

# Dent County Health Center

## Personnel Policy Manual

Updated 7/21/23



# Receipt and Acknowledgment of the Dent County Health Center Employee Manual

Please read the following statements, sign below and return to your manager.

## Understanding and Acknowledging Receipt of the Dent County Health Center Employee Manual

I have received and read a copy of the Dent County Health Center Employee Manual. I understand that the policies and benefits described in it are subject to change at the sole discretion of the Dent County Health Center at any time.

## At-Will Employment

I further understand that my employment is at will, and neither myself nor the Dent County Health Center has entered into a contract regarding the duration of my employment. I am free to terminate my employment with the Health Center at any time, with or without reason. Likewise, the Dent County Health Center has the right to terminate my employment, or otherwise discipline, transfer, or demote me at any time, with or without reason, at the discretion of the Health Center. No employee of the Dent County Health Center can enter into an employment contract for a specified period of time, or make any agreement contrary to this policy without the written approval from the Health Center Administrator.

During my probation I have no access to Due Process and can be terminated with or without cause.

## Confidential Information

I am aware that during the course of my employment confidential information will be made available to me, for instance, patient information, employee information, real estate transactions, litigation information, and other related information. I understand that this information is proprietary and critical to the success of the Health Center and must not be given out or used. In the event of termination of employment, whether voluntary or involuntary, I hereby agree not to utilize or exploit this information with any other individual or Health Center. A separate document relating to Confidential Information will be supplied to each employee for their signature.

Employee's Printed Name

Position

Employee's Signature

Date

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# **Dent County Health Center Personnel Manual**

## **Section 1: Introduction**

## **Board of Trustees**

The Dent County Health Center is administered by an elected Board of Trustees and an Administrator who is appointed by the Board of Trustees.

The offices of trustees are filled by the election of Health Center trustees who serve for a term of four years. Trustees have authority to:

- make and adopt bylaws, rules and regulations for the government of the County Health Center.
- appoint and remove personnel, and to fix their compensation.
- provide plans for retirement, IRA, employment insurance, and health insurance reimbursement for the Administrator and employees of the Health Center as a part of their compensation, as an expense of the Health Center.

The Board is responsible for the following:

- A. Establishing local personnel policies and procedures consistent with the provisions of the Department of Health Personnel Standards and Procedures. This includes, but is not limited to, policies and procedures relating to office hours, holidays, overtime, vacation and sick leave, leave of absence without pay, travel expenses, grievances, rules of conduct, discipline, equal employment opportunity, non-discrimination in provision of services and confidentiality of records and information.
- B. Determining organizational structure and staffing requirements (establishing positions, work schedules and increasing or reducing the workforce).
- C. Establishing the pay plan.
- D. Determining induction rates and salary increases.
- E. Interviewing and selecting Administrator.
- F. In some instances, administering discipline by authorizing suspensions, demotions, or dismissals.



## **Purpose of the Manual**

**The purpose of this manual** is to provide information to Board Members, the Administrator, and employees of the Health Center, to maintain compliance with all applicable employment law, and to make employment expectations clear to employees.

A current copy of this personnel manual will be kept in the Administrator's Office and will be available to Board members and staff during all working hours. All employees will be given access to a copy of the personnel manual and will be requested to read the manual, and may do so during their working hours. Each employee will be requested to sign documentation showing that they have reviewed the manual. The personnel policies of the Health Center are subject to change at any time by the Board of Trustees.

The personnel manual is for informational purposes only, and should not be interpreted as a contract between the Health Center and its employees.

The policies in the Employee Manual are to be considered as guidelines.

- The Health Center, at its option, may change, delete, suspend or discontinue any part or parts of the policies in this Employee Manual at any time without prior notice as business, employment legislation, and economic conditions dictate.
- Any such action shall apply to existing as well as to future employees.
- Employees may not accrue eligibility for monetary benefits that they have not become eligible for through actual time spent at work.
- Employees shall not accrue eligibility for any benefits, rights, or privileges beyond the last day worked.
- No one other than the Board of Trustees of the Health Center may alter or modify any of the policies in this Employee Manual. Any alteration or modification of the policies in this Employee Manual must be in writing
- No statement or promise by a supervisor or department head, past or present, may be interpreted as a change in policy nor will it constitute an agreement with an employee.

Should any provision in this Employee Manual be found to be unenforceable and invalid, such finding does not invalidate the entire Employee Manual, but only that particular provision.

This Employee Manual replaces (supersedes) any and all other or previous Health Center Employee Manuals, or other Health Center policies whether written or oral.

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Employee's Printed Name \_\_\_\_\_

Position

Employee's Signature \_\_\_\_\_

Date

## **Our Mission, Vision, and Values**

### **Mission Statement**

The Mission of the Dent County Health Center is to improve and protect the health of Dent County Residents.

### **Vision Statement**

The vision of the Dent County Health Center is for Dent County to be a community free of disease, food-borne illness, and preventable injury.

Residents will be healthy, vaccinated appropriately, and educated on healthcare issues and available assistance programs.

No residents will be harmed by use of tobacco, alcohol, or other substances. Dent County children will be safe from preventable illness, injury, and abuse.

Dent County will be a community in which access to affordable and effective healthcare is available for all.

### **Core Values**

#### *Resilient Passion*

Work in Public Health can be rewarding, but also difficult. We believe that passion for public health that is resilient to the many difficult situations we face is important.

#### *Empathetic Altruism*

In Public Health, we serve our community's needs at our own expense, and we do it with empathy and understanding.

#### *Motivating Positivity*

We do not allow negative thinking to dominate our work or our workplace. Framing of our challenges in a positive and motivating way is essential to success.

#### *Honesty and Integrity*

In order to be trusted by our community and clients, we must be honest with them at all times, even when the truth is unpleasant. Furthermore, we don't implement policies or actions that are not evidence-based, nor do we engage in commerce for profit or personal gain. We uphold rules and laws to the best of our ability and for the good of our community.

#### *Non-Judgmentality and Non-Discrimination*

Equity is important, and we have a responsibility to serve all the residents of our county, including (and sometimes especially) the ones that come from a different background

from our own, or who lives their life in a way different than we do. We do not judge them for their situation, whether there by choices made or by what life has imposed on them. We simply help them.

### *Humility*

We recognize that we are no better than the people we serve. Therefore, we treat them all with respect, kindness, and love.

## **Employee Compliance**

### **Compliance with Policies**

All Health Center employees are expected to comply with the policies in this manual. Failure to comply with employment policies may result in disciplinary action or termination.

### **Compliance with Objectives**

The Health Center requires the cooperation of its employees to ensure that each workday is enjoyable and rewarding. Each employee's first responsibility is to know their own duties and how to do them promptly, correctly and pleasantly. Secondly, all employees are expected to cooperate with management and fellow employees and to maintain a good team attitude.

How employees interact with their fellow employees and those whom the Health Center serves and how he/she accepts direction can affect the success of their department. In turn, the performance of one department can impact the entire service offered by the Health Center. Consequently, whatever position employees hold, he/she has an important assignment: perform every task to the very best of their ability.

Employees are encouraged to grasp opportunities for personal development offered to them. This manual offers insight on how employees can perform positively and to the best of their ability to meet and to exceed Health Center expectations.

The Health Center strongly believes employees should have the right to make their own choices in matters that concern and control their life. The Health Center believes in direct access to management. The Health Center is dedicated to making the Health Center a place where employees can approach their manager, or any member of management, to discuss any problem or question. The Health Center expects employees to voice their opinions and contribute their suggestions to improve the quality of the Health Center.

Remember, as an employee of the Health Center, you help create the pleasant and safe working conditions that the Health Center intends for all employees. The cooperation of

all employees will result in better performance for the Department overall, and personal satisfaction for each employee.

### **Employee Relation Objectives**

The Health Center believes in creating a harmonious working relationship between all employees. In pursuit of this goal, the Health Center has created the following employee relation objectives:

1. Provide a challenging and rewarding workplace and experience.
2. Select people on the basis of skill, training, ability, attitude, and character without discrimination with regard to age, sex, color, race, creed, national origin, religious persuasion, marital status, political belief, or a disability that does not prohibit performance of essential job functions.
3. Review wages, employee benefits and working conditions regularly with the objective of being competitive in these areas consistent with sound management practices.
4. Provide paid leave and holidays to all eligible employees.
5. Provide eligible employees with health and welfare benefits.
6. Assure employees an opportunity to discuss any issue or problem with the Administrator of the Health Center.
7. Take prompt and fair action of any complaint which may arise in the everyday conduct of our business, to the extent that is practicable.
8. Respect individual rights, and treat all employees with courtesy and consideration.
9. Maintain mutual respect in our working relationship.
10. Provide adequate work space.
11. Make promotions or fill vacancies from within the Health Center whenever practical.
12. Keep all employees informed of the progress of the Health Center, as well as the Department's overall goals and objectives.
13. Promote an atmosphere in keeping with the Health Center's goals and values.

## **Equal Employment Opportunity**

The Dent County Health Center is an equal employment opportunity employer. Employment decisions are based on merit and business needs, and not on race, color, citizenship status, national origin, ancestry, gender, sexual orientation, age, religion, creed, physical or mental disability, marital status, veteran status, political affiliation, or any other factor protected by law.

In accordance with applicable federal and state laws and regulations, the Dent County Health Center provides equal opportunity for all in recruitment, hiring, training, promotion, transfer, compensation, and all other terms and conditions of employment without regard to protected category status.

It is the policy of the Health Center to comply with all the relevant and applicable provisions of the Americans with Disabilities Act (ADA). The Health Center will not discriminate against any qualified employee or job applicant with respect to any terms, privileges, or conditions of employment because of a person's physical or mental disability. The Health Center will also make reasonable accommodation wherever necessary for all employees or applicants with disabilities, provided that the individual is otherwise qualified to safely perform the essential duties and assignments connected with the job and provided that any accommodations made do not impose an undue hardship on the Health Center.

Equal employment opportunity notices are posted near employee gathering places as required by law. These notices summarize the rights of employees to equal opportunity in employment and list the names and addresses of the various government agencies that may be contacted in the event that any person believes he or she has been discriminated against.

This policy will be adhered to by all staff and contractors of the Health Center. Supervisory and management staff, in particular, will assure that the intent as well as the stated requirements are implemented in all employee relations and personnel practices. The application of this policy is the individual responsibility of all administrative and supervisory staff but all members of the staff share in the responsibility for assuring that, by their personal actions, the policies are effective and apply uniformly to everyone.

Any employees, including managers, involved in discriminatory practices will be subject to termination.

## **At-Will Employment**

Your employment with the Dent County Health Center is at-will. This means that neither you nor the Health Center has entered into a contract regarding the duration of your employment. You are free to terminate your employment with the Health Center at any time, with or without reason. Likewise, the Health Center has the right to terminate your employment, or otherwise discipline, transfer, or demote you at any time, with or without reason, at the discretion of the Health Center.

No employee of the Health Center can enter into an employment contract for a specified period of time, or make any agreement contrary to this policy without written approval from the Administrator.

## **Termination of Your Employment**

The Dent County Health Center will consider you to have voluntarily terminated your employment if you do any of the following:

1. Resign from the Dent County Health Center,
2. Fail to return from an approved leave of absence on the date specified by the Dent County Health Center, or
3. Fail to report to work or call in for two (2) or more consecutive work days.

You may be terminated for poor performance, misconduct, excessive absences, tardiness, discrimination, harassment, or other violations of the Dent County Health Center policies. However, your employment is at-will, and you and the Dent County Health Center have the right to terminate your employment for any or no reason.

