

# East Texas Gulf Coast Regional Trauma Advisory Council



## Personnel Policies

Revised April 2011

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## **I. Introduction**

The East Texas Gulf Coast Regional Trauma Advisory Council, hereinafter referred to as RAC-R, encourages all employees to continue our tradition of excellence and integrity. Furthermore, we value our employee's loyalty and honesty and encourage open communication. We are confident that we will provide you with a rewarding employment environment and we welcome you to the RAC-R team.

This handbook is intended as a means of communicating RAC-R policies and procedures to you in order for you to better understand how we, your employer, operate. It is presented as a matter of information only and its contents should not be interpreted, and are not intended, as a written employment contract between RAC-R and any of its employees or a guarantee of continued employment. The information contained in this Handbook applies to all employees of the RAC-R uniformly and supersedes all prior policies and procedures. Employees should be aware that at all times they are employed by RAC-R, their employment is at-will. Just as employees can terminate their employment at any time, RAC-R retains the right to terminate employees at any time, with or without cause. RAC-R reserves the right to suspend, modify or amend any policy or procedure at any time, even without notice, with the sole exception of the "at-will" employment policy, which may be amended only by a written document signed by the Executive Director and the Board of Directors of RAC-R.

We strongly believe in an "open-door, open-communication" philosophy and expect every employee to give us their input to achieve our mutual goals.

Finally, this handbook supersedes all previous handbooks, as well as management memos that may have been issued on the subjects covered.

## II. EMPLOYMENT POLICIES

### Employment Status

Employee categories as established by RAC-R are:

- **Regular Full-time:** An individual employed for an indefinite term to work a full basic work week of more than 35 hours.
- **Regular Part-time:** An individual who works at least 20, but fewer than 35 hours in a work week.
- **Temporary:** An individual employed for a specified, limited period of time, not to exceed one year, either on a full- or part-time basis.
- **Introductory Period:** Exempt and nonexempt employees and members are introductory-period employees during their first six months of employment.

### Drug-Free Workplace

Employees must report to work in a fit condition to work. RAC-R believes that alcohol and drug abuse greatly affect job performance, the work environment and confidence in the company. We will take immediate action, up to and including immediate discharge, against employees who use, distribute or possess controlled substances while on RAC-R's premises or workplace, or who violate the organization's rules that prohibit usage of alcohol on the job or at such times prior to working hours as to impair job performance. Any employee who violates this alcohol and drug policy will be subject to disciplinary action up to and including immediate discharge.

### Employment Authorization

The Immigration Reform and Control Act of 1986 requires that RAC-R ensure that employees are authorized for employment in the United States. Therefore, only individuals lawfully authorized for employment in the United States will be employed by RAC-R.

In connection with the Immigration Reform and Control Act of 1986, RAC-R must collect certain information and review certain documentation concerning the employment authorization of individuals hired after November 6, 1986. This information and documentation will be used only for compliance with the Immigration Reform and Control Act of 1986 and not for any unlawful purpose. If your employment authorization changes or terminates after the start date of your employment, please inform RAC-R immediately.

### Employees with Disabilities

RAC-R is firmly committed to complying with the Americans with Disabilities Act (ADA) and other federal and state legislation designed to ensure equal employment opportunities to

persons with disabilities. RAC-R prohibits discrimination on the basis of disability in regard to all employment practices or terms, conditions and privileges of employment. Consistent with this policy and applicable law, RAC-R will make reasonable accommodation to the known physical or mental limitations of qualified applicants or employees, unless to do so would cause an undue hardship on the operation of its business.

### **Religious Accommodation**

RAC-R will make reasonable efforts to accommodate the religious practices of our employees. Whenever an employee requests an accommodation, the RAC-R will consider such possibilities as time off or change in job assignment. The requested accommodation, however, must be reasonable. We will not make any accommodation that would create an undue hardship on the conduct of RAC-R. Based on the particular facts in each case, we will determine whether a requested accommodation would create an undue hardship.

