued Paid Time Off (PTO). Questions should be directed to Human Resources.

Information and Office Security

Computer, Internet and E-mail Usage

Crouse Medical Practice (CMP) recognizes that use of the Internet and e-mail has many benefits and can make workplace communication more efficient and effective. CMP has adopted these email and computer use policies in a manner which helps to prevent Protected Health Information (PHI) from unauthorized disclosure; maintains secure computer/network infrastructure; ensures availability to its users; and complies with federal and state laws. This policy outlines the company's guidelines for acceptable use of the Internet and e-mail.

This policy must be followed in conjunction with other Crouse Medical Policy (CMP) policies governing appropriate workplace Code of Conduct. CMP complies with all applicable federal, state and local laws as they concern the employer/employee relationship, and nothing contained herein should be construed to violate any of the rights or responsibilities contained in such laws. Unacceptable use of the Internet and e-mail can place CMP and others at risk. Therefore, employees are expected to use the Internet and e-mail systems appropriately.

For further details and information regarding computer usage, see policy Computer, Internet and E-mail Usage Policy #1100-001.

Emergency Evacuation Plan

Crouse Medical Practice recognizes that there may be situations where we will need to evacuate our facility. The safety of our employees, patients and visitors is of the utmost importance.

Please refer to your site specific Emergency Evacuation Plan for further details.

General Practices

Attendance

It is the expectation of CMP that an employee will be at their workstation ready to work at the start of their scheduled shift, as well as upon their return from a scheduled lunch and/or break. Additionally, CMP understands that there are times that an employee may need an unscheduled absence as an emergency. In these instances it is the expectation that the employee will contact their supervisor prior to the beginning of their scheduled work hours.

Further details are available in the full Absenteeism and Tardiness Policy #600-002.

Background Check

Crouse Medical Practice carefully selects quality employees. Background checks help to ensure that new employees have the skills and licensure for the job and have performed well in the past.

Checking professional and personal references is an important part of the background check process. This provides the company with information on the potential employee's work ethic, skills and performance.

Information obtained from the background check process, including information from professional and personal references will be used by the company only as part of the employment process and will be kept confidential by Human Resources.

Crouse Medical Practice conducts background checks on all job candidates after a contingent offer of employment has been extended. A third-party administrator may be used to conduct the background checks, and all background checks will be compliant with applicable laws, such as the Fair Credit Reporting Act.

The information that may be collected includes, but is not limited to:

- Employment history
- Professional and personal references
- Validating professional license, if applicable
- Exclusion Searches: SAM (System for Award Management), OMIG (NYS Office of the Medicaid Inspector General), OIG (Office of the Inspector General of the US Department of Health and Human Services), OFAC (Office of Foreign Assets Control)

The company has the right to make the final decision about employing an individual after the background check is complete.

Confidential Information and Company Property

During your employment at Crouse Medical Practice (CMP), you may have access to confidential and proprietary data, which is not generally known by others. This information (hereinafter referred to as "Confidential Information") includes, but is not limited to:

- Data relating to the CMP's programs and services;
- Procedures and techniques;
- The criteria CMP uses in pricing its services;
- Patient information;
- The identity, authority and responsibilities of key contacts at CMP's accounts;
- CMP's business accounts;
- The peculiar risks inherent in CMP's operations;

- Sensitive details concerning the structure, conditions, and extent of existing products;
- Contract expiration dates;
- Service arrangements;
- Proprietary software, Web applications and analysis tools

This Confidential Information is a valuable asset of CMP, developed over a long period of time and at substantial expense. To protect CMP's interest in this valuable asset, you must:

- a. Not use any such Confidential Information for your personal benefit or for the benefit of any person or entity other than CMP, and
- b. Use your best efforts to limit access to such Confidential Information to those who have a need to know it for the business purposes of CMP.

