

NMASC EMPLOYEE HANDBOOK

We are pleased to provide you with your Employee Handbook that outlines the Human Resource policies and practices in effect at NMASC.

Initial edition:
November 2007

Updated:
April 2019
October 2020
August 2021
January 2022
January 2023
January 2024
January 2025

History of North Memorial Ambulatory Surgery Center	3
Mission, Vision, Values	3
Employee Handbook Introduction	4
Definitions	4
EMPLOYMENT AT NMASC	5
Equal Employment	5
Background Checks	5
At-Will Notice	5
Immigration Law Compliance.....	5
Introductory Period	5
New Employee Orientation	6
Authorization to Work	6
Employee Classifications	6
Job Description	6
Outside Employment and Personal Educational Activities.....	6
Personnel Records.....	7
Reasonable Accommodations	7
Name Badges and Card Access.....	7
Computer Access	7
Parking	7
Continuous Service.....	8
Surgery Center Hours	8
Hours of Work and Scheduling.....	8
Staffing Guidelines	8
Definitions:.....	8
PTO Request Procedure	8
EMPLOYEE COMPENSATION	8
Payroll	8
Direct Deposit.....	9
W-4 and I-9 Forms	9
Payroll Deductions	9
Timekeeping.....	9
Hours of Work	10
Overtime	10
EMPLOYEE BENEFITS AND SERVICES	10
Years of Service	10
Perfect Attendance	10
Insurance	11
Continued Insurance Coverage	11
Workers' Compensation.....	11
LEAVES OF ABSENCE	11
Bereavement Pay	11
Emergency Leave.....	12
Personal Leave of Absence (Without Pay).....	12
Leave for Court Required Service	12
Military Service.....	12
Military Reserve Training	12

Parental Leave	12
PTO and Holidays	12
End of year PTO Payout:.....	13
Holidays.....	13
Earned Safe and Sick Time (ESST) Policy.....	14
What Can ESST Leave be used for?.....	14
Which Family Members are Included?	15
Medical Leave Bank.....	15
CODE OF CONDUCT	15
Confidentiality	15
Conflict of Interest.....	16
Corporate Compliance.....	16
Drug and Alcohol.....	16
EMPLOYEE CONDUCT AND RULES	16
Attendance and Tardiness Policy	16
Dress Code/Personal Appearance	17
Employment of Relatives	17
Employment of Minors	17
Employee References	17
Gifts	17
Job Transfers/Reassignments/Promotions	17
Lactation Accommodation	17
Loans and Advances	18
Lockers	18
Personal Property and Office Organization	18
Safety	18
Safety Reporting.....	18
Release of Employee Information	18
Reporting Irregularities	19
Sexual Harassment, Disruptive Conduct, and Workplace Violence.....	19
Smoking.....	19
Social Media	19
Telephone Calls and Appropriate Use of Communication Systems	19
Vehicle and Driving Safety.....	20
Work Assignments	20
EMPLOYEE DEVELOPMENT	20
Performance Evaluation	20
Licensure/Certification – Credentialing and Reimbursement	20
Mandatory Certifications	21
Mandatory Annual Education	21
Continuing Education and Professional Development	21
DISCIPLINE AND GRIEVANCE POLICIES	22
Discipline/Corrective Action.....	22
Grievance Procedure	22
TERMINATION OF EMPLOYMENT.....	23

WELCOME TO THE NMASC FAMILY!

We are thrilled to have you join us. You are our most valuable asset, and your contributions will help us continue to grow and thrive. This manual is designed to introduce you to the policies and practices that have guided us to where we are today. By understanding these principles, you will be better equipped to succeed in your role and help us maintain our reputation for excellence.

We encourage you to ask questions, whether it is of your manager, coworkers, or anyone on the team. We believe open communication is key to learning quickly and achieving your potential. Your success here is important to us, and we are committed to making your experience a rewarding one.

NMASC has built a strong reputation for providing high-quality services to our community, and every one of our employees plays a role in that success. We hope you will take pride in your work and find a sense of satisfaction in what you do. Your efforts are appreciated, and we are excited to see the positive impact you will have on our organization.

Our Commitment to You

From day one, you will notice that we hold ourselves—and you—to high standards. These standards are essential as we continue to improve and expand our services in response to the changing healthcare needs of our community. We are committed to helping you succeed by providing the challenges, recognition, compensation, and benefits you deserve. Our goal is to help you reach your personal and professional objectives while staying aligned with the goals of NMASC.

Together, We Make a Difference

At NMASC, we believe in the power of collaboration. By working together, we can positively impact the healthcare landscape and improve the lives of those in our community. With the support of our dedicated employees, the guidance of our leadership team, and the expertise of our physicians, we are confident that we can build a productive and prosperous future for everyone.

History of North Memorial Ambulatory Surgery Center

North Memorial Ambulatory Surgery Center at Maple Grove (NMASC) was established in 2006 to provide high-quality, same-day surgical services. The center officially opened its doors in December 2007 and is licensed by the state of Minnesota.

At NMASC, the success of our operations is directly linked to the satisfaction and dedication of our employees. We rely on our team members to be proactive, share in our vision, demonstrate strong initiative, and consistently perform at their highest potential. In return, we offer a comprehensive benefits package and a supportive environment that fosters both professional and personal growth. These offerings reflect the high value we place on our staff.

We take great pride in the reputation we have built at NMASC, and our commitment to the patients we serve remains our top priority. As a member of the NMASC team, we trust that you will continue to uphold this dedication and provide exceptional care to our patients. We are excited about the opportunity to help you build a rewarding and fulfilling career with us.

Mission, Vision, Values

Our Mission

North Memorial Ambulatory Surgery Center at Maple Grove shall provide excellent surgical care in an environment of skill and compassion to our patients and their families.

Our Vision

North Memorial Ambulatory Surgery Center at Maple Grove's vision is to be the best surgery center in the Metro area in customer service, quality, and patient experience.

Our Values

- **Continuous Improvement:** We seek to relentlessly improve our performance in every area including clinical, operational, and financial. We are constantly pushing ourselves to new heights.
- **Quality:** We are committed to outstanding patient care and clinical outcomes.
- **Professionalism:** We do what is right, no matter how difficult, without exception. We say what we mean and do what we say.
- **Teamwork:** We work together, helping and supporting one another and the customers we serve.

Employee Handbook Introduction

This handbook is intended to provide employees with important information about North Memorial Ambulatory Surgery Center at Maple Grove (NMASC). It outlines our organization's philosophy, employment practices, policies, and the benefits we offer to our valued employees. It also sets forth the standards of conduct we expect from all staff members.

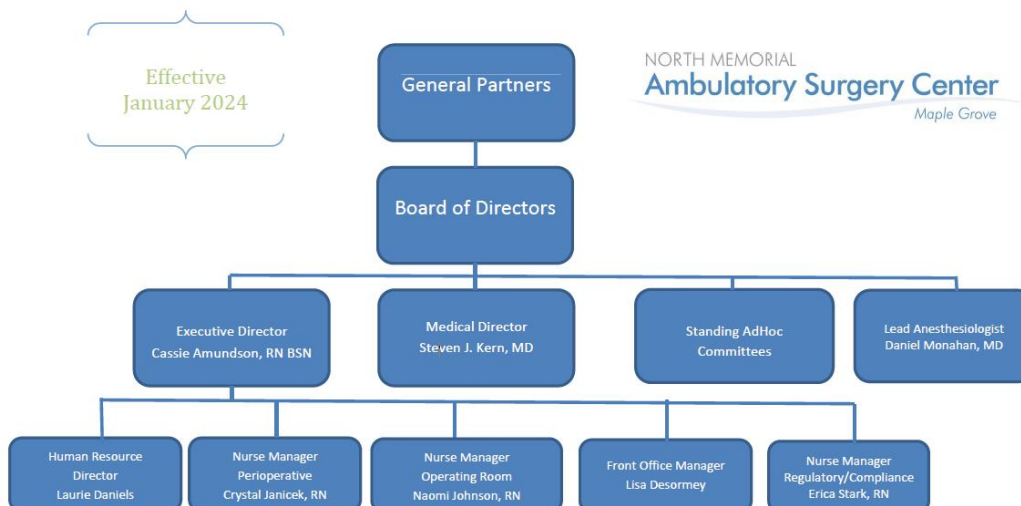
Please note this handbook is not intended to create, and should not be construed as creating, a contract of employment between NMASC and its employees. Employment with NMASC is at will, meaning both employees and the organization have the right to terminate the employment relationship at any time, with or without cause.

This Employee Handbook is designed to be a convenient reference tool, summarizing key policies and the general conditions of employment. It is our goal that the policies outlined here will be consistently and fairly applied to all employees. However, please be aware that the policies, practices, and benefits described in this handbook, as well as any related Human Resources policies or procedures, are subject to change. Any such updates will be communicated through revised editions of the Employee Handbook.

Definitions

The following words and terms as used in this handbook shall have the following meanings:

- **NMASC:** North Memorial Ambulatory Surgery Center at Maple Grove
- **BOARD OF GOVERNORS:** Responsible for the management and administration of NMASC and is appointed by the members of NMASC.
- **MEDICAL DIRECTOR:** The chief medical officer at NMASC who is appointed by the Board of Governors.
- **EXECUTIVE DIRECTOR:** The chief administrative officer at NMASC.



EMPLOYMENT AT NMASC

Equal Employment

NMASC reaffirms its commitment to the full realization of Equal Employment Opportunity and equal provision of benefits and services.

It is the policy of NMASC to:

- Recruit, hire, train, promote, retain, and compensate persons in all applicable administrative, professional, and staff job titles without regard to age, ethnicity, disability, marital status, national origin, race, religion, gender, sexual orientation, gender identity, familial or veteran status unless otherwise prohibited by applicable law.
- Base decisions on employment to further the principles of non-discrimination and equal employment opportunity.
- Ensure promotion and reappointment decisions are in accord with principles of non-discrimination and equal employment opportunity by imposing only valid requirements for promotion and reappointment opportunities.
- Ensure all other Human Resource actions including compensation, benefits, layoffs, recall from layoff, training/education, tuition assistance, social and recreational programs will be administered without regard to age, ethnicity, disability, marital status, national origin, race religion, gender, sexual orientation, gender identity, familial or veteran status unless otherwise prohibited by applicable law.

Background Checks

Prior to making an offer of employment, or after making a conditional offer, NMASC may conduct a job-related background check. The background check may consist of prior employment verification, professional reference checks, education confirmation, criminal background, and/or credit checks, as permitted by law. Third-party services may be hired to perform these checks. All offers of employment and continued employment are contingent upon a satisfactory background check.

At-Will Notice

Employees are not hired for any definite or specified period even though employee wages are paid regularly. Employees are at-will with NMASC, and their employment can be terminated at any time, with or without cause and with or without prior notice. Company policy requires all employees to be hired at will and this policy cannot be changed by any oral modifications. There have been no implied or verbal agreements or promises to an employee that they will be discharged only under certain circumstances or after certain procedures are followed. There is no implied employment contract created by this handbook or any other Company document or written or verbal statement or policy.

Immigration Law Compliance

All individuals hired by NMASC will be required to establish and certify their identity and right to work in the United States. Everyone employed by NMASC will be required to complete Section 1 of Form I-9 on their first day of employment, and produce, within three business days, proof of their identity and eligibility to work in the United States.

Introductory Period

The first 90 days of employment with NMASC are considered an introductory period. During this time, employees will have the opportunity to familiarize themselves with their colleagues, managers, job responsibilities, and NMASC's products and services. The manager and preceptor will collaborate closely with each employee to ensure they understand the expectations and processes of their role.

The introductory period serves as a trial phase for both the employee and NMASC. During this time, NMASC will assess the employee's suitability for the role, and employees will also have the opportunity to evaluate NMASC. Employees may choose to resign at any time during the first 90 days. If, during this period, the employee's work habits, attitude, attendance, performance, or other relevant factors do not meet NMASC's standards, the company reserves the right to terminate employment.

At the end of the introductory period, the employee's manager will conduct a performance discussion, providing feedback and allowing the employee to share comments and ideas. Successful completion of the introductory period does not guarantee continued employment for any set duration, nor does it imply that an employee can only be terminated for cause. Furthermore, the completion of this period does not establish an employment contract with NMASC beyond the at-will relationship.

For employees rehired after a separation of more than one year, the first 90 days following rehire will be considered an introductory period.

New Employee Orientation

Upon completing your initial onboarding and education, you will meet with Human Resources or a designee to review your salary and benefits. It will be your responsibility to submit all benefit applications and enrollment materials by the stated deadline. Additionally, you will meet with your manager for department-specific orientation, which will vary in length depending on your prior experience. If you have any questions, please contact your manager or Human Resources.

Authorization to Work

NMASC is committed to employing only persons who are authorized to work in the United States. A requirement for all jobs is evidence of US citizenship and/or a valid work authorization. To comply with Immigration & Naturalization Service (INS) regulations, NMASC must verify employees have the legal right to work and live in the United States. Therefore, we require employees to complete a portion of the employment eligibility verification form (Form I-9) and ask you for documents establishing your identity and employment eligibility. NMASC is equally committed to prohibiting discrimination based on citizenship or national origin. NMASC may consider sponsoring work authorizations for those individuals who are not authorized to work in the US and who would be an asset to NMASC's team.

Employee Classifications

- Exempt Employees qualify under the Fair Labor Standards as exempt. NMASC considers salaried employees to be exempt. Exempt employees do not receive overtime pay for hours worked over forty (40) hours per week.
- Non-Exempt Employees, who under the Fair Labor Standards Act, are paid one and one-half (1 ½) times their regular rate of pay for hours worked greater than their regularly scheduled shift. Overtime pay shall be calculated on worked hours only. PTO hours shall not be included in the overtime pay calculation.
- Full-Time Employees work 32 to 40 hours per week.
- Part-Time Benefit Eligible Employees work between 20 and 32 hours per week.
- Part-Time Non-Benefit Eligible Employees work less than 20 regularly scheduled hours per week.
- PRN Employees work irregularly scheduled hours.
- Temporary Employees are hired for a pre-established period, usually during peak workloads or for PTO relief. They may work a full-time or part-time schedule. They are ineligible for benefits.

Job Description

NMASC uses job descriptions to aid in staffing, wage/salary administration, training, and performance evaluations. At the start of your employment, you will receive a copy of your job description outlining your key duties and responsibilities. Your job description may be updated periodically if new duties and responsibilities become a significant part of your role.

Outside Employment and Personal Educational Activities

Employees are permitted to engage in outside employment or personal educational activities during non-working hours, provided that these activities do not interfere with job performance or create a conflict of interest with their role at the company.

Before accepting any outside employment, employees must notify their manager or a director in writing. The notification should include the following details:

- Name of the potential employer
- Position title and a brief description of the role
- The number of hours worked per week
- Scheduled work hours for the outside employment

If the outside employment results in a conflict of interest or negatively impacts job performance, the employee may be required to discontinue the outside activity at any time.

Personnel Records

NMASC will maintain various employment files for as long as an individual remains an employee, including personnel files, attendance records, I-9 forms, and medical files. NMASC will take reasonable precautions to protect these files, and the personally identifiable information contained within them.

Employees are responsible for notifying Human Resources of any changes in their address, telephone number, or family status (e.g., birth, marriage, death, divorce, legal separation). Such changes may affect income tax status and group insurance coverage. This responsibility also applies to employees on layoff or leave of absence. Data change forms are available in the forms folder on our server or from Human Resources.

Employee files are restricted, and access is limited to employees, directors, or their designated agents. If an employee wishes to review their personnel file, they must do so in the presence of a Human Resources representative. A written request to Human Resources is required to review the file, and this request will become a permanent part of the personnel file.

Reasonable Accommodations

NMASC is committed to the fair and equal employment of individuals with disabilities. Central to this commitment is the process of reasonable accommodation. While some individuals with disabilities can perform their job duties without accommodation, others may face barriers to employment without the proper accommodation. NMASC's policy is to provide reasonable accommodations to qualified individuals with disabilities, unless doing so would impose an undue hardship on the organization.

