Employee Handbook

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# Introduction

## About This Handbook

It is my pleasure to warmly welcome you as a new team member. J.L. Morgan & Associates, Inc. has always believed in promoting an atmosphere of open communication and cooperation among all of our personnel. This employee handbook supersedes in all respects any prior handbook, policy manual, benefits or practices of J.L. Morgan. This guide has been prepared for our employees to provide you with general information about the majority of your benefits. It also highlights the rules and policies under which we operate.

The growth and progress of any organization depends on its employees. We value people with initiative, creativity and enthusiasm. We also value a blend of experienced and new employees working together to provide excellent services for the healthcare facilities we represent and the patients we serve.

We are dedicated to the principles of quality service for our clients. We expect that each employee will demonstrate a professional behavior that supports team efforts, enhances team behavior, performance, and productivity.

**We hope that you will share our enthusiasm about J.L. Morgan & Associates, Inc.**

# Employee Categories

Throughout this handbook, you will see references to the following employee categories:

**Regular full-time employees** are those who are hourly employees who regularly work a 40 hour work week. Generally these employees are eligible for J.L. Morgan’s benefit package.

**Regular part-time employees** are those who are scheduled to work less than a 40 hour work week.

These employees will receive all legally mandated benefits such as Social Security; generally they are

Ineligible for all J.L. Morgan’s other benefit programs.

**Introductory Employees** are employees whose performance is being evaluated to determine whether further employment in a specific position for J.L. Morgan is appropriate. Employees who satisfactorily complete the introductory period after 6 weeks will be notified of their new employment classification.

**Salaried employees** are based on weekly quota system. This may result in the employees working below or above a set number of hours. Typically, salaried employees who finish early have the option of staying additional hours (but not to exceed 8 hrs for the entire day) to complete additional surveys which they are compensated for at the end of the pay period. These employees are eligible for J.L. Morgan’s benefit package.

# About Your Position

## Introductory Period

The introductory period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance, and to determine whether the new position meets their expectations. J. L. Morgan uses this period to evaluate employee capabilities, work habits and overall performance.

Either the employee or J.L. Morgan may end the employment relationship at will at any time during the Introductory Period.

All new and rehired employees serve an Introductory Period for the first six weeks after the date of hire or rehire. If J.L. Morgan determines that the designated Introductory Period does not allow sufficient time to thoroughly evaluate the employee’s performance, the Introductory Period may be extended for a specified period of time.

## Time Clock

 In order to provide accurate compensation for the hours you work, JL Morgan utilizes a time clock system. You will be instructed on how to clock in upon arrival to work and clock out upon your departure.

## Overtime

For those employees not making up missed work agreed upon by them and their managers, hourly employees will be paid 1-1/2 times your regular rate for all hours you are required to work in excess of 80 hours in a pay period. All overtime hours must be pre-approved by your manager.

## Payroll Information

All employees are paid on a bi-weekly basis. Paychecks are distributed on Friday for the pay period ending the previous Friday.

## Compensation Confidentiality

**T**he amount and type of compensation, including all benefits, which are afforded to each employee, are a strictly confidential matter. *Therefore, under no circumstance should an employee discuss the amount or type of compensation, or the amount or type of benefits he/she receives with anyone other than his or her supervisor.*

## Bad Weather Plan

In the event of snow, ice or any weather condition that could or would cause hazardous driving conditions, you should use your best judgment concerning whether or not to report to work. You should have email contact with your immediate supervisor during bad weather situations.

## Trade Secrets and Inventions

Employees must maintain the confidentiality of all trade secrets and propriety information of JL Morgan.

## Employee Files

Employee files are the property of JL Morgan and are maintained by the manager. You may view your employee file in the presence of your supervisor.

## HIPAA

Employees of J.L. Morgan shall not use or disclose any Protected Health Information as required by laws of the United States of America. Employees of JL Morgan shall only use and disclose Protected Health Information for the purpose of performing patient satisfaction survey obligations, in accordance with the terms of the laws of the United States of America. Therefore, J.L. Morgan shall require its employees, agents and subcontractors, to agree not to use or disclose Protected Health Information in any manner.