In addition, you should minimize those occasions on which you take documents or a laptop containing such Confidential Information outside the office. On those occasions where it is necessary, all appropriate precautionary and security measures should be taken to protect the confidentiality of the information. CMP prohibits the use of unencrypted and/or personal flash drives for any patient protected health information.

During the course of your employment with CMP, you will be provided with and will generate correspondence, memoranda, literature, reports, summaries, manuals, proposals, contracts, vendor lists, patient lists, and other documents and data concerning the business of CMP. Any and all such records and data, whether maintained in hard copy or on a computer or other medium, is the property of CMP, regardless of whether it is or contains Confidential Information. Upon termination of your employment at CMP, you are required to return all such records to CMP and may not retain any copy of such records or make any notes regarding such records. We reserve the right to search for such information and property in personal items while on CMP premises such as vehicles, purses, briefcases, etc.

Nothing contained herein should be construed to prohibit or prevent employees from reporting confidential information that is directly related to possible violations of federal law or regulation to any governmental agency or entity, or making other disclosures that are protected under the whistleblower provisions of federal and/or state law or regulation.

Conflicts of Interest

Consistent with Crouse Medical Practice (CMP) Compliance Plan, the organization's Bylaws and the Conflict of Interest Policy, Covered Persons, as defined in the policy, owe a duty of undivided and unqualified loyalty to CMP. Covered Persons may not use their positions to profit personally or to assist others in profiting in any way at the expense of CMP. All Covered Persons are expected to regulate their activities so as to avoid actual impropriety and/or the appearance of impropriety which might arise from the influence of those activities on business decisions of CMP, or from disclosure or private use of CMP's business affairs or plans. Covered persons have an affirmative obligation at all times to report any changes to responses that may result from changes in circumstance before the next annual disclosure form is due.

For further information please refer to CMP's Conflict of Interest policy #100-06.

Dress Code

Crouse Medical Practice believes that your pride in both yourself and the organization is reflected in your appearance and in the image you create. We feel that our image is important and, therefore, request that our employees maintain standards of dress and appearance appropriate to both the organization as a whole and your individual position responsibilities. Dress, grooming, personal cleanliness and professional behavior standards contribute to the professional image we strive to present to our patients and visitors. Therefore, while performing duties for the Crouse Medical Practice, employees are expected to wear an authorized identification badge, dress in attire appropriate to the environment and to behave in a professional manner at all times to best represent our organization.

For specific details, please refer to CMP's Dress Code Policy #600-001.

Driving While on Company Business

Employees who drive for company business must have a current, valid driver's license and required insurance.

As a driver, your first responsibility is to pay attention to the road. Distracted driving plays a role in many motor vehicle accidents. We are not only concerned about your welfare as a Crouse Medical Practice employee, but also the welfare of others who could be put in harm's way.

When driving on Crouse Medical Practice business or driving while conducting business on behalf of the company in any other capacity, the following applies:

- Cellular phone use while driving is a common, often harmful, distraction. For this reason, while on company business we require you to follow New York state law and use a hands-free device.
- Crouse Medical Practice is not responsible for any moving traffic violations, tickets for parking violations or violation of any other city ordinances or state or federal laws regarding your driving habits and operation and care of your personal motor vehicle. Any tickets issued are the employee's responsibility, even if the ticket is issued while conducting business for Crouse Medical Practice.
- Use your best judgment when road conditions are poor. Limit or avoid driving when rain or snow threatens your safety.
- Make an effort to avoid distractions while driving.
- There should be no texting while driving per New York state law.
- Do not drive if your ability to drive safely is impaired by the influence of medications. As an organization against drunk driving; be a responsible driver. Abide by the law and use a designated driver if you are under the influence of alcohol.

Employee Fraternization

Crouse Medical Practice wants to preserve a working environment that has clear boundaries between personal and professional relationships. This is believed to be the best practice for conducting business in a professional manner. This policy establishes clear boundaries with regard to how relationships develop at work and within the confines of the work area.