### **Policy against Harassment**

RAC-R expects that all employees will treat each other with fairness and respect. Harassment on the basis of race, religion, color, gender, age, national origin or disability or as otherwise provided under state or local law, will not be tolerated and is strictly prohibited. Harassment of this type is illegal and contrary to the policy of RAC-R. The company strives to foster a work environment free of harassment, discrimination, intimidation and insult. Harassment is a form of misconduct that undermines both personal and professional relationships in the workplace. Every staff member must be assured that he or she can work in an environment that is free from unwanted and unwelcome harassment and discrimination.

Harassment creates unacceptable stress for the entire organization, adversely affecting morale, demeans the individual so treated, and could cause potentially devastating costs to the Company. The RAC-R believes that courteous, mutually respectful, pleasant, non-coercive interactions between employees will best serve the well-being of each individual and the RAC-R.

Any person who believes that he/she is the victim of any type of discriminatory conduct, should bring that conduct to the immediate attention of his/her supervisor. RAC-R will conduct a prompt and thorough investigation of all the circumstances surrounding the alleged incident in a confidential nature. If the investigation discloses that an individual has committed an act of discrimination, that individual will be subject to appropriate disciplinary action, up to and including termination. Retaliation in any form against an employee who complains of discrimination or harassment is strictly prohibited and will result in appropriate disciplinary action. Any supervisory employee to whom an employee brings a complaint of harassment but who fails to take appropriate action to resolve it will also be disciplined.

## **Equal Employment Opportunity**

It has been and will continue to be the policy of RAC-R to be fair and impartial in all of its relations with its employees and applicants for employment and to make all employment-related decisions without regard to race, religion, color, national origin, age, sex, disability, or any other categories protected by federal, state, or local law. This policy applies to recruitment, hiring, training, promotion, and all other personnel actions and conditions of employment such as compensation, benefits, layoffs and reinstatements, training, tuition assistance, and disciplinary measures. Decisions regarding employment and promotion will be based solely only upon valid job-related factors.

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

## **Open-Door Policy**

RAC-R strongly believes in an open-door, open-communication policy and feels it is an important benefit to the entire organization, as well as to other employees. This will allow employees to come forward and discuss their problems with their manager or direct supervisor, in order to resolve the issues quickly and efficiently. However, if your immediate supervisor is not able to satisfy your questions regarding the interpretation or application of this Handbook or any other work place issue, then you are free to contact the next higher level of supervision. If an employee has or foresees a problem which may interfere with that employee's ability to adequately perform his/her responsibilities, the employee should discuss the matter with his/her supervisor or with the Executive Director.

## **Sexual Harassment Policy**

Sexual harassment as well as gender based discrimination is illegal and contrary to the policy of RAC-R. The company strives to foster a work environment free of sexual harassment, gender based discrimination, intimidation and insult. RAC-R prohibits any employee from making unwelcome and unsolicited sexual advances, unwelcome, offensive or inappropriate comments regarding an employee's gender or engaging in other verbal or physical conduct of a sexual or gender-offensive nature, when an individual's submission to that conduct is made explicitly or implicitly a term or condition of that individual's employment, or when that conduct creates an intimidating, hostile, or offensive working environment. Harassment based on gender is a form of misconduct that undermines both personal and professional relationships in the workplace. Every staff member must be assured that he or she can work in an environment that is free from unwanted and unwelcome harassment and discrimination.

Sexual harassment creates unacceptable stress for the entire organization, adversely affecting

morale, demeans the individual so treated, and could cause potentially devastating costs to the RAC-R. RAC-R believes that courteous, mutually respectful, pleasant, non-coercive interactions between employees will best serve the well-being of each individual and the RAC-R.

All employees, both male and female, are strictly prohibited from sexually harassing or making improper advances toward other employees or harassing other employees as a result of their gender. Sexual harassment includes unwelcome or unsolicited verbal, physical or sexual conduct, that is made a term or condition of employment, or is used as the basis of employment or advancement decisions. Sexual harassment also includes conduct that has the purpose or effect of unreasonably interfering with work or creating an intimidating, hostile or offensive work environment.

Sexual harassment includes but is not necessarily limited to:

- Unwelcome or unwanted sexual advances.
- Requests or demands for sexual favors.
- Verbal abuse, kidding, or physical contact that is sexually oriented and considered unacceptable by the target of the abuse.
- Any type of sexually oriented conduct that interferes with another's work performance.
- Sexually oriented conversations or activities that create a work environment that is intimidating, hostile or offensive to any staff member.
- Verbal abuse, kidding, remarks or comments that intimidate, ridicule, and maliciously demean the status of an individual's gender.