By virtue of signing the Acknowledgment page in this Handbook, the employee expresses the understand and importance of absolute compliance with Protected Health Information as described in the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

# Your Career

Your training and development in your job can be beneficial both to you and JL Morgan. However, you must show the initiative and desire to move ahead in your position here.

## Performance Reviews

Your supervisor on a periodic basis will formally review your work performance with you. Performance reviews, whether informal or formal, will be a factor during salary determination

## Voluntary Termination

Every business must plan its future personnel needs if it is to operate efficiently. Should you decide to leave J.L. Morgan, notify your Supervisor at least (2) weeks in advance of your final day of work. Failure to do so will render you ineligible for rehire at JL Morgan.

Remember also that you must continue to protect confidential and exclusive J.L. Morgan information, including trade secrets and inventions, if applicable after you leave JL Morgan.

Before you depart, your supervisor may conduct an exit interview with you.

## Constructive Counseling

Whenever a group of people work together, there must be standards of conduct and attendance for common guidance and efficiency. It is impossible to define every standard for every circumstance and J.L. Morgan tries to keep rules to a necessary minimum. We hope that your common sense will guide you as to the proper thing to do in most cases, so we have listed below only a few specifics regarding what we expect from you. This should not be regarded as an all-inclusive list of our expectations or standards.

If you should have any questions about these standards, please consult with your supervisor.

Obviously, when employee misconduct occurs, measures must be undertaken to correct the situation. The approach taken to discipline will vary depending on the gravity of the offense or the circumstances under which it occurred. In order of severity, discipline can take one of the following forms:

* Verbal counseling
* A written warning
* Suspension from work with or without pay
* Suspensions, subject to discharge
* Discharge

*J.L. Morgan has no obligation to use these forms of discipline prior to discharging an employee. Any or all of these steps can be followed or omitted, as JL Morgan deems appropriate.*

## Standards of conduct and attendance include:

1. Provide quality work
2. Follow the observed “business casual” dress code policy
3. Observe rules on smoking in the workplace
4. Maintain a Drug and Alcohol Free workplace
5. Maintain a Safe Non-Violent workplace
6. Assure personal information is provided and up to date
7. Respect Confidential Information – Each employee will be required to review and sign a confidentiality agreement.
8. Restrict Personal Phone Calls – While personal phone calls and cell phones are permitted, they are not to be used during work hours. Employees may use their cell phones during break time but are required to step away from their workstation. Cell phones are to be kept in silent mode during work hours.
9. The use of JL Morgan’s computers and IT systems are for business purposes only. JL Morgan does allow limited personal use of the computers for school provided it is not during normal working hours and it has been pre-approved by their manager.

## Continuous Quality Improvement

JL MORGAN strives to follow the CQI quality model. Put simply, CQI is a philosophy that encourages all members to continuously ask the following questions;

* How are we doing?
* Can we do a better job?
* Can we do the job more efficiently?
* Can we be more effective?
* Can we do it faster and in a more timely way?

Continuous improvement begins with the culture of improvement in general. Besides creating this inquisitive CQI culture in an organization, the key to any CQI initiative is using a structured planning approach to evaluate the current practice processes and improve systems and processes to achieve the desired outcome and vision for the desired future state. This initiative is led by our Quality Auditing team, through coaching, mentoring and recording surveys for our organization. These tools are used to improve the quality of our surveys and ensure we are following CMS guidelines at all times. The team also intervenes, when needed, to adjust the CQI plan based on continuous monitoring of progress through an adaptive, real-time feedback loop.

## Attendance / Tardiness Policy

J.L. Morgan does not condone excessive absence or excessive tardiness from work. Chronic absenteeism and/or excessive tardiness will adversely affect an employee’s salary progression and eligibility for promotion.

**Tardiness**

Tardiness records will be maintained for a twelve month period beginning at the start of this fiscal year. Tardiness is defined as reporting to work after the scheduled starting time but no later than thirty minutes after the scheduled starting time, and reporting late from breaks or lunch.