- During working hours and in work areas, employees of Crouse Medical Practice are expected to keep all personal interactions limited and at a professional level to avoid distracting or offending others.
- Employees are prohibited from engaging in any physical interactions that would be seen as inappropriate in the work area. What constitutes inappropriate conduct is in the discretion of CMP.
- Employees who engage in personal relationships with others and allow these relationships to negatively affect the working environment will be subject to disciplinary action. If said employees fail to change their behavior after disciplinary action takes place, they may be subject to termination.
- Romantic relationships between supervising, managing or executive employees and subordinates are strictly prohibited. If a relationship does develop between a supervising employee and his or her subordinate, management should be notified immediately so that a transfer may be considered.

Employee Discounts at Crouse Medical Practice & Crouse Hospital

Employees of Crouse Medical Practice will receive an enhanced benefit for services received at Crouse Medical Practice and/or Crouse Hospital.

If a Crouse Medical Practice employee uses one of our CMP providers, their office visit charge will be reduced by 20%. This discount policy also extends to spouses and benefit-eligible children of employees. At the time of visit, you will be required to confirm your current place of employment.

Crouse Hospital also offers a discount to Crouse Medical Practice employees. Employees are entitled to a 20% discount on balances due for in-patient and out-patient facility charges (post insurance) for services performed at Crouse Hospital. This discount policy is also extended to spouses and benefit-eligible children of employees. Professional services performed in the hospital may not be subject to this discount. Employees are required to notify Crouse Hospital of employment status at CMP to receive discount. For questions, please call 315-470-7331.

Employee Referral Bonus

A bonus program has been established to encourage our present employees to refer quality candidates to our organization. If the referred candidate is hired, the employee who submitted the referral will receive a bonus. In order to qualify for this program, a current employee should provide the referral for a posted position. Following are the guidelines to this program:

- Referred candidate cannot already have been recommended through a recruiter.
- Referred candidate is required to complete the Employee Referral Bonus Form at the time of new hire orientation.
- Referral Bonus will be paid in two installments; the first upon the successful completion of three (3) months worked, the second after the completion of six (6) months worked. Both the new employee and the individual who made the recommendation must be active employees at the time the bonuses are due in order for payment to be processed.
- This bonus option does not apply to anyone who has a recruitment, hiring or supervisory role.

Please contact Human Resources for further information.

Employment of Relatives

Members of your immediate family will be considered for employment on the basis of their qualifications. Your immediate family may not be hired, however, if it would:

- Create a direct supervisor-subordinate relationship with a family member
- Have the potential for creating an adverse effect on work performance
- Create either an actual conflict of interest or the appearance of a conflict of interest

This policy must be considered when hiring, assigning or promoting an employee.

If a circumstance arises that results in a direct supervisory relationship between immediate family or close personal relatives (including marriage, reduction in force, reorganization, priority placement, etc.), one of the relatives may be reassigned to an appropriate vacancy.

Questions should be directed to Human Resources.

Incident/Accident Reporting (Safety)

Crouse Medical Practice is committed to establishing and maintaining a comfortable and safe working environment for all employees, patients, and guests.

Safety is often taken for granted, however, we must recognize that safety risks are present and take steps to reduce the risk of injury or illness. The company will comply with applicable safety laws. In order to guarantee that accidents are avoided whenever possible, we expect our employees to refrain from horseplay, careless behavior and negligent actions. Safety is everyone's responsibility.

If you, a patient, or guest, are involved in an accident, you must:

- Report the accident to your supervisor or to Human Resources immediately
- Obtain any necessary medical treatment
- Fill out an Incident/Accident Report, regardless of the severity of the injury
- If seeking medical treatment, obtain approval to leave the premises from your supervisor

Employees who fail to comply with these procedures may be subject to disciplinary action.

Inclement Weather

Unless you are informed otherwise, always assume that Crouse Medical Practice is open for business during normal hours. Use common sense and your best judgment, however, when traveling to work in severe weather.