**Harrassment policies used to show here.  
Moved to Policies section**

# **Dent County Health Center Personnel Manual**

## **Section 2 : Employment of Personnel**



## **Orientation and Introductory Period**

**The orientation** for all new employees will consist of:

1. Review of the job description and expectations of the position, including:
  - Hours
  - Time sheets, salary and pay period
  - Mileage
  - Travel requirements
  - Applicable benefits
  - Performance appraisal form
2. Tour of the facility, including rest rooms, break areas, and smoking areas, and staff introductions
3. Overview of Health Center services
4. Review of the Dent County Health Center Personnel Manual
5. Training on Non-discrimination in Provision of Services
6. Development of personnel file, including but not limited to:
  - Personnel Action Record
  - Position Description
  - Personnel Record Application
  - Confidentiality Statement
  - Employment Eligibility Verification (I-9)
  - Professional Licensure
  - Verification of Liability Insurance, if applicable
  - W-4

**The introductory period** for all new hires shall be 12 months.

The introductory period gives the employee a chance to see what the job and the work environment are like, while giving the supervisor an opportunity to observe the individual's performance, cooperation with co-workers, and how long it takes the new hire to reach expected performance standards. By the end of this period, the company hopes the supervisor will know enough about the employee to predict whether he or she will be successful. During the introductory period an employee can be terminated with or without cause.

## Employment Records

The Health Center will establish and maintain an official personnel record for each employee, which may include the following:

- Personnel Action Records
- Performance Appraisals
- Position Description
- Verification of Non-discrimination Training
- Personnel Record
- Original Application
- Transcripts
- Confidentiality Statement
- Professional Licensure
- Verification of Liability Insurance
- Health Insurance Papers
- Deferred Compensation Papers
- LAGERS Papers
- Other correspondence regarding the employee
- Documentation of Training, meetings, and conferences

The following information concerning each employee will be retained in the Payroll Records:

- Payroll records
- Payroll deduction authorizations (W-4)
- Leave Records

The following information concerning any individual employee will be kept in separate files from the employee's official personnel file:

- Employee Grievances
- Complaints of Harassment
- Medical information

Personnel records are maintained indefinitely for current employees. The files of former employees are retained at least five years after termination of employment, and are kept with the audited financial records of the Health Center.

Employees should notify the Administrator of any change in status regarding any information which is retained in the employee's official personnel file.

- a) A personnel file for each employee is kept by the Health Center and access is limited to the employee's immediate supervisor, the Administrator or designee. An employee's personnel file contains the employee's name, title and/or position held, salary, changes in employment status, training received, performance evaluations, personnel actions affecting the employee, including discipline and other pertinent information.
- b) An employee has the right to review their file. An employee may request removal of what the employee believes to be irrelevant or erroneous information in their personnel file. If the Health Center denies the employee's request to remove the information, the employee may file a written rebuttal statement to be placed in their file.
- c) Personnel files are kept confidential to the maximum extent permitted by law. Except for routine verifications of employment, no information from an employee's personnel file will be released to the clients, including the press, without a written request for specific information.
- d) Position descriptions shall be maintained by the personnel office for all regular full-time and regular part-time positions. The position descriptions shall include: Class Title, General Purpose, Examples of Duties and Minimum Qualifications. The position description does not constitute an employment agreement between the Health Center and employee and is subject to change as the needs of the Health Center and the requirements of the job change. Examples of duties listed in the position description are intended only as illustrations of various types of work performed. The omission of specific statements of duties does not exclude them from the position requirements and employees may be assigned other duties as required. Each employee's position description is maintained as part of his or her personnel file. Additional copies of position descriptions may be requested through the personnel office.

Personnel records are considered to be confidential and will be kept in the Administrator's office in a locked cabinet.

An employee may review his/her own official personnel records in the presence of the Administrator. Files should not be removed from the Administrator's office.

The Administrator may provide the employee's supervisor or Board of Trustees information from the official records for official purposes.

# **Dent County Health Center Personnel Manual**

## **Section 3 : Work Week and Work Hours**

## **Regular Work Week**

The regular work week for the Health Center shall run from midnight Sunday to midnight Saturday. The regular work week is defined for the purpose of determining overtime for the Fair Labor Standards Act.

Regular office hours for the Health Center are Monday, Tuesday, Thursday, and Friday, 8:00 a.m. to 4:30 p.m. On Wednesday the hours are 9:00am to 4:30pm. The hour preceding the 9am is for staff development purposes.

## **Attendance**

Punctual and consistent attendance is a condition of employment. All employees must sign in and out each day to document punctuality.

Employees unable to work or unable to report to work on time should notify the Administrator or the next person listed on the call sheet by 8:00 a.m. Unless incapacitated, the employee, not a family member, must make the call. If an absence continues beyond one day, the employee is responsible for reporting in each day, unless extenuating circumstances exist.

The Administrator will determine the schedule which each individual is expected to work. Work schedules are subject to change by the Administrator, and supervisors, as needed, to meet the needs of the Health Center. Employees who have a regular work schedule are expected to be present for work unless they have requested leave from the Administrator or their supervisor.

In order to be responsive to the needs of the community, the Health Center will remain open during the normal work week except in extreme circumstances.

## Punctuality

Employees who are consistently late place an undue burden on the remainder of the staff who show up on time and ready to work. Things happen, and everyone will be late occasionally. However, habitual tardiness will not be tolerated.

Starting July 1<sup>st</sup>, 2022, the Health Center will utilize a point system to track tardiness. Points will be accrued as follows:

Type of Tardiness	Notification of Supervisor by start of shift	Number of points
6 minutes or less past scheduled start of shift	Yes	0
	No	1
7 to 14 minutes past scheduled start of shift	Yes	1
	No	2
15 minutes or more past scheduled start of shift	Yes	2
	No	4

Points expire after 6 months.

If an employee accrues a balance of **4 points**, they will receive a disciplinary measure equal to the level 1 oral reminder.

At **6 points**, a level 2 written warning will be given.

At **8 points**, a level 3 suspension will be given.

At **9 or more points**, the employee may be terminated.

## **Severe Weather and Emergency Conditions**

In the event of severe weather conditions or other forecasted emergencies, the Health Center Administrator may decide to close the Health Center for all or part of the day. As such, you will be notified as soon as possible by the Administrator. No loss of pay will occur as a result of early dismissal for this reason. Likewise, if you report to work and find that the Health Center offices are unexpectedly closed due to an emergency, no loss of pay will occur.

If there is a forecasted weather emergency, all employees shall maintain a “ready” status so as to be able to return to work if called back. The Health Department has an Emergency Response Plan. All employees are expected to be familiar with the plan and expected to remain prepared to report to their designated rally spot if the plan is activated.

### **Call Back and Special Projects**

If your manager asks that you remain at work to complete assigned work duties after the Health Center has closed because of severe weather conditions or another emergency, you will be compensated for the remaining hours that you work beyond the announced closing time.

Any employee who was on a previously approved leave day during a declared emergency, shall not be charged leave for the emergency period if they work.

If you are unable to come to work due to severe weather localized in your area (that does not affect other areas in the Health Center’s radius), you may elect to stay home. If you do elect not to report for work, the time off will be deducted from your accrued annual leave.

On occasion, you may be asked to assist with special projects like Health Fairs, teaching special classes, etc. These special projects or events could occur on weekends or evenings.

All employees are subject to call back in emergencies or as needed by the Health Center to provide necessary services to clients. A refusal to respond to a call back is grounds for immediate disciplinary action including possible termination. Employees call back to duty will receive comp time for hours worked.

# **Dent County Health Center Personnel Manual**

## **Section 4 : Salaries and Benefits**



## **Pay Cycle**

### *Biweekly pay cycle.*

Employees may be paid on a biweekly basis. The pay period will be a 14 day period from a Sunday to Saturday. Pay day will be six days after the end of the pay period on Friday. Timesheets, or the equivalent, must be submitted by end of business on the Monday prior to pay day in order to be processed in time for payment on Friday.

### *Monthly pay cycle*

Employees may be paid on a monthly basis. The pay period will be a calendar month. Pay day will be five business days after the end of the pay period. Timesheets, or the equivalent, must be submitted by end of business on the last day of the month in order to be processed in time for payment.

## **Mandatory Deductions From Paycheck**

Regular deductions from the employee's earnings are required by law; other deductions are specifically authorized by the employee. The Health Center will withhold from the employee's paycheck those deductions required by law and any voluntary deductions authorized by the employee.

Among these are your federal, state and local income taxes and your contribution to Social Security as required by law. These deductions will be itemized on your check stub. The amount of the deductions will depend on your earnings and on the information you furnish on your W-4 form regarding the number of exemptions you claim. If you wish to modify this number, please request a new W-4 form from your manager immediately. Only you may modify your W-4 form. Verbal or written instructions are not sufficient to modify withholding allowances. We advise you to check your pay stub to ensure that it reflects the proper number of withholdings.

The W-2 form you receive annually reflects how much of your earnings were deducted for these purposes.

Any other mandatory deductions to be made from your paycheck, such as court-ordered garnishments, will be explained whenever the Health Center is ordered to make such deductions.

**Note:** Please see "Wage Garnishments" later in this section for further information.

## **Payroll Advance**

It is the policy of the Health Center not to make advance payroll payments.

## **Error in Pay**

Every effort is made to avoid errors in paychecks. If an employee believes an error has been made, he/she should notify the Administrator immediately. The Administrator will take the necessary steps to research the problem and to assure that any necessary correction is made promptly.

## **Overtime**

Employees are classified as *exempt* or *non-exempt* from overtime in accordance with the Fair Labor Standards Act. Non-exempt employees will be paid 1.5x normal salary for hours greater than 40 worked in a one-week period starting on Sunday and ending on Saturday. Exempt employees will be further classified as hourly or salaried. Hourly Exempt employees will be paid overtime hours at 1x their normal salary. Salaried exempt employees will accrue compensatory time off for overtime hours worked.

## **Compensatory Time Off**

Request for earned compensatory time should be submitted to the Administrator in writing stating the employee's name, date, time earned, and activity performed. Compensatory time accrued will be calculated on the same schedule as payroll and any awarded compensatory time will be added to the employee's vacation time bank. It is then used subject to the rules of vacation time, including maximum accruals and time off requests.

When calculating compensatory time when traveling to meetings or trainings, any time spent at the meeting as well as driving to and from that is greater than eight (8) hours, is calculated as compensatory time.

Any time spent at an overnight training is not considered compensatory time.

Staff that must return to the office to present training after regular work hours will be granted compensatory time for those hours.

## **Time Records**

By law, the Health Center is obligated to keep accurate records of the time worked by employees. To accomplish this, time sheets are used.

Employees are responsible for accurately recording their hours. No one may record hours worked on another employee's timesheet. Tampering with another's time record is cause for disciplinary action, up to and including possible termination, of both employees. In the event of an error in recording your time, please report the matter to the Administrator immediately.

## **Wage Garnishments**

The Health Center hopes it will not be necessary to execute any court-ordered wage garnishments. However, when court-ordered deductions are to be taken from an employee's paycheck, the employee will be notified.

The Health Center acts in accordance with the federal Consumer Credit Protection Act, which places restrictions on the total amount that may be garnished from your paycheck.

**Note:** Please see the Mandatory Deductions From Paycheck Policy earlier in this section for further information.

## **Compensation Upon Termination**

When an employee is terminated from the Health Center, the employee will receive the following compensation:

- Regular wages for all hours worked up to the time of termination that has not already been paid.
- Any holiday pay due.
- A lump sum payment of any accrued but unused vacation and compensatory time.

## **Compensation upon Death of Employee**

Upon the death of an employee, all compensation due shall be paid to the surviving spouse or the estate of the employee.

## **Rates of Pay**

The Board of Trustees will determine the salary or rate of pay for any unclassified employee. The rate for comparable classified positions will be considered when determining salary rates, but may not necessarily be the same due to other considerations.

The hourly rate for part-time employees will be determined by dividing the monthly salary by 173.33, due to the following formulas:

$$52 \text{ weeks per year} \times 40 \text{ hours per week} = 2080 \text{ hours per year for full-time}$$

$$2080 / 12 = 173.33$$

The Dent County Health Center provides several benefits for employees, based upon their pay status and whether they work full-time or part-time.