Any person who believes that he/she is the victim of any type of discriminatory conduct, including sexual harassment, should bring that conduct to the immediate attention of his/her supervisor, the Executive Director or any member of management. The organization will conduct a prompt and thorough investigation of all the circumstances surrounding the alleged incident in a confidential nature. If the investigation discloses that an individual has committed an act of discrimination, that individual will be subject to appropriate disciplinary action, up to and including termination. Retaliation in any form against an employee who complains of discrimination or harassment is strictly prohibited and will result in appropriate disciplinary action. Any supervisory employee to whom an employee brings a complaint of sexual harassment but who fails to take appropriate action to resolve it will also be disciplined.

### III. COMPENSATION AND LEAVES FROM WORK

#### Paid Time Off

RAC-R provides Paid Time Off (PTO) for rest and relaxation which is important for employees physical and mental health. Employees may not take PTO days until after thirty days of employment. PTO must be requested reasonably in advance of the time to be taken off. The determination of whether the request is made timely (i.e., made reasonably in advance of time off requested) is in the sole discretion of the Executive Director or Board Chair and depends on such factors as length of time to be taken off, the reason for the time off (emergency or non-emergency), etc. PTO must be approved by the RAC Chair. Status of current workload may be a factor in determining whether or not to approve requested PTO.

Full-time employees accrue PTO according to the following schedule:

Years of Service	Annual PTO
1-5	288 hours
6-9	336 hours
10+	384 hours

PTO equals 10 vacation days, 12 sick days, and 12 holidays per year.

These PTO levels are effective 3/1/2011.

A new employee cannot use PTO accrued until after 30 days of full-time service. Employees who are terminated, leave employment, or convert to a part-time or contract employment schedule prior to the 30 days loses all hours accrued. An employee, who is terminated, leaves employment, or converts to a part-time or contract basis after completion of the 30 days, is eligible for PTO accrued as of the date of the change from full-time employment status. Accruals cease as of that date. Employees may not be allowed to buy back their PTO.

RAC-R provides PTO to a full-time employee based upon time which is expected to be accrued during the current calendar year. Employees who leave employment and have not taken PTO time in excess of their current accrued balance as of the time of their termination/resignation will have the cash equivalent of time used but not yet accrued deducted from their final paycheck.

New employees should make every effort to use accrued PTO prior to December 31st subsequent to their 30 day anniversary date but will be allowed to carryover up to ten days (80 hours) unused PTO time accrued in the first proportionate calendar year for an additional one year to ensure ample time to use all accrued PTO time.

Employees with more than one year of service should make every effort to use accrued PTO time prior to December 31<sup>st</sup>. Employees must keep at least 16 hours in the PTO bank until they have 6 months of service.

Employees may take leave with prior approval of their direct supervisor. When sick, employees should notify their direct supervisor as soon as possible that they will not be able to work. Employees do not accrue sick leave or annual leave.

## **Personal Days**

Personal days are at the discretion of the employee and are included in the accrued Paid Time Off.

## **Holidays**

Holidays for RAC-R employees are included in the total PTO.

## **Sick Leave**

Sick leave for RAC-R employees is included in the total PTO.

## **Bereavement Leave**

A bereavement period is a time when you need to know that the people you work with care about you and your family. We will make every effort to meet your needs for time off during this period. In addition, as part of our commitment to you, we will provide bereavement pay for up to 3 days of regularly scheduled work in the 5 days following the death. This benefit covers death in the employee's immediate family as follows: spouse, child, stepchild, brother, sister, parent, grandparent, grandchild, and spouse's parent.

## **Leave under Family and Medical Leave Act**

Under the Family and Medical Leave Act, an employee who has been employed by RAC-R for at least one year and has worked at least 1,250 hours in the previous twelve months, may take up to twelve weeks of unpaid leave during the calendar year, for any of the following reasons:

- the birth and care of a son or daughter;
- the placement with the employee of a son or daughter for adoption or foster care;
- when needed to care for the employee's spouse, child, or parent with a serious health condition; or,

- because of the employee's serious health condition that makes the employee unable to perform the functions of his or her job.