Generally severe weather would be in the form of a blizzard; with the possibility of extreme thunderstorms/tornadoes.

If the company is not going to open for the day, you will receive notice from your supervisor and/or the information will appear on the company's website and posted on local news outlets. If this happens, you will be compensated per CMP's Inclement Weather policy.

When potentially dangerous weather develops during the day a decision to close will be made by the President and/or Executive Director.

For specific details, please refer to CMP's Inclement Weather policy #600-010.

Media Relations

Crouse Medical Practice is committed to providing the media with accurate information. To avoid discrepancies, specific guidelines should be followed when a media inquiry is received.

All media inquiries regarding the company and its operation must be immediately referred to Crouse Health's Office of Communications and Government Affairs, who is authorized to make or approve public statements regarding the organization. Unless specifically designated by this person, employees are not authorized to make any statements. If you wish to write or publish an article, paper or other publication on behalf of the company, you must first obtain approval.

Media inquiries include, but are not limited to, official statements, press releases and advertisements.

Please contact CMP Administration with any questions or concerns you have regarding Media Relations.

Online Social Networking

Crouse Medical Practice is committed to maintaining a good relationship with its employees and the community. The way the public views Crouse Medical Practice is vital to maintaining our current patients' trust, gaining new patients, retaining first-class employees, recruiting new employees and marketing our services.

Please refer to CMP's Social Media Policy #600-005 for further details.

Open Door Policy

The organization fosters an “Open Door Policy” - an environment where employees and management feel comfortable communicating with and voicing concerns to one another. Basically, this means that all of the managers’ doors are open to all of the employees, and employees are free to talk with management at any time. Please consider the following in regard to this:

You are responsible for addressing concerns with a manager, from complaints to suggestions and observations. Addressing these concerns allows the company to improve and explain practices, processes and decisions.

We recommend that you first discuss concerns with your immediate supervisor, but the “Open Door Policy” also gives you the option of discussing them with higher management and/or Human Resources. All of these parties are willing to listen to the issue and assist in a resolution.

Orientation Period

For all employees hired by Crouse Medical Practice, you must attend general orientation at Crouse Medical Practice Administration located at 739 Irving Avenue. Attendance at orientation is mandatory prior to commencement of employment. This is a requirement of the employment process and will include review of CMP’s organizational structure, completion of employment paperwork, HIPAA, compliance and OSHA policies and procedures.

Upon completion of general orientation, the first ninety (90) days of employment are considered an orientation period. During this time, the employee will undergo training and orientation as directed by the employee’s supervisor. The employee’s supervisor will also monitor the employee’s performance during this time.

During the first 90 days of employment, the employee is encouraged and expected to ask questions concerning his or her job responsibilities, and to determine if he or she is satisfied with the position. If the employee’s job performance is found to be unsatisfactory by his or her supervisor at any time during the first 90 days of employment, the orientation period may be extended or employment may be terminated.

All new employees will receive a confidential performance evaluation from their supervisor at the end of the orientation period.

Recording Working Time

Each shift, non-exempt (hourly) employees are required to record their work time by accessing the Time & Attendance system via the computer. It is the employee’s responsibility to ensure that your time is correctly recorded (i.e. by punching in and out of your shifts, every day). Detailed instructions will be given to you by your supervisor.

Failure to properly record your work time may be subject to disciplinary procedures, up to and possibly including termination.

Overtime Pay

Crouse Medical Practice must compensate all hourly, non-exempt employees one-and-a-half times their hourly wage rate for all hours worked in excess of 40 hours each week. PTO and Company Holidays do not count towards the calculation of overtime.

The company's workweek begins on Sunday and ends on Saturday.

At times, employees will be asked to work overtime to complete necessary work tasks. The employee's supervisor will notify the employee as early as possible regarding scheduling needs.

Employees who want to work more than 40 hours during a workweek must receive authorization from their supervisor before working overtime.

