**CARMICHAEL PSYCHOLOGY PLLC**

**EMPLOYEE HANDBOOK**

 **Welcome to Carmichael Psychology!**

Starting a new job is exciting, but at times can be overwhelming. This Employee Handbook has been developed to help you become acquainted with Carmichael Psychology and answer many of your initial questions.

As an Employee of Carmichael Psychology, the importance of your contribution cannot be overstated. Our goal is to provide the finest-quality products and services to our clients to ensure they will continue to come to us for services and will recommend us to others.

You are an important part of meeting this goal because your work directly influences the practice's reputation.

We are glad you have chosen to join our team. We hope you find your work to be both challenging and rewarding.

Sincerely,

Dr. Chloe Carmichael, PhD

Head of Practice

**Our Philosophy**

At Carmichael Psychology, we treat each Employee as an individual. We are committed to providing the best possible work environment that fosters maximum development and goal achievement for all Employees. We seek to develop a spirit of teamwork; individuals working together toward a common goal.

In order to maintain an atmosphere where these goals can be accomplished, we provide a comfortable and progressive workplace. Most importantly, we strive for open communication and for problems to be discussed and resolved in a respectful atmosphere, where we take into account each Employee’s individual circumstances.

We firmly believe that with direct communication, we can continue to resolve any and all issues that may arise, while developing and fostering relationships that strengthen the practice as a whole.

 **About This Handbook**

This Employee Handbook contains information about the practice’s policies and procedures. We expect each Employee to read this Employee Handbook carefully, as it is a valuable tool for understanding your role and the practice as a whole.

Carmichael Psychology complies with all applicable federal, state, and local laws. This handbook generally reflects those laws, but may not include express written policies of all applicable laws.

This Employee Handbook supersedes and replaces any and all prior Employee Handbooks and any inconsistent verbal or written policy statements. The policies outlined in this Employee Handbook should be regarded as guidelines only, which in a developing business may require changes from time to time. Except for the policy of at-will employment, the practice reserves the right to revise, delete and add to the provisions of this Employee Handbook at any time, without further notice. All such revisions, deletions or additions to the Employee Handbook must be in writing and must be signed by the Head of the Practice. No oral statements or representations can change the provisions of this Employee Handbook. The practice also reserves the right to make any decisions involving employment on an as needed basis.

The provisions of this Employee Handbook are not intended to create contractual obligations with respect to any matters contained herein. If a written contract is inconsistent with the Employee Handbook, the written contract is controlling.

**Section 1- General Employment Information**

**Conditions of Employment**

**CARMICHAEL PSYCHOLOGY IS AN AT-WILL EMPLOYER. THIS MEANS THAT EITHER YOU OR THE PRACTICE MAY TERMINATE THE EMPLOYMENT RELATIONSHIP AT ANY TIME, FOR ANY REASON, WITH OR WITHOUT CAUSE OR NOTICE. NOTHING IN THIS EMPLOYEE HANDBOOK OR IN ANY DOCUMENT OR STATEMENT, WRITTEN OR ORAL, SHALL LIMIT THE RIGHT TO TERMINATE EMPLOYMENT AT-WILL. NO OFFICER, EMPLOYEE OR REPRESENTATIVE OF THE PRACTICE IS AUTHORIZED TO ENTER INTO AN AGREEMENT—EXPRESS OR IMPLIED—WITH ANY EMPLOYEE FOR EMPLOYMENT FOR A SPECIFIED PERIOD OF TIME UNLESS SUCH AGREEMENT IS IN WRITING AND SIGNED BY THE PRACTICE MANAGER.**

**Categories of Employment**

INTRODUCTORY PERIOD:

All Employees are on an introductory period during their first 90 days of employment. During this time, you will be able to determine if your new job is suitable for you and the Practice Manager and Head of the Practice will have an opportunity to evaluate your work performance. The completion of the introductory period does not guarantee employment for any period of time.

FULL TIME:

Employees that regularly work at least 30 hours each week.

PART TIME:

Employees that regularly work 5 hours or more each week.

FEE FOR SERVICE:

Employees that are only required to be physically in the office when they have a session scheduled. If fee for service employees work, or promise to be available to work, 30 or more hours per week they may be considered full-time.

In addition to the preceding categories, Employees are also categorized as "exempt" or "non-exempt."

NON-EXEMPT:

Employees are entitled to overtime pay and minimum wage requirements as required by applicable federal and state law.