* Two occasions of tardiness will result in a verbal warning
* Two additional occasions within a 6 month period will result in a written warning with probation.
* Fifth occasion within 12 months will result in a written warning and extended probation of one month.
* Sixth occasion within 12 months will result in a written warning and a **3-day suspension**
* The seventh occasion within a 12 month period may result in a 2nd written warning with termination of employment.

**Absenteeism**

Absence records will be maintained for a twelve month period beginning at the start of the fiscal year. An absence is defined as any unscheduled use of vacation time.

* Two occasions of absenteeism will result in a verbal warning
* Two additional occasions within a 6 month period will result in a written warning with probation.
* Fifth occasion within 12 months will result in a written warning and extended probation of one month.
* Sixth occasion within 12 months will result in a written warning and a **3-day suspension**
* The seventh occasion within a 12 month period may result in a 2nd written warning with termination of employment.

# Employee Benefits

In addition to the regular paycheck you receive for working at J.L. Morgan, we offer numerous benefits, services and conveniences to help provide protection and assistance for you and your family.

## Eligibility

Regular part-time employees are those who are scheduled to work less than a 40 hour work week. These employees will receive all legally mandated benefits such as Social Security; generally they are ineligible for all J.L. Morgan’s other benefit programs.

Introductory Employees are employees whose performance is being evaluated to determine whether further employment in a specific position for J.L. Morgan is appropriate. Employees who satisfactorily complete the introductory period will be notified of their new employment classification.

Salaried employees are those who regularly work an 80 hour pay period. These employees are eligible for J.L. Morgan’s benefit package.

## Health Insurance

Employees who have worked 90 days and are no longer under the introductory period are eligible for the company’s insurance plan. Full time employees, both hourly and salaried, are eligible to receive $60 compensation towards their health insurance plan. This can be applied to either the employee’s single or family health insurance plan. A quarterly copy of your insurance card is required to receive continuous compensation.

Those employees that are interested are encouraged to go to the healthcare insurance marketplace at [www.healthcare.gov](http://www.healthcare.gov) for more information.

## Heath Insurance Continuation (COBRA)

In accordance with applicable law, if your employment with J.L. Morgan is terminated, or if you experience a reduction in hours of employment, you may be eligible to either continue your present level of health insurance coverage under J.L. Morgan’s group health insurance plan. Under COBRA you pay the entire premium plus an administrative fee. This coverage can last for a period of up to eighteen (18) months, or you may be able to convert your group coverage to individual coverage.

## Vacation and Paid Time Off

In the event that J.L. Morgan & Associates is closed during the holidays, employees’ have the option to either use their PTO or take the day off without pay.

If an employee does not have any accrued or remaining PTO, they have the option of making up their time (base on need) or taking the day off without pay. Employee who receive manager approval are allowed to make up time but at a maximum of 8 hours per day.

**Using PTO**

PTO must be used in at least 1 hour increments. Employee must make every effort to request PTO from their supervisor in advance. ***In the event of an emergency employees are eligible to use their PTO at their supervisor’s discretion***.

PTO starts the beginning of your annual hire date. Any PTO that is not used by the end of the benefit year, will be carried over to your account for the next benefit year. An employee who leaves his/her employment at J.L. Morgan & Associates in good standing will be paid for their accrued but unused PTO. Leaving in good standing is up to management discretion which is inclusive of satisfactory completion of your two-week notice. Accrued time will be added to the employee’s final paycheck.

Holidays in which J.L. Morgan & Associates is closed

New Year's Day Memorial Day

Independence Day Labor Day
Thanksgiving Day Christmas Day

## Break and Lunch Time

Each employee will be granted one 15 minute break/4 hours worked. If you do not work 8 hours a day you are granted one 15 minute break. You are required to sign out on the Break-Sheet that is provided in front of your manager’s office. You will also be granted a 30 minute lunch break. Each employee must clock in and out for their 30 minute lunch break and this 30 minutes is required to be made up at the end of your shift.