### **Notice and Application**

An employee must provide at least thirty days advance notice before the family or medical leave is to begin, if the need for leave is foreseeable, such as for expected birth or planned medical treatment. If thirty days' notice is not practicable, then the employee must provide as much notice as is practicable. An employee completes a Request for Family Medical Leave Form, available from his or her supervisor, when requesting leave, or as soon after that as is practicable. The employee must list on this form the reasons for the requested leave, the expected start of the leave, and the expected length of the leave. If the employee requests intermittent leave or a reduced leave schedule, the employee states the reasons why the intermittent leave or a reduced leave schedule is medically necessary and the expected schedule of treatment. Documentation to support this may be requested from the treating physician. (Intermittent leave and reduced leave schedule are not available for birth or adoption leaves, but is available during pregnancy for medical appointments during pregnancy.)

### **Medical Certification**

An employee requesting leave to care for his or her spouse, child or parent, or due to the employee's serious health condition, must submit a medical certification completed by the health care provider of the employee or the employees and members member's ill family member, demonstrating the need for the leave. RAC-R will provide a form for this. If the employee's leave (whether full time, intermittent, or on a reduced schedule) is for more than thirty days, then he or she shall submit a new medical certification after thirty days, and each additional thirty days after that.

### **Pay and Benefits**

All family and medical leaves are without pay, except to the extent paid leave is available. RAC-R requires the employees to use any paid leave that is available for the employee's family or medical leave. Family and medical leaves are without benefits, except that group health and hospitalization insurance is continued during the family and medical leave (up to twelve weeks in a twelve month period) with the same terms, conditions, and employee contributions applicable to employees who are actively at work. Should an employee go into unpaid status, the employee must remit any payroll deductions for benefits, monthly, by cash or check payable to RAC-R.

Employees on FMLA do not accrue leave while in unpaid status.

## **Return from Family or Medical Leave**

Employees must inform their supervisor in writing of the date they will be able to return to work no later than one week in advance. An employee on medical leave due to the employees own serious health condition must, as a condition to returning to work, submit a medical certificate releasing the employee to return to his or her job. Employees who fail to return to work at the end of Family and Medical Leave will be assumed to have voluntarily quit their employment with RAC-R.

All leave which may be available or taken under the Family and Medical Leave Act is subject to the restrictions, limitations, and conditions provided in that law and any valid regulations promulgated under it.

## **Benefits**

RAC-R provides no retirement plan or health or dental insurance.

## **Compensation**

RAC-R maintains pay periods according to calendar months. Paychecks will be distributed after the first of each month. All appropriate wage and payroll deductions shall be taken out of each paycheck as required by law. Each employee is required to complete his/her time recordings daily allocating his/her time to each grant accordingly.

## **General Policies on Absences**

If you are unable to report for work, or if you will be late coming to work or have to leave early, notify the manager for whom you work as soon as you are aware of the situation so that alternative plans can be made.

## **Professional Development**

In-service training is designed to provide employees and members the skills, training and experience necessary for their continued development. Training is subject to these conditions:

- Attendance at conferences, educational meetings, workshops and institutes must have the approval of the Executive Director.
- Employees may be permitted to attend conferences as funds permit, including reimbursement for registration lodging, meals and travel. Employees request to attend training by providing a completed registration form, estimated cost and conference/training details to the Executive Director. The Executive Director determines the value of the conference, amount of time lost from duties, cost, and professional development opportunity.

## **IV. CONDITIONS OF EMPLOYMENT**

### **Business Equipment and Electronic Privacy**

All of RAC-R's business equipment, such as copiers, facsimile machines, computer systems (including E-mail, internet systems and electronic storage), and telephone equipment (including voice mail) are the organization's property and are to be used solely for business related purposes. There is a cost to the organization associated with the use of all of its business equipment, and the equipment must therefore be used only for business reasons. Please note that you should not expect that the organization's business equipment will afford to you any privacy with respect to personal matters.

RAC-R strictly prohibits non-job-related uses of its software and business equipment, including but not limited to facsimiles, computers and copy machines. If you do not wish personal information, such as that which may be contained in E-mails, computer storage, or voice mail, to be subject to monitoring, you should not employ these systems for personal use.