EXEMPT:

Employees are not entitled to overtime pay and may also be exempt from minimum wage requirements pursuant to applicable federal and state laws.

Upon hire, the Practice Manager will notify you of your employment classification.

**Licensure/ Certification**

All clinical staff must maintain licensure and/or certification. Failure to maintain such credentials may be grounds for termination of employment.

**Conduct at Office**

The importance of professional conduct when working in the office cannot be emphasized enough. Professional conduct is a broad term that is open to many interpretations. Each Employee must be sensitive to the importance of providing courteous treatment in all working relationships.

A practice's reputation for integrity is its most valuable asset and is directly related to the conduct of its officers and other Employees. Therefore, the practice adheres to the highest applicable legal and ethical standards.

Employees of the practice shall conduct their personal affairs such that their duties and responsibilities to the practice are not jeopardized and/or legal questions do not arise with respect to their association or work with the practice.

**Standards of Conduct**

Each Employee has an obligation to observe and follow the practice's policies and to maintain proper standards of conduct at all times. If an individual's behavior interferes with the orderly and efficient operation of a department, disciplinary action may be taken.

Disciplinary action may include a verbal warning, written warning, suspension with or without pay, and/or discharge. The practice does not guarantee that one form of action will necessarily precede another. All discharge decisions will be based on an assessment of all relevant factors.

Unacceptable workplace conduct includes, but is not limited to:

* Accepting of gifts with a value more than $50. Employees may accept gifts from clients only if they are non-monetary and valued at less than $50. Gift offers that exceed $50 must be reported to Practice Manager.
* Requesting or granting favors from clients, fellow employees, etc.
* Conducting business for personal gain.
* Refusing to obey instructions properly issued by your manager pertaining to your work.
* Displaying an attitude that adversely affects others in the work environment or adversely impacts a client relationship.
* Engaging in unethical conduct contrary to applicable codes of professional conduct and professional ethics.
* theft of practice property or the property of fellow employees,
* Dishonesty or misrepresentation on your application for employment or other work records.
* Lying about sick or personal leave.
* Falsifying the reason for a leave of absence.
* Leaving work early or arriving late.
* Sleeping on the job.
* Malicious gossiping or spreading rumors.

**Section 2 – Wage and Salary Information**

**Recording Your Time**

Non-exempt Employees must keep accurate records of your hours on the computer.

Employees are expected to follow the established procedures for recording hours to ensure your pay accurately reflects your hours worked. The workweek for pay purposes starts on Wednesday and ends on Tuesday.

Time must be recorded as follows:

* Immediately before starting your shift.
* Immediately after finishing work, before your meal period.
* Immediately before resuming work, after your meal period.
* Immediately after finishing work.
* Immediately before and after any other time away from work.

**Pay Day**

Employees are paid weekly on Friday for the period that ends on the previous Tuesday.

If a payday falls on a holiday, you will be paid on the next business day after the holiday.

Please review your paycheck for any errors. If you find an error, report it to the Practice Manager immediately. The Practice Manager will assist you in taking the steps necessary to correct the error.

**Direct Deposit**

All Employees are required to participate in payroll direct deposit. Direct deposit is the electronic deposit of funds directly into a bank account or accounts as a form of payment. Electronic deposit of funds can be made to most financial institutions in the United States.

If you have any concerns regarding direct deposit contact the Practice Manager.

**Paycheck Deductions**

The practice is required by law to make certain deductions from your paycheck each pay period. Such deductions typically include federal and state taxes and Social Security (FICA) taxes. Depending on the state in which you are employed and the benefits you choose, there may be additional deductions. All deductions are listed on your pay stub. These deductions are totaled each year for you on your Form W-2, Wage and Tax Statement.

Carmichael Psychology reserves the right to make deductions from Employees' salaries as permitted under federal and state wage and hour rules. Reasons for Salary deductions include, but are not limited to, the following:

* Absences of one or more full days for personal reasons, other than sickness or disability; or
* Absences of one or more full days due to sickness or disability, if there is a plan, policy, or practice providing replacement compensation for such absences; or
* Absences of one or more full days before eligibility under such a plan, policy, or practice or after replacement compensation for such absences has been exhausted; or
* Suspensions of one or more full days for violations of safety rules of major significance; or
* Suspensions of one or more full days for violations of written workplace conduct rules, such as rules against sexual harassment and workplace violence; or
* Payment of actual time worked in the first and last weeks of employment, resulting in a proportional rate of an Employee's full salary; or
* Any unpaid leave taken under the Family and Medical Leave Act; or
* Negative paid-time-off balances, in whole-day increments only.