In compliance with the Minnesota Human Rights Act and the Americans with Disabilities Act, accommodations will be provided to qualified individuals with disabilities to help them perform the essential functions of a job, compete for a position, or enjoy equal benefits and privileges of employment. This policy applies to all applicants, employees, and those seeking promotional opportunities. For further details, please refer to the full policy in the ASC Human Resource Policies.

Name Badges and Card Access

Each employee will be given a name badge and will be expected to always wear the badge. This name badge will also allow you access into the Surgery Center.

Computer Access

Employees will have access to computers as needed according to their job specifications.

Parking

Please consult with your manager to ensure you are parking in the designated employee parking areas. All parking is at the employee's own risk. Employees and visitors are encouraged to lock their vehicles and take other appropriate precautions. Employees should not park in areas reserved for visitors.

Continuous Service

Continuous Service is defined as uninterrupted by a resignation or termination or by any leave of absence. Any leave of absence which is authorized by the Executive Director or Human Resources will not be considered as an interruption of continuous service providing the employee has returned to scheduled duty on the date approved.

Surgery Center Hours

NMASC is typically operational Monday through Friday from 5:30 AM to 7:30 PM. These hours may be extended depending on the needs of our patients. We have the capability of keeping patients overnight and certain job categories may be responsible for staffing this. Staffing of the facility will be provided by scheduling full- and part-time employees to meet the needs and demands of the physicians and patients. Proper staffing is critical to the facility's performance. The regular workday may vary depending on the department and job-specific responsibilities. Due to the nature of the healthcare profession, there may be occasions when the regular schedule is disrupted. Employees may be required to work before or after their scheduled shift to accommodate special procedures or patient care needs. Employees are expected to cooperate in such situations. If the workload requires, employees may be asked to assist other units as needed.

Hours of Work and Scheduling

You will receive a 4-week schedule outlining your workdays and shifts. The start time of your shift may vary depending on census levels. Your manager may adjust your schedule to ensure adequate staffing or address other needs and will provide notice of any changes. If you need to leave work early for any reason, please notify your manager. Daily staffing for the following day is sent around 3 PM via WhatsApp.

Staffing Guidelines

Employees will enter a Kronos Request for Time Off for all full-day PTO. For less than a full day, discuss with your manager.

Definitions:

Holiday PTOs will be granted based on whether the employee had that holiday off the previous year, and then by date submitted.

- Friday preceding Memorial Day through Labor Day
- Thanksgiving week
- Christmas week
- New Year week

PTO Request Procedure

- Request Time Off tip sheet is in the HR Policies folder on the desktop.
- PTO is approved based on the date submitted (except for Holiday-time PTO).
- Any requests made further than 6 months out will be deleted.
- The unit manager or designee will approve or reject these requests prior to the schedule posting.

EMPLOYEE COMPENSATION

NMASC compensates its employees in the following manner and the following times:

Payroll

NMASC operates on a bi-weekly payroll system. Each pay period lasts fourteen (14) days, running from 12:01 AM on Sunday to 12:00 PM on the following Saturday, two weeks later. There are twenty-six pay periods per year.

NMASC partners with Creative Planning to manage our payroll, timekeeping, and HR software needs. In addition to the Kronos link available on all NMASC computers, all staff have access to the HCMtoGO app. This mobile app offers a responsive, user-friendly interface, allowing employees to manage common HR, timekeeping, and payroll tasks quickly and easily. On each payday, your direct deposit statement will be available through the app.

Direct Deposit

Each employee will have their payroll directly deposited into their checking and/or savings accounts.

W-4 and I-9 Forms

Each employee must complete the required federal and state W-4 forms, as well as an I-9 form. NMASC will deduct the appropriate taxes based on the information you provide.

Payroll Deductions

NMASC is required by law to make certain deductions from all employees' paychecks, including federal, state, and local taxes, as well as court-ordered wage garnishments. Voluntary deductions may include premiums for benefits, retirement plan contributions, and disability insurance.

Timekeeping

All non-exempt employees are required to use the timekeeping system to record their hours worked, including clocking in and out for time off and other leave purposes. Employees should clock in no earlier than five minutes before their scheduled shift and clock out no later than five minutes after their scheduled shift. We offer three methods for clocking in and out:

- 1. Timeclock located in the hallway behind the locker rooms.*
- 2. The HCMtoGo app (note: you must be on ASC premises for the punch to be accepted).*
- 3. Any computer in the ASC via the Kronos web link on the desktop.*

Non-exempt employees are prohibited from working off-the-clock. Examples of prohibited off-the-clock work include, but are not limited to:

- Performing work before clocking in or after clocking out*
- Booting up or shutting down computers when not clocked in*
- Performing work during meal periods without reporting missed or interrupted mealtimes*
- Performing work at home without reporting the time worked*
- Sending or responding to work-related emails at home*

If approved by management, non-exempt employees who perform work while not clocked in must track all time worked and report it immediately to their manager.

NMASC pays employees for all worked time, even if the work performed was not initially reported in the Kronos time keeping system.

Non-exempt employees are not required to clock in or out for their designated 30-minute lunch period; however, this time will be automatically deducted from the daily timecard after 6 hours of work. Lunch periods are unpaid when employees are fully relieved of all duties. A waiver of the lunch period requires prior approval from the employee's manager. Under no circumstances may the waiver of the lunch period result in overtime work. If you are unable to take your 30-minute break, please add a comment in your timesheet app.

Should an employee miss an entry into the timekeeping system, the employee will create a timesheet change request for correction. This change is not immediate but will be taken care of before payroll.

Accurate time reporting is a federal and state wage and hour requirement, and employees are required to comply. Failing to enter time into the timekeeping system in an accurate and timely manner is unacceptable job performance. Employees may not ask another employee to clock in/out for them.

Non-exempt employees are not permitted to work overtime or unscheduled time without prior authorization from their manager. This includes clocking in early, clocking out late, or working through the scheduled lunch period.

Hours of Work

Employees are expected to be in their work area, ready to begin work at their scheduled time. Individual duty hours will be provided upon hire and whenever there is a change in position. If normal duty hours are modified or if NMASC changes its operating hours, employees will be given written notice to help with personal planning.

Overtime

NMASC complies with all applicable federal and state laws regarding overtime pay. Non-exempt employees are paid overtime at one and one-half times their regular rate of pay for all hours worked beyond their regularly scheduled shift. Overtime pay is calculated based on actual hours worked, and PTO hours are not included in the overtime calculation. All overtime work must be authorized in advance by your manager.

Employees are required to work overtime when assigned. Any overtime worked must be authorized in advance by a manager or director. Unauthorized overtime or refusal/unavailability to work overtime is considered unacceptable work performance and may result in disciplinary action, including termination.

Exempt employees are employees who qualify under the Fair Labor Standards Act as exempt, with salaried employees typically falling into this category. Exempt employees do not receive overtime pay for hours worked over forty (40) hours per week.

EMPLOYEE BENEFITS AND SERVICES

For information regarding employee benefits, please see the Employee Benefit Summary or contact Human Resources. All employees must work at least twenty regularly scheduled hours per week to remain benefit-eligible (includes actual time worked and PTO). Benefit eligibility will be reviewed annually.

Years of Service

To celebrate milestone anniversaries:

- All staff members, starting at 5 years of service, will receive a gift on their anniversary date from leadership at 5, 10, 15, and 20-year milestones.
- For benefit-eligible staff, starting at 5 years of service, one hour for each year of employment will be transferred annually from the MLB bank (if there is a balance) to your PTO bank. This transfer will occur on the employee's anniversary date. Years of Service hours will continue to be transferred to your PTO bank until your MLB bank is depleted. This change is in part due to the increase in Years of Service Awards.

Perfect Attendance

Benefit eligible employees with a perfect attendance record will receive a gift of 12 hours added to their PTO Bank. For employees with less than one year of service, the hours awarded are prorated, starting on the 1st of the month following their hire date. Perfect attendance is defined as zero unexcused absences and zero tardies during the calendar year (January through December).

Insurance

NMASC offers employees health, dental, vision, life and AD&D, voluntary life & AD&D, short- and long-term disability insurance, critical illness and accident insurance, and unemployment insurance. For more information on eligibility and costs, please refer to your NMASC Employee Benefit Summary booklet or the Summary Plan Descriptions located on Ease.

Continued Insurance Coverage

The federal Consolidated Omnibus Budget Reconciliation Act (COBRA) gives employees and their qualified beneficiaries the opportunity to continue health insurance coverage under NMASC's health plan when a "qualifying event" would normally result in the loss of eligibility. Some common qualifying events are resignation, termination of employment, or death of an employee; a reduction in an employee's hours, or a leave of absence; an employee's divorce or legal separation, and a dependent child no longer meeting eligibility requirements.

Under COBRA, the employee or beneficiary pays the full cost of coverage at NMASC's group rates plus an administration fee. NMASC provides each eligible employee with a written notice describing rights granted under COBRA when the employee becomes eligible for coverage under NMASC's health insurance plan. The notice contains essential information about the employees' rights and obligations.

Workers' Compensation

NMASC provides insurance for all work-related injuries or illnesses. The name of NMASC's workers' compensation insurance carrier and other pertinent information is posted. The carrier governs all insurance benefits provided by NMASC. These contracts shall not be limited, expanded, or modified by any statements of Company personnel or Company documents. Any discrepancies shall be determined by reference to the insurance contracts.

LEAVES OF ABSENCE

NMASC understands that employees may need to take time off beyond their regular PTO for reasons such as illness, disability, personal or family emergencies, educational pursuits, military duty, or other absences not covered by other NMASC policies. In such cases, NMASC will provide reasonable time off in accordance with this policy.

Bereavement Pay

NMASC recognizes that a death in your immediate family is difficult. In this regard, every effort will be made to ensure the employee is able to attend funeral services and family matters. However, NMASC must have a guideline as to the allocation of paid time during this occurrence.

Absence due to a death of an Employee's immediate family member (father, stepfather, mother, stepmother, guardian, spouse, child, stepchild, sister, brother, grandfather, grandmother, grandchild, step-grandchild, father-in-law, and mother-in-law) will be excused.

Funeral leave will be paid (maximum 24 hours) and is available to employees with regular scheduled hours beginning on the date of the death and ending within three days after the funeral (if they are scheduled to work during this time). Previously scheduled paid time off leave benefit hours may be replaced with paid funeral leave. All employees may access additional time away from work, if necessary, by utilizing their ESST benefit or Personal Leave of Absence at their Manager's discretion.

All staff members are encouraged to notify the Human Resources Department immediately regarding the death of an employee's immediate family member to ensure appropriate support can be provided.

Emergency Leave

In the event of an emergency, a three (3) day uncompensated leave of absence may be granted upon request. You are required to notify your manager immediately so appropriate staffing arrangements for your emergency leave can be completed. Accrued PTO may also be used after 90 days of employment.

Personal Leave of Absence (Without Pay)

If you need to take additional time off beyond your accrued PTO, you must request and receive approval from your manager. Any leave granted beyond your PTO balance will be unpaid. No PTO accrual will occur during a formal leave of absence. To request a leave, submit a "Leave of Absence Request" form to your manager, who will forward it to Human Resources. Human Resources will then schedule a meeting with you to discuss benefit payments during the leave of absence.

Leave for Court Required Service

If an employee is summoned for jury duty, they must discuss the summons with their manager. If jury duty lasts only part of the day, the employee should contact their manager upon release and will be expected to return to work for the remainder of their shift. Employees will be paid for all scheduled hours missed due to jury duty. Employees should record the time spent on jury duty on their timecards. Additionally, employees are required to submit the jury duty payment check to Human Resources.

Military Service

Military service for the duration of required service, see Federal Military Selection Service Act for reemployment rights.

Military Reserve Training

Up to two (2) weeks per year are available.

Parental Leave

In accordance with the Minnesota Parenting Leave Act, NMASC will grant a 12-week uncompensated leave of absence to an employee who is a natural or adoptive parent in conjunction with the birth or adoption of a child or a female employee for prenatal care, or incapacity due to pregnancy, childbirth, or related health condition. To be eligible for this parental leave, an employee must have worked at NMASC for at least twelve consecutive months preceding the request and averaged at least one-half the full-time equivalent position in their job classification during the 12 months immediately preceding the leave. Upon return from Parental Leave, an employee is entitled to return to employment in employee's former position or position of comparable duties, hours and pay.

All full-time and part-time benefit-eligible employees are eligible for the following:

PTO and Holidays

NMASC recognizes the importance of work-life balance and believes team members should have opportunities to take time away from work. To support this, we have established a PTO policy to meet employees' needs for time off.

Policy

NMASC's PTO policy allows benefit-eligible team members to take time away from work to enjoy extended holidays, attend to personal or family matters, and to take PTOs. Team members are responsible for managing their own PTO hours to allow for adequate reserves if there is a need to cover PTO, appointments, emergencies, or other needs that require time away from work.

Eligibility: Team members who are benefit-eligible, or who transfer to a benefit-eligible position, will begin accruing PTO under this policy. PTO accrual starts on the date the team member begins employment in a benefit-eligible position with

NMASC or the date of transfer into a benefit-eligible position. Staff must wait until after the completion of their initial 90-day probation period before using PTO for any absences.

Accrual Schedule: PTO will begin accruing for eligible employees on their first day of employment. Accrual is based on the FTE (Full-Time Equivalent) of team members who are regularly scheduled to work between 40 and 80 hours per pay period. Employees can view their PTO accrual on Bergan KDV and HCMtoGo. PTO time-off requests must be submitted electronically through BerganKDV. Managers have the discretion to approve or deny PTO requests based on department staffing needs. Employees are not permitted to take unpaid time off if they have accrued PTO time, unless authorized by their manager. Additionally, PTO requests can only be made if the employee has sufficient accrued hours in their bank at the time of the requested time off.

Years of Service	PTO Earned Each Year	PTO Earned (per 1.0 FTE)
0-4 Years	.0920 * FTE	24 days (192 hours)
5-9 Years	.1115 * FTE	29 days (232hours)
10+ Years	.1308 * FTE	34 days (272 hours)

To determine your potential number of hours or days per year, multiply the number of hours you work in a year times the above rate.

Maximum Accumulation: The maximum PTO accrual for all employees is 300 hours. Unused PTO time carries over from year to year until the maximum accrual limit is reached. Employees who reach the maximum accrual will stop accumulating additional PTO time. Upon termination, employees will be paid for any accumulated and unused PTO in their final paycheck, provided they have completed their 90-day probationary period and submitted the appropriate termination notice (based on their job classification).

End of year PTO Payout:

Annually, benefit-eligible employees have the option to receive a PTO payout during one of the last two pay periods of the year. Employees with a 1.0 FTE may elect to receive up to 40 hours of PTO payout per year. This amount will be prorated based on employee FTE.

PTO Accrual During Leave Periods

Employees who are eligible to accrue PTO time will continue to accrue these benefits during granted paid leaves (using the accrual of benefits formula) for leave periods up to eight (8) weeks. PTO will not accrue for leave periods that extend beyond eight (8) weeks. No PTO accrual will occur for a formal leave of absence.

Holidays

NMASC recognize the following holidays. Employees must use PTO for holiday shifts if they do not work their normal number of scheduled hours that pay period. Holidays are part of the PTO accruals you are receiving.

Recognized Holidays are:

- New Year's Day
- Memorial Day
- 4th of July
- Labor Day
- Thanksgiving Day
- Christmas Day

Manually Accrued

- Floating Holiday – Employees .8 and above receive this on 1/1 of each year.

Not part of the PTO accrual:

- Friday after Thanksgiving – Staff can either use PTO or go unpaid
- Christmas Eve when it falls on a Monday through Friday. Staff can either use PTO or go unpaid

Earned Safe and Sick Time (ESST) Policy

Starting in 2025, you will have a separate ESST bank. This change will make it easier to track your ESST hours for both staff and management.