## **Disability Benefits**

All employees are covered by the State Industrial Insurance program (worker's compensation). This type of insurance covers employees in case of on-the-job injuries or job-related illnesses. For qualifying cases, State Industrial Insurance will pay the employee for workdays lost for any disability resulting from job-related injuries or illnesses. All job related accidents should be reported immediately to your supervisor and the Administrator.

When an employee is absent for one or more days due to an on-the-job accident, the employee is required to file a claim for Worker's Compensation.

The Health Center may require an examination at its expense, performed by a physician of its choice, to determine when the employee can return to work and if the employee will be capable of performing the duties and responsibilities of the position.

## **Unemployment Compensation Benefits**

Health Center employees may qualify for State Unemployment Compensation after termination from Department employment depending on the reason for termination and whether certain qualifications are met.

## **Health Insurance**

Health Center employees who work 30 hours per week or more are eligible for enrollment in the United Health Care Plan. The plan is reviewed annually by the Board of Trustees.

Any employee working 24 hours per week or more are eligible for enrollment in the dental and/or vision plan.

Employees may add on children and spouses to the insurance plans at their own expense.

Contributions by the employee will be set annually by the Board. For the 2022 calendar year, employee portion of health plan will be \$200 per month. Dental and vision are 50% of the employee premium.

Will remove from final version

## **Required Benefits**

Required payroll expenses such as FICA and Medicare are paid by the Health Center for all employees. While these are not actually 'benefits' of employment, they are frequently used in this context to determine total cost of employment.

The Health Center's hours of operation are Monday through Friday from 8:00 a.m. to 4:30 p.m (with the Wednesday exception).

Full-time employment consists of forty (40) hours per week. Regular working hours for full-time employees are 8:00 a.m. - 4:30 p.m., Monday through Friday with thirty (30) minutes for lunch. Time worked during a period normally designated as a lunch hour is NOT considered compensatory time and may NOT be used to adjust an employee's work schedule to compensate for late arrival or early departure. Different work schedules may be established by the Health Center to meet job assignments and provide necessary Department services. Each employee's supervisor will advise the employee regarding their specific working hours.

Part-time and temporary employees will work hours as specified by the Administrator.

## **Determining Hours Worked**

Hours worked includes time during which the employee is “necessarily required to be on an employer’s premises, on duty or at a prescribed workplace.” 29 C.F.R. Section 785.7. Hours worked refers to the hours during which the employee is actually on duty, rather than the time for which an employee is scheduled. For instance, an employee who is 15 minutes late for his/her scheduled work time should not count that 15 minutes towards time worked, but may use comp time or annual leave. Frequent lateness will be subject to disciplinary action.

For an employee who wears a beeper or business cell phone during time which is not a scheduled work period, time is compensated only if the employee has been restricted to a specified geographic location in order to take a call or beeper message, or if the employee elects to answer a call or beeper message during time off.

Time spent traveling to the workplace to start work, or from the workplace after completing work, is not counted as work time.

Time spent attending job-related trainings, meetings, or programs, which are approved by the Administrator, is counted as hours worked, unless it is a mandatory special project. Time spent traveling to and from meetings, trainings, or programs in other towns or cities is counted as work time. When traveling, time used for meal periods is not counted as work time. For overnight trips, only time spent traveling and attending work-related meetings should be counted as work time.

### **Hours of Work and Overtime**

All Health Center positions are designated as either “exempt” or “non-exempt” according to the Fair Labor Standards Act (FLSA) regulations.

The regular workweek for the Health Center shall run from midnight Sunday to midnight Saturday.

For most Health Center employees, the established work period is forty (40) hours within a seven (7) day workweek, with the maximum number of hours excluding lunch periods, being forty (40) hours.

Non-exempt employees are entitled to additional compensatory time off when they work more than the maximum number of hours during a work period.

All compensatory time must be authorized in advance by the Administrator.

When computing compensatory time, lunch periods, holidays, sick leave and vacation times are not counted as hours worked.

Exempt employees are not covered by the FLSA provisions

## **Holiday Pay**

The Board of Trustees has authority to determine, or make changes to, the holidays observed by Health Center staff.

The Health Center observes the holidays observed by the Missouri Department of Health.

### **Full-Time Employees**

Full-time employees receive credit for holidays, except when on leave without pay prior to and following a holiday. Employees who are normally scheduled for eight-hour days receive eight hours credit for a holiday.

### **Part-Time Employees**

Regular part-time employees on active payroll status will receive credit for holidays as follows:

Hours Worked per month	Holiday Hours Paid
160 or more	8 hours
120-159	6 hours
80-119	4 hours
Less than 80	0 hours

See next page for Holiday Schedule

## **Holiday Schedule**

1 <sup>st</sup> Day in January	New Year's Day
3 <sup>rd</sup> Monday in January	Martin Luther King Day
12 <sup>th</sup> Day of February	Lincoln's Birthday
3 <sup>rd</sup> Monday in February	Washington's Birthday
8 <sup>th</sup> Day of May	Truman's Birthday
Last Monday in May	Memorial Day
19 <sup>th</sup> day of June	Juneteenth
4 <sup>th</sup> Day of July	Independence Day
1 <sup>st</sup> Monday in September	Labor Day
2 <sup>nd</sup> Monday in October	Columbus Day
11 <sup>th</sup> Day of November	Veterans' Day
4 <sup>th</sup> Thursday in November	Thanksgiving (Includes Friday following Thanksgiving)
25 <sup>th</sup> Day of December	Christmas Day

When a holiday falls on Sunday, it will be observed on the following Monday.  
When a holiday falls on Saturday, it will be observed on the preceding Friday.



## Section 4.1: Time off or Work Leave

The Health Center has eight (8) different types of leave:

1. Vacation (Personal) Leave
2. Sick Leave
3. Funeral Leave
4. Leave without Pay
5. Jury and Witness Leave
6. Military Leave
7. FMLA
8. Administrative Leave

### Personal Leave:

Personal leave, also known as vacation leave or annual leave, is calculated on a calendar month. Full-time and part-time employees who are on active payroll status are eligible to earn personal leave. The leave policy applies only to time worked for the Dent County Health Center, and earned leave does not transfer in if an employee is hired who has worked at another agency.

An employee must be on active payroll status from the first day of the month to the last day of the month to be eligible for any leave accrual. In the event an employee begins employment at any time during the calendar month other than the first working day, or ends employment at any time during the month other than the last working day of the month, no vacation leave will be awarded for that month.

### Accrual Schedule

#### *Salaried Full-Time Employees*

The number of hours earned per month is based on the number of hours the employee is in pay status. This includes hours worked, hours on paid leave and paid holidays. Hours of paid leave following termination of employment are not counted for purposes of earning leave. The schedule for accruing hours is as follows:

SALARIED Years of Service	Hours Accrued per month		Hours Accrued per Year	
	Vacation	Sick	Vacation	Sick
1 Month to 10 years	10	10	120	120
10 Years to 15 Years	12		144	
15 years or more	14		168	

### Hourly Employees

The number of hours earned per month is based on the number of hours the employee works. This does not include hours on paid leave or paid holidays. Hours of paid leave following termination of employment are not counted for purposes of earning leave. The schedule for accruing hours is as follows:

Hourly Employees	Hours Accrued per Hour Worked		Est. Hours Accrued per Year (Average 40hr/week, assuming vacation is used)	
	Vacation	Sick	Vacation	Sick
1 Month to 10 years	0.065	0.0578	120	120
10 Years to 15 Years	0.079		144	
15 years or more	0.093		168	

### Temporary Employee

Temporary employees are not eligible for personal leave benefits.

All annual leave is credited on the last day of the month in which it accrues. Annual leave may not be taken before it is credited to the employee's leave balance. Vacation leave must be used in increments of not less than one-quarter ( $\frac{1}{4}$ ) of an hour.

Vacation leave may be used not only for actual vacations, but also for time needed for personal business, family matters or any illness in the event the employee has used all accrued sick leave.

### *Maximum Accrual of Annual Leave*

The number of hours of annual leave which an employee may earn and the maximum number of hours which may be accrued at the end of the month is based on length of service with the Health Center. In cases where Health Center operations have made it impractical for an employee to use vacation time, the Administrator, with the approval of the Board of Trustees, may authorize accrual beyond thirty (30) days.

<i>Length of Service</i>	<i>Maximum Earned/Month</i>	<i>Maximum Accrual Allowed</i>
1 Mo – 10 Yrs	10 Hours	240 Hours
10 Yrs – 15	12 Hours	288 Hours
15 Yrs or more	14 Hours	336 Hours

Compensatory time earned for overtime work shall be classified as annual leave in order to determine the maximum leave which may be accumulated.

### *Payment of Accrued Annual Leave upon Termination of Employment*

Payment of accrued leave shall be paid upon termination provided however that the Board of Trustees has not determined that a terminated employee stole, misappropriated or willfully destroyed, damaged or abused any property of the Health Center, then such employee shall not be paid accrued annual leave upon termination of employment.

Payment for the accrued leave is based on the employee's rate of pay at the time of termination, and will be computed on an hourly rate which is determined by dividing the full-time monthly rate by 173.33. An employee will not be paid for any accrued leave which exceeds the maximum for the length of service. The employee may be paid in a lump sum, or in monthly increments using the number of hours equal to the work hours of the month at the discretion of the Administrator.

## **Sick Leave**

Health Center employees who are employed full-time and part-time in positions of a continuing nature are eligible to earn sick leave. PRN employees are not eligible for sick leave. The leave policy applies only to time worked for the Dent County Health Center, and earned leave does not transfer in if an employee is hired who has worked at another agency.

Sick leave is calculated each pay period and accrues per hour worked.

### **Accrual Schedule for Full-Time and Part-Time Employees**

All regular full-time and part-time employees on active payroll status for the entire month accrue sick leave benefits as follows:

<b>Years of Service</b>	<b>Hours Accrued per Hour Worked</b>	
	<b>Vacation</b>	<b>Sick</b>
1 Month to 10 years	0.0578	0.0578
10 Years to 15 Years	0.0694	
15 years or more	0.0809	

Sick leave is earned at the maximum rate of ten (10) hours per month regardless of the length of service.

Sick leave must be used in increments of not less than one-quarter ( $\frac{1}{4}$ ) of an hour. Sick leave is credited on the last day of the month in which it accrues. Sick leave may not be taken before it is credited to the employee's leave balance.

All employees will be allowed to accumulate no more than a maximum of three hundred twenty (320) hours of sick leave. No additional sick leave will be earned until and unless their accrued sick leave falls below three-hundred-twenty (320) hours. \*Employees that currently have in excess of the maximum hours will not earn sick leave until that amount falls below three-hundred-twenty (320).

*Under no circumstances will an employee be compensated for accrued sick leave when employment is terminated.*

### **Temporary Employees**

Temporary employees are not eligible for paid sick leave and will not accrue sick leave regardless of the numbers of hours worked in a given month.

### **Reporting Absence**

If an employee is unable to work that day, the Administrator, or next person on the call sheet, should be notified by 8:00 a.m. Unless incapacitated, the employee, not a family member, must make the call. If at any time, the Administrator feels an employee is abusing the use of sick leave, a physician's note may be required when sick leave is used.

### **Requests for Sick Leave**

All requests for sick leave, whether made in advance of the absence or after the absence, must be in writing on the Leave Request Form provided by the Health Center for that purpose. The request must be approved by the Administrator or Assistant Administrator.

For non-emergency medical appointments and scheduled procedures, the employee shall submit a written request for leave at least seven (7) days in advance of the planned absence. However, if the appointment is made less than seven (7) days before it is scheduled to take place, then the employee shall submit a written request for leave as soon as he or she is aware of the time of the appointment.