The practice will not make any deductions which are prohibited by the Fair Labor Standards Act or state or local laws.

If you have questions or concerns about any pay deductions, please discuss them with the Practice Manager. If an error is found, you will receive an immediate adjustment which will be paid no later than the next regular payday.

**Garnishment/Child Support**

When an Employee's wages are garnished by a court order, Carmichael Psychology is legally bound to withhold the amount indicated in the garnishment order from the Employee's paycheck. Carmichael Psychology will, however, honor applicable federal and state guidelines that protect a certain amount of an Employee's income from garnishment.

**Performance Reviews**

Your performance is important to Carmichael Psychology. Once each year, on or about your anniversary date, the Head of Practice will review your job progress within Carmichael Psychology and help you set new job performance plans. Our performance review program allows the practice to better understand and evaluate your job performance, potential and development within the practice.

New Employees will generally be reviewed at the end of their introductory period.

**Section 3 – Time Off**

**Paid Time Off (PTO)**

Full-time, salaried Employees are eligible for Paid Time Off (PTO). PTO is not available to Employees who are on fee-for-service.

Employees may use accrued PTO as they wish.

PTO is calculated according to the calendar year. Employees are entitled to ten (10) days of PTO annually. During your initial year of employment, you earn PTO on a prorated basis to be taken the following year.

Upon request, or at your performance review, the Practice Manager will inform you of the amount of PTO earned and the date on which you become eligible to use your PTO.

PTO requests must be submitted in writing to the Practice Manager at least two weeks in advance. PTO requests will be granted upon consideration of the practice’s operating requirements. Length of employment may also be considered to determine priority in scheduling PTO times.

PTO cannot be carried over to the following year. PTO may be paid on or about your anniversary date in lieu of taking the actual time off. However, upon termination of employment, Employees will not be paid for accrued, but unused, PTO, unless state law dictates otherwise.

**Holidays**

For salaried employees all holidays, except July Fourth, Labor Day, Thanksgiving, Christmas Day, and New Year's Day, shall be unpaid. Unsalaried employees are eligible to take Easter, Memorial Day, July Fourth, Labor Day, Columbus Day, Veterans Day, Thanksgiving, Christmas Eve, Christmas Day, New Year's Eve, and New Year's Day off, which will be unpaid and will not count against their total time off allotment for the year.

**Sick Days**

Full-time Employees are eligible, after their introductory period, for paid sick leave in accordance with applicable law. Sick days may also be used to care for a sick family member. Sick days are calculated according to your anniversary date.

Employees are not paid for any unused sick days. However, if you do not use your sick days during the year, you can carry a maximum of 2 sick days into the following year. The sick time rolled over from the previous year will expire if not needed by March 1st of the rollover year. Upon termination of employment, Employees will not be paid for accrued, but unused, sick days.

**Absence Policy for Therapists**

**In the event you will be absent**

**Procedure:** In the event that you are unable to come to work, be sure to let the team know as soon as possible so that appropriate arrangements can be made for your absence.

If a therapist becomes sick **on** a day of planned work, the therapist should use clinical judgement that fits the situation; since every sickness and clinical day are different it is difficult (and possibly even irresponsible) to indicate an exact protocol that should be followed regardless of circumstance. Therapists are expected to use clinical judgement regarding sickness. It is our legal and professional obligation to ensure clients get the care they require. Possible examples of appropriate action may include to callthe Head of Practice and/or Reception and provide a list of clients for the day and therapist’s instructions to reception for each client. The therapist should follow up the call with an email to the Head of Practice and the rest of the team confirming the call content and instructions:

* *I’m sick today and can’t come in to work. I plan to be back tomorrow. Please reach out to the following clients:*
	+ *John Doe - please call to cancel session this morning and offer guest therapy or reschedule*

If a therapist plans to be out **prior** to the day, whether due to illness or another reason, they should follow similar protocol: Inform the team and provide instructions to reception regarding clients as early as possible. Ensure to get confirmation on plan.

**Notification Team:**

**Head of Practice:** email address, phone number

**Practice Manager:** email address, phone number

**Reception:** email address, phone number

**Jury Duty**

Employees summoned for jury duty are granted unpaid leave in order to serve, except when paid leave is required by state, federal or local law. We reserve the right to request proof of jury service issued by the Court upon return.