Pay Periods and Check Distribution/Direct Deposit Voucher

The standard pay period at Crouse Medical Practice consists of two (2), 7-day, 40 hour weeks and starts on a Sunday and ends on the second following Saturday. Employees will be paid on a bi-weekly basis on Friday. If paydays fall on non-workdays or holidays, employees will be paid on the last workday prior to the regularly scheduled payday.

It is the policy of Crouse Medical Practice to offer employee's the option to receive payments via electronic direct deposit and/or live payroll check. The payroll office or Human Resources will assist employees with completing the necessary documentation as well as answering any questions, concerns or changes relative to direct deposit.

Crouse Medical Practice recommends direct deposit as it provides many benefits for employees, including greater security and faster access to funds. Direct deposit payments will be electronically deposited directly into one or more checking or savings accounts designated by each employee. Accounts must be established with financial institutions, such as banks or credit unions that support direct deposit.

It is each employee's responsibility to review his or her payroll stub for accuracy of personal information and payment information. Employees must immediately notify Payroll if there has been an underpayment or overpayment of wages, or an error in deductions. Employees are not entitled to keep wage overpayments and Crouse Medical Practice may recoup overpaid amounts from future paychecks.

Paychecks will be given to managers/supervisors to distribute to employees and will only be released to the individual whose name appears on the check or to an individual whom the employee has designated and approved through written consent. If an employee is absent on the date of paycheck distribution, his or her check will be held in Human Resources until he or she returns or will be mailed the Monday following pay day.

If an employee chooses direct deposit of his or her paycheck, he or she will have access to payroll information through the Company's payroll service provider.

Performance Evaluation

Crouse Medical Practice is committed to providing you with feedback, both formal and informal, about your job performance. Managers and supervisors are responsible for providing ongoing performance feedback to each employee. In addition, your manager or supervisor may formally discuss and document your performance on an annual basis. An initial performance review may be conducted within 90 days after an employee is hired or transfers to a new position.

Your performance appraisal discussion will review your strengths and identify any areas needing improvement, and goals and objectives that need to be achieved. Specific performance problems may be addressed outside the performance appraisal cycle through either informal discussions or formal disciplinary action. Formal performance feedback becomes a permanent part of your personnel file. Please contact Human Resources if you have any questions.

Personnel Records

Crouse Medical Practice strives to keep accurate and up-to-date personnel records.

Employee personnel files may include the following:

- Employee demographic information
- Job application
- Position description
- Resume/CV
- Training records/Educational Degrees/Certifications
- Salary history
- Disciplinary action records
- Performance reviews
- Coaching and mentoring records

To ensure the accuracy of your personnel records, please notify us immediately if any of the following changes:

- Name
- Address
- Telephone number
- Marital status
- Dependent status
- Tax status

Personnel records are confidential and are not available to anyone outside of the company, unless you have personally authorized their release. A release may not be necessary when reporting certain information as required by law or when an authorized governmental agency inspects files. Access to employee medical files is governed by HIPAA compliance regulations.

Employees are entitled to inspect and obtain copies of their personnel files. To obtain access to your records, contact Human Resources.

Smoke-free Environment

Crouse Medical Practice (CMP) has a smoke-free policy that prohibits smoking in all CMP locations to protect the public health of employees, students, volunteers, patients and visitors.

Smoking, chewing tobacco, use of e-cigarettes/pipes and other tobacco and nicotine products is not permitted at any time in offices, patient care areas or company vehicles. Smoking outside is prohibited in areas that have been designated as non-smoking.

Employees who smoke or use chewing tobacco, e-cigarettes, pipes, or other tobacco & nicotine products must observe the same guidelines as non-smokers for the frequency and length of break periods.

This policy applies equally to all employees, patients and visitors. For specific details, please refer to CMP's Smoke-free Workplace policy #600-012.