- All employees will earn 1 hour of ESST for every 30 hours worked, which is equivalent to 0.334 per hour worked.
- Each employee can accrue up to 48 hours of ESST per year, which can be carried over from year to year. The maximum accrual limit is 80 hours.
- Accrued ESST will be used when you are out for sick & safe time. Once your ESST accruals are depleted, your time off will be unpaid. PTO will not be available for use in this case.
- The starting hours in your ESST bank will come from your MLB account, rather than from your PTO bank where they were originally accrued. The number of hours transferred will depend on the amount of ESST time used in 2024. If you used sick time in 2024, those hours will be deducted from your earned ESST and moved to the new ESST bank.
- ESST is accrued at a rate of 1 hour for every 30 hours worked, up to 48 hours per year. Employees must work a minimum of 80 hours annually.
- Employees can use their ESST as it is accrued.
- Maximum carry-over is 80 hours.
- Employees accrue ESST only for hours worked in the State of Minnesota and not while on PTO, leave, while using ESST, or any other non-working time.
- When an employee takes time off under the ESST policy, they will be compensated based on the hourly wage they were earning for the job they were assigned to on the day they took the ESST leave.
- To the greatest extent possible, employees must provide written notice of the need to use ESST.
- NMASC requires employees to provide up to seven days of advance notice, when possible (for example, when an employee has a medical appointment scheduled in advance), before using sick and safe time. Employees must make a reasonable effort to schedule a foreseeable need for ESST in a manner that does not unduly disrupt operations.
- If the need for ESST is not foreseeable, the employee must provide notice to his or her manager as soon as practicable via telephone.
- Eligible employees may use ESST only if the employee is scheduled to work.
- If an employee uses ESST for more than three consecutive scheduled workdays, NMASC may require reasonable documentation substantiating the employee's need for ESST. Documentation will be accepted in accordance with applicable law.
- NMASC reserves the right to require documentation verifying an employee's need to use ESST if there are clear indications of abuse, such as (a) using ESST hours on days when an employee's request for PTO has been denied, (b) a contemporaneous social media photo or post of the employee that conflicts with their stated reason for using ESST, or (c) a consistent pattern of circumstantial evidence
- All ESST time is forfeited upon termination of employment.

Refer to the Minnesota ESST Notice posted near the timeclock and on Ease.

What Can ESST Leave be used for?

Employees can use their earned sick and safe time for reasons such as:

- The employee's mental or physical illness, treatment, or preventive care.
- A family member's mental or physical illness, treatment, or preventive care.
- Bereavement – to make funeral arrangements, attend a funeral service or memorial, or address financial or legal matters that arise after the death of a family member.

- Absence due to domestic abuse, sexual assault, or stalking of the employee or family member.
- Closure of the employee's workplace due to weather or public emergency or closure of a family member's school or care facility due to weather or public emergency.
- When determined by a health authority or health care professional that the employee or family member is at risk of infecting others with a communicable disease.

Which Family Members are Included?

1. Their child, including foster, child, adult child, legal ward, child for whom the employee is legal guardian or child to whom the employee stands or stood in loco partis (in place of a parent).
2. Their spouse or registered domestic partners.
3. Their sibling, stepsibling, or foster sibling.
4. Their biological, adoptive, or foster parent, stepparent, or a person who stood in loco parentis (in place of a parent) when the employee was a minor child.
5. Their grandchild, foster grandchild, or step-grandchild.
6. Their grandparent or step-grandparent.
7. A child of a sibling of the employee.
8. A sibling of the parents of the employee.
9. A child-in-law or sibling-in-law.
10. Any of the family members listed in 1-9 above of an employee's spouse or registered domestic partner.
11. Any other individual related by blood or whose close association with the employee is the equivalent of a family relationship.
12. Up to one individual annually designated by the employee.

Medical Leave Bank

In 2025, the MLB bank, a salary continuation benefit, is being retired and will no longer accrue. The hours currently in your MLB will remain available and can be used in case of an extended illness. The elimination period for using MLB hours will be 6 days.

- Employees will need to use their accrued ESST days and wait 6 days before accessing the hours from MLB.
- Employees hired on or after 1/1/2025 will not receive this bank.
- MLB hours will no longer appear on the payroll applications beginning 1/1/2025.

CODE OF CONDUCT

Confidentiality

NMASC places a significant amount of trust in its employees. With that trust comes an elevated level of responsibility. Employees are expected to respect and protect all information about patients, their families, employees, all third parties, and NMASC business. All employees acknowledge this policy at the time of hire.

Employees shall not at any time or in any manner disclose, copy, publish, or disseminate confidential Information concerning the patients or business of NMASC. "Confidential Information" includes without limitation, business records and plans, manuals, policies, regulations, contracts, marketing and revenue expense data and information, personnel data, patient lists, patient records, patient information, purchasing data, vendor lists, financial data, plans, and forecasts and projections of a financial or operational nature in whatever form, pricing information, all know-how and trade secrets of NMASC any personal information relating to patients, and any matter or thing ascertained by NMASC Bylaws, policies, regulations, or law as amended from time to time, or is required by court order or is necessary for patient treatment. A violation of this prohibition by an employee may constitute grounds for immediate termination. Section 181.172 of the Minnesota Statutes prohibits an employer from requiring non-disclosure by an employee of his or her wages as a condition of employment or to take any adverse employment action or retaliating against an employee for disclosing or discussing the employee's own wages or another employee's wages, which have been disclosed voluntarily.

An employee may bring civil action against NMASC for a violation of Section 181.172 of the Minnesota Statutes and a court may order reinstatement, back pay, restoration of lost service credit, and the expungement of any related adverse records which were the subject of such violation. The employee's duty of confidentiality shall continue after termination of employment with NMASC.

Conflict of Interest

NMASC, through various related entities, is currently engaged in or is developing numerous healthcare related programs within its service area. It is the policy of NMASC that its employees should refrain from developing or engaging in any activity or practice which conflicts with the interest of NMASC. Violation of this policy without prior written consent of the Executive Director shall be grounds for discipline up to and including termination of employment. *If you require further clarification on this policy, please contact Human Resources.*

Corporate Compliance

It is the responsibility of every NMASC employee to abide by applicable laws and regulations and support the NMASC's compliance efforts. All employees are required to report their good faith belief of any violation of the compliance program or applicable law. There will be no retaliation to the terms and conditions of employment because of such reporting. The NMASC compliance officer is the Executive Director. You may contact her/him during regular business hours. A Corporate Compliance Program/Code of Conduct is available to all employees.

Drug and Alcohol

NMASC is committed to maintaining a drug-free, alcohol-free, and cannabis-free workplace in compliance with applicable laws. The center is further committed both to rigorously enforcing applicable laws and policies and to providing support for those trying to cope with drug or alcohol related problems. The unlawful possession, use, distribution, dispensation, sale, or manufacture of controlled substances including alcohol is prohibited on NMASC property. NMASC complies with the Drug-Free Workplace Act of 1988. Any NMASC employee who is determined to have violated this policy or who is engaged in any drug related incident that may impact the work environment or call into question his or her ability to continue employment in a medical setting may be subject to disciplinary action up to and including termination. Employees are subject to drug testing in accordance with lawful procedures, including applicable drug testing policies and procedures.

EMPLOYEE CONDUCT AND RULES

Attendance and Tardiness Policy

Employee attendance is crucial to NMASC's success. Consistent tardiness, absenteeism, and leaving work early are unacceptable and will impact performance evaluations.

Expectations - Employees are expected to work all scheduled shifts, report to work on time, and meet their full FTE hours. Dependability, attendance, and punctuality are key factors in maintaining smooth operations and ensuring quality patient and client service.

Tardiness and Absences

- **Late Arrival:** Employees who are late may face disciplinary action; missed time will be deducted from their PTO balance.
- **Illness:** In case of illness, employees must notify their manager at least two hours before their shift to allow for necessary staffing adjustments.
- **Absenteeism:** An employee is considered absent if they fail to show up for a scheduled shift. Unauthorized absences (without prior approval from a manager) will disrupt operations and impact service delivery.

Breaks

- **Meal Periods:** Employees working eight consecutive hours or more are entitled to have a non-compensated meal period each workday of 30 minutes.
- **Rest Periods:** Employees will be allowed sufficient time within each four-hour work segment to utilize the nearest convenient restroom.

Dress Code/Personal Appearance

All employees are required to maintain a professional appearance, including proper grooming and personal hygiene. The nature of your job will determine the appropriate clothing required. Employees who interact frequently with the public should avoid using scented products (e.g., powders, cologne, perfume, aftershave, fingernail polish).

Employment of Relatives

NMASC does not have a general prohibition against relatives. However, a few restrictions have been established to help prevent problems of harassment, safety, security, supervision, and morale. While we will accept and consider applications for employment, family members may not be hired or transferred into positions where they have access to sensitive information regarding a close family member, or if there is an actual or apparent conflict of interest (including but not limited to establishing an immediate manager/employee relationship).

These restrictions apply to the following degrees of relationships, whether established by blood, marriage, or other legal action: spouse, domestic partner (including parties to a civil union), child, stepchild, parent, stepparent, sibling, grandparent, grandchild, parent-in-law, son-in-law, daughter-in-law, sister-in-law, brother-in-law, aunt, uncle, nephew, niece, cousin, or relations of the same degree of a domestic partner. This policy also applies to romantic relationships.

Employment of Minors

Regular employees must be 18 years of age or older. Occasionally, we may hire 16- or 17-year-olds, but only in certain jobs as in conformance with state regulations.

Employee References

NMASC has strict guidelines regarding the release of information about current and former employees. Only employment dates and positions held within the organization are provided to external parties. This policy is in place to protect both NMASC and its employees. All such information will only be disclosed by authorized management.

Gifts

NMASC strives to maintain transparency and avoid any appearance of impropriety regarding the acceptance of gifts from business contacts or clients. As such, it is the policy of NMASC that employees are prohibited from directly or indirectly asking for, demanding, soliciting, or accepting anything of value for themselves or any other individual or entity.

Job Transfers/Reassignments/Promotions

Management reserves the right to place employees in roles or positions as deemed necessary for the organization. All decisions regarding job transfers, reassignments, promotions, or lateral transfers are at the sole discretion of NMASC.

Lactation Accommodation

NMASC provides a supportive environment to enable breastfeeding employees to express breast milk during work hours following the birth of a child. *Minnesota's Nursing Mothers, Lactating Employees, and Pregnancy Accommodations law (Minnesota Statutes § 181.939) gives pregnant and lactating employees certain legal rights.*

Pregnant employees have the right to request and receive reasonable accommodations, which may include, but are not limited to, more frequent or longer breaks, seating, limits to heavy lifting, temporary transfer to another position, temporary leave of absence or modification in work schedule or tasks. An employer cannot require an employee to take a leave or accept an accommodation.

Lactating employees have the right to reasonable paid break times to express milk at work unless they are expressing milk during a break that is not usually paid, such as a meal break. Employers should provide a clean, private and secure room that is not a bathroom near the work area that includes access to an electrical outlet for employees to express milk.

It is against the law for an employer to retaliate, or to take negative action, against a pregnant or lactating employee for exercising their rights under this law.

Employees who believe their rights have been violated under this law can contact the Minnesota Department of Labor and Industry's Labor Standards Division at dli.laborstandards@state.mn.us or 651-284-5075 for help. Employees also have the right to file a civil lawsuit for relief. For more information about this law, visit

dli.mn.gov/newparents.

Loans and Advances

NMASC does not give salary advances or loans to its employees.

Lockers

All property within the offices of North Memorial Ambulatory Surgery Center (NMASC), including common areas, is considered NMASC property. Employees may bring personal items onto the premises, but NMASC is not responsible for any personal property that is lost, stolen, or damaged.

During daily operations, NMASC may need to access its property, and reserves the right to inspect all company property, including desks, lockers, and filing cabinets, as deemed necessary. Employees should avoid storing personal or confidential items in company property.

NMASC may provide lockers or storage areas for employees to securely store small personal items during working hours. Additionally, designated closets are available for storing outdoor clothing. Employees are responsible for maintaining these areas in a clean and orderly manner.

Personal Property and Office Organization

NMASC is not responsible for any lost, misplaced, or stolen personal property. Employees are advised to take all necessary precautions to safeguard their belongings. While personal items are permitted in the office, employees are expected to maintain neat and organized desks and office areas. Additionally, employees should avoid having personal mail sent to NMASC, as it may be opened automatically.

Safety

NMASC is committed to providing a safe working environment and complies with all applicable safety laws in the jurisdictions where we operate. We strive to ensure employees are not required to work in unsafe conditions. Maintaining a safe workplace is the responsibility of every employee, and all team members are expected to take reasonable actions to help keep the ASC safe. Employees are required to attend all safety in-services offered by NMASC.

Safety Reporting

Ensuring the safety of patients, visitors, and staff is a top priority. Employees are encouraged to remain vigilant and promptly report any hazardous conditions, such as wet or slippery floors, defective equipment, or other safety concerns, to help maintain a secure environment.

Release of Employee Information

Employee names, contact information, or lists of employees will not be disclosed to any organization or firm for solicitation purposes. The Executive Director must approve any release of employee information.

Reporting Irregularities

It is the responsibility of each employee of NMASC to immediately report all irregularities indicating actual or suspected existence of loss, fraud, embezzlement, or similar impairment of Company funds or property and suspicious persons or activity.

If an employee's actual or constructive knowledge of any irregularity exists and the employee does not report it to their manager or director, that employee has engaged in unacceptable job performance.

Sexual Harassment, Disruptive Conduct, and Workplace Violence

NMASC seeks to provide a work environment free from harassment, intimidation, and abuse. Sexual harassment is a form of gender-based discrimination that violates State and Federal law. Abusive behavior and/or sexual harassment is personally offensive, debilitates morale and therefore, interferes with work effectiveness. No employee, male or female, should be subject to such treatment. Harassment or abuse, regardless of if committed by a physician, manager, co-worker, or a third-party transacting business on NMASC premises is prohibited and may result in disciplinary action, up to and including termination of employment or suspension of privileges. Enforcement is administered through NMASC's published Sexual Harassment Policy, Disruptive Conduct Policy and Workplace Violence Policy, full copies of which may be accessed in the Human Resource Policy and Procedure Manual. Questions and concerns regarding these policies should be directed to the manager or human resources.

Smoking

To ensure the health and safety of both our patients and employees, NMASC maintains a smoke-free facility. Smoking is prohibited within the center. Any employee who fails to comply with this policy may face disciplinary action.

Social Media

All NMASC employees engaging in the use of social media are required to follow these guidelines:

- If you choose to identify your affiliation with Employer, even if on a personal social network, you should regard all communication on that network as professional and adhere to Employer policy. If you choose to participate in LinkedIn, for example, the Employer expects that the information posted is accurate, honest, and appropriately represents Employer.
- When using Employer assets to engage in any social or professional networking activity, you must adhere to Employer policy, and employees shall have no expectation of privacy. Just as with electronic mail, Employer reserves the right to access social media activity engaged in by any employee using Employer addresses and/or Employer assets.
- For industry related activity (blogs, commentary and other posts), include a disclaimer approved by the Director of Human resources that explicitly states that the content reflects views of the individual making the post, not the views of Employer. Do not suggest in any way that you are writing or acting on behalf of your Employer, and unless authorized to do so, do not use the Employer's logo.
- Do not post any content that could be characterized as plagiarism, defamation, harassment, or a violation of copyright laws of fair use standards.

Social media is dynamic and ever-changing; please review the full HR15 social media Policy. NMASC reserves the right to continue to revise and update policy, as necessary.

Telephone Calls and Appropriate Use of Communication Systems

Employees are encouraged to make personal phone calls during their scheduled breaks. The use of personal cellular phones is also limited to break periods. For further details, please refer to the HR2 Cellular Phone Policy.

In the case of an emergency, telephone calls will be promptly forwarded to the employee. The NMASC long-distance phone line is reserved exclusively for business purposes and should not be used for personal calls.

The use of the center's computers, Intranet, Internet, mail services, electronic mail, voicemail, and phone/fax systems should be confined to center-related activities. While incidental and occasional personal use is allowed with prior approval from the employee's manager, all information transmitted or stored through these systems is considered property of NMASC. Any misuse of these resources may result in disciplinary action, including potential termination of employment.

Vehicle and Driving Safety

The safety and well-being of our employees is of critical importance to NMASC. We therefore each have a responsibility to not only protect ourselves when on the road but also should do our part to protect those around us.

Employees are not to drive a personal vehicle for Company business unless authorized to do so. If the job requires an employee to operate their personal vehicle, the employee shall be required to submit proof of a current and valid state driver's license. If employees use their own vehicle, either by authorization or requirement to conduct the business of NMASC, they must submit a photocopy of the cover page of their insurance policy covering that vehicle as proof of insurance.