## **Physician's Statement**

The Administrator may request a statement from a physician or other medical care provider to substantiate any absence for which an employee requests sick leave, without regard to the length of the absence or whether the absence is for the employee's own illness, injury or disability or to care for a family member. The Health Center may also request the opinion of a second doctor at the Department's expense to determine whether the employee suffers from a chronic physical or mental condition which impairs their ability to perform the job. **Any absence longer than three (3) work days will require a physician's statement.**

**REQUEST FOR LEAVE**  
(or designated electronic substitute)

\_\_\_\_\_ Request for Leave

\_\_\_\_\_ Leave Scheduled by Supervisor

Employee Name \_\_\_\_\_

\_\_\_\_\_ Compensatory Time

\_\_\_\_\_ Personal Leave

\_\_\_\_\_ Electing (voting) leave

\_\_\_\_\_ Sick Leave - Self

\_\_\_\_\_ Sick Leave - Personal Care of \_\_\_\_\_

\_\_\_\_\_ Leave without pay. Reason \_\_\_\_\_

\_\_\_\_\_ Military Leave

\_\_\_\_\_ Jury or witness leave

Dates \_\_\_\_\_ Amount of time to be used \_\_\_\_\_

Signature of Requestor \_\_\_\_\_ Date \_\_\_\_\_

Approval Signature \_\_\_\_\_ Date \_\_\_\_\_

## **Leave without Pay**

The Health Center Administrator or designee may grant leaves of absence without pay for absence from work not covered by any other type of leave, or if all other leave balances are exhausted. Examples of situations for which leave without pay may be granted include time off work for personal reasons, such as prolonged illness, parenting, caring for an ill relative, pursuing an education, or fulfilling a military obligation.

Only regular full-time and part-time employees who have satisfactorily completed their trial period are eligible for leave without pay. The following requirements apply:

1. Leave may be granted to an employee for a period of up to ten (10) working days upon the approval of the Administrator or designee. Further extensions are at the discretion of the Administrator or designee.
2. Accrued compensatory time, if any, and any applicable personal (vacation) leave or sick leave must be exhausted prior to taking any leave without pay.
3. An employee's benefits are suspended during the period of unpaid leave until the employee returns to work. Vacation, sick leave and/or any other benefits do not accrue while an employee is on leave without pay.
4. An employee who fails to report promptly at the end of the unpaid leave is presumed to have resigned. An employee returning from a temporary disability may, at the Health Center's option, return to the same position or similar position at a comparable rate of pay.
5. If the leave without pay is due to an illness, the Health Center may require a doctor's certificate stating that the employee is capable of returning to work and performing the work duties and responsibilities of the employee's position.
6. While on a leave of absence, the Health Center will continue to provide health insurance reimbursement benefits under the same terms as provided to other employees, for up to a maximum of twelve (12) weeks leave during any one (1) year period.
7. Leave without pay is to be used in emergency situations only. It will not be granted for extra vacation time.

Leave without pay will be handled on an individual basis with the final decision to be made by the Administrator.

Voluntary resignations are effective the day of the resignation. Any accrued sick leave is forfeited at the point of resignation.

## **Lay-offs or Position Eliminations**

The Health Center Administrator may lay off employees for lack of work, budgetary restrictions, or other changes that have taken place. Temporary employees, or employees who have not completed their trial period, will be laid off before regular employees are affected.

In determining who is to be laid off, consideration will be given to individual performance and the qualifications required for remaining jobs. Seniority will be considered when performance and qualifications are equal.

Employees who are laid off may be eligible to be re-employed, if a vacancy occurs in a position for which they are qualified.

## **Jury Duty**

The Health Center encourages its employees to report for jury duty whenever they are called to serve. The Health Center wishes to help its employees avoid any financial loss because of such service. The Health Center will reimburse employees for the difference between their jury pay and their regular pay for a maximum of five (5) business days.

If an employee is summoned for jury duty, notify your supervisor within forty-eight (48) hours of receipt of the jury summons.

On any day or half-day you are not required to be in court for jury duty, you will be expected to return to your regular Health Center work assignments. This provision also applies to part-time employees who have regular schedules, i.e., 3/5 or > per week.

In order to receive full compensation, proof of jury service is required before payment can be authorized. The employee shall present their statement of jury service and jury pay to the Administrator. This document is issued by the court. The employee shall endorse their jury service check when it is presented to the Administrator.

If any employee is subpoenaed to court for a situation not related to work, the employee must use vacation leave.

The Health Center Administrator has some discretion to grant leave time as they see fit.

## **Bereavement Leave**

Employees will be granted time off, not chargeable to accrued leave, in the following manner.

- A) In the event of the death of a spouse or child, five (5) paid days of funeral leave will be provided to that employee.
- B) In the event of the death of a parent, grandparent, brother or sister, three (3) paid days of funeral leave will be provided to the employee.



C) Absences due to the death of others (step-children, in-laws) will be charged to annual leave, compensatory time or leave without pay.

D) Time off for any other funeral will be charged to vacation leave.

On a case-by-case basis, the Health Center may place an employee on administrative leave, with pay, for an indefinite period of time, as determined by the Administrator to be in the best interest of the Health Center during the pendency of an investigation or other administrative proceeding.

## **Compensation Upon Termination**

### **Involuntary Termination (Employer's Decision)**

When an employee is involuntarily terminated from the Health Center, the employee will receive the following compensation:

- Regular wages for all hours worked up to the time of termination that has not already been paid.
- Any holiday pay due.
- A lump sum payment of any accrued but unused vacation and compensatory time.

### **Voluntary Termination (Employee's Decision)**

Employees are expected to give adequate notice to the employer when resigning voluntarily. For unlicensed employees, 2 weeks is considered adequate. For Licensed employees, 1 month is considered adequate.

Employees who do not give adequate notice may be placed on a "Do Not Rehire" list. Employees who do not give adequate notice will not receive payment on any accrued personal leave time, but will be paid for all hours worked up until the time of termination that has not already been paid.

Section moved and added information on resignations without adequate notice

## **Section 4.2: Travel and Expense Reimbursement**

### **Travel**

From time to time, Health Center employees may be required to travel for training or to perform job functions.

### **Acceptable Travel**

This policy only applies to travel related to an employee's job functions or training thereof. It does not apply to travel for personal reasons. Personal travel is covered under personal leave.

### **Pay while Traveling**

When calculating time when traveling to meetings or trainings, any time spent at the meeting as well as travelling to and from that is greater than eight (8) hours, is calculated as compensatory time.

Any time spent at not at the job-related function during an overnight travel is not considered compensatory time.

### **Approval Procedure**

All travel except that which is part of routine daily work or in-service must be approved by the immediate supervisor and the Administrator. Out of state travel, or travel which will exceed \$1,500, including transportation, lodging, and meals, must be approved by the Board of Trustees. It is the responsibility of the employee to submit a written request to the Administrator at least one (1) week prior to the monthly Board meeting for any travel requiring Board approval.

### **Travel Allowable Expenses**

Health Center employees will be reimbursed for reasonable and customary expenses actually incurred in connection with the business of the Department, including food, lodging and travel expenses while away, but excluding any expenses for snacks or alcoholic beverages. Tips, not to exceed 15%, for meals, taxis, or baggage handling are reimbursable. Meals will not be reimbursed for in-state travel less than one day.

### **Timely Requests**

Requests for reimbursement, including receipts, shall be submitted on an expense report form signed by the employee. Expense forms must be submitted within 60 days of travel, or sooner when required for outside reimbursement. Expenses not submitted in a timely manner may not be reimbursed.

## **Personal Vehicle Mileage Reimbursement**

### *Routine Travel*

Employees should keep an accurate expense reimbursement form, recording the date, the reason for travel and the number of miles traveled in order to be reimbursed. The expense sheet should be submitted monthly. Any expenses from a previous month that did not get submitted will not be considered for payment. The mileage reimbursement is meant to provide for gas expense, wear and tear on the vehicle, and insurance. The employee will be responsible for those expenses. Mileage is reimbursed at the current IRS rate.

### *Special Travel*

Mileage to and from a conference, airport, etc for special travel will be reimbursed, but must be submitted on the travel reimbursement form with the rest of the expenses for the special travel. Mileage is reimbursed at the current IRS rate.

## **Airfare and Hotel Arrangements**

Purchases which can be made in advance, such as airfare and hotel, should be made with the company credit card when possible. Hotels should be given the DCHC tax exempt letter and asked to provide the government room rate. Airfare should be booked at the lowest fare level. Employees may upgrade the fare level at their own expense. Exceptions may be made when no alternatives are available.

## **Reimbursement Options**

Employees will have the option of choosing the accountable or non-accountable option of expense reimbursement for travel. Accountable option requires all receipts for all expenses to be submitted, but has the benefit to the employee of being non-taxable to the employee. Non-accountable uses standardized rates, does not require receipts in most cases, but is subject to payroll taxes like regular income. However, employees may choose this option and save their receipts for a deduction on their personal taxes, if applicable.

For each given travel approval, only one form of reimbursement option can be chosen.

### *Accountable (Requires Receipts, Non-Taxable)*

Employee must submit all receipts to be reimbursed and attach to the appropriate travel reimbursement form. Expenses not backed up by a receipt will not be reimbursed. Meals which exceed the CONUS per diem rate will require justification. Alcohol will not be reimbursed.

### *Non-Accountable (Per Diem, No Receipts, Taxable)*

Employee must fill out the travel form indicating the meals for which they are claiming per diem. The amount to be reimbursed depends on the location of the travel and is equal to the US General Services Administration CONUS Per Diem rates, found at <https://www.gsa.gov/travel/plan-book/per-diem-rates>

If paid by the Health Center in advance, Hotel and Airfare are not separately reimbursable to the employee. If paid under this policy, hotel is subject to the per diem rate.

#### *Applies to Both of the Above*

Transportation expenses (not paid in advance by the Health Center) other than personal vehicle mileage are reimbursable under either of the preceding reimbursement options, but always require receipts. Garage parking and tolls are reimbursable, but employees are expected to use good judgment in selection of parking options and toll routes.

## **Expense Reimbursement**

### **Expense Definition**

In the context of this policy, a reimbursable expense is one that an employee incurs either in the normal course of their job, or on behalf of the Health Center. Expenses incurred by the employee during travel are covered under the travel expense policy.

In general, business expenses should be purchased using Health Center accounts according to the Administrative policy. However, the need may arise for an employee to purchase something on behalf of the Health Center. These cases are covered by this policy.

### **Authorization**

Employees must obtain their manager's authorization (usually by way of a requisition or purchase order) prior to incurring an expense on behalf of the Health Center.

### **Reimbursement Procedure**

To be reimbursed for all authorized expenses, employees must submit a vendor issued expense report or voucher accompanied by vendor issued receipts and it must be approved by the employee's manager. The Health Center may establish electronic or paper reporting forms. The current electronic form is found at <https://forms.office.com/r/B3vP2DGUwy>

### **Timely Reporting:**

An expense report should be submitted as soon as possible after the expense is incurred, but in no case, later than 60 days from the date of the expense, in order for the Health Center to keep records and accounting accurate and current.

# **Dent County Health Center Personnel Manual**

## **Section 5 : Discipline and Termination**

## **GENERAL POLICY**

Employees of the Dent County Health Center should always act in a manner which upholds the professional nature of Health Center activities.

The safety and welfare of Health Center staff and clients shall at all times be held as a central mission of the Health Center. All Health Center employees are expected to represent the Department to clients in a professional manner, which is courteous, efficient and helpful. This includes all aspects of personal hygiene and attire. Wearing apparel should be task appropriate. This excludes the following: jeans of any color, sweats, shorts, excessively short skirts, cropped tops, halter tops, or any other item felt to be inappropriate. The same dress code applies when attending and representing the Department at any meetings or activities. Nursing personnel may wear appropriate street clothes (as stated above) or scrubs as desired. Lab coats are encouraged. The Administrator may approve a deviation from the dress code at certain activities.