Social Events

At times, social events will be hosted by Crouse Medical Practice for employees to attend. These events may take place due to the hiring or promotion or retirement of an employee, or for other reasons such as holidays.

Some events may be scheduled during the lunch break, on business days or outside of the working hours.

At all company social functions, employees are responsible for behaving in a professional manner. While alcohol may be served at company events outside of business hours, employees should refrain from becoming intoxicated.

Even at social events, employees must remember that they are representing the company and need to ensure that they are upholding the company's positive reputation at all times.

Telephone & Cell Phone Usage

Crouse Medical Practice provides phones to employees to increase efficiency in doing business. There are important things to consider when using company phones. Please adhere to the following guidelines, based on the type of call you are making or receiving:

- *Business phone calls* - Much of our business is conducted over the phone, making our telephone communication extremely important. A friendly but professional telephone manner should always be projected.
- *Personal phone calls* - We recognize that periodically, personal phone calls must be made or received during the business hours. Such calls should be held at a minimum so

that they do not interfere with the workflow. Additionally, these calls should be made outside of any patient care or public area.

- Personal cell phone – Unless required for your job, cell phone usage will not be allowed for personal calls, text messaging, surfing the Internet, receiving or responding to email, checking phone messages or any other purpose during business hours. Please inform family and friends that your cell phone will be unavailable during work hours. If there is an emergency family/friends should attempt to reach you by calling the office first.
Cell phone calls are permitted during lunch or break times in the breakroom or outdoors, or in a private office, but not in the general office areas.
- Voicemail – Many company telephones are also equipped with voicemail. Voicemail was installed to help maintain our high quality of service for patients and to increase efficiency throughout the office. Please be sure to check your voicemail regularly and respond appropriately to inquiries left via voicemail. In advance of planned absences (PTO days), an outgoing out-of-office message should be recorded to inform callers who to reach in your absence and/or your return date.

For specific details, please refer to CMP's Telephone & Cell Phone policy #600-007.

Travel Reimbursement

Crouse Medical Practice will reimburse travel expenses with correct approval and authorization. All employees and physicians are required to follow the Travel Reimbursement Policy #400-009 which outlines the procedure for prior approval and authorization for reimbursement.

Receipt of Crouse Medical Practice Employee Handbook

Please sign and date one copy of this notice, and then return it to Human Resources. Retain a second copy for your reference.

I acknowledge that I have received a copy of the Crouse Medical Practice Employee Handbook. I agree to read it thoroughly, including the statements describing the purpose and effect of the handbook.

Furthermore, I acknowledge that I am responsible for reviewing, understanding, and abiding by the full policies represented in the Employee Handbook, which can be found in the CMP Policies & Procedures icon located on all Crouse Medical Practice computer desktops or paper versions in the Practice Administrator's office.

I understand that this handbook is designed to introduce employees to the organization, familiarize them with Company policies, provide general guidelines on work rules, disciplinary procedures and other issues related to employment with Crouse Medical Practice, and to help answer many of the questions that may arise in connection with employment at Crouse Medical Practice.

I understand that nothing contained in the handbook may be construed as promising future benefits or a binding contract with Crouse Medical Practice for benefits or for any other purpose. Personnel policies are applied at the discretion of Crouse Medical Practice. Crouse Medical Practice reserves the right to change, withdraw, apply or amend any of our policies or benefits, including those covered in this handbook, at any time. Crouse Medical Practice may notify employees of such changes via email, by posting on the Company's intranet, portal or website, or via a printed memo, notice, amendment to or reprinting of this handbook, but may, in its discretion, make such changes at any time, with or without notice and without a written revision of this handbook.

By signing below, I acknowledge that I have received a copy of the Crouse Medical Practice Employee Handbook, and I understand that it is my responsibility to read and comply with the policies contained within it and any revisions made to it. Furthermore, I acknowledge that I am employed at will and that this handbook is neither a contract of employment nor a legal document.

Signature

Date

Please print your full name