If an employee is involved in an automobile accident while on Company business (in a personal or Company vehicle) they must report the accident to their manager or manager immediately. Employees should request and obtain a police report and police investigation at the scene of the accident. Employees should not admit liability or guilt and should not apologize or say they are sorry under any circumstances, even if they believe they are at fault.

Work Assignments

In addition to the specific duties outlined in an employee's job description, each role may include "other duties as assigned." This means that from time to time, employees may be required to perform tasks or responsibilities for a colleague who is absent or to cover a temporarily vacant position. Employees will be compensated at their regular rate of pay while temporarily performing these additional duties.

EMPLOYEE DEVELOPMENT

Performance Evaluation

The first ninety (90) days of employment are considered your initial employment period, during which frequent performance evaluations may occur. Managers may choose to conduct evaluations more frequently at their discretion. All employees, regardless of classification, status, or length of service, are expected to meet and maintain the surgery center's standards for job performance and behavior.

Full-time employees (FTE) will receive an annual performance appraisal from their manager, which will be conducted within a 60-day window — up to 30 days before or 30 days after their anniversary date. The evaluation will be sent to Human Resources for a wage review. Employees who have been with the company for less than one year or who have worked less than 75% of their full-time equivalent (FTE) hours are not eligible for a wage increase.

Licensure/Certification – Credentialing and Reimbursement

NMASC will consistently monitor and verify the credentials of all healthcare providers to ensure they possess and maintain the necessary licenses and certifications. These credentials are kept in the employee's personnel file. Current copies of certifications and licenses are required for employees to be eligible for a salary increase or bonus. It is the responsibility of each employee to ensure their credentials remain up to date.

Mandatory Certifications

Employees in certain job classes and areas are required to maintain current ACLS, BLS, and/or PALS certification.

- OR RNs will have BLS, ACLS
- Peri-Anesthesia RNs will have BLS, ACLS, PALS
- All other clinical staff will have BLS.

NMASC will provide ACLS, BLS, and PALS re-certification for all NMASC employees: benefit eligible full-time, benefit eligible part-time, non-benefit eligible part-time, and PRN staff. This will be at no cost to the employee and the employee will be paid for the time spent on training. If an employee, who is required to maintain these certifications, does not attend NMASC's certification programs, they must provide documented proof they have attended these programs through another facility. If there is a cost associated with attending another facility's certification programs, the employee will be reimbursed a maximum of \$100. It is NMASC's intent to have all employees attend the certification training sessions that are being offered on-site. Study time and materials for mandatory certifications will not be reimbursed.

Mandatory Annual Education

All employees are required to participate in annual educational programs in the areas of safety, CPR, corporate compliance, etc. These programs may be completed through self-study training modules or by attending special education sessions.

Continuing Education and Professional Development

Learning is a continuous process, and each employee is encouraged to improve their occupational skills and strive for ongoing personal growth. NMASC supports this goal by offering funding for job-related continuing education conferences and courses for benefit-eligible employees, up to \$500 per year. For more specific information, please consult your manager.

Knowledge Sharing Requirement - Employees who attend a continuing education workshop or conference are required to share the knowledge gained with their colleagues. This can be done through staff meetings, the employee newsletter, or another appropriate communication channel.

Eligibility and Process - Benefit-eligible employees are eligible for job-related Continuing Education Units (CEUs) after 90 days of employment. Employees must submit a continuing education request form for prior approval from their manager. Once approved, the cost of the course or conference will be deducted from the \$500 annual benefit.

Reimbursement Guidelines - NMASC will reimburse benefit-eligible employees for job-related continuing education expenses, including off-site educational conferences and certification fees. Reimbursement will occur after the completion of the course or workshop, or certification. This benefit does not cover the cost of any required licenses (e.g., RN license).

Employees are also eligible to receive payment for up to 16 hours of time spent attending educational events each year. This time will be paid at the regular rate (straight time), and no overtime will be paid. Employees must pay the registration fees upfront and, upon completion of the event, submit documentation such as certificates of attendance, receipts for payment, and any incidental expenses (e.g., mileage, parking, meals). The total reimbursement will not exceed the \$500 annual continuing education benefit.

Reimbursement Process - To receive reimbursement, employees must submit an expense reimbursement form along with proof of payment and documentation of attendance (such as a certificate) to their department manager. Reimbursement will not be processed without prior approval from the manager.

Exceptions - If an employee is required by their manager to attend a workshop, the associated time and expenses will not be deducted from the employee's \$500 annual continuing education stipend.

DISCIPLINE AND GRIEVANCE POLICIES

Discipline/Corrective Action

NMASC expects all employees to maintain high standards of work performance and behavior. To support a culture of safety, NMASC encourages open and honest reporting of any safety hazards, injuries, or concerns related to patients, visitors, and staff. However, there may be instances where corrective action is necessary to ensure efficient and quality operations.

NMASC's corrective action process is flexible and progressive, providing employees with a reasonable opportunity to address any issues that may arise. Corrective action may include verbal warnings, written warnings, suspension, or termination. In certain cases, serious offenses may result in immediate suspension or termination without following the typical progressive steps.

Major offenses that may result in immediate corrective action include, but are not limited to:

- Falsification of employment application
- Breach of confidentiality
- Reporting to work under the influence of alcohol or illegal drugs
- Theft
- Insubordination
- Falsifying timecards
- Abusive behavior or sexual harassment.

NMASC reserves the right to take corrective action based on the situation and considers any past violations when determining the appropriate response. While it is impossible to cover every potential situation, the absence of a specific guideline in this handbook does not prevent NMASC from taking disciplinary action as deemed necessary in its sole discretion.

Employees have the right to resign from their position at any time for any reason. Likewise, NMASC reserves the right to terminate employment, as necessary.

Employees under corrective action are not eligible for bonuses during that period.

Grievance Procedure

Occasional issues may arise between employees or between an employee and NMASC. We are committed to treating all employees fairly and providing a structured process for addressing any job-related disputes or concerns. To facilitate this, NMASC has established a grievance procedure that allows employees to express their concerns without fear of retaliation.

This procedure ensures employees have a platform to voice their thoughts, and any grievance will be handled confidentially and not become a part of the employee's personnel file.

Please note that complaints related to sexual harassment, abusive behavior, or disruptive conduct are addressed through separate policies and procedures, which are distinct from the general grievance process.

TERMINATION OF EMPLOYMENT

Voluntary Termination - Employees who voluntarily resign are required to give written notice to their manager informing them of their decision to resign. This notice must be submitted within a minimum of four weeks.

Mutual Termination - *An employee and manager may mutually agree that termination of employment is in the best interest of the employee/NMASC. The employee will receive benefits up to the date of termination.*

Involuntary Termination - NMASC has the right to terminate any employee with or without cause at any time without prior notice. The terminated employee shall receive hourly or salary rates (prorated) through the date of termination. No PTO will be paid out for involuntary terminations. No terminated employee shall be eligible for any bonus. Any benefit under the medical, flex, dental benefit program shall be prorated monthly through the date of termination.

At-will Employment *means the employee has not been hired for a specified duration, but that they can terminate their employment with NMASC or NMASC can terminate the employment relationship at any time, with or without cause, and with or without prior notice. An employee's at-will employment status cannot be changed by any oral modifications.*

Resignation Notices - A permanent employee who resigns with proper notice, or as otherwise determined by management, will be paid for the unused portion of their PTO allowance (after completing the introductory period).

To qualify for payment of accumulated PTO benefits, the employee must work all scheduled shifts during their resignation period.

A minimum of four weeks' notice is required from a resigning professional staff member and two weeks from all other staff members.

- Professional staff: Registered Nurses, Surgical Tech, Rad Tech, SPD Lead, Managers
- Other Staff: Business office, Endo Tech, Nursing Assistants, SPD Techs

Exit Interviews

If you decide to leave the Surgery Center, you will be given the opportunity to participate in an exit interview, which will be scheduled on or before your last day of employment. During the exit interview, arrangements can be made for the receipt of your final paycheck, and any questions regarding your benefits will be addressed.

The purpose of the exit interview is to document the reasons for your departure and to gather constructive feedback. This information will help NMASC make any necessary improvements to our policies and practices. If you are unable to attend the interview in person, an exit interview form can be mailed to you upon request.

Personal Possessions and Return of Company Property

All NMASC property issued to employees, including but not limited to computer equipment, keys, tools, parking passes, and company credit cards, must be returned to NMASC upon the termination of employment. Employees may be held responsible for any lost or damaged items.

Additionally, upon separation from employment, employees are required to remove all personal belongings from NMASC property.

The Employee Handbook (sometimes called a Personnel Policy Employee Handbook) is a compilation of the current personnel policies, practices, and procedures in effect at NMASC.

This Handbook is intended to introduce employees to the organization, familiarize you with Company policies relevant to your role, and provide general guidelines on work rules, disciplinary procedures, and other employment-related matters. It aims to address many questions that may arise in connection with your employment.

Please note that this Handbook, or any provisions contained within it, does not constitute an employment contract or a guarantee of employment. You understand that your employment is "at-will," which means that either you or NMASC may terminate the employment relationship at any time, for any reason, with or without cause, and with or without notice. The Handbook serves solely as a description of current policies and working conditions at NMASC and is not intended to cover every situation. It is meant as a guideline, and unless otherwise required by law, common sense will apply. Federal, state, and/or local laws will take precedence over any NMASC policies where applicable.

The personnel policies and procedures outlined in this Handbook are at the discretion of NMASC. We reserve the right to change, modify, withdraw, or amend any of our policies, procedures, or benefits at any time. NMASC may notify employees of any such changes through email, postings on the Company's website, printed memos, or updates to this Handbook. These changes may be made with or without notice, and the Handbook may not always reflect the most current updates.

Through the Ease system, you acknowledge receipt of this Employee Handbook and confirm that it is your responsibility to read and comply with its policies and procedures, including any future revisions. If you have any questions or need clarification on any part of the Handbook, it is your responsibility to discuss it with your manager or Human Resources. Additionally, you acknowledge that your employment is "at-will," and that this Handbook is neither a contract of employment nor a legally binding document.

HUMAN RESOURCE POLICY MANUAL

POLICY HR 2

NORTH MEMORIAL AMBULATORY SURGERY CENTER AT MAPLE GROVE PERSONAL CELL PHONE POLICY

PURPOSE:

1. To establish a guidelines and requirements regarding the use of personal cell phones during work hours.
2. To ensure the use of personal cell phones does not compromise the integrity of the quality of customer care, protected health information, proprietary information, individual rights to privacy, and the efficient operations of North Memorial Ambulatory Surgery Center.

POLICY:

To ensure North Memorial Ambulatory Surgery Center at Maple Grove's customers receive uncompromised customer care, the use of personal cell phones by NMASC employees is limited during working hours. Staff may use personal cell phones during scheduled breaks in break rooms or other private spaces away from patients and common patient care areas so long as use does not compromise the integrity of the information identified in the purpose statements above.

Staff using their personal cell phones for work related reasons, other than checking for their daily assignments, need to obtain prior approval from Leadership. Any approved personal device is subject to audit, investigation, or erasure should the ASC need to procure the device for a data security matter. Employees are personally liable for all costs associated with their device and assumes full liability for risks associated.

Personal cell phones should be set to silent or vibrate mode in patient care areas and in any circumstance where incoming calls may be disruptive. Telephone calls, text messages, Facebook, shopping online are not allowed in patient care areas. While at work, employees are expected to exercise discretion in using personal cellphones. Excessive personal calls during the workday can interfere with employee productivity and be distracting to others. Employees are encouraged to make any personal calls during nonwork time when possible and to ensure that friends and family members are aware of NMASC's policy.

The use of a camera or other video or audio recording-capable devices on company premises is prohibited without the express prior permission of senior management and of the person(s) subject to recording. Video or audio recording in restrooms and/or locker rooms is strictly prohibited.

Consequences for Violators

Suspected violations of this policy should be reported to your manager, Human Resources, or any member of the North Memorial Ambulatory Surgery Center leadership.

Employees violating this policy will be subject to discipline, up to and including termination of employment.

**NORTH MEMORIAL AMBULATORY SURGERY CENTER AT MAPLE GROVE
CHARITABLE CONTRIBUTION POLICY**

Policy

The policy of the North Memorial Ambulatory Surgery Center at Maple Grove makes reasonable contributions to qualified charitable organizations by balancing the responsibilities of being a good citizen with exercising proper stewardship of funds.

Procedure

Each year, as part of the budget determination process, the Board of Governors will set a maximum level of charitable contributions for the next fiscal year not to exceed \$2,000.

Whenever possible, the allocation of contributions and the target organizations for the year will be determined as part of the budget process.

Organizations seeking donations will be required to submit in writing by October 1st for the next fiscal year.

- a. Background on organization
- b. Amount of request
- c. To the extent possible, an exact description of how money will be utilized.
- d. Statement of Tax/ IRS status
- e. Provision of a receipt for contribution

Considerations for determination of donations:

- a. No donations to individuals (for example subsidizing an individual participating in a race)
- b. No donations to “for profit” organizations
- c. Community benefit
- d. Marketing opportunity for NMASC. Such as name/ logo on t shirt, ad in program or brochure etc.
- e. Organizations seeking mid -year donations will be given directions on how to request a donation for the following year.

The Board of Governors will review all donation requests during the budgeting process. The Board will provide the final approval on the organizations that will receive contributions for the next fiscal year.

**HUMAN RESOURCE POLICY MANUAL
POLICY HR3**

**NORTH MEMORIAL AMBULATORY SURGERY CENTER AT MAPLE GROVE
CHARITABLE CONTRIBUTION REQUEST
~FORM DUE TO EXECUTIVE DIRECTOR BY OCTOBER 1ST~**

ORGANIZATION REQUESTING CONTRIBUTION	
BACKGROUND OR DESCRIPTION OF ORGANIZATION	
AMOUNT OF FUNDS REQUESTED	
DESCRIBE HOW THESE FUNDS BENEFIT THE COMMUNITY	

CONTACT
INDIVIDUAL _____

PHONE NUMBER _____

ADDRESS _____

PHONE NUMBER _____

FAX NUMBER _____

****STATEMENT OF TAX/IRS STATUS MUST BE ATTACHED FOR CONSIDERATION****
Please list other documents attached.

**THE NORTH MEMORIAL AMBULATORY SURGERY CENTER AT MAPLE GROVE
DISRUPTIVE CONDUCT POLICY**

North Memorial Ambulatory Surgery Center at Maple Grove (NMASC) is committed to providing a professional work environment that maintains employee equality, dignity, and respect. In keeping with this commitment, the Center strictly prohibits disruptive conduct. Disruptive conduct is unacceptable and will not be tolerated.

Disruptive Conduct

Conduct which disturbs others and reflects poorly on NMASC. The types of behavior that constitute disruptive conduct may include, but are not limited to:

1. Impertinent and inappropriate comments written or verbal, inappropriate illustrations drawn in patient medical records or other official documents.
2. Non-constructive criticism addressed to its recipient in such a way as to intimidate, undermine confidence, belittle or impute stupidity, bad motives, or incompetence.
3. Repeated use of language known to be socially unacceptable.
4. Public humiliation such as hostile criticism and disparaging remarks that occur in front of patients, families, or other professionals.
5. Abusive behavior to patients and/or families.
6. Negative comments to patients about physicians, nurses, or treatment being given to the patient or the operation of NMASC.
7. Threats and/or physical assaults on physicians, employees, or others on NMASC property.

Complaint Procedure

Any employee who has a disruptive conduct complaint against a manager, coworker, doctor, staff affiliate, independent contractor, vendor, patient, visitor, or other person, must bring the problem to the attention of NMASC. If you believe you have been subjected to disruptive conduct, you should immediately report the incident to the Executive Director, Human Resources, or your Department Manager. The complaint will be immediately and thoroughly investigated in a professional manner.