Employees who violate this policy or who abuse the use of RAC-R's business equipment are subject to discipline, up to and including termination from employment.

### **RAC-R Policy on Use of the Internet**

RAC-R has established the following policy to govern employee usage of the organization's computer system to connect to the Internet. RAC-R must be concerned about the accuracy, authenticity, and timeliness of information obtained electronically, about its legal obligations, and about the need to monitor and manage the use of RAC-R's resources.

RAC-R intends to honor the policies set forth below, but must reserve the right to change them at any time as may be required under the circumstances.

1. RAC-R's computer system and any passwords assigned to employees to enable them to obtain Internet access are and remain the property of RAC-R.
2. Employees with management approval for access to the Internet, bulletin boards, and other electronic media may use these tools only to meet their job responsibilities. Employees may not use Internet access for personal purposes, including without limitation the following:
  - a. Accessing web sites for personal reasons or engaging in chat groups.
  - b. Use of the Internet for unlawful or malicious activities.
  - c. Use of abusive or objectionable language in either public or private messages.
  - d. Misrepresentation of oneself or inappropriate representation of RAC-R.
  - e. Activities that cause congestion and disruption of networks and systems.
  - f. Activities that compromise RAC-R's position, reputation, or objectivity.
  - g. Display or access of sexually explicit images, messages, or cartoons. Accessing

or display of Internet materials that contain ethnic slurs, racial epithets, or anything that may be construed as harassment or disparagement of others based on their race, national origin, sex, sexual orientation, age, disability, or religious or political beliefs is prohibited. RAC-R's nondiscrimination policy extends to Internet use.

3. RAC-R reserves the right to access, review, copy, delete, and disclose all activities of all users of RAC-R's computer systems, regardless of whether such users are authorized to use such systems or network for any purposes.
4. Employees have a responsibility to use Internet access in an informed and responsible way, conforming to network etiquette, customs, courtesies, and to corporate policy. Use exactly the same standards of care and professionalism used in any other business-related communications.
5. Be aware of and respect all copyright and licensing agreements. Do not forward anyone's messages without permission.
6. Be mindful of the economical and appropriate use of RAC-R resources. Do not obtain any information or subscribe to any service that requires that a fee be paid without obtaining authorization from RAC-R.
7. Use of the Internet is a privilege, not a right, and the privilege may be revoked at any time for inappropriate conduct or for any other reason.

Any employee who violates this policy or uses the Internet for improper purposes shall be subject to discipline, up to and including discharge.

### **Confidentiality of Employer Information**

All employees of RAC-R are required to respect and maintain the confidentiality of all information, including, but not limited to, business documents, reports, records, files, correspondence and communications, to which the employee has access in carrying out responsibilities and duties both during and after employment with RAC-R. All employees are expected to show the highest regard for the privacy of each member of RAC-R and will strictly observe the confidentiality of records and other information associated with the members. Confidentiality is essential to the sound relationship with our members; it is also a legal and ethical matter of the utmost importance. All personnel will be careful to discuss confidential information only when necessary and appropriate in the context of business operations.

### **Harassment Policy**

RAC-R expects that all employees will treat each other with fairness and respect. Harassment on the basis of race, religion, color, gender, age, disability or national origin, or as provided

under state or local law, will not be tolerated and is strictly prohibited. Offensive language is viewed as harassment and will also not be tolerated and is strictly prohibited.

Any person who believes that he/she is the victim of any type of discriminatory conduct should bring that conduct to the immediate attention of his/her supervisor or any member of management. The organization will conduct a prompt and thorough investigation of all the circumstances surrounding the alleged incident in a confidential nature. If the investigation discloses that an individual has committed an act of discrimination, that individual will be subject to appropriate disciplinary action, up to and including termination. Retaliation in any form against an employee who complains of discrimination or harassment is strictly prohibited and will result in appropriate disciplinary action. Any supervisory employee to whom an employee brings a complaint of harassment but who fails to take appropriate action to resolve it will also be disciplined.