Employees must make arrangements with the Practice Manager as soon as a summons is received.

Employees are expected to return to work if excused from jury duty, except when prohibited by federal, state or local law.

**Voting Leave**

Carmichael Psychology believes that every Employee should have the opportunity to vote in any state or federal election. Any Employee whose work schedule does not provide him or her four consecutive hours to vote while polls are open will be granted up to two paid hours to vote. Any additional time off will be without pay. We reserve the right to select the hours you are excused to vote.

Exempt Employees may be provided additional time off with pay when necessary to comply with state and federal wage and hour laws.

Employees must notify the Practice Manager of the need for voting leave two to ten days before the election.

**Leave of Absence**

Under special circumstances, full-time Employees who have completed their introductory period may be granted a leave of absence without pay. The granting of this type of leave is normally for compelling reasons and is dependent upon the written approval of the Practice Manager.

Leaves of absence may not exceed 30 days, during which time no benefits will accrue. Leaves of absence are granted only after earned PTO is exhausted.

We will make reasonable efforts to return you to the same or similar job you held prior to the leave of absence, subject to our staffing and business requirements.

**Section 4 – Benefits**

This Employee Handbook’s information on benefits is not controlling and may not include all of the benefit plans maintained by the practice. Please refer to the actual benefit plan documents and summary plan descriptions if you have specific questions, as those documents are controlling.

**Short-Term Disability Insurance**

Employees are eligible for short-term disability insurance after four consecutive weeks of full-time employment or 25 days of regular part-time employment in accordance with state law. Other Employees may also be eligible for this insurance, depending on the Employee's previous employer. This insurance is designed to provide you income when you are absent from work for more than seven calendar days due to non-occupational illness, injury or pregnancy-related disability.

The benefits are calculated as a percentage of your salary up to a maximum each week, as specified by law, for up to 26 weeks.

The cost of this insurance is shared between the practice and the Employee.

To collect this insurance, you must provide written notice including a doctor’s certificate stating the cause of your absence and your expected date of return to work. Disability insurance information may be obtained from the Practice Manager.

**Workers’ Compensation**

Workplace injuries are covered by the practice’s Workers’ Compensation insurance policy. If you are injured in the workplace, no matter how slight, report the incident immediately to the Practice Manager. Consistent with applicable state law, failure to report an injury within a reasonable period of time could jeopardize your claim.

We ask for your assistance in alerting management to any condition that could lead to or contribute to an Employee accident.

**Therapist Referrals**

Employees that refer for employment an Associate Therapist who is hired and remains employed with the practice for at least 90 days, will receive $500.

**Section 5 – Workplace Schedules**

**Business Hours**

Because of the nature of our business, your work schedule may vary depending on your job and department. Our normal business hours are:

Monday through Thursday: 7:00 a.m. to 9:00 p.m.

Fridays : 7:00 a.m. to 6:00 p.m.

Sundays: 9:00 a.m. to 7:00 p.m.

Check with the Practice Manager if you have any questions about your hours of work.

**Attendance and Punctuality**

Attendance and punctuality are important factors for your success within Carmichael Psychology. We work as a team and this requires that each person be in the right place at the right time.

If you are going to be late or absent, you must notify the Practice Manager before the start of your workday as soon as possible.

Personal issues requiring time away from work, such as doctor’s appointments or other matters, should be scheduled during your non working hours, if possible.

If you are absent for three days without notifying the practice, it is assumed that you have voluntarily terminated employment.

**Meal Time**

Employees working a shift of more than six hours will be provided at least 30 unpaid minutes for a meal between 11:00 a.m. and 2:00 p.m. Employees working a shift that starts before 11:00 a.m. and continues past 7:00 p.m. will be provided an additional unpaid meal period of at least 20 minutes between 5:00 p.m. and 7:00 p.m. Employees working a shift of more than six hours between 1:00 p.m. and 6:00 a.m. will be provided an unpaid meal period of at least 45 minutes midway through the shift. The Practice Manager is responsible for approving the scheduling of this time.

Food should not be eaten while meeting with clients. It is okay to have a snack in the office, but any wrappers or food containers should be disposed in the kitchen, not in the therapy office. Associates are permitted to have a beverage during session, but beverage containers should be disposed of in kitchen.