HUMAN RESOURCE POLICY MANUAL

POLICY HR 4

You will be notified of a decision or of the status of the investigation within five business days after you report an incident. There will be no discrimination or retaliation against any individual who files a good-faith disruptive conduct complaint, even if the investigation produces insufficient evidence to support the complaint, and even if the charges cannot be proven. There will be no discrimination or retaliation against any other individual who participates in the investigation of a disruptive conduct complaint. If the investigation substantiates the complaint, appropriate corrective and/or disciplinary action will be swiftly pursued. Any employee found to have acted in violation of this policy will be subject to appropriate disciplinary action, which may include immediate termination. Such action shall include, in the case of a doctor or staff affiliate, forwarding the matter to the Board of Governors for consideration of corrective action, suspension, or revocation of credentialed privileges at NMASC.

Actions taken internally to investigate and resolve disruptive conduct complaints shall be conducted confidentially to the extent practicable and appropriate in order to protect the privacy of the persons involved. Investigation may include interviews with the parties involved in the incident, and if necessary, with individuals who may have observed the incident or conduct or who have other relevant knowledge.

**NORTH MEMORIAL AMBULATORY SURGERY CENTER AT MAPLE GROVE
EXEMPT EMPLOYEE PAY POLICY**

PURPOSE:

1. To ensure all exempt employees are paid fairly in accordance with the Fair Labor Standard Act (FLSA).
2. To ensure North Memorial Ambulatory Surgery Center at Maple Grove abides by all applicable provisions of federal and state law.

POLICY:

1. Exempt employees who are required to be paid on a salary basis may not have their pay reduced for variations in the quantity or quality of work performed.
2. Exempt personnel are paid on a salary basis, and their working time should be guided by their workload.
3. Exempt personnel typically work their FTE (40 hours for 1.0 FTE) per work week plus any additional time needed to complete their work.
4. Exempt 1.0 FTE personnel will not be charged PTO hours for holidays.
5. Employees who feel their pay has been improperly reduced should report this immediately following the procedures specified below.

PROCEDURE:

1. Exempt employees will be able to use PTO as of day one of employment even if that means they go into a negative status in their PTO bank.
2. Exempt employees normally must receive their full salary for any week in which they perform any work, without regard to the number of days or hours worked. However, exempt employees need not be paid for any workweek in which they perform NO work at all for the organization. Deductions from pay cannot be made because of absences due to the circumstances listed below.
 - a. Jury Duty.
 - b. Attendance as a witness.
 - c. Temporary military leave.
 - d. Absences caused by the employer.
 - e. Absences caused by the operating requirements of the business.
3. The few exceptions to the requirement to pay exempt employees on a salary basis are listed below. In these cases, deductions may be permissible if they are consistent with other company policies and practices.
 - a. Absences of four (4) or more hours, PTO must be used.
 - b. Absences of one or more full days for personal reasons other than sickness or disability.

HUMAN RESOURCE POLICY MANUAL
POLICY HR 5

- c. Absences of one or more full days due to sickness or disability. This provision applies even if the exempt employee has not yet qualified for the plan or has exhausted the plan's sick leave allowance.
- d. Fees received by the employee for jury/witness duty or military leave may be applied to offset the pay otherwise due to the employee for the week. No deductions can be made for failure to work for these reasons, however.
- e. Penalties imposed by infractions of safety rules of major significance.
- f. Unpaid disciplinary suspensions of one or more full days in accordance with North Memorial Ambulatory Surgery Center's disciplinary policy.
- g. Deductions for the first and last week of employment, when only part of the week is worked by the employee if this practice is consistently applied to all exempt employees in the same circumstances.
- h. Deductions for unpaid leave taken in accordance with a legitimate absence under the Family and Medical Leave Act.

Complaint Procedure

- 1. Employees who believe their pay has been improperly reduced should contact Human Resources immediately to request an investigation.
- 2. The employee will be asked to specify in writing, using the guidance above, the circumstances of the pay deduction and whether it has occurred on other occasions.
- 3. NMASC will review pay records and interview the manager, as well as the payroll representatives handling the employee's pay, to determine if the allegation is correct.
- 4. If the deduction was in fact improper, the company will reimburse the employee as promptly as possible (but in no case longer than two pay periods from the identification of the problem).

**NORTH MEMORIAL AMBULATORY SURGERY CENTER AT MAPLE GROVE
FAMILY MEDICAL LEAVE ACT**

Policy

An employee shall be entitled to a total of twelve (12) weeks of leave during a twelve (12) month period (the 12-month period is determined by measuring forward from the date an employee's leave begins) for one or more of the following:

1. The birth of a son or daughter of the employee and to care for such son or daughter.
2. The placement of a son or daughter with the employee for adoption or foster care.
3. To care for the spouse, son, daughter, or parent of the employee, if such spouse, son, daughter, or parent has a serious health condition.
4. A serious health condition that makes the employee unable to perform the functions of the position of such employee.
5. Any qualifying exigency arising out of the fact that a spouse, son, daughter, or parent is on active duty or has been notified of an impending call or order to active duty in the Armed Forces.
6. To care for a son, daughter, spouse, parent or next of kin who is a covered serviceperson and who has a serious illness or injury sustained in military service.

An employee shall also be entitled to a total of twenty-six (26) weeks of leave during a twelve (12) month period (the 12-month period is determined by measuring forward from the date an employee's leave begins) to care for a son, daughter, spouse, parent, or next of kin who is a covered serviceperson and who has a serious illness or injury sustained in military service. If an employee is eligible for other types of FMLA leave, this FMLA cannot exceed twelve (12) weeks of the total twenty-six (26) weeks of leave.

Expiration of Entitlement: The entitlement to leave under paragraphs A (1) and A (2) above for birth or placement of a son or daughter shall expire at the end of the twelve (12) month period beginning on the date of such a birth or placement. Spouses employed by the NMASC may be limited to a total of 12 workweeks of family leave for the following reasons:

1. Birth or care of a child.
2. Placement of a child for adoption or foster care, and to care for the newly placed child.
3. To care for an employee's parent who has a serious health condition.

Procedure

Forms of Leave allowed:

- 1) ***Births, Adoption, Foster Care Placement*** leave shall be for a continuous twelve (12) week period, unless the employer and employee agree otherwise in writing. Further, any period before or after birth where the mother/employee is unable to work for medical reasons shall be considered leave for a "serious health condition" even though the leave is also related to birth.

**HUMAN RESOURCE POLICY MANUAL
POLICY HR 6**

- a) *For births, adoptions, or foster care placement, the employee shall provide the employer with not less than thirty (30) day notice before the date of leave is to begin, of the employee's intention to take leave. If the date of the birth, adoption, or foster care placement requires leave to begin in less than thirty (30) days, the employee shall provide such notice to the employer as soon as practical.*
- 2) **Serious Health Conditions.** Leave for "serious health conditions" may be taken on an intermittent or reduced leave schedule basis when medically necessary. In such an event, the employer may require the employee to transfer temporarily to an alternative position offered by the employer for which the employee is qualified and which position has equivalent pay and benefits; and such position better accommodates recurring periods of leave than the regular employment position of the employee.
- a) *In the case where the necessity for the leave is due to a serious health condition of a spouse, son, daughter, parent, or employee, and the necessity for leave is foreseeable based on planned medical treatment, the employee shall make a reasonable effort to schedule a treatment so as not to disrupt unduly the operations of the employer and subject to the approval of the healthcare provider. This notice shall be provided to the employer at least thirty (30) days before the date the leave is to begin, except, if the date of the treatment requires the leave to begin in less than thirty (30) days the employee shall provide notice as soon as practical.*
- 3) **Military Leave** to care for covered servicepersons may be taken on an intermittent or reduced leave schedule when medically necessary. In all cases of military family leave, whether to care for covered servicepersons or due to a qualifying exigency, employees should provide NMASC thirty (30) days' notice or as soon as practicable. An employee requesting leave for an exigency must provide the service member's active-duty orders and certification providing the appropriate facts, if applicable, including contact information if the leave involves meeting with a third party. Employees requesting military caregiver leave must provide a certification completed by an authorized provider or a copy of an Invitation Travel Order or Invitation Travel Authorization issued to any member of the covered service member's family.

Paid and Unpaid Leave; Healthcare benefits; Restoration to Position

1. **Paid/Unpaid Leave.** An employee requesting leave shall, if eligible, be required to first utilize accrued ESST and PTO. If such accrued time is less than twelve (12) weeks, then the additional weeks of leave necessary to attain the 12 work weeks of leave shall be taken without compensation.
2. **Health/Life Insurance Benefits.** Health/Life insurance benefits during the leave shall be provided at the same level and under the condition's coverage would have been provided if the employee were continuing work during the leave period. When weeks of leave are taken without compensation, the employer and employee will plan for the reimbursement of the premiums paid, for which the employee is responsible. The employer may recover premiums the employer paid for maintaining health/life insurance coverage for the employee in accordance with Section H part 1 below.

HUMAN RESOURCE POLICY MANUAL POLICY HR 6

3. ***Restoration to Position and Benefits Protection.*** The employee who takes leave under this policy shall be entitled upon return from such leave to be restored to the employee's position of employment held by the employee when the leave commenced; or to be restored to an equivalent position with equivalent employee benefits, pay and other terms and conditions of employment. The taking of leave shall not result in the loss of any employment benefit accrued prior to the date on which the leave commenced.

Certifications

The employee requesting leave due to a serious health condition of a spouse, son, daughter, parent of the employee or the employee, or an employee requesting military leave for an injured serviceperson may be required to provide the employer with such request for leave the written certification from a healthcare provider stating:

1. The date on which the serious health condition commenced.
2. The probable duration of the condition
3. The appropriate medical facts within the knowledge of the healthcare provider regarding the condition
4. As applicable, a statement that the eligible employee is needed to care for the son, daughter, spouse, or parent and an estimate of the amount of time needed to care for the son, daughter, spouse, or parent.
5. As applicable, in the event of a serious medical condition involving the employee a statement for the healthcare provider that an employee is unable to perform the functions of the position of the employee.
6. In the case of a certification for intermittent leave or leave on a reduced schedule for planned medical treatment, the dates on which such treatment is expected to be given, and the duration of such treatment.
7. The employee will be allowed at least 15 calendar days to obtain medical certification.
8. In the event of an FMLA intermittent absence, you will be required to make two phone calls to request the leave. The first call is to your direct supervisor prior to your shift (so the shift can be covered), and an additional call is to be made to human resources to report the need for FMLA leave. If the employee does not make the second call, the leave is not covered by the FMLA, and therefore it is unexcused.

Second Opinions

The employer may request a second opinion in any case the employer has reason to doubt the validity of the certification obtained from the employee's healthcare provider. This second opinion shall be at the expense of the employer and the healthcare provider shall not be employed on a regular basis by the employer.

Resolution of Conflicting Opinions

In the event of conflicting opinions of healthcare providers, this shall be resolved by referral to a third healthcare provider selected and paid for by the employer. The decision of the third healthcare provider shall be final and binding on the employer and employee.

Subsequent Recertification

The employer may require the eligible employee obtain subsequent recertifications on a reasonable basis. An employer requesting military leave may be required to provide certification every 30 days for the applicable situation, within the employer's discretion. In the case of chronic health conditions, the employer will ask for recertification regarding the condition at least every 6 months.

Certification for Return to Work

The employer may require an employee who has taken leave because of a serious health condition to provide a certification from a healthcare provider that the employee is able to resume work.

Failure to Return from Leave and Health/Life Insurance Premium Payment Recovery

The employer may recover the premium the employer paid for maintaining health/life insurance coverage for the employee during the period of any unpaid leave if the employee fails to return from leave after leave has expired if such leave was taken for birth, adoption, or foster care placement. However, in the event the employee fails to return to work due to a continuation, recurrence, or onset of a serious health condition of a spouse, son, daughter, parent of the employee, or the employee, then the employer may choose not to recover such insurance premium payments. The employee claiming a continuation, recurrence or onset of a serious health condition must provide to the employer the following certification:

- If applicable, the certification shall state that a serious health condition afflicting the employee prevented the employee from being able to perform the functions of the position of the employee on the date that the leave of the employee expired; and
- If applicable, the certification shall state that the employee is needed to care for the son, daughter, spouse, or parent of the employee who has a serious health condition on the date that the leave of the employee expired.

In the event an employee fails to return from leave, the employer may terminate the employee and recover premiums paid by the employer for the employee during the leave period as provided above.

Key Employee Exemption

Under limited circumstances where restoration to employment will cause "substantial and grievous economic injury" to its operations, an employer may refuse to reinstate certain highly paid "key" employees. To do so, NMASC will notify the employee in writing of his/her status as a "key" employee, the reasons for denying job restoration, and provide the employee a reasonable opportunity to return to work after so notifying the employee.

HUMAN RESOURCE POLICY MANUAL POLICY HR 6

Background For This Directive and Policy

This Policy and Procedure is instituted to comply with the Family and Medical Leave Act of 1993, which is effective August 5, 1993.

Definitions:

Covered service member is a current member of the Armed Forces who is undergoing medical treatment for a serious injury or illness. A “*serious injury or illness*” is incurred by the service member in the line of active duty that renders the service member medically unfit to perform the duties of his/her position.

Employer - North Memorial Ambulatory Surgery Center at Maple Grove.

Eligible Employee or Employee - Employees are eligible if they have worked at the NMASC for at least 1 year and for 1,250 hours over the previous 12 months.

Employment Benefits - All benefits provided and made available to employees by an employer, including group life insurance, health insurance, dental insurance, disability insurance, sick leave, and vacation.

Healthcare Provider - A Doctor of Medicine or osteopathy who is authorized to practice medicine or surgery by the state in which the doctor practices; or any other person determined by the United States Secretary of Labor to be capable of providing healthcare services.

Military leave is defined as both leave to care for covered servicepersons and leave related to a qualifying exigency.

Next of kin is defined as the next nearest blood relative as defined by Minnesota law unless the covered service member designates, in writing, another blood relative as next of kin for purposes of military caregiver leave.

Parent - the biological parent of an employee or an individual who stood in loco parentis to an employee when the employee was a son or daughter. In addition, loco parentis is a person who has assumed the day-to-day responsibilities to care for and financially support a child regardless of biological or legal relationships. Whether an adult child is incapable of self-care because of a disability is determined at the time the leave is commenced.

Physical or mental disability is an impairment that substantially impedes a major life function. This would not include, for example, a broken bone.

Spouse - a husband or wife under the law of any state.

Serious Health Condition- an illness, injury, impairment, or physical or mental condition that involves:

HUMAN RESOURCE POLICY MANUAL
POLICY HR 6

- Any period of incapacity or treatment connected with inpatient care (i.e., overnight stay) in a hospital hospice or residential medical facility.
- A period of incapacity requiring absence of more than three calendar days from work that also involves continuing treatment by or under the supervision of a health care provider.
- Any period of incapacity due to pregnancy, or for prenatal care.
- Any period of incapacity or treatment due to a chronic serious health condition.
- Any period of incapacity that is permanent or long-term due to a condition for which treatment may not be effective. (e.g., Alzheimer's, stroke, terminal illness. etc.)
- Any absences to receive multiple treatments by, or on referral by, a health care provider for a condition likely would result in incapacity of more than three consecutive days if left untreated (e.g., chemotherapy, physical therapy, dialysis. etc.)

Intermittent or Reduced Leave Schedule - a leave schedule which means taking leave in blocks of time or by reducing the usual number of hours per work week, or hours per workday, of any employee.

Qualifying exigency is any of the following reasons related to deployment: issues arising from short-notice deployment for a period of seven (7) days from date of notification; military events and related activities; childcare and related activities arising from active duty or call to active duty status of a covered military member such as arranging alternative childcare; making or updating financial and legal arrangements; counseling; taking up to five (5) days of leave for rest and recuperation; post-deployment activities; and any other event that the employee and NMASC agree is a qualifying exigency.

Son or daughter is defined two ways within this policy:

- For military leave, son or daughter means an employee's biological, adopted, foster child, stepchild, legal ward, or a child for whom the employee stands in loco parentis, and who is of any age.
- For all remaining leave pursuant to the FMLA, son or daughter means a biological, adopted, foster child, stepchild, legal ward, or a child of a person standing in loco parentis, who is either under eighteen (18) years of age or eighteen (18) years of age or older and "incapable of self-care" because of a mental or physical disability.