### **Personal Conduct Policy**

The orderly and efficient operation of RAC-R requires that employees maintain proper standards of personal conduct. These rules are necessary to protect RAC-R and our employees, as well as provide a high quality of service.

While every situation cannot be anticipated, the following regulations specify impermissible conduct which may result in disciplinary action including immediate discharge. Commission of any of the following or similar acts is considered serious and provides grounds for disciplinary action, which may include dismissal.

Without limiting RAC-R's right to discharge an employee at any time, with or without cause, the following acts of misconduct are provided as nonexclusive examples of unacceptable activity:

1. Supplying false or misleading information when applying for employment, or at any time during your employment.
2. Altering, destroying, willfully misplacing, discarding or falsifying RAC-R records.
3. Failure to maintain any privilege and the confidentiality of information of RAC-R, including but not limited to, documents, reports, records, files, correspondence and communications.
4. Theft or unlawful possession of stolen, lost or mislaid property of RAC-R or its employees. Destruction or defacing of property of RAC-R or fellow employees. Theft or unauthorized removal of machinery, tools, equipment, records, or other RAC-R property or the property of employees, members, or visitors.
5. The possession of weapons, firearms or ammunition on RAC-R property.
6. Failure to follow safety rules.
7. Engaging in any unethical conduct.
8. Committing illegal, immoral or indecent conduct, soliciting persons for these purposes, or aiding and/or abetting any of the above.
9. Possession, use, distribution or being under the influence of illegal drugs at any time

- while conducting RAC-R business or while on RAC-R property, or possessing, consuming or being under the influence of alcoholic beverages while conducting RAC-R business.
10. Refusal or failure to perform assigned work, to follow a supervisor's instructions, or any act of insubordination.
  11. Violation of RAC-R's equal employment opportunity rules.
  12. Engaging in any act of discourteous conduct, using abusive language, rudeness, or similar acts, to RAC-R or fellow employees.
  13. Deliberately or through gross negligence causing injury to another person.
  14. Failing to give a high degree of service.
  15. Gross negligence or carelessness.
  16. Soliciting or receiving cash, gifts, special accommodations, favors or other gratuities related to employment.
  17. Misusing leave programs.
  18. Excessive tardiness, failure to report to your supervisor, or absence from work without proper permission or notification is prohibited.
  19. Uttering, publishing, or distributing false, vicious, or malicious statements concerning RAC-R or any of its employees or members.
  20. Excessive personal telephone calls.
  21. Violation of RAC-R's sexual harassment rules.
  22. Defacing, damaging or unauthorized removal of RAC-R's property or property belonging to a member or another employee.
  23. Sleeping on the job, loitering or wasting time while on the job.
  24. Smoking in an unauthorized area.
  25. Defacing RAC-R property.
  26. Insubordination or refusal to obey instructions of a supervisor.
  27. Violation of any policies or procedures contained in this Employee Handbook.

## **Discipline**

RAC-R expects employees to comply with its policies and standards of behavior and performance. Noncompliance with policies and standards of behavior or performance, including poor performance, may result in disciplinary action, including, but not limited to: informal counseling, oral warnings, written warnings, suspension, and termination.

## **Standards of Professionalism**

The manner in which you conduct yourself should create a favorable and lasting impression of RAC-R. The continued success of RAC-R depends on the quality, integrity, expertise and professionalism of our staff.

Written communications must meet the highest standards of accuracy and neatness. Individuals who telephone the RAC-R must receive prompt and courteous attention and a

helpful and meaningful response. Individuals who visit RAC-R must always be treated with deference, tact and courtesy.

All employees should present themselves in a professional and efficient manner. Respect and thoughtfulness towards your fellow workers will always be expected.

### **Termination**

RAC-R may terminate an employee's service at any time without notice.

## **V. COMPENSATION AND OTHER ADMINISTRATIVE MATTERS**

### **Weather Emergency Policies**

Employees are expected to make an effort to get to work during periods of inclement weather, but it is not the intention of RAC-R to require employees to take risks which may endanger their safety. In general, RAC-R will abide by the Brazoria County emergency response. If the office is closed, employees should not report to work. If the office is open, employees should report to work. If the employee cannot report to work, he or she should notify his or her supervisor immediately.