Since the proper working relationship between employees and the Health Center depends on each employee's on-going job performance, professional conduct and behavior, the Department has established certain minimum standards of personal conduct. Among the Department's expectations are: basic tact and courtesy towards the clients and fellow employees; adherence to Department policies, procedures, safety rules and safe work practices; compliance with directions from supervisors; preserving and protecting the Department's equipment, grounds, facilities, and resources; and providing orderly and cost efficient services to its clients.

The employee may be required to pass an annual medical examination, which may include testing for alcohol and controlled substances. The purpose of the examination is to determine if the individual is physically able to perform the job and to ensure their physical condition will not endanger the health, safety or well-being of other employees or the clients.

All nursing personnel must have a current Missouri nursing license and provide same at time of initial hire and license renewal.

### **Confidentiality**

Employees are responsible for assuring the confidentiality of information and records within their control and releasing information only to authorized agencies and individuals. Employees revealing confidential information are subject to disciplinary action. An employee who terminates employment with the Health Center and reveals confidential information acquired as an employee shall be subject to legal action.

## **Conflict of Interest/Gift Policy**

Health Center employees are prohibited from accepting compensation, gifts, favors, or any other benefits from any individual, firm or organization for work performed as a Health Center employee. Health Center employees may accept donations for services on behalf of the Health Center.

Advance approval from management is required before employees may accept or solicit gifts whose value is greater than \$20 from a supplier or vendor representative. Employees are not permitted to give unauthorized gifts to customers or suppliers, except for certain promotional “premiums” (such as T-shirts, coffee mugs, pens or key chains) imprinted with the Health Center logo or sales information.

If the value of the item offered has a market value of less than \$20, then it may be received by the employee.

## **Personal Telephone Calls**

The Health Center’s phone system is provided for the conduct of official business. Personal calls should be kept to a minimum.

## **Personal Visits**

Personal visitors should be treated courteously, but visits should be kept to a minimum.

## **Personal Use of Health Center Time, Equipment, and Supplies**

The use of Health Center time, equipment, and supplies for personal matters is prohibited. Any misuse may result in disciplinary action, including termination.

## **Smoking Restrictions**

Employees must follow the Comprehensive Tobacco-Free Policy adopted by the Board of Trustees on 7-21-23 in the appendix of this manual.

## **Alcoholic Beverages and Controlled Substances**

The Dent County Health Center maintains a drug-free workplace. The unlawful manufacture, distribution, dispensation, possession or use of alcoholic beverages or controlled substances (drugs) is prohibited.

Reporting for duty in an intoxicated or impaired condition from use of alcohol or drugs is prohibited.

## **RULES OF CONDUCT**

By accepting employment with the Health Center, all employees have the responsibility for adhering to certain rules of behavior and conduct. The Health Center expects all employees to act in a mature and responsible way at all times. If an employee has questions concerning work or safety rules, or the conduct rules listed below, please see your supervisor/manager for an explanation. The purpose of the rules is not to restrict employee rights, but rather to be certain that all employees understand what conduct and behavior is expected.

### **Example Infractions**

## **Multiple lists in the document, combined them here.**

The following is a list of example infractions of the Dent County Health Center:

1. Violation of any Department, State, or Federal rule; any action that is detrimental to the Health Center's efforts to operate effectively.
2. Violation of security or safety rules or failure to observe safety rules or Health Center safety practices; failure to wear required safety equipment; tampering with the Health Center equipment or safety equipment.
3. Negligence or any careless action which endangers the life or safety of another person.
4. Being intoxicated or under the influence of a controlled substance while at work; use, possession or sale of a controlled substance in any quantity while on Health Center premises, except medications prescribed by a physician which do not impair work performance.
5. Unauthorized possession of dangerous or illegal firearms, weapons or explosives on Health Center property or while on duty.
6. Engaging in criminal conduct or acts of violence, or making threats of violence toward anyone on Health Center premises or when representing the Health Center; fighting, or provoking a fight on Health Center property, or negligent damage of property.
7. Insubordination or refusing to obey instructions properly issued by your manager pertaining to your work; refusal to help out on a special assignment.
8. Threatening, intimidating or coercing fellow employees on or off the premises at any time, for any purpose.
9. Engaging in an act of sabotage; negligently causing the destruction or damage of Health Center property, or the property of fellow employees, customers, suppliers, or visitors in any manner.



10. Theft or unauthorized possession of Health Center property or the property of fellow employees; unauthorized possession or removal of any Health Center property, including documents, from the premises without prior permission from management; unauthorized use of Health Center equipment or property for personal reasons; using Health Center equipment for profit.
11. Dishonesty; falsification or misrepresentation on your application for employment or other work records; lying about sick or personal leave; falsifying reason for a leave of absence or other data requested by the Health Center; alteration of Health Center records or other Health Center documents.
12. Violating the non-disclosure agreement; giving confidential or proprietary Health Center information to unauthorized employees or other individuals; breach of confidentiality of personnel information.
13. Spreading malicious gossip and/or rumors; engaging in behavior which creates discord and lack of harmony; interfering with another employee on the job; restricting work output or encouraging others to do the same.
14. Immoral conduct or indecency on Health Center property.
15. Unsatisfactory or careless work; failure to meet production or quality standards as explained to you by your manager.
16. Any act of harassment, sexual, racial or other; telling sexist or racist jokes; making racial or ethnic slurs.
17. Leaving work before the end of a workday or not being ready to work at the start of a workday without approval of your manager; stopping work before time specified for such purposes.
18. Sleeping or loitering during working hours.
19. Excessive use of Health Center telephone for personal calls.
20. Smoking in restricted areas or at non-designated times, as specified by department rules.
21. Intentionally creating or contributing to unsanitary conditions.
22. Posting, removing or altering notices on any bulletin board on Health Center property without the permission of the Administrator of the Health Center.
23. Failure to report an absence or late arrival; excessive absence or lateness.

24. Obscene or abusive language toward any manager, employee or citizen; indifference or rudeness towards a citizen or fellow employee; any disorderly/antagonistic conduct on Health Center premises.
25. Failure to immediately report damage to, or an accident involving, Health Center equipment.
26. Soliciting during working hours and/or in working areas; selling merchandise or collecting funds of any kind for charities or others without authorization during business hours, or at a time or place that interferes with the work of another employee on Health Center premises.
27. Failure to use time sheets; alteration of time sheets or records or attendance documents; altering another employee's timesheet or records, or causing someone to alter your timesheet or records.
28. Willful violation of any of the rules, regulations, policies, or procedures of the Health Center.
29. Incompetence, inadequacy, carelessness or inefficiency in the performance of duties of the position, or failure to meet established minimum standards in the performance of such duties.
30. Wanton carelessness or negligence in the care of the property of the Health Center.
31. Abusive or improper treatment toward a client, patient, or to persons connected with the official business or provision of services of the Health Center, provided the acts committed were not necessarily or lawfully committed in self-defense or to protect the safety of others.
32. A permanent or chronic physical or mental ailment or defect which incapacitates the employee for the proper performance of the duties of the position, including narcotics use or addiction, or un-rehabilitated alcoholism.
33. Habitual tardiness in reporting for duty or frequent absence from duty during the course of regular working hours, or complete absence from duty without prior or subsequent authorization for such absences.
34. Conviction of a felony or a misdemeanor involving moral turpitude.

35. Scandalous and disgraceful conduct while on or off duty where such conduct tends to bring the Health Center into public disrepute, or exhibited behavior which adversely affects the employee's job performance and/or the Health Center.
36. Submitting a false statement of material fact or practicing or attempting to practice any fraud or deception in an application. Insubordination or failure to respond in a reasonable manner to the lawful orders and instructions of persons with duly delegated authority over the employee.
37. Abusive or physical violence toward other employees while on duty or in the duty area or willful exhibited behavior which is disruptive of the working activities of other employees.
38. Intoxication or under the influence of a controlled substance while on duty, except as may have been required by a licensed medical physician.
39. Practicing or attempting to practice fraud or deception in securing or attempting to secure benefits or grants from a state or local health agency either for himself or for another person.

This list is not all-inclusive, but only serves as a general guide. The Department may discipline or terminate employees for other reasons not stated above.

### **Example Expectations**

The following is a partial list of examples of other conduct which is expected from Health Center employees:

- \* Maintaining quality of services
- \* Using work time responsibly
- \* Cooperating with supervisors and other employees
- \* Maintaining safe work habits
- \* Maintaining medical policies and procedures
- \* Proper use and maintenance of equipment and materials
- \* Respect for other employees and their property
- \* Acceptable personal appearance and dress
- \* Punctuality

The preceding lists do not include all types of conduct that can result in disciplinary action, up to and including termination. Nothing in this list alters the at-will nature of your employment – either you or the Health Center may terminate the employment relationship with or without reason, and in the absence of any violation of these rules.

## **Employee Discipline**

Disciplinary actions should normally be administered in four progressive steps. However, discipline may be initiated and administered at any one of the steps, including suspension or dismissal, depending upon the seriousness or nature of the cause for disciplinary action.

Four criteria will determine the use of a particular disciplinary procedure:

1. Severity of the offense
2. The employee's past record
3. The employee's length of service
4. Past practice or past actions in similar incidents.

### **Discipline Procedure**

Disciplinary actions will be rendered in a fair and consistent manner with all employees.

The four (4) steps of discipline:

Oral Reminder  
Written Warning  
Suspension/Counseling Session  
Termination

To insure that Health Center business is conducted properly and efficiently, employees must conform to certain standards of attendance, conduct, work performance and other work rules and regulation. When a problem arises, the employee's manager will coach and counsel him/her in mutually developing an effective solution. If the employee fails to respond to coaching or counseling, or an incident occurs requiring formal discipline, the following procedures occur:

#### *Step One: Oral Reminder*

The employee's supervisor will meet with the employee to discuss the problem or violation and to make sure that the employee understands the nature of the problem or violation and the expected remedy. The employee will be informed that the Oral Reminder is the first step of the discipline procedure. The supervisor will prepare a written record of the

conference, including date and substance of the oral reminder, which will remain in effect for four (4) months. The record will be retained in the employee's personnel record.

#### *Step Two: Written Warning*

If the employee's performance does not improve within the four (4) month period or if the employee is again in violation of Health Center practices, rules or standards of conducts, the supervisor will meet with the employee and discuss the problem emphasizing the seriousness of the issue and the need for the employee to immediately remedy the problem. The supervisor will advise the employee that he/she is now at the second formal level of disciplinary action – the written warning. After meeting, the supervisor will write a memo to the employee summarizing their discussion and the employee's agreement to change. A copy of the memo will be placed in the employee's personnel file.

#### *Step Three: Suspension/Counseling Session*

If the employee's performance does not improve following the Written Warning or if the employee is again in violation of Health Center practices, rules or standards of conduct, the employee will be placed on Suspension. The Suspension is a Decision-Making Leave and is the third and final step of Health Center's disciplinary process.

This Decision-Making Leave is a paid or unpaid, one (1) to three (3) day disciplinary suspension. Employees on Decision-Making Leave will spend time away from work deciding whether to commit to correcting the immediate problem and to conform to all of the Department's practices, rules and standards of conduct, or to quit and to terminate their employment with the Health Center. The decision whether the leave is paid or non-paid shall be at the discretion of the Health Center Administrator or Board.

If the employee's decision following the Decision-Making Leave is to return to work and abide by the Health Center practices, rules and standards of conduct, the supervisor will write a letter to the employee explaining his/her commitment and the consequences of failing to meet this commitment. The employee will be required to sign the letter to acknowledge receipt. A copy will be placed in the employee's personnel file.

The employee will be allowed to return to work with the understanding that, if a positive change in behavior does not occur or if another disciplinary problem occurs within the next four (4) months, the employee will be terminated.

#### *Step Four: Termination*

If the employee is unwilling to make a commitment, the employee may either resign or be terminated.

The employee will be notified in writing of the dismissal. The notice will inform the employee of the reasons for discharge, and provide an opportunity for the employee to

respond to the charges within a specified time. The Chairman of the Board will sign the notice of dismissal.