NORTH MEMORIAL AMBULATORY SURGERY CENTER AT MAPLE GROVE FLOWERS/GIFTS

Purpose

To provide guidelines and protocols when giving flowers or gifts in a consistent manner.

Policy

A. Birth

1. Who: Employee
2. What: Plant or flowers \$50 - \$60 range.

B. Death

1. Who: Employee, employee's spouse, parent, child, sibling, parent-in-law, stepparent, or stepchild.
2. What: Plant or flowers \$50-\$60 range.

C. Surgery (excluding colonoscopies, EGD's, injections, etc.)

1. Who: FTE Employee
2. What: Plant or flowers \$50-\$60 range.

Procedure

If a gift needs to be ordered, Human Resources must be notified that one of the above events has occurred. Due to the size of staff, it will be incumbent upon all staff members to help with notification of an event. Human Resources will then order the gift and arrange for delivery.

**NORTH MEMORIAL AMBULATORY SURGERY CENTER AT MAPLE GROVE
GRIEVANCE PROCEDURE FOR EMPLOYEES**

PURPOSE:

1. To establish a standard employee grievance procedure.
2. To provide the employee with a means of being recognized and heard.
3. To alert management to causes of employee dissatisfaction and provide the opportunity to take appropriate action.
4. To provide a formal mechanism to ensure prompt handling of employee complaints and grievances.
5. To resolve employee complaints and grievances in a sound and fair manner.
6. To maintain and reinforce a high level of employee morale.
7. Complaints against other employees, doctors, or staff affiliates for sexual harassment and/or disruptive conduct are addressed by separate policies and procedures other than the Grievance Procedure.

POLICY:

1. Everyone has a right to file a grievance if they feel they have not been treated according to established center policies.
2. It is the intent that day-to-day problems are resolvable in an informal setting with the employee working with the immediate manager/director. Such matters will not be deemed grievances. If a problem cannot be resolved informally, the employee may request a formal grievance procedure.

PROCEDURE:

1. An employee who feels he/she has a problem, complaint, or grievance shall present the matter to his/her immediate manager.
2. It is the responsibility of the manager to act on the problem and orally respond to the employee within three (3) days, excluding weekends and holidays, from the receipt of the complaint.
3. If the employee is not satisfied with the answer, he/she may request a meeting with the Executive Director. The Executive Director will respond accordingly within three (3) days, excluding weekends and holidays, from the receipt of the complaint.
4. If the employee is still not satisfied, he/she may request a meeting with the Board of Governors. After presenting the matter to the Board, an answer will be given to the employee within five (5) working days.

**NORTH MEMORIAL AMBULATORY SURGERY CENTER AT MAPLE GROVE
NON-DISCRIMINATION STATEMENT**

Policy

In compliance with Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Age Discrimination Act of 1975, it is the policy of North Memorial Ambulatory Surgery Center of Maple Grove to provide benefits, services, and employment to all persons without regard to age, ethnicity, disability, marital status, national origin, race, religion, gender, sexual orientation, familial, or veteran status. No distinction is made among any persons in eligibility for the reception of benefits and services provided by or through the auspices of North Memorial Ambulatory Surgery Center of Maple Grove.

Procedure

If you have any concerns regarding the provision of services or employment on basis of handicap (disability) you may contact our Section 504 coordinator, Executive Director, at telephone number 763-581-9025.

All persons and organizations having occasion either to refer persons to or recommend this facility are advised to do so without regard to the person's age, ethnicity, disability, marital status, national origin, race, religion, gender, sexual orientation, gender identity, familial or veteran status.

If you have a question concerning compliance, you may contact the Corporate Compliance Officer at telephone number 763-581-9025.

If you have further questions or concerns, please contact the Board of Governors at:

North Memorial Ambulatory Surgery Center at Maple Grove
Attn: Board of Governors
9855 Hospital Drive
Suite 175
Maple Grove, MN 55369

You may also contact:

Regional Manager, Office of Civil Rights, U.S. Department of Health and Human Services
233 N. Michigan Ave., Suite 240
Chicago, IL 60601 Telephone: (800) 368-1019

*OCR/DHHS only has jurisdiction over employment discrimination on the basis of race, color, national origin, disability, age, sex and religion where employment involved contact with beneficiaries. The Equal Employment Opportunity Commission has jurisdiction over employment discrimination on the basis of race, color, national origin, religion, disability, genetic information, sex, age, sexual orientation and gender identity.

THE NORTH MEMORIAL AMBULATORY SURGERY CENTER AT MAPLE GROVE
PARENTAL LEAVE POLICY

Purpose

The North Memorial Ambulatory Surgery Center at Maple Grove (NMASC) is committed to providing a safe and productive work environment for its employees and quality health care for its patients.

The purpose of this policy is to set forth NMASC's process of granting leaves of absence for employees who are planning the birth or adoption of a child and explaining the rights and responsibilities of the employee and employer regarding parental leaves of absence.

Policy

An employee shall be entitled to a total of twelve weeks of unpaid leave for one or more of the following:

- The birth of a child.
- The adoption of a child.

Eligibility Requirement: In accordance with the Minnesota Parenting Leave Act, NMASC will grant a 12-week uncompensated leave of absence to an employee who is a natural or adoptive parent in conjunction with the birth or adoption of a child or a female employee for prenatal care, or incapacity due to pregnancy, childbirth, or related health condition. To be eligible for this parental leave, an employee must have worked at NMASC for at least 12 consecutive months preceding the request and averaged at least one-half the full-time equivalent position in their job classification during the 12 months immediately preceding the leave. Upon return from Parental Leave, an employee is entitled to return to employment in employee's former position or position of comparable duties, hours, and pay.

Paid/Unpaid Leave: An employee requesting leave shall, if eligible, be required to first use all accrued PTO and MLB. If such accrued time is less than the twelve weeks, the rest of the twelve weeks of leave will be taken without compensation. The employee must provide written notice within 30 days of commencement of the leave.

Health/Life Insurance Benefits: Health/life insurance benefits during the leave shall be provided at the same level, and under the same conditions, coverage would have been provided if the employee was working as long as the employee is still using ESST/PTO/MLB time and meets the eligibility requirements. If the employee runs out of ESST/PTO/MLB before the twelve (12) week leave is over (uncompensated leave), the

employee will be responsible for paying the full amount of the insurance premiums to the employer.

Restoration to Position and Benefits Protection: The employee who takes a parental leave under this policy shall be entitled to be restored to their position or an equivalent position with equivalent benefits, pay, and other terms and conditions of employment, upon termination of the leave. The taking of parental leave shall not result in the loss of any employment benefit accrued prior to the date on which the leave commenced.

Failure to Return from a Parental Leave: In the event an employee fails to return from a parental leave, under this policy, the employer may terminate the employee and recover premiums paid by the employer for the employee during the leave period.

** Please note: This act does not pre-empt or preclude other federal, state, or local laws that provide greater leave rights, nor does it interfere with state or federal laws prohibiting discrimination.

**NORTH MEMORIAL AMBULATORY SURGERY CENTER AT MAPLE GROVE
PTO DONATION POLICY**

Purpose

To establish guidelines and procedures for the transfer of accumulated PTO hours from one regular employee to another.

Procedure

A. Employee Eligibility

1. To receive PTO hours donated by another employee, the recipient must meet the following criteria:
 - a. Employee must be employed in a benefit-eligible position and have completed their introductory period.
 - b. Employee must have used all accumulated PTO hours.
 - c. Employee must be unable to work due to one of the following:
 - Serious illness or medical emergency involving the employee, a spouse, child, parent, or other member of the employee's established household, at the discretion of Human Resources Manager.
 - Ongoing crisis or hardship due to a medical condition involving the individuals listed.
 - d. Employee must not be receiving short-term or long-term disability insurance benefits.
2. The maximum hours received by eligible employee may not exceed the amount needed per pay period.
3. Before an employee is eligible to receive donated leave, documentation must be provided from the attending physician attesting to the employee's disability or family member's disability resulting in the employee's inability to work.

B. Criteria For Donating Leave

1. An employee wishing to donate PTO hours to another NMASC employee must meet the following criteria:
 - a. Employee must retain a balance of 40 PTO hours.
 - b. Employee's donation must be voluntary.
 - c. Employee must contact Human Resources to complete the necessary form.

C. Donation of Leave – General Information

1. Before approving the transfer, Human Resources will verify that the donor has sufficient PTO hours to cover the donation and still retain the required hours.
2. Human Resources will verify that the recipient has provided current certification from a health care provider that he/she is unable to work.
3. The donor form will be date and time stamped in the order received by Human Resources. This will determine the order in which PTO hours will be deducted from the donors' PTO hour balances where there are multiple donors for a single recipient.
4. Only the amount of PTO hours sufficient to cover the hours regularly scheduled will be transferred each pay period.
5. Donated PTO hours that were not used by the recipient will be lost.
6. Recipient employees shall continue to accrue PTO hours and sick hours while using donated time.

**HUMAN RESOURCE POLICY MANUAL
HR POLICY 25**

**NORTH MEMORIAL AMBULATORY SURGERY CENTER AT MAPLE GROVE
PTO DONATION FORM**

To be completed by donor:

Employee Donating Hours: _____

Number of Hours Employee Wishes to Donate: _____

Employee Receiving Hours: _____

Department (Employee receiving hours): _____

I hereby acknowledge that I cannot have less than 40 hours of PTO hours left in my bank. I also acknowledge I have voluntarily donated these PTO hours on my own accord.

Donor Employee Signature: _____

☐ As a donor, I wish to remain anonymous.

.....

To Be Completed by Human Resources

Date of Transaction: _____

Current PTO Hour Balance for Recipient: _____

Recipient Scheduled Hours per Pay Period: _____

Health Certification Received: Yes ☐ No ☐

Current PTO Hour Balance for Donor: _____

Number of Hours Donated: _____

Number of PTO Hours Donor Has After Donation Made: _____

Human Resources Manager

Date

**NORTH MEMORIAL AMBULATORY SURGERY CENTER AT MAPLE GROVE
REQUESTED ABSENCE (RA) TIME – Mandatory and Voluntary**

Purpose/Policy

During times of low census, there may be a need to request or require an employee to work less than normal scheduled hours. The department manager or designee will determine the appropriate staff mix necessary for each shift using their best judgment. The department manager or designee in each department will also keep a record of each date upon which an RA request was made.

For purposes of determining whether an employee has worked fewer than scheduled hours, hours worked in typical job duties will be considered in combination with hours worked in any other work area to which that employee may be redirected.

Procedure

A. Voluntary Requested Absence (RA)

1. A rotational tracking system will be kept in each department, listing each individual who has taken voluntary RA and the date of such RA. This information will be recorded by each department manager.
2. If an employee chooses to accept the voluntary RA, they will be given the option to utilize PTO if they have an available balance. If no PTO balance is available, the employee will take RA without pay.

B. Mandatory Requested Absence (RA)

1. If no employees volunteer for an RA, employees may be mandated to take RA.
2. A rotational tracking system will be kept in each department, listing each individual who has taken a Mandatory RA, and the date of such RA. Employees will be rotated based on the Mandatory RA date. This information will be recorded by each department manager.
3. PRN staff will be canceled prior to full-time or regular part-time staff.
4. If an employee is required to take mandatory RA, they will be given the option to utilize PTO if they have an available balance. If no PTO balance is available, the employee will take RA without pay.
5. During the orientation period, new employees will not be included in the roster for mandated RA. However, they would be eligible for voluntary RA at the discretion of the department manager.

Note: Mandatory/Voluntary RA makes no difference in payroll, Kronos software will only track Paid RA time and will not separate it into mandatory vs voluntary. This will be managed by your department manager/designee on paper. Unpaid RA is not tracked through the payroll system.

C. Employee Status and Benefits

1. Both voluntary and mandatory RAs are considered a temporary shift in hours worked and will not cause employment status or benefit-eligibility at NMASC to change. Benefit-eligible employees will continue to accrue PTO during RA hours.

**NORTH MEMORIAL AMBULATORY SURGERY CENTER AT MAPLE GROVE
ADA-REASONABLE ACCOMMODATION POLICY**

POLICY

North Memorial Ambulatory Surgery Center at Maple Grove (NMASC) is committed to the fair and equal employment of people with disabilities. Reasonable accommodation is the key to this non-discrimination policy. While many individuals with disabilities can work without accommodation, other qualified applicants and employees face barriers to employment without the accommodation process. It is the policy of NMASC to reasonably accommodate qualified individuals with disabilities unless the accommodation would impose an undue hardship. In accordance with the Minnesota Human Rights Act and the Americans with Disabilities Act, accommodations will be provided to qualified individuals with disabilities when such accommodations are directly related to performing the essential functions of a job, competing for a job, or to enjoy equal benefits and privileges of employment. This policy applies to all applicants, employees, and employees seeking promotional opportunities.

DEFINITION

Disability: For purposes of determining eligibility for a reasonable accommodation, a person with a disability is one who has a physical or mental impairment that materially or substantially limits one or more major life activities.

Reasonable Accommodation: A reasonable accommodation is a modification or adjustment to a job, an employment practice, or the work environment that makes it possible for a qualified individual with a disability to enjoy an equal employment opportunity.

Undue Hardship: An undue hardship is an action that is unduly costly, extensive, substantial, or disruptive, or that would fundamentally alter the nature or operation of NMASC.

PROCEDURE – CURRENT EMPLOYEES INCLUDING THOSE SEEKING PROMOTION

NMASC will inform all employees that this accommodation policy can be made available in accessible formats. The employee must inform their supervisor or the human resources department of NMASC of the need for an accommodation. The employee may fill out the “Reasonable Accommodation Request Form” which accompanies this policy. This request may be in plain language and need not mention the ADA or use the phrase “reasonable accommodation.” The human resources department shall provide the employee with assistance in the request for reasonable accommodation if such assistance is required by the employee.

HUMAN RESOURCE POLICY MANUAL POLICY HR 27

The human resources department may request documentation of the individual's functional limitations to support the request. Any medical document must be collected and maintained on separate forms and in separate, locked files. No one will be told or have access to medical information unless the disability might require emergency treatment.

When a qualified individual with a disability has requested an accommodation, the employer shall, in consultation with the individual:

- Discuss the purpose and essential functions of the job involved. Completion of a step-by-step job analysis may be necessary.
- Determine the precise job-related limitation.
- Identify the potential accommodation and assess the effectiveness each would have in allowing the individual to perform the essential functions of the job.
- Select and implement the accommodation that is the most appropriate for both the individual and the employer. While an individual's preference will be given consideration, NMASC is free to choose among equally effective accommodations and may choose the one that is less expensive or easier to provide.
- The human resources department will work with the employee to obtain technical assistance, as needed.
- The human resources department will provide a decision to the employee within a reasonable amount of time.
- If an accommodation cannot overcome the existing barriers or if the accommodation would cause an undue hardship on the operation of the business, the employee and the human resources department shall work together to determine whether reassignment may be an appropriate accommodation.

PROCEDURE – JOB APPLICANTS

The job applicant must inform the human resources department of the need for an accommodation. The human resources department will discuss the needed accommodation and possible alternatives with the applicant. The human resources department will review the accommodation request and, if approved, will take the required actions to provide the accommodation.

PROCEDURE - DETERMINING UNDUE HARDSHIP

The employee will meet with the human resources department to discuss the requested accommodation and review and consider the following:

- The nature and cost of the accommodation in relation to the size, the financial resources, and the nature and structure of the operation; and
- The impact of the accommodation on the nature or operation of NMASC.

The human resources department will provide a decision to the employee.

APPEALS

Employees or applicants who are dissatisfied with the decision(s) pertaining to his or her accommodation request may file an appeal with the head of the human resources department, within a reasonable period of time, for a final decision.

**HUMAN RESOURCE POLICY MANUAL
POLICY HR 27**

Reasonable Accommodation Request Form

Individuals with disabilities who need accommodation are invited to present their requests by completing this form. To better serve you, please make your request at least 48 hours in advance.