## Family and Medical Leave

It is the policy of JL Morgan to grant periods of unpaid leave to employees who request time off for family or medical reasons, in accordance with the Family and Medical Leave Act of 1993 (FMLA). The eligibility criteria and general guidelines used in administering this policy are set forth below.

Covered Employees – To be eligible for leave under the FMLA, you must have been employed by J.L. Morgan for at least 12 months, and have worked at least 1250 hours during the twelve-month period preceding the leave.

Reasons for Leave – You may request leave under the FMLA for the following events: birth of a child; placement of a child with you for adoption or foster care; time needed to care for a spouse, child or parent with a serious health condition; or you are unable to perform your job due to your own serious health condition. For purposes of this policy, a serious health condition is an illness, injury, impairment or physical or mental condition that involves inpatient care in a hospital, hospice or residential medical care facility, or continuing treatment by a health care provider.

## Bereavement Leave

In the event of a death in your immediate family, regular full time and regular part time employees are eligible for a leave of absence with pay at your regular rate for a maximum of two regularly scheduled work days.

## Jury Duty

It is your civic duty as a citizen to report for jury duty whenever called. If you are called for jury duty, J.L. Morgan will continue to pay your regular pay, not to exceed eight (8) hours per day. You must notify your manager within forty-eight (48) hours of receipt of the jury summons and provide a copy of the notice to your supervisor. You must also present a statement of jury service when you return to work.

## Workers Compensation

Alabama's Workers' Compensation Law provides significant and valuable benefit to both employer and employee. The employee is guaranteed a "benefit certain" in the event of an on-the-job injury or occupational disease. The employer pays for this insurance. The employer is protected by the "exclusive remedy" provisions of the Law. This means that an injured worker is entitled only to the benefits required by law, thus the employer's liability is limited.

## Social Security

Social Security is a benefit to all employees with responsibility of contributions shared equally by J.L. Morgan, and you as an employee. Your share is deducted from your wages each pay period.

J.L. Morgan makes an equal contribution and sends the total (employer and employee) payment to the Internal Revenue Service. Social Security payments made by J.. Morgan are not subject to Federal or State Income Tax by the employee.

# Corporate Policies

## Equal Employment Policy

It is the policy of JL Morgan to make all employment decisions including but not limited to recruiting, hiring, training, assignment, promotion, compensation, discipline and termination on the basis of ability and merit without unlawful regard for age, race, citizenship status, color, religion, sex disability, national origin, veteran status, or exercising a protected right under federal or state law.

## Drug and Alcohol Free Workplace

In order to protect the safety, health and productivity of all employees and the general welfare of J.L. Morgan, the following actions are considered to be unacceptable conduct. A Violation of any of these rules will be considered a major offense, which in J.L.Morgan’s judgment, may result in probation, suspension and will be subject to immediate discharge.

1. Bringing onto J.L. Morgan’s premises, or property, having possession of, having present in the body system, being under the influence of, using, consuming, distributing or attempting to distribute, manufacturing or dispensing any form of narcotic, depressant, stimulant, hallucinogen, or any kind of perception-altering drug or controlled substance (excepting only the taking of a prescribed drug only under the direction of a physician, to the extent it does not impair job performance) at any time .
2. Refusing to cooperate in or submit to questioning, medical or physical tests or examination, or an inspection or search, when requested or conducted by J.L. Morgan or its designee.
3. J.L. Morgan reserves the right to perform random drug and alcohol testing.

## Harassment

In keeping with the spirit and letter of Title VII of the Civil Rights Act of 1964 and other applicable laws, J.L. Morgan does not authorize and will not tolerate any form of harassment of or by any employee (supervisory or non-supervisory) or non-employee based on race, sex, religion, color, national origin, age, disability, or any other factor protected by law.