**Section 6 – Client Relations**

**Late Clients**

Due to changing security protocol, the client list that the building receives is not always sufficient to guarantee client entry to the building without incident. In the event your client has not arrived a few minutes after the scheduled start of the session:

1. Please reach out to Receptionist(s) and the Practice Manager for the whereabouts of the client.
2. If instructed to go downstairs to retrieve a client, Employees must take their ID badge.
3. Immediately after the session concludes, send an email to the Head of Practice and Practice Manager with the subject: “Security Denial” and include specific details of the denial, such as name of client, date, time, location of entry and name of guard if possible

**Client Scheduling and Termination Issues**

Employees must copy the Practice Manager and Receptionist on any emails regarding rescheduling or cancellation issues from clients.

If a client asks for an appointment time to be held for them on a recurring basis that is *not* weekly, check with the Practice Manager first to see if this is acceptable.

If a client indicates a need to break from therapy due to financial issues, or the need to terminate sessions please notify the Practice Manager as soon as possible.

**Client Referrals**

If an Employee feels unable to work with a particular client, he/she should inform the Head of Practice of reservations as soon as possible. Do not inform the client of the issue until after you have consulted with the Head of Practice.

If a client has indicated any safety issues, such as self-harm, suicidal ideation, homicidal ideation, etc., you must inform the Head of Practice of the situation immediately. If a client indicates they have a specific plan and means to carry out this plan, immediately call 9-1-1 for their, and/or others’ safety.

**Charting Client Notes**

Client notes must be entered electronically within 24 hours after each session, and should include: length of the session, type of session (i.e. individual, couples, family, etc.), relevant information shared by the client, assessment of the client’s current level of functioning, description of interventions used, and the date of the next session. This information is confidential, and should never leave the office.

If it is client’s first psychotherapy visit to Carmichael Psychology, Employees must provide a clinical diagnosis based on the most recent DSM in publication. Employees should provide diagnosis to the Practice Manager, Receptionist, and Head of Billing the day of client’s first visit.

It is important for billing that sessions are coded correctly in terms of the type and length of session. If the type or length of a session is unexpectedly different than what has been scheduled, contact the Practice Manager and Receptionist within 2 hours of the appointment time.

Purple Dot Clients:

 Note: When a new client is referred by Dr. Chloe to an associate for treatment following a session or a free 15 min phone consult with Dr. Chloe, a purple dot should be added to that client's profile. This purple dot is to remain on the client’s profile until it has been confirmed that Dr. Chloe has spoken with the assigned associate regarding the client’s case.

The protocol for "purple dot clients" is as follows:

1) Reception must notify Dr. Chloe and the associate when they have booked a purple dot client into an associate's schedule.

2) Reception must locate a time in MB prior to the client's scheduled session with the associate for Dr. Chloe to discuss the client with the associate.

3) Regular scans of the schedule for purple dot clients should be conducted by each therapist on their workdays, and by reception on the weekend and/or the associate's "off day(s)" to ensure all parties have discussed, or are scheduled to discuss, the purple dot client prior to the client's session with the associate.

4) If Dr. Chloe or the associate are off work prior to the scheduled day of the session with the associate, reception must reach out to both parties by email first, followed by a text message, followed by a phone call. It is vital that reception receives a response from both parties; otherwise, reception should continue to "nudge" the therapist until contact is verified.

**Document Requests from Client**

If a client requests that an Employee complete a document (i.e. for disability, a lawyer, provide a diagnosis, etc.), you may accept the paperwork and let the client know that you would be happy to look at it. You must then discuss the issue with the Practice Manager to determine whether or not the documentation will require a fee before getting back to the client.

**Confidentiality**

The law and our professional ethics require that each Employee maintain confidentiality when handling client matters.

To maintain this professional confidence, no Employee shall disclose client information to outsiders, including other clients, third parties or members of one's own family.

Do not discuss the confidential business of Carmichael Psychology, our clients, our proprietary business matters, or share confidential, personal employee information with anyone, including friends, family members, members of the media, or other business entities. Discussions regarding confidential client or practice business with other Employees are also prohibited, unless it is a necessary work-related function.

Any disclosure of confidential information will result in disciplinary action up to and including discharge.

Confidential information does not include information pertaining to the terms and conditions of an Employee's employment. Nothing in this policy is designed to limit an Employee's rights under Section 7 of the National Labor Relations Act.

Carmichael Psychology has policies and procedures regarding HIPAA compliance that you are expected to follow. Failure to follow these policies and procedures may result in disciplinary action up to and including discharge.