Name: _____ ID: _____

Position/Department: _____

Manager name: _____ Date of request: _____

Accommodation identification

Please indicate any specific accommodations you are requesting: _____

If you are not sure what accommodation is needed, please provide any suggestions on possible options: _____

Reasons for accommodation

List job functions you are having difficulty performing: _____

List employment benefits you are having difficulty accessing: _____

Indicate the limitation interfering with your ability to perform your job or access an employment benefit: _____

HUMAN RESOURCE POLICY MANUAL
POLICY HR 27

If this limitation has been accommodated in the past, please indicate the accommodation and its effectiveness: _____

If you are requesting a specific accommodation, please indicate how it will assist you:

Please provide any additional information that will help in processing your request:

When complete, please give this document to the appropriate person:

- Applicants: To the company representative
- Employees: To your manager or HR representative

Signature of requestor: _____

Signature of company representative: _____

Date: _____

If approved, is the identified accommodation acceptable? ☐ Yes ☐ No

Signature: _____

**HUMAN RESOURCE POLICY MANUAL
POLICY HR 27**

Official use only

☐ Accommodation approved. (Please provide additional information, if appropriate.)

☐ Accommodation denied. (Please indicate reason for denial.)

Managers: Complete your portion of the form and forward it to Human Resources.

Action taken to address requested accommodation (dates and details): _____

Feedback to requesting party (date and details): _____

***This form is not to be kept in a personnel file.**

**NORTH MEMORIAL AMBULATORY SURGERY CENTER AT MAPLE GROVE
SEXUAL HARASSMENT POLICY**

North Memorial Ambulatory Surgery Center at Maple Grove (NMASC) is committed to providing a professional work environment that maintains employee equality, dignity, and respect. In keeping with this commitment, NMASC prohibits discriminatory practices, including sexual harassment. Any sexual harassment, whether verbal, physical, or environmental, is unacceptable and will not be tolerated, whether it occurs in the workplace or at work-sponsored activities. Any employee found to have acted in violation of this policy will be subject to appropriate disciplinary action, which may include immediate termination.

Sexual harassment defined. Sexual harassment is illegal under federal, state, and local laws. It is defined by the Equal Employment Opportunity Commission as any unwelcome sexual advance, request for sexual favors, or other verbal or physical conduct of a sexual nature when:

1. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment
2. Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting the individual
3. Such conduct has the purpose or effect of unreasonably interfering with the individual's work performance or creating an intimidating, hostile or offensive working environment.

The types of behaviors that constitute sexual harassment may include, but are not limited to:

1. Unwelcome sexual flirtations, advances, or propositions
2. Derogatory, vulgar, or graphic written or oral statements regarding one's sexuality, gender or sexual experience
3. Unnecessary touching, patting, pinching or attention to an individual's body
4. Physical assault
5. Unwanted sexual compliments, innuendoes, suggestions, or jokes
6. The display of sexually suggestive pictures or objects

Complaint procedure

Any employee, who has a workplace sexual harassment complaint against a manager, coworker, doctor, staff affiliate, independent contractor, vendor, patient, visitor, or other person, must bring the problem to NMASC's attention. If you believe that you have been

HUMAN RESOURCE POLICY MANUAL POLICY HR 20

sexually harassed, you should immediately report the incident to your department manager. The complaint will be immediately and thoroughly investigated in a professional manner.

You will be notified of a decision or of the status of the investigation within five business days after you report an incident. There will be no discrimination or retaliation against any individual who files a good-faith sexual harassment complaint, even if the investigation produces insufficient evidence to support the complaint, and even if the charges cannot be proven. There will be no discrimination or retaliation against any other individual who participates in the investigation of a sexual harassment complaint. If the investigation substantiates the complaint, appropriate corrective action including discipline of those who have engaged in the misconduct, up to and including termination of employment. Such action shall include, in the case of a doctor or staff affiliate, forwarding the matter to the Board of Governors for consideration and corrective action, suspension, or revocation of credentialed privileges at NMASC.

Actions taken internally to investigate and resolve sexual harassment complaints shall be conducted confidentially to the extent practicable and appropriate in order to protect the privacy of persons involved. Investigation may include interviews with the parties involved in the incident, and if necessary, with individuals who may have observed the incident or conduct or who have other relevant knowledge.

Policy Application and Enforcement

This policy applies to all employees, managers, and other staff, whether related to conduct engaged in by fellow employees, doctors, staff affiliates, independent contractors, or someone who is not directly related to the NMASC, such as a vendor, patient, visitor, or other NMASC contact. All managers have the duty of ensuring no individual or employee is subjected to sexual harassment and of maintaining a workplace free of such harassment. Management shall discuss this policy with employees to assure them they are not required to endure any acts of sexual harassment.

NMASC will make every reasonable effort to ensure all employees are familiar with this policy and are aware that each complaint received by NMASC will be investigated and resolved appropriately. It is NMASC's policy to encourage the reporting of all perceived incidents of sexual harassment, regardless of the position of the alleged offender. Every employee is also encouraged to raise any questions or concerns regarding this policy with the Executive Director, Human Resources or the employee's respective Department Manager. NMASCMG will take all steps that are necessary to enforce its policy prohibiting sexual harassment.

North Memorial Ambulatory Surgery Center at Maple Grove
Social Media Policy

North Memorial Ambulatory Surgery Center at Maple Grove (NMASC) recognizes the Internet provides unique opportunities to participate in interactive discussions and share information on particular topics using a wide variety of social media, such as Facebook, Twitter, Instagram, blogs, and similar outlets. However, use of social media also presents certain risks and carries with it certain responsibilities.

To minimize business and legal risks, to avoid loss of productivity and distraction from employees' job performance, and to ensure the resources and communications systems of NMASC are used appropriately, NMASC expects its employees to adhere to the following procedures, guidelines, and rules regarding use of social media.

Compliance with Related Policies and Agreements

The same principles and guidelines found in NMASC's policies, procedures, practices, and plans apply to employee activities online. Ultimately, employees are responsible for what they post online. Before creating online content, employees should consider the potential risks and rewards. Any employee conduct that adversely affects that employee's job performance, the performance of fellow employees, or otherwise adversely affects customers, suppliers, people who work on behalf of NMASC, or legitimate business interests of NMASC, may result in disciplinary action (paid or unpaid), up to and including termination. Employees are prohibited from using social media to violate any NMASC policies, procedures, practices, and plans, including but not limited to NMASC's:

- Non-Discrimination and Anti-Harassment Policy
- Confidentiality Policy
- Use of Electronic Equipment and Services policy
- Other policies pertaining to Employee conduct.

Personal Use of Social Media

Employees generally should refrain from using social media during work hours or on equipment provided by NMASC unless such use is work-related or authorized by the employee's manager and consistent with NMASC's Use of Electronic Equipment and Services Policy. Under no circumstances may personal use of social media interfere with job duties or performance.

Be Respectful, Honest, and Accurate

Always be fair and courteous to fellow employees, customers, vendors, or individuals who work on behalf of NMASC. Employees should keep in mind that work-related complaints are most likely to be resolved by speaking directly to their co-workers to address misunderstandings or conflicts or by using NMASC's process. Posting complaints to a social media outlet is less likely to resolve conflicts or concerns.

However, if an employee decides to post complaints or criticism, he or she must avoid using statements, photographs, and video/audio that could reasonably be viewed as malicious, defamatory, obscene, threatening, or intimidating towards employees, customers, vendors, or individuals who work on behalf of NMASC, or that may constitute harassment or bullying. Examples of such conduct might include, but are not limited to, offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment based on race, color, religion, sex, national origin, ethnicity, age, disability, genetic information, military or veteran status or any other status protected by applicable law. Inappropriate postings such as discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject employees to disciplinary action up to and including termination.

NMASC encourages professionalism and honesty in social media, as it requires in all business communications. If an employee discloses in social media his or her status as an employee of NMASC, the employee should include a disclaimer that his or her views do not represent those of NMASC. For example, employees should consider using language such as "the views in this post do not represent the views of NMASC." Employees should use good judgment about the content of posts and remember that anything they say can reflect on NMASC even if they include a disclaimer. Employees should always strive to be accurate in every communication about NMASC and should keep in mind that their statements could have the potential to result in liability for themselves or NMASC. Respect Intellectual Property and Confidential Information

It bears repeating that the same principles and guidelines that apply to employees in the workplace and while conducting NMASC business are also applicable in social media settings. This includes restrictions on employee use and disclosure of NMASC Confidential Information. Employees should treat Confidential Information and intellectual property in a manner that protects its security and should not jeopardize that security in the use of social media.

Likewise, when using social media, employees should take the same care as NMASC does in all business practices to avoid misappropriating or infringing on the intellectual property of other companies and individuals, which can create a liability for the Employee individually and/or for NMASC.

NMASC's Social Media

NMASC will designate employees authorized to represent NMASC on social media sites. Only authorized employees may represent NMASC on social media sites, which is the practice for all official company communications.

Retaliation is Prohibited

NMASC prohibits taking negative action against any employee for personal social media activity consistent with these principles and guidelines and against any employee who in good faith reports a possible deviation or cooperates in any investigation. Any employee who retaliates against another employee for personal social media activity in violation of these principles and guidelines will be subject to disciplinary action (paid or unpaid), up to and including termination.

Media contacts

All media inquiries should be directed to the Executive Director.

For More Information

If you have questions or need further guidance, please contact your HR representative.

**THE NORTH MEMORIAL AMBULATORY SURGERY CENTER AT MAPLE GROVE
WORKPLACE VIOLENCE POLICY**

PURPOSE

The purpose of this policy is to communicate the policy of North Memorial Ambulatory Surgery Center at Maple Grove (NMASC) regarding Workplace Violence.

SCOPE

The scope of this policy applies to all employees of NMASC, including temporary employees employed by an outside agency, independent contractors, and persons employed by contractors working at NMASC.

POLICY

As an employer, NMASC is concerned and committed to providing a safe and healthy work environment for employees, customers, and visitors. NMASC mandates a “zero tolerance for violence” environment and will make every effort to prevent violent incidents from occurring. Employees who engage in violent acts or behavior that threatens the safety of employees or visitors in the workplace may be subject to immediate disciplinary action, up to and including termination. NMASC specifically prohibits the following activities:

- Any act or threat of violence, made by an employee against an employee, contractor, vendor, visitor, or others in the workplace.
- Intentionally damaging employer property or property of another employee.
- Possessing or using any firearm, weapon, or other dangerous or hazardous devices, concealed or otherwise, or substances on the premises of NMASC or while conducting NMASC business.

Any person who engages in, or threatens to engage in, violent acts will be removed from the premises as soon as safety permits and shall remain off NMASC premises pending the outcome of any investigation.

All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to Security and/or the Executive Director, Department Manager, or Human Resources, or any member of management. This includes threats by employees, as well as threats by customers, vendors, solicitors, or other members of the public. Reports of any threats should be as specific and detailed as possible.

**HUMAN RESOURCE POLICY MANUAL
POLICY HR 22**

All suspicious individuals or activities should also be reported as soon as possible to Security and/or the Executive Director, Department Manager or Human Resources, or a member of management. Do not place yourself in peril. If you see or hear a commotion or disturbance near you, do not try to intercede.

Employees shall not be retaliated against for making a good faith report of behavior contrary to this policy.

NMASC encourages employees to bring their disputes or differences with other employees to the attention of the Executive Director, Department Manager, or Human Resources before the situation escalates into potential violence.

**NORTH MEMORIAL AMBULATORY SURGERY CENTER AT MAPLE GROVE
REMOTE WORKERS**

PURPOSE:

This remote work policy establishes guidelines for employees who work from a location other than the North Memorial Ambulatory Surgery Center at Maple Grove's (NMASC) location. It does not supersede NMASC's employment policies and is not intended to create nor is it to be construed to constitute a contract for employment. The remote worker acknowledges and agrees that he/she is an employee at-will, and may be terminated at any time, with or without cause.

POLICY:

NMASC considers remote employees as a viable alternative work arrangement and is appropriate for some employees and positions. It is not an entitlement; it is not a company-wide benefit and in no way changes the terms and conditions of employment with NMASC. This document is an outline of the condition of participation for remote employees and will become effective upon the employee's signature. This agreement may be canceled or modified by NMASC at any time.

Either an employee or a manager can suggest remote working as a work arrangement. All agreements to work remotely are made on a case-by-case basis, focusing first on the business needs of the organization. Working remotely is a discussion between the employee and their manager. If the position is determined that it is eligible to be a remote position, all scheduled hours must be worked remotely and in Minnesota. Exceptions may arise based upon position duties.

There are requirements that must be met to be eligible. The terms of the agreement are:

The employee must meet the following criteria:

- Employee must work on site for a minimum of 6 months or until they demonstrate competence in job performance. This is evaluated by their manager. Exceptions to this rule are positions that are determined to be remote positions at the date of hire. Position duties must be able to be performed remotely without creating additional duties by other staff.
- Remote employees are expected to be available and communicative during scheduled work hours.
- NMASC work rules and other policies continue to apply to offsite work locations.
- Consumption of alcohol during work hours is never acceptable.
- Employees should seek a quiet and distraction-free working space, to the extent possible.
- Employees are expected to maintain their workspace in a safe manner, free from safety hazards.

Location: Due to tax implications for both employer and employee, NMASC remote workers must work from their home office. You must notify your manager and HR if you plan to be working from another location.

Equipment: NMASC may provide a computer with two displays. Hardware provided by NMASC is the property of NMASC and only NMASC staff is to use or troubleshoot.

HUMAN RESOURCE POLICY MANUAL POLICY HR 18

Employee must furnish:

1. High speed internet access minimum 3Mb download and 1.5Mb upload
2. Network connection must be available in the designated workspace
3. Ergonomically appropriate workstation in a private area with limited viewing access
4. All office furniture including desk, chair, etc.

Liability: NMASC will not be liable for damages to the employees' property that results from participation in the remote working model at NMASC. NMASC will not be responsible for home maintenance or other incidental costs whatsoever associated with the use of the employee's residence.

Work Hours:

1. Employees must work their agreed number of hours per week. Employees who are not exempt from overtime requirements of the Fair Labor Standards Act will be required to record all hours worked in NMASC's time tracking system (Kronos). Hours worked over 8 hours per day, in accordance with state and federal requirements, will require advance approval from the manager.
2. Employees must follow NMASC's policies and procedures.
3. Employees are expected to attend department meetings and meet in-service education requirements, the same as the on-site employees via conference line. Occasionally, it is required to be on-site. If you are non-exempt and are required to travel to the corporate office you will be paid your normal hourly wage for your travel time, mileage will not be reimbursed.
4. NMASC is not responsible for downtime due to internet connection issues. If you are unable to work, it is expected that you commute to NMASC or utilize PTO time to equal your regular hours. This requires approval from the manager.

In the event of Virtual Meetings

- While distractions are often unavoidable, try to keep them to a minimum. No music or television in the background during meetings.
- Keep yourself muted during video or audio conferencing unless you are speaking.
- Turning on video is encouraged but not required.
- Avoid eating a meal during a virtual meeting unless invited to do so by the meeting host.
- Smoking or vaping is not permitted during a video conference.
- Casual dress is acceptable; however, use discretion. No sleeveless tops, pajamas or other apparel that would not be appropriate to wear outside of your home.
- Avoid multi-tasking. Give your full attention to the meeting as if you were face to face.

Confidentiality

The employee will adhere to the Corporate Compliance Policy. Work done in the home office is considered official NMASC business. The home workstation must not be located in a high-traffic area within the home and must have a lockable cabinet and/or door. All PHI paperwork must be put away in an area not visible for protection of patient medical information.

**HUMAN RESOURCE POLICY MANUAL
POLICY HR 18**

Communication

Employees will be provided email and instant messaging for communications purposes and phone software (Jabber) through North Memorial IT services.

Workplace Disruptions

It is recognized that the workplace distractions and disruptions will be different for a remote employee than on-site office staff. It is expected remote employees will handle personal issues as if they were in the office such as personal phone calls on their breaks, etc. Employees with children must have childcare for children that need care during work hours. It is expected the employees will remain focused on their work when clocked in.

Employee Acknowledgement

I have read and understand the above agreement and agree to adhere to this agreement as a part of my participation of being a remote NMASC employee. Failure to comply with the above guidelines may result in disciplinary action, loss of privilege to work from home up to termination.