The term harassment includes, but is not limited to, offensive language, jokes, or other verbal, graphic or physical conduct relating to an employee’s race, sex, religion, color, national origin, age or disability. Sexual harassment may be overt or subtle, some behavior that is appropriate in a social setting may not be appropriate in the workplace. Sexual harassment does not refer to behavior or occasional compliments of a socially acceptable nature. It refers to behavior that is not welcome and that is personally offensive.

Sexual harassment may include unwelcome sexual advances, request for sexual favors, sexually degrading or suggestive communications, or statements, and other verbal, visual or physical conduct of a sexual nature.

No employee, supervisor, manager or other person, whether employed by J.L. Morgan or not, shall threaten or suggest that another employee’s refusal to submit to sexual harassment will negatively affect that person’s employment, work status, evaluation, wages, advancement, assigned duties, shifts or any other terms or conditions of employment. Similarly, no employee, regardless of job title, shall promise, imply or grant any special treatment in return for another employee’s acceptance of conduct that is sexually harassing.

Any employee, regardless of position, who has a complaint of, or who witnesses harassment at work by anyone, including supervisors, managers, employees or even non-employees has a responsibility to immediately bring the matter to management’s attention.

Employees may bring a complaint of or report an observation of harassment to their supervisor, or any higher level of management.

Complaints of harassment will be kept as confidential as possible. Information will be released only on a need to know basis. No employee will be subjected to retaliation by JL Morgan because he/she has reported what he/she believes to be an incident of harassment or assists in the investigation of a complaint.

JL Morgan will thoroughly and promptly investigate all claims of harassment. If an investigation confirms that harassment has occurred, JL Morgan will take appropriate corrective action, up to and including termination of employment of the offending party.

# Business Casual Employee Dress Code

The purpose of this dress code policy is to provide guidelines for appropriate attire therefore ensuring a positive image of J.L. Morgan to our customers and general public. This casual dress code is a standard that we have developed to help provide our employees with guidance about what is appropriate to wear to work. Because all casual clothing is not suitable for the office, these guidelines will help you determine what is appropriate to wear to the office.

1. Appropriate business casual wear includes; slacks, Dockers, or jeans (with no holes or tears), medical scrubs (please use best judgment on designs), cotton or synthetic material, pants, wool pants, dressy capris, leggings or jeggings (with appropriate tunic cover or long sweater), casuals dresses and skirts, blouses with appropriate neck line, polo’s and collared shirts.
2. Inappropriate business wear includes; sweatpants, exercise pants, shorts, leggings (without proper cover), low cut blouses or cotton shirts, spandex, skirts above the knee, mini-skirts, sun-dresses, spaghetti strap dresses w/o cover, tank tops, t-shirts, and shirts with loud designs or wording that may be distracting to others.
3. Conservative athletic or walking shoes, loafers, clogs, sneakers, boots, flats, dress heels, dress sandals and leather deck type shoes are acceptable for work. Flashy athletic shoes, thongs, flip-flops, Crocs and slippers are not acceptable.
4. Jewelry should be kept at a conservative level. Simple rings, necklaces and earrings are all within the guidelines of business casual.
5. Employees are responsible for maintaining appropriate levels of personal hygiene.
6. Perfume may become offensive to co-workers, please be conservative.
7. Fingernails should be clean and well-manicured. Nails should be kept at a conservative length.

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Employee Copy**

# Employer’s Receipt - Copy of Handbook

Last Name First Name

I acknowledge that I have received a copy of the J.L. Morgan Handbook and understand that it is my responsibility to familiarize myself with its provisions. I also understand that my employment is not for any definite period of time, and that nothing in this Handbook in any way creates an express or implied contract of employment or warranty of any benefits. I further understand that this Handbook is only a brief summary of benefits currently offered by J.L. Morgan and an overview of some of its work rules and policies. I further understand that any and all of the rules, policies, wages and benefits referred to in this Handbook may be unilaterally amended, modified, reduced or discontinued at any time by J.L. Morgan, in its judgment and discretion. I also agree that either J.L. Morgan or I can terminate my employment-at-will at any time, with or without cause or notice.

Employee Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Please turn in to your trainer or manager**

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Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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