### **Crisis Suspension**

If an employee commits any of the actions listed below, or any other action not specified but similarly serious, the employee will be suspended without pay pending an investigation of the situation. Following the investigation, the employee may be terminated without any previous disciplinary action having been taken.

1. Theft.
2. Falsification of the Health Center's records.
3. Failure to follow safety practices.
4. Breach of Confidentiality Agreement.
5. Threat of, or the act of, doing bodily harm.
6. Willful or negligent destruction of property.
7. Use and/or possession of intoxicants, drugs or narcotics.

The provision of this Disciplinary Policy is not a guarantee of its use. The Health Center reserves the right to terminate employment at any time, with or without reason. Additionally, the Health Center reserves the right to prosecute any employee for any of the above infractions.

# **Dent County Health Center Personnel Manual**

## **Section 6 : Workplace Policies**

The Health Center is committed to the safety and health of employees and clients and recognizes the need to comply with regulations governing injury and accident prevention and safety. Maintaining a safe work environment, however, requires the continuous cooperation of all employees.

The Health Center will maintain safety and health practices consistent with the health industry. Workers' Compensation insurance is provided for all employees. For more information, see the Workers' Compensation folder in the HR Manager's office. If an employee is ever in doubt about how to safely perform a job, it is his/her responsibility to ask his/her manager for assistance.

All injuries and any suspected unsafe conditions that occur on the job must be reported immediately. Compliance with safety rules is considered a condition of employment. Therefore, it is a requirement that each manager make the safety of employees an integral part of her/his regular management functions. It is the responsibility of each employee to accept and follow established safety regulations and procedures.

The Health Center strongly encourages employees to communicate with their manager regarding safety issues.

## **Reporting Accidents, Injury or Safety Issues**

All accidents, injuries, potential safety hazards, safety suggestions and health and safety related issues must be reported immediately to your manager. If you or another employee is injured, you should contact outside emergency response agencies, if needed.

### **Manager and Employee Report of Accident Form**

If an injury does not require medical attention, a Manager and Employee Report of Accident Form must be completed in case medical treatment is later needed and to ensure that any existing safety hazards are corrected.

### **Employee Claim for Worker's Compensation Benefits Form**

The Employee's Claim for Worker's Compensation Benefits Form must be completed in all cases in which an injury requiring medical attention has occurred.

### **OSHA**

Federal law (Occupational Safety and Health Administration) requires that we keep records of all illnesses and accidents which occur during the workday. The Missouri Workers' Compensation Act also requires that an employee report any workplace illness or injury, no matter how slight. If an employee fails to report an injury, the employee may jeopardize his/her right to collect workers' compensation payments as well as health benefits. OSHA also provides for the employee's right to know about any health hazards which might be present on the job. Should an employee have any questions or concerns, contact your manager for more information.



## **Weapons**

The Health Center believes it is important to establish a clear policy that addresses weapons in the workplace. Specifically, the Health Center prohibits all persons who enter the Health Center property from carrying a handgun, firearm, knife (small non-lethal pocket knives are acceptable), or other prohibited weapon of any kind regardless of whether the person is licensed to carry the weapon or not.

Any employee disregarding this policy will be subject to immediate termination.

## **Fire Prevention**

Know the location of the fire extinguisher(s) in your area and make sure they are kept clear at all times. Notify your manager if an extinguisher is used or if the seal is broken. Keep in mind that extinguishers that are rated ABC can be used for paper, wood, or electrical fires. Make sure all flammable liquids, such as alcohol, are stored in approved and appropriately labeled safety cans and are not exposed to any ignition source.

### **In Case of Fire**

If you are aware of a fire, you should:

- Dial 911 or the local fire department.
- If possible, immediately contact your manager. Evacuate all employees and clients from the area.
  
- If the fire is small and contained, locate the nearest fire extinguisher. This should only be attempted by employees who are knowledgeable in the correct use of fire extinguishers.
  
- If the fire is out of control, leave the area immediately. No attempt should be made to fight the fire.

When the fire department arrives, direct the crew to the fire. Do not re-enter the building until directed to do so by the fire department.

## **Housekeeping**

Neatness and good housekeeping are signs of efficiency. You are expected to keep your work area neat and orderly at all times - it is a required safety precaution.

If you spill a liquid, clean it up immediately. Do not leave tools, materials, or other objects on the floor which may cause others to trip or fall. Keep aisles, stairways, exits, electrical panels, fire extinguishers, and doorways clear at all times.

Easily accessible trash receptacles and recycling containers are located throughout the building. Please put all litter and recyclable materials in the appropriate receptacles and containers. Always be aware of good health and safety standards, including fire and loss prevention.

Please report anything that needs repairing or replacing to your manager immediately.

## **Security**

Maintaining the security of the Health Center buildings and vehicles is every employee's responsibility. Develop habits that ensure security as a matter of course. For example:

- Always keep cash properly secured. If you are aware that cash is insecurely stored, immediately inform the person responsible.
- Know the location of all alarms and fire extinguishers, and familiarize yourself with the proper procedure for using them, should the need arise.
- When you leave The Health Center's premises make sure that all entrances are properly locked and secured.

## **Smoking and Tobacco Usage**

The entire Health Center is a no smoking environment. Please refer to the Comprehensive Tobacco-Free Policy in the appendix of this manual.

## **Harassment Policy**

It is the policy of the Dent County Health Center to allow zero tolerance for harassment among Health Center staff. The Health Center intends to provide a work environment that is pleasant, professional, and free from intimidation, hostility or other offenses which might interfere with work performance.

Harassment of any sort - verbal, physical, or visual - will not be tolerated, particularly against employees in protected classes. These classes include, but are not necessarily limited to race, color, religion, sex, age, sexual orientation, national origin or ancestry, disability, medical condition, marital status, veteran status, or any other protected status defined by law.

## **What Is Harassment?**

Workplace harassment can take many forms. It may be, but is not limited to, words, signs, offensive jokes, cartoons, pictures, posters, e-mail jokes or statements, pranks, intimidation, physical assaults or contact, or violence. Harassment is not necessarily sexual in nature. It may also take the form of other vocal activity including derogatory statements not directed to the targeted individual but taking place within their hearing. Other prohibited conduct includes written material such as notes, photographs, cartoons, articles of a harassing or offensive nature, and taking retaliatory action against an employee for discussing or making a harassment complaint.

## **Responsibility**

All Health Center employees, and particularly managers, have a responsibility for keeping the work environment free of harassment. Any employee who becomes aware of an incident of harassment, whether by witnessing the incident or being told of it, must report it to their immediate manager or the designated management representative with whom they feel comfortable. When management becomes aware of the existence of harassment, it is obligated by law to take prompt and appropriate action, whether or not the victim wants the Department to do so.

## **Reporting**

While the Health Center encourages you to communicate directly with the alleged harasser, and make it clear that the harasser's behavior is unacceptable, offensive or inappropriate, it is not required that you do so. It is essential, however, to notify the Health Center Administrator immediately even if you are not sure the offending behavior is considered harassment. Any incidents of harassment must be immediately reported to a manager or other management representative. Appropriate investigation and disciplinary action will be taken. All reports will be promptly investigated with due regard for the privacy of everyone involved. However, confidentiality cannot be guaranteed. Any employee found to have harassed a fellow employee or subordinate will be subject to severe disciplinary action up to and including termination. The Health Center will also take any additional action necessary to appropriately remedy the situation. Retaliation of any sort will not be permitted. No adverse employment action will be taken for any employee making a good faith report of alleged harassment.

The Health Center accepts no liability for harassment of one employee by another employee. The individual who makes unwelcome advances, threatens or in any way harasses another employee is personally liable for such actions and their consequences. The Health Center may or may not provide legal, financial or any other assistance to an individual accused of harassment if a legal complaint is filed.

## **Policy Statement on Sexual Harassment**

## **What Is Sexual Harassment?**

Sexual harassment may include unwelcome sexual advances, requests for sexual favors, or other verbal or physical contact of a sexual nature when such conduct creates an offensive, hostile and intimidating working environment and prevents an individual from effectively performing the duties of their position. It also encompasses such conduct when it is made a term or condition of employment or compensation, either implicitly or explicitly and when an employment decision is based on an individual's acceptance or rejection of such conduct.

It is important to note that sexual harassment crosses age and gender boundaries and can not be stereotyped. Among other perceived unconventional situations, sexual harassment may even involve two women or two men.

Sexual harassment may exist on a continuum of behavior. For instance, one example of sexual harassment may be that of an employee showing offensive pictures to another employee.

Generally, two categories of sexual harassment exist:

The first, "quid pro quo," may be defined as an exchange of sexual favors for improvement in your working conditions and/or compensation.

The second category, "hostile, intimidating, offensive working environment," can be described as a situation in which unwelcome sexual advances, requests for sexual favors, or other verbal or physical contact of a sexual nature when such conduct creates an intimidating or offensive environment. Examples of a hostile, intimidating, and offensive working environment includes, but is not limited to, pictures, cartoons, symbols, or apparatus found to be offensive and which exist in the workspace of an employee. This behavior does not necessarily link improved working conditions in exchange for sexual favors. It is also against The Health Center policy to download inappropriate pictures or materials from computer systems.

The Dent County Health Center prohibits any employee from retaliating in any way against anyone who has raised any concern about sexual harassment or discrimination against another individual.

The Dent County Health Center will investigate any complaint of sexual harassment and will take immediate and appropriate disciplinary action if sexual harassment has been found within the workplace.

## **Use of Company Vehicle**

Employees who use a Health Center owned vehicle have additional responsibilities and requirements.

### **Driver's License**

Operation of a motor vehicle on behalf of the Health Center requires an current valid driver's license. A copy of the employee's license will be kept on file.

### **Driving Record**

During the process of adding an employee to the insurance policy, a 5-year driving record will be obtained. Employees who have an unsatisfactory driving record will not be added to the Health Center's insurance nor will they be permitted to operate the Health Center owned vehicle. If operation of the vehicle is required as a part of the employee's job duties, the employee will be reassigned to a different job description or terminated.

## **Insurance**

Employees must be listed as a driver on the Health Center's auto-insurance policy before driving a Health Center-owned vehicle. A list of drivers currently on the policy will be kept by the Administrator.

## **Mileage tracking**

Employees operating a Health Center owned vehicle must carefully account for the mileage accrued according to the vehicle's odometer. Employees must record on an Administrator-approved log, at a minimum, the following:

- Starting Odometer reading
- Ending Odometer reading
- Date
- Purpose of travel
- Employee signature/initials

## **Maintenance**

Employees are responsible for assisting with the maintenance and care of the vehicle. Employees must alert the Administrator of any mechanical issues or service requirements immediately. The vehicle should be kept free from accumulated trash and dirt.

Employees are responsible for keeping the fuel in the vehicle. After each day of use, if the fuel gauge shows less than ½ tank, the vehicle should be refueled. The Administrator will determine the method for paying for refueling.

## **Traffic Laws**

Employees operating Health Center-owned vehicles must always abide by all traffic laws. Failure to do so will result in disciplinary action, up to and including termination.

## **Electronic Devices**

Employees operating Health Center-owned vehicles should take a Health Center owned cellular device for communication while on the job in the vehicle. Employees should refrain from using their personal electronic devices while driving. Employees should not text while driving. Health Center vehicles are equipped with handsfree devices that should

be utilized if communication while driving cannot be avoided. It is always preferred for the operator to pull over and park before using an electronic device.

### **Appropriate Uses of the Health Center Vehicles**

Health Center-owned vehicles should only be used for official Health Center business, including, but not limited to, patient home visits, off-site vaccination clinics, environmental inspections, and conferences. The vehicle should not be used for personal business.

### **Priority of Service**

Depending on the demand for services and the resources available, there may come times that there are not enough company-owned vehicles to provide for all of the services required. The Administrator will determine the priority of services provided by DCHC vehicles. Employees may be required to use personal vehicles to complete job responsibilities when the company-owned vehicle is in use by another service line or unavailable for another reason, such as maintenance and repairs.