### **Employee Information**

RAC-R maintains a personnel file on every employee. It is important that all information in the file is up to date, such as: employee's name, address, telephone number, emergency information, etc. Please note that Employee Information will not be used as the basis of any employment related decision at RAC-R.

### **Employee Departure Procedure**

All employees at RAC-R are at-will employees. Upon termination or departure, an employee is expected to return to his/her immediate supervisor any and all properties of RAC-R (i.e. credit cards, computers, laptops, keys, phones, manuals, software, or any other company-related property in employee's possession).

### **Hours**

Because employment by RAC-R requires travel throughout the region, RAC-R offices do not keep regular business hours.

Overtime work may be required due to unusual demands of our organization or in the event of an emergency. It is both necessary and important that employees shall be available, sometimes on short notice, to work overtime when circumstances require.

### **Performance Appraisals**

Performance appraisals allow us formally to recognize and evaluate your performance. While work load and other circumstances may prevent regular reviews, in general you will receive a written performance appraisal annually. In addition, we will conduct a periodic evaluation of your skills in serving our members and working with your fellow employees. The appraisal process will take into account the quality and quantity of your work, demonstrated job skills, initiative, attendance, personal conduct and general attitude towards your job, fellow employees

and our members. While RAC-R will try to assist employees in their work performance, the ultimate responsibility for improving performance rests with the employee.

### **Personal Telephone Calls**

Because our telephone system is of vital importance to our organization, all personal calls must be of short duration and held to an absolute minimum. Abuse of the phone system through personal telephone calls is grounds for discipline including termination.

### **Punctuality and Attendance**

Punctuality and regular attendance is an important part of every employee's job. You are expected to come to work on a regular and timely basis and to be on time. Continued occurrences of lateness or absenteeism will result in discipline up to and including termination.

### **Workers' Compensation Policy**

RAC-R provides each employee with Workers' Compensation insurance at no cost to the employee. This insurance provides for your medical expenses and a percentage of your income if you are injured as a result of your employment.

You should report any job-related injury or illness immediately to your supervisor, no matter how minor the injury or illness may seem. You should seek medical treatment promptly.

While RAC-R encourages the reporting of any valid job related injury or illness, abuse of the Workers' Compensations benefit will not be tolerated. RAC-R reserves the right to investigate the legitimacy of any claim for Workers' Compensation and will take appropriate disciplinary action where an employee is found to have deliberately filed a false claim.

### **Personal Appearance**

Immaculate grooming and personal cleanliness is expected of all employees. As a representative of RAC-R, it is essential that each employee present a professional and well-groomed appearance at all times.

**RAC-R**  
**Employee Acknowledgment of Receipt of Employee Handbook**

The contents of this Employee Handbook are presented as a matter of information only. The plans, policies, and procedures described are not conditions of employment. RAC-R reserves the right to modify, revoke, suspend, terminate, or change any or all such plans, policies, or procedures, in whole or in part, at any time with or without notice. The language in this booklet is not intended to create, nor is it to be construed to constitute, a contract between RAC-R and any one or all of its employees. That is, employment can be terminated at any time at the will of either the RAC-R or the employee.

**Employee Acknowledgment.** I certify that I have received a copy of RAC-R Employee Handbook and agree to comply with the policies contained in this Handbook and any revisions to it. I also understand that this Handbook contains the operating procedures for RAC-R and is not intended to be an agreement for employment. I understand that my employment is at-will, and that I do not have a contract for employment nor a guarantee of employment. I also understand that the operating procedures contained in this Handbook can be changed at the sole discretion of RAC-R without prior notification.

\_\_\_\_\_   
Date

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Employee

## Personnel Policies

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Ron Schmitz, Chair  
Position V EMS

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Matt Appleby  
Position IV EMS

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Kathy Rodgers, Secretary  
Level III Hospital

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Susan Hays, Treasurer  
Position II EMS

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Darlene Farek  
Hospital Provider at Large

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Diana Grimm-Mapp  
Level I Hospital

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Dana Dalbey  
Position II EMS at Large

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Linda Bennett  
Level II Hospital

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Tommy Leigh  
Position I EMS

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Vicki Tarnow  
Level IV Hospital

**Approved by RAC-R Officers and Board Members**

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Date