Printed Name

Signature/Date

**NORTH MEMORIAL AMBULATORY SURGERY CENTER AT MAPLE GROVE
DRUG AND ALCOHOL POLICY**

Policy

North Memorial Ambulatory Surgery Center is committed to providing a safe and productive working environment for its employees, providing quality health care for its patients, and promoting a drug-free society. Because employees who abuse drugs or alcohol have the potential of injuring themselves, co-workers, patients, or visitors, the Surgery Center has adopted this policy and procedure regarding drug and alcohol abuse.

North Memorial Ambulatory Surgery Center recognizes drug and alcohol dependencies are treatable illnesses. It will encourage employees to voluntarily take advantage of available treatment whenever the need arises. As with any disease, early detection will increase the likelihood of a successful outcome.

The purpose of this policy is to set forth the Surgery Center's rights to insist on diagnosis or testing when alcohol or drug impairment is reasonably suspected and to terminate immediately any employee who violates the Surgery Center's policy against the abuse or unauthorized possession, sale, or distribution of alcohol, cannabis, illegal drugs or prescription or over-the-counter medications improperly used, on or off the premises, if done during working time or while representing the Surgery Center.

The following describes the current policy and practice and will be interpreted, administered, and amended by North Memorial Ambulatory Surgery Center at its sole discretion. This policy is not intended to and does not confer legal rights or impose legal obligations.

Procedure

1. This policy applies to all employees and job applicants. Department managers are responsible for communicating and implementing this policy.
2. Job applicants for employment at the North Memorial Ambulatory Surgery Center with a history of alcohol or drug dependence will be considered for employment. They, along with all other applicants offered employment, will be required to pass a health screening.

**HUMAN RESOURCE POLICY MANUAL
POLICY HR 19**

3. The following conduct by any employee of the North Memorial Ambulatory Surgery Center is expressly prohibited:
 - a. The use of illegal drugs, improper use of prescription or over-the-counter medications. The unauthorized possession, purchase, sale, distribution, taking, carrying, transfer or handling of controlled substances, illegal drugs or improperly used prescription or over-the-counter medication.
 - b. The abuse or unauthorized possession, purchase, sale, distribution, taking, carrying, transfer or handling of alcohol, alcoholic beverages, or any other intoxicants by any employee is expressly prohibited. Nothing in this paragraph 3 or elsewhere in this policy shall be construed to prohibit employees from consuming alcoholic beverages or cannabis products off work provided that such consumption does not impair the employee's ability to perform the functions of his/her job.
 - c. The use, possession, purchase, sale, distribution, taking, carrying, transfer or handling of illegal drugs, alcohol or cannabis products on HPSC property or during an employee's work shift, including non-paid break periods, is strictly prohibited.
4. It is unacceptable for an employee to report to work or perform services for, on behalf of, or as a representative of the North Memorial Ambulatory Surgery Center with the odor of prohibited substances, for example marijuana or alcohol, on his/her breath or person. Such odors on an employee are a safety concern and raise public relations issues.
5. Employees shall report to work fit to perform all aspects of their jobs. Employees who are in an impaired condition will not be allowed to continue working. For purposes of this policy, impairment is defined as the inability to perform one's job in the manner prescribed for that function or in accordance with established practice. Such impairment, when caused by the use of a controlled substance, cannabis, illegal drug, prescription, or over-the-counter medication improperly used, alcohol, alcoholic beverage, or any other intoxicant, is a violation of this policy.
6. In cases of employee impairment, the Department Manager and employee health nurse will perform an assessment of fitness for duty.
7. Without prejudice to its policy of employment at will, North Memorial Ambulatory Surgery Center reserves the right to dismiss immediately any employee whom it reasonably, even if mistakenly, believes to have violated the policy expressed herein. In appropriate cases, the Surgery Center may voluntarily, or by virtue of law, report matters involving drugs or alcohol to the police for criminal prosecution. North Memorial Ambulatory Surgery Center further reserves the right to take any corrective, disciplinary, and/or rehabilitative action short of dismissal which it deems proper.

**HUMAN RESOURCE POLICY MANUAL
POLICY HR 19**

8. If there is reasonable suspicion to believe that any employee has violated any of the policies expressed herein, or is under the influence of controlled substances, illegal drugs, cannabis, prescription or over-the-counter medications improperly used, alcohol, alcoholic beverages or any other intoxicants, the Department Manager, Director of Human Resources, Medical Director, or Executive Director may take the following actions, singly or in concert:
 - a. The employee may be ordered to undergo immediately, or as soon as it can be arranged, a nursing assessment of fitness for duty, appropriate medical examination, and/or drug or alcohol testing to confirm the presence of drugs or alcohol, or for any other diagnostic or treatment purposes.
 - b. Any other action that seems necessary or advisable for the safety of the employee and patients, other persons or property or to ensure the safe and efficient operation of North Memorial Ambulatory Surgery Center may be taken.
9. "Reasonable Suspicion" means that the supervisor has some rational basis, whether from direct observation or from the reports of others, to believe that an employee has violated the policy expressed herein or is under the influence of types of drugs or alcohol specified herein. The Department Manager immediately shall report such suspicions to the Employee Health Nurse, Director of Human Resources, Medical Director, or Executive Director.
10. In the event an employee or job applicant is requested or ordered to undergo testing for drug or alcohol use, abuse, treatment, illness or disease, such testing shall be done by an independent, reputable and qualified or certified laboratory and pursuant to such terms, conditions, and procedures as are specified by the laboratory. In the event the result of an initial test is positive, the result will be verified by a confirmatory test and at least two (2) testing procedures shall be administered on the specimen before the results thereof shall be deemed conclusive regarding the presence of either drugs or alcohol (positive test). Only employees may request confirmatory retesting. Such confirmatory retesting must be done on the same sample as was originally tested and at the employee's own expense.
11. No employee or job applicant shall be obliged to consent to undergo any sort of testing or diagnosis with respect to his/her suspected drug or alcohol use. However, where North Memorial Ambulatory Surgery Center has reason to believe the employee or job applicant has violated any of the policies set forth herein, it may treat such withholding of consent or cooperation as cause for

**HUMAN RESOURCE POLICY MANUAL
POLICY HR 19**

dismissing or otherwise disciplining an employee or cause for refusing to hire a job applicant.

12. In the event the result of such testing is positive, subject to North Memorial Ambulatory Surgery Center's rights as set forth elsewhere in this policy, no further, final, or irreversible action will be taken against the employee or job applicant unless and until he/she is given an opportunity to explain or rebut such positive findings and review this policy.
13. The Employee Health Nurse, upon receiving the result of such testing, immediately shall report the result to the Director of Human Resources, Medical Director, or Executive Director. Within three (3) business days of receiving the result of such testing, the Employee Health Nurse shall provide to the employee or job applicant written notice of the result. In the event the result of such testing is positive, the employee or job applicant then shall have three (3) business days to explain or rebut such positive findings and to request, in writing, that confirmatory retesting be done. North Memorial Ambulatory Surgery Center shall have three (3) business days to notify the facility conducting the confirmatory test at the employee's or job applicant's request. The employee or job applicant may request that the confirmatory retesting be done at a facility of his/her own choosing.
14. North Memorial Ambulatory Surgery Center will not require testing of all job applicants, nor will it engage in random testing of employees. However, the Surgery Center reserves the right to request, or make employment conditional on a job applicant's undergoing testing if the Surgery Center has reasonable suspicion that the applicant may have an alcohol or drug-related impairment, dependence, or other problems. If a job applicant to whom a conditional offer of employment has been made tests positive (meaning confirmatory retesting positive) for current drug or alcohol use, he/she will not be employed by North Memorial Ambulatory Surgery Center.
15. North Memorial Ambulatory Surgery Center may offer an employee found to have a drug or alcohol problem an opportunity to undergo rehabilitative treatment. Any employee testing positive (meaning confirmatory retesting positive) for drug or alcohol use will be requested to complete a chemical assessment and follow a subsequent treatment or rehabilitative program. Regardless of the above, the Surgery Center still retains the right to dismiss, pursuant to the policies set forth herein, any employee testing positive for drug or alcohol use, without it first having to offer that employee any sort of treatment or rehabilitative program, whether paid for by North Memorial

**HUMAN RESOURCE POLICY MANUAL
POLICY HR 19**

Ambulatory Surgery Center, the employee, or others; and whether requested or not by the employee.

16. The employee health insurance program in effect at the time this policy is issued provides coverage for drug or alcohol dependence, addiction, or other problems. Those employees who qualify and participate in the benefit program are encouraged to use these benefits to the extent necessary and such use, provided it is voluntary or initiated by the employee and not the result of the employee having been found in violation of the policy set forth herein, will not necessarily jeopardize an employee's position with North Memorial Ambulatory Surgery Center. The Surgery Center reserves the right to change its employee insurance benefit program to delete or increase the benefits provided in this paragraph at any time. The current employee insurance benefit program should be consulted for the coverage provided regarding these insurance benefits. Nothing is intended to require the Surgery Center to maintain these insurance benefits at any time.
17. Any employee participating in a treatment or rehabilitative program for drug or alcohol dependence will be seen by the Employee Health Nurse, Director of Human Resources, and Department Manager prior to returning to work. At that time, the employee, the Director of Human Resources, and Department Manager shall discuss steps to reintegrate the employee into the workplace. Part of the process of being accepted back into the workplace includes the employee's participating in an approved after-care program and submitting to drug or alcohol testing on a random basis. The procedure for random testing will be mutually agreed upon by the employee and employer. The employee's participation in such an after-care program must not interfere with his/her scheduled work hours at North Memorial Ambulatory Surgery Center.
18. In all cases, employee confidentiality will be respected. However, the employee's Department Manager and other management personnel will be notified in the event the safety of the employee, co-workers, patients, or visitors becomes a concern or a North Memorial Ambulatory Surgery Center policy is violated.

HUMAN RESOURCE POLICY MANUAL
POLICY HR 19

The undersigned, an employee of North Memorial Ambulatory Surgery Center, hereby certifies that he/she has received a copy of North Memorial Ambulatory Surgery Center's Drug and Alcohol Policy. The undersigned also certifies that he/she has reviewed and read said policy and understands the contents thereof. In consideration of continued employment at North Memorial Ambulatory Surgery Center, the undersigned agrees to abide by the terms of this policy.

Employee's Signature

Print Name

Date

**HUMAN RESOURCE POLICY MANUAL
POLICY HR 20**

**NORTH MEMORIAL AMBULATORY SURGERY CENTER AT MAPLE GROVE
Licensure and Certifications**

PURPOSE:

To ensure all appropriate personnel have current licensure and/or certification and to develop a systematic monitoring and verification process.

POLICY:

1. NMASC will consistently monitor and verify the credentials of all healthcare providers to ensure they possess and maintain the necessary licenses and certifications. These credentials are kept in the employee's personnel file. Current copies of certifications and licenses are required for employees to be eligible for a salary increase or bonus. It is the responsibility of each employee to ensure their credentials remain up to date.
2. Trained and currently certified personnel are required to be present when patients are present.
3. Employees in certain job classes and areas are required to maintain current ACLS, BLS, and/or PALS certification.
 - i. OR RNs will have BLS, ACLS
 - ii. Peri-Anesthesia RNs will have BLS, ACLS, PALS
 - iii. All other clinical staff will have BLS.

PROCEDURE:

1. All new employees will be required to present a current copy of their license and specialty certifications, where applicable. It will be Human Resource's responsibility to ensure verification of these credentials is completed.
2. Current employees will be required to keep a current license and certifications on file. Verification of these credentials is required yearly and will be completed by the Human Resources. NMASC also subscribes to a service that queries nursing licenses monthly.
3. Licensure and certifications are kept in the employee personnel files.
4. Current copies of certifications and a license are required prior to an employee receiving a salary increase. It is the employee's responsibility to assure they are current with all of their credentials.

AAAHHC 12.2019 Edition: 7.II.C.1

AAAHHC 12.2019 Edition: 7.II.C.2

AAAHHC 12.2019 Edition: 7.II.C.3

**THE NORTH MEMORIAL AMBULATORY SURGERY CENTER AT MAPLE GROVE
ANNIVERSARY AND RETIREMENT GIFT POLICY**

PURPOSE

North Memorial Ambulatory Surgery Center at Maple Grove (NMASC) values the contributions, knowledge, and experience of long-term employees. In appreciation of their dedication, NMASC recognizes employees as they reach milestone anniversaries of employment and retirement.

ELIGIBILITY

Active Employees become eligible for a service award in the year in which they complete 5, 10, 15, and 20 years of service. Retirement recognition is given upon official retirement (resignation of employment).

SERVICE AWARD PROCEDURES

HR will present the employee with their service award on their anniversary date. The amount will be added to your payroll account in Kronos for tax purposes.

- 5 years of service will receive a gift card in the amount of \$250
- 10 years of service will receive a gift card in the amount of \$500
- 15 years of service will receive a gift card in the amount of \$1,000
- 20 years of service will receive a gift card in the amount of \$1,500.

RETIREMENT PROCEDURE

NMASC will provide a dessert and refreshment for the employee on their last date of service. The employee manager will be responsible for planning the date and choice of dessert.

For employees with:

- Less than 10 years of service, the employee will have a choice of cake, cookies, or bars, as well as a beverage (e.g., lemonade).
- After more than 10 years of service, the employee will have a choice of cake, cookies, or bars and beverages, as well as a gift basket valued at \$150.00.

NORTH MEMORIAL AMBULATORY SURGERY CENTER AT MAPLE GROVE ACCESSING PERSONAL MEDICAL RECORDS

Purpose

To instruct North Memorial Ambulatory Surgery Center at Maple Grove (NMASC) team members about accessing their own personal health records and the records of their spouse, children, any family members, neighbors, friends, etc.

Policy

NMASC staff may not access records of their spouse, children (regardless of age), family members, neighbors, friends, or anyone else for personal, non-work-related reasons. Each access to a medical record must be for work-related purposes only.

If access is needed, use Epic's MyChart (proxy access process) or follow HIM medical record access/release of information procedures.

To access your own personal health record, team members are encouraged to use MyChart and/or follow NMH HIM medical record access/release of information procedures.

Team members are prohibited from documenting in or modifying their own health records in any way. If a discovery is made where documentation must be changed, the team member must address this through the amendment process by following steps in the NMH Amendment of Medical Records Policy.

Standards of Behavior

I am focused on our patients/customers/clients.

- In every interaction, I acknowledge the patient, introduce myself, provide explanations, set expectations and thank them.
- I protect the patient's personal privacy and information privacy.
- I make every effort to address the patient's needs and wants while promoting a positive North Memorial Ambulatory Surgery Center (NMASC) experience.
- I show patients that I care by expressing concern, empathy, and taking initiative to solve their problems.

I conduct myself professionally.

- I take responsibility for my work and follow through with all tasks
- I show respect by active listening, showing empathy, and being considerate.
- I support and recognize the positive qualities of NMASC's providers and staff.
- I come to work on time.
- I follow the NMASC dress code.
- I wear my name badge visibly at all times while working.
- I hold in confidence all private information and interactions.

I recognize and reward the contributions of others.

- I treat everyone with respect.
- I respect diversity.
- I value the contribution of all members of the team regardless of job, role, or title.
- I recognize and encourage positive behaviors.

I passionately pursue excellent performance.

- I bring enthusiasm to the work I do.
- I show that I enjoy my work.
- I perform my job with excellence.
- I seek out learning opportunities to enhance my skills and ability to serve.
- I share my knowledge with others.
- I follow all policies and procedures.
- I recognize that change for improvement is necessary.
- I ask for help if a concern is beyond my knowledge, ability, or scope of authority.
- I recognize that none of us is perfect and that human errors are opportunities for growth.

I accept ownership of the organization's success.

- I work towards NMASC's financial success.
- I use resources (time, personnel, equipment) wisely.
- I am a positive member of my team.
- I take personal responsibility for NMASC's successful fulfillment of its mission and goals.
- I stay current with NMASC's communication.
- I promote cooperation between departments.
- I take the initiative in maintaining the cleanliness and safety of NMASC's facilities.
- I recognize that flexibility is a key attribute.

I communicate effectively.

- I listen openly and acknowledge others' ideas and concerns.
- I smile, make eye contact, greet others, and speak in ways that are easily understood and show concern and interest.
- I recognize that body language and tone of voice are as important as verbal communication.
- I remain calm and caring when dealing with pressure situations.