### **Use of Personal Vehicle**

Any employee that must travel to meetings or to perform job duties may need to use their personal vehicle. Employees will be reimbursed for their mileage at rates established and modified from time-to-time by the highest county rate. Mileage should begin and end at the closest point, either the employee's home or the office, to the meeting being attended. Refer to the "Travel and Expense Reimbursement Section" for more information.

As part of the requirements for certain specific Health Center positions, an employee is required to hold a valid State Driver's license.

If an employee's license is revoked, suspended or lost, or is in any other way not current, valid and in the employee's possession, the employee shall promptly notify the Administrator and will be immediately suspended from driving duties. The employee may not resume driving until proof of a valid, current license is provided to the Administrator.

Depending on the duration of license suspension, revocation or other inability to drive, if it is a requirement of an employee's job, an employee may be subject to disciplinary action, including termination.

### **Personal Appearance**

**An employee's personal appearance** should create a favorable impression upon co-workers and the public. Due to the limited staff and the need to fill in where needed, employees are expected to uphold this standard regardless of the extent of their interaction with the public. Employees are expected to observe good personal hygiene

practices and to wear clean clothing appropriate for the job. Because the activities of the Health Center are of a professional nature, all employees should present a professional appearance.

The following attire is not permitted in the work place:

- Jeans (except on casual Friday)
- shorts
- excessively short skirts
- cropped tops
- halter tops
- tee-shirts with logos

Any special work attire or equipment, which is necessary for the performance of official duties, will be purchased by the Health Center.



## **Communications**

Successful working conditions and relationships depend upon successful communication. Not only do employees need to be informed of, and to stay aware of changes in procedures, policies and general information, employees also need to communicate their ideas, suggestions, personal goals or problems as they affect their work.

In addition to the exchanges of information and expressions of ideas and attitudes which occur daily, make certain you are aware of and utilize all Health Center methods of communication, including this Employee Manual, bulletin boards, discussions with your manager, memoranda, staff meetings, newsletters, training sessions, and Health Center e-mail and intranet.

Employees will receive information booklets, such as insurance booklets, from time to time. Employees may take these booklets home so that family may know more about their job and benefits.

The Health Center makes every effort to provide the best available technology to those performing services for the Health Center. In this regard, the Health Center has installed, at substantial expense, equipment such as computers and electronic mail. This policy is to advise those who use Health Center business equipment on the subject of access to and disclosure of computer-stored information and electronic mail messages created, sent or received by Health Center employees. This policy also sets forth policies on the proper use of the computer and electronic mail systems provided by the Health Center.

The Health Center property, including computers and electronic mail, should only be used for conducting Health Center business.

Although the Health Center provides certain codes to restrict access to computers and electronic mail to protect these systems against external parties or entities obtaining unauthorized access, employees should understand that these systems are intended for business use, and all computer information and electronic mail messages are to be considered Health Center records.

### **Monitoring**

The Health Center needs to be able to respond to proper requests resulting from legal proceedings that call for electronically-stored evidence. Therefore, the Health Center must, and does, maintain the right and the ability to enter into any of these systems and to inspect and review any and all data recorded in those systems. Because the Health Center reserves the right to obtain access to all electronic mail messages left on or transmitted over these systems, employees should not assume that such messages are private and confidential or that the Health Center or its designated representatives will not have a need to access and review this information. Individuals using Health Center business equipment should also have no expectation that any information stored on their computer - whether the information is contained on a computer hard drive, computer disks or in any other manner - will be private.

The Health Center has the right to, but does not regularly monitor electronic mail messages. The Health Center will, however, inspect the contents of computers, voice mail or electronic mail in the course of an investigation triggered by indications of unacceptable behavior or as necessary to locate needed information that is not more readily available by some other less intrusive means.

The contents of computers, voice mail and electronic mail properly obtained for some legitimate business purpose, may be disclosed by the Health Center if necessary within or outside of the Department.

Given the Health Center's right to retrieve and read any electronic mail messages, such messages should be treated as confidential by other employees and accessed only by the intended recipient.

The Health Center's Administrator will review any request for access to the contents of an individual's computer, voice mail, or electronic mail prior to access being made without the individual's consent.

Any employee who violates this policy or uses the electronic communication systems for improper purposes may be subject to discipline, up to and including termination.

### **Internet Services**

The Health Center expects that employees will use internet services in a responsible way and for business-related purposes only. Under no circumstances are employees permitted to use the Health Center's computers to access, download, or contribute to internet sites that contain inappropriate content such as that which is discriminatory, harassing, defamatory, obscene, indecent, threatening, or that otherwise could adversely affect any individual, group, or entity.

Inappropriate downloading of materials of a sexual nature etc. will be grounds for dismissal.

### **Social Media**

The Health Center defines social media broadly to include online platforms that facilitate activities such as professional or social networking, posting commentary or opinions, and sharing pictures, audio, video, or other content. Social media includes personal websites and all types of online communities.

Where the Health Center creates company-sponsored web pages, only employees, who are designated and authorized by the company, can prepare content for, or delete, edit, or otherwise modify content on company-sponsored social media web pages; such employees are specially trained by the Health Center for use of Health Center-sponsored web pages.

The Health Center permits reasonable use of social media for work-related purposes, such as research or participation in audio conferences or webinars. However, such use

of social media cannot interfere with an employee's regular job duties, and employees, who identify themselves on social media, should include a disclaimer or otherwise make clear that their views are their own and do not necessarily reflect the company's views.

Any employee who violates this policy or uses the electronic communication systems for improper purposes may be subject to discipline, up to and including termination.

### **Personal Use**

Incidental and occasional personal use of Health Center computers, phones, and our electronic mail systems is permitted, but information and messages stored in these systems will be treated no differently from other business-related information and messages, as described below.

### **Electronic Mail System**

The use of the electronic mail system may not be used to solicit for commercial ventures, religious or political causes, outside organizations, or other non-job related solicitations. Furthermore, the electronic mail system is not to be used to create any offensive or disruptive messages. Among those which are considered offensive, are any messages that contain sexual implications, racial slurs, gender-specific comments, or any other comments that offensively address someone's age, sexual orientation, religious or political beliefs, national origin, or disability. In addition, the electronic mail system shall not be used to send (upload) or receive (download) copyrighted materials, trade secrets, proprietary financial information, or similar materials without prior authorization.

### **Personal Passwords**

The Administrator shall maintain a listing of your personal passwords. This listing shall remain very confidential and is necessary in case there is a need to access your computer data.

### **Personal Phone Calls**

The Health Center's phone system is intended for official business. Repeated or lengthy personal calls are to be discouraged.

### **Cell Phone and Other Electronic Device Usage**

It is Health Center policy to provide a safe and courteous environment for clients, employees, volunteers and visitors. Employees shall restrict usage of their personal electronic devices, i.e., personal cell phones PDAs, MP3 Players and any other personal electronic devices, to ensure a safe and respectful work environment.

Employees may not place or receive calls on their personal electronic devices while on duty in any department, except during rest periods and meal breaks.

Employees may not carry their personal electronic devices on their person, unless the device is used to conduct Health Center business, during working hours. All such devices are to be kept in an employee's desk, purse or lockable file cabinet.

Personnel with field duties, are expected to carry a cell phone when out of the office. Personnel on call for emergency response may wear their personal electronic device in the office. The device should be on a volume setting so as to not distract clients, employees, volunteers or visitors while in the office.

If an emergent situation arises, an employee must have the approval of the Administrator to carry their personal electronic device on their person. If approved, the device must be placed on “vibrate” or “silent” while on duty to prevent distractions.

When conducting business on the road, employees should not use any cell phone or other electronic device while driving due to safety concerns, but should instead pull to the side of the road to make or receive telephone calls, check email and the like. If unable to stop or pull-over to answer a call, employees should utilize a hands-free device for increased safety, keeping the business conversation brief, and immediately locate a safe place to park.

Regardless of whether a cell phone or other electronic device is issued by the Health Center or is personal in nature, employees should never use any type of photographic feature on the device to take pictures while on the Health Center ‘s premises, or while conducting Health Center business off site, or at company functions, without written permission from the Administrator. The exception would be to use the device for emergency response or when other digital equipment has malfunctioned. Non-compliance of this policy will result in progressive corrective action up to and including discharge.

## **Drug-Free Workplace Policy**

The Health Center is governed by policies and codes of behavior, including penalties for violations of the standards as stated in your Employee Manual. The Health Center has a standard of conduct which prohibits the unlawful possession, use, or distribution of illicit drugs and alcohol by employees on the Health Center's site and/or client sites or as a part of the Health Center's activities. The Health Center will impose disciplinary sanctions on employees ranging from educational and rehabilitation efforts up to and including expulsion or termination of employment and referral for prosecution for violations of the standards of conduct. Each situation will be looked at on a case-by-case basis.

It is the goal of the Health Center to maintain a drug-free workplace. To that end, and in the spirit of the Drug-Free Workplace Act of 1988, The Health Center has adopted the following policies:

1. The unlawful manufacture, possession, distribution, or use of controlled substances is prohibited in the workplace.

2. Employees who violate this prohibition are subject to corrective or disciplinary action as deemed appropriate, up to and including termination.
3. As an on-going condition of employment, employees are required to abide by this prohibition and to notify, in writing and within five (5) days of the violation, her/his manager of any criminal drug statute conviction they receive.
4. If an employee receives such a conviction The Health Center shall take appropriate personnel action against the employee, up to and including termination.
5. The Health Center provides information about drug counseling and treatment.
6. The Health Center reserves the right to search and inspect for the maintenance of a safe workplace.

## **Violence in the Workplace Policy**

The Health Center has adopted a policy prohibiting workplace violence. Consistent with this policy, acts or threats of physical violence, including intimidation, harassment, and/or coercion, which involve or affect the Health Center or which occur on Health Center property will not be tolerated.

Acts or threats of violence include conduct that is sufficiently severe, offensive, or intimidating to alter the employment conditions at the Health Center, or to create a hostile, abusive, or intimidating work environment for one or several employees. Examples of workplace violence include, but are not limited to, the following:

1. All threats or acts of violence occurring on the Health Center's premises, regardless of the relationship between the Health Center and the parties involved.
2. All threats or acts of violence occurring off the Health Center's premises involving someone who is acting in the capacity of the Health Center or a representative of the Health Center.

Specific examples of conduct that may be considered threats or acts of violence include, but are not limited to, the following:

1. Hitting or shoving an individual.
2. Threatening an individual or his/her family, friends, associates, or property with harm.
3. Intentional destruction or threatening to destroy Health Center property.
4. Making harassing or threatening phone calls.
5. Harassing surveillance or stalking (following or watching someone).

## 6. Unauthorized possession or inappropriate use of firearms or weapons.

The Health Center prohibition against threats and acts of violence applies to all persons involved in the Health Center's operation, including but not limited to personnel, contract, and temporary workers and anyone else on Health Center property. Violations of this policy by any individual on Health Center property will lead to disciplinary action, up to and including termination and/or legal action as appropriate.

Every employee is encouraged to report incidents of threats or acts of physical violence of which he/she is aware. The report should be made to your manager.

It is our policy to abide by GINA in principal and in fact. We will not gather nor use genetic information on our prospective and or current employees. We will not use genetic information in any way for selection or promotion or termination or other purposes.

## **Code of Ethics**

All employees are required to abide by the following Code of Ethics:

1. I will carry out the duties of my position conscientiously and with full commitment to the Company.
2. Through my behaviors and words, I will promote and uphold the integrity and dignity of my employer, the Company's products and services, and fellow employees.
3. I will be prompt, courteous and polite in the performance of my duties.
4. I will show initiative to find ways to carry out my duties and responsibilities more efficiently, effectively and economically.
5. I will have a positive and encouraging attitude in dealing with fellow employees, clients, suppliers and management.
6. I will follow instructions attentively, be cooperative with my manager and co-workers and work as a team member with other employees.
7. I will show respect for the position of authority and the policies and procedures of the Company including this employee handbook.
8. I will continually work towards self-improvement and professional development through self-evaluation, upgrading and training when the opportunities arise.
9. I will not publicly criticize employees, management or the policies of my employer. If I feel changes would be advisable, I will provide constructive criticism and suggestions in a professional manner and seek to make the workplace as harmonious as possible.

# **Dent County Health Center Personnel Manual**

## **Section 7 : Conflict of Interest**

## **Anti-Nepotism**

Relatives of employees will not be employed by the Health Center under any of the following circumstances:

- A) Where one of the parties would have authority (or practical power) to supervise, appoint, remove, or discipline the other'
- B) Where one party would be responsible for auditing the work of the other;
- C) Where both parties would report to the same immediate supervisor;
- D) Where other circumstances might lead to potential conflict among the parties or conflict between the interest of one or both parties and the best interests of the Health Center; or
- E) Where one of the parties is a policy-level official of the Health Center.

“Relatives” include an employee’s parent, child, spouse, brother, sister, in-law, or step relationship.

If two employees marry, become related or begin sharing living quarters with one another and, in the Administrator’s judgment, the potential problems noted above exist or reasonably could exist, only one of the employees will be permitted to stay with the Health Center unless reasonable accommodations, as determined by the Administrator, can be made to eliminate the potential problem. The decision as to which relative will remain with the Department must be made by the two employees within thirty (30) calendar days of the date they marry, become related, or begin sharing living quarters with each other. If no decision has been made during this time, the Department reserves the right to terminate either employee.

## **Elected Office and Political Involvement**

Health Center employees cannot hold any elective office that relates directly to the Health Center.

To maintain compliance with the Hatch Act, no employees of the Health Center are **not permitted** to run for elected office in a **partisan** election. Employees should consult with legal counsel regarding the Hatch Act if seeking public office while employed at the Health Center.

Employees may register and vote as they choose, express opinions about political candidates and issues as an expression of opinion. Additionally:



- a) Health Center employees should not engage in any form of freedom of speech which is disruptive to the functions of the Health Center, or which is offensive to employees or clients.
- b) Health Center employees may participate in political or partisan activities of their choosing provided that Department resources and property are not utilized, and the activity does not adversely affect the responsibilities of the employees in their positions. Employees may not campaign on Department time or while representing the Department in any way. Employees may not allow others to use Department facilities or funds for political activities.
- c) Any Health Center employee who meets with or may be observed by clients or otherwise represents the Department to clients while performing their regular duties may not wear or display any button, badge or sticker relevant to any candidate or ballot issue during working hours. Employees shall not solicit, on Department property or Department time, a contribution for a partisan political cause.
- d) Except as noted in this policy, Health Center employees are otherwise free to fully exercise their constitutional First Amendments Rights. Employees should consult the Hatch Act for further information.

# **Dent County Health Center Personnel Manual**

## **Section 8 :Employee Complaints**

**The complaint procedure** has been established to provide employees of the Dent County Health Center with a means for formal discussion and resolution of employment problems that they have been unable to resolve through informal discussions.

The complaint procedure does not limit the authority of management to administer the affairs and operations of the Health Center, and the following issues are not valid complaints under this procedure:

1. The contents of personnel policies and procedures.
2. Work activities accepted by the employee as a condition of employment or work activities or assignments that may reasonably be expected to be a part of the job content.
3. Establishment of wages, salaries, and position classifications consistent with the budget and Personnel Rules.
4. Termination by layoff or voluntary demotion in lieu of layoff because of shortage of work or funds, the abolition of a position or other material changes in programs or organizations.

No record of a complaint will be placed in an employee's official personnel file, but may be retained in a separate file.

## **Procedure**

Employee should first discuss work problems with the immediate supervisor.

Step 1:

If the work problem has not been resolved to the satisfaction of the employee after an oral discussion with the immediate supervisor, the employee may initiate the formal complaint procedure by submitting to the immediate supervisor a written complaint review request stating the problem and the corrective action desired. It is anticipated that within five working days, the immediate supervisor will give the employee a written complaint review disposition stating a decision. A copy of the request and disposition will be submitted to the Administrator or to the Chairman of the Board of Trustees if the Administrator is the supervisor.

Step 2:

If the employee is not satisfied with the Step 1 decision, the employee may within five (5) working days submit a written complaint review request to the Administrator, or, if the Administrator is the immediate supervisor, to the Chairman of the Board of Trustees. The Chairman of the Board will arrange for the employee to appear before a quorum of the Board within 30 calendar days. The Chairman of the Board will notify the employee of the Board's decision in writing within ten working days following the discussion, with a copy to the Administrator.

If the employee does not file the complaint review request within the time limit stated for each step, the complaint will be considered as settled. Any internal complaint of discrimination based on race, color, religion, sex, age, national origin, political belief, marital or veteran status, or physical or mental handicap will be investigated immediately and thoroughly.

Employees may file an internal complaint, either written or verbal, with the Administrator. Employees have the right to file discrimination complaints with the Missouri Commission on Human Rights or the Equal Opportunity Commission without fear of harassment, coercion, intimidation or any other acts of retaliation. If an internal complaint is not resolved to the satisfaction of the employee, the employee should be advised that he/she may contact these agencies.

Revised: 6/23/22

\_\_\_\_\_  
Date

\_\_\_\_\_  
Chairman of Board

## **Appendix: Supplemental Policies**

# **Tobacco Free Policy for Employees, Clients, and Visitors**

PLEASE NOTE: This policy supersedes all previous agency policies referencing tobacco or smoking.

## **1. PURPOSE**

The purpose of this policy is to establish a 100% tobacco-free workplace and to address nicotine addiction. It is the policy of Dent County Health Center to prohibit tobacco and nicotine use or the use or sale of any tobacco or other non-FDA approved products on Dent County Health Center property.

## **2. POLICY**

Dent County Health Center is committed to the health and safety of staff, clients, visitors, and business associates. To promote Dent County Health Center's commitment to public health and safety and to reduce the health and safety risks to those served and employed at the workplace, all Dent County Health Center properties are tobacco-free environments.

This policy applies to the smoking of cigarettes, cigars, or pipes or the use of chewing or spit tobacco, electronic nicotine delivery systems, non-FDA approved devices, or other tobacco products. The use of any of these products or non-FDA approved devices will NOT be permitted on any Dent County Health Center properties.

This policy is applicable to all staff on Dent County Health Center property whether they are employees of Dent County Health Center or other agencies, and to all clients, visitors, students, volunteers, vendors, lessees and contractors.

A ban on tobacco does not take away an individual's rights as there is no right to use tobacco in Missouri. Dent County Health Center does not require staff, clients or visitors to stop using tobacco; however, it is required that people do not use tobacco on Dent County Health Center's physical site or use tobacco during work time. Employees will not be allowed to smoke or use any tobacco products during paid work time (breaks) and are encouraged not to use tobacco products during their unpaid work time (lunch).

Dent County Health Center wishes to maintain good relationships with its neighbors, so trespassing on, loitering on or littering on neighboring properties is not permitted. This includes public right-of-ways including neighboring sidewalks, tree lawns and alleys.

For employees, smoke odors at any time are not allowed.

## **DEFINITIONS**

**Tobacco, Non-FDA Approved Nicotine Delivery Products or Other Devices** – Cigarettes, cigars, pipes, pipe or rolling tobacco, tobacco substitutes (e.g. clove cigarettes), chewing or spit tobacco, or any type of electronic delivery system(e.g. e-cigarettes, vape pens, etc).

**Tobacco Paraphernalia** – Items that are needed to use tobacco (e.g. lighter, matches, rolling papers, pipes, etc).

**Nicotine Replacement Products** – FDA-approved nicotine replacement therapy products (e.g. gum, patches, lozenges, inhalers)

**Property** – property means physical areas including but not limited to clinics, facilities, office buildings, out-buildings, parking lots, public side-walks or streets within Dent County Health Center property lines, Dent County Health Center-owned vehicles, and property leased or rented out to other entities. This policy applies regardless of whether Dent County Health Center property is owned or whether or not the other tenants follow similar guidelines. Employees and clients attending off-site activities and representing the Dent County Health Center organization are prohibited from using any tobacco products. Use of tobacco, non-FDA approved nicotine delivery products or other devices are also prohibited in all company vehicles or private vehicles used to transport clients.

### 3. ACCOUNTABILITY

It is the shared responsibility of all Dent County Health Center staff members to enforce the tobacco-free environment policy by encouraging their colleagues, clients, visitors and others to comply with the policy. Staff members should communicate this policy to clients and visitors with courtesy and respect. If staff members encounter difficulty with enforcing this policy, they should contact their supervisor.

Supervisors are responsible for implementing and enforcing Dent County Health Center's tobacco-free environment policy among their staff. This includes ensuring staff are adequately informed of the policy and of the disciplinary actions that will be taken should they not meet compliance.

The community, staff, clients and visitors will be informed of this policy through a variety of communication methods.

### 4. GENERAL POLICY PROVISIONS

1. No tobacco products or related paraphernalia will be used, sold or bartered anywhere on Dent County Health Center's property and may be possessed only in locked personal vehicles.
2. Signs declaring the Dent County Health Center property "tobacco-free" will be posted at entrances in other conspicuous places.
3. Dent County Health Center employees and other employees who work on Dent County Health Center property will be advised of the provisions of this policy during New Employee Orientation.
4. Dent County Health Center will post this policy in employee common areas and in the Dent County Health Center Personnel Handbook.

## PROCEDURES

1. Employees, Volunteers, Students and Contract Workers
  - a. Respectful enforcement of this policy is the responsibility of Dent County Health Center employees.
  - b. Employees, volunteers, students, contract workers, vendors, and lessees are expected to comply with this policy.
  - c. This policy will be explained to employees during New Employee Orientation.
  - d. Job announcements for all positions on Dent County Health Center property will display a notice the Dent County Health Center has a tobacco-free environment policy.
  - e. Employees are prohibited from smoking or using other tobacco products during any and all parts of their paid work shift excluding lunch breaks. Employees may not smoke or use other tobacco products in their private vehicles while the vehicle is on Dent County Health Center property. Employees are prohibited from smelling like smoke while at work. Employees and clients attending off-site activities and representing the Dent County Health Center are prohibited from using any tobacco products.
  - f. Employees who encounter staff who are violating this policy are encouraged to politely explain the policy and report the violation to the person's supervisor, if known.
  - g. Staff who fail to adhere to this policy or supervisors who fail to hold their employees accountable will be subject to progressive discipline culminating in corrective or disciplinary action as defined in the Dent County Health Center Personnel Manual.
2. Clients
  - a. Clients are prohibited from smoking or using tobacco on Dent County Health Center property.
  - b. All clients admitted to Dent County Health Center will be informed of this policy and assessed for history of tobacco use. The need for interventions related to tobacco addiction will be assessed.
  - c. Clients may not possess any tobacco or related paraphernalia on Dent County Health Center property except in the individual's locked personal vehicle.
  - d. Employees who encounter clients who are violating this policy are encouraged to politely explain the policy and report the violation to the client's treatment team, if known.
  - e. Violation of this policy by clients is a treatment issue to be addressed by the treatment team.
3. Visitors
  - a. Signs will be posted at entrances and in strategic locations on Dent County Health Center property, both indoors and outdoors.
  - b. Employees who encounter a visitor who is violating this policy are encouraged to politely explain the policy to the visitor.
  - c. Visitors who become agitated or unruly or repeatedly refuse to comply when informed of this policy may be reported to the Administrator. The



Administrator will respond to the situation as appropriate, according to their professional judgment and need to maintain a safe environment.

4. Outside Groups

- a. Outside groups who use Dent County Health Center facilities for meetings will be advised of this policy. Violation of the policy will result in the rescinding of approval for the group to meet on Dent County Health Center's property.