**Section 7 – Workplace Guidelines**

**Dress Policy**

Carmichael Psychology client satisfaction represents the most important and challenging aspect of our business. The properly-attired Employee helps to create a favorable image of the practice to the public and fellow employees.

There are two dress codes in the office: One for Housekeeping and Administrative Employees and one for Employees who are in a position to have direct contact with clients.

Dress Code for Housekeeping and Administrative Employees

Housekeeping and Administrative Employees must always maintain a professional appearance. Employees should appear clean and well-maintained. **Clothing should be clean and pressed at all times.** Clothing should be modest, understated, and un-distracting.

Dress Code for Employees In Contact with Clients

Employees in contact with clients must wear business-casual or business-formal attire. **Clothing should be clean and pressed at all times.** Clothing should be modest, understated, and un-distracting.

1. Shoes
	1. Shoes should be clean, polished, and in good repair
	2. No athletic shoes unless medically necessary
	3. No fully open toed shoes
	4. Heels no higher than 3.5”. Tall platforms or large chunky heels are not appropriate.
2. Clothing
	1. Clothing must be clean, pressed, and in good repair at all times
	2. No jeans or denim fabrics
	3. No shorts
	4. Midriff or belly should never be exposed
	5. No undergarments may be visible
	6. Solid colors, subtle patterns, and neutral tones are encouraged.
	7. Loud patterns or prints (i.e. leopard prints or other animal prints, strong contrasts), tight clothing, or velvets and glittery, bejeweled or shimmery fabrics suitable for parties are not appropriate.
3. Accessories
	1. No facial jewelry
	2. No visible tattoos
	3. No hats
4. Hair and Nails
	1. Hair must be clean, and should not cover the face except if bangs covering forehead.
	2. No hair colors that are outside of range of possible colors for human hair (i.e. pink or purple)
	3. Nails should be clean, appropriate and un-distracting for a business environment: neatly groomed, not extending more than 1/2" beyond fingertips
	4. No distracting or large hair accessories
5. Makeup
	1. Makeup should be conservative and natural looking
	2. Shimmery makeup is discouraged
	3. If false eyelashes are worn, they must appear natural looking (of a color that occurs naturally in humans, no longer than your own lashes, and not in multicolored, glamour, pointed, or party styles)

**Good Housekeeping**

Good work habits and a neat place to work are essential for job safety and efficiency. You are expected to keep your place of work organized and materials in good order at all times. Report anything that needs repair or replacement to the Practice Manager immediately.

**Office Supplies**

Carmichael Psychology maintains a stock of basic office supplies such as pens, paper clips, staples, notepads, etc. used on a day-to-day basis by Employees. If you need additional items not regularly stocked, please speak to the Practice Manager to place a special order.

All office supplies are for business use only and should not be removed from the office for non-business use. Violations of this policy may result in disciplinary action up to and including discharge.

**Personal Telephone Calls**

Although the occasional use of the practice's telephones for a personal emergency may be necessary, routine personal calls should be kept to a minimum.

Personal cellular telephones must be turned off or set to a silent alert during working hours while on practice premises. Personal calls must be made from outside the office.

**Mail to the Office**

No personal mail should be sent to employees at office address. All mail sent to the office address is opened and no privacy should be expected. Exceptions are at the discretion of the Practice Manager, and only with prior approval. For any mail marked “Personal and Confidential” addressed to an employee, the employee will be questioned about whether the mail or package was work-related and if it was not and was not pre-authorized, then disciplinary action may be taken.

**Personal Property**

The practice is not responsible for loss or damage to personal property. Valuable personal items, such as purses and all other valuables should not be left in areas where theft might occur.

Employees should not leave any items, other than clinical notebooks, in the offices. The offices are cleared regularly of any personal items that are not property of the practice. If Associates wish to leave a sweater or pair of shoes at the office, this must be kept in the Practice’s closet.

**Internet Usage and Monitoring**

The Internet is intended for business use only. Use of the Internet for any non-business purpose, including but not limited to, personal communication or solicitation, purchasing personal goods or services, gambling and downloading files for personal use, is strictly prohibited.

Carmichael Psychology's policies against sexual and other types of harassment apply fully to Internet usage, including the use of instant messaging programs. Violations of those policies are not permitted and may result in disciplinary action, up to and including discharge. Employees are also prohibited from displaying, transmitting and/or downloading sexually explicit images, messages, ethnic slurs, racial epithets or anything that could be construed as harassment or disparaging to others.

Consistent with applicable federal and state law, the time you spend on the Internet may be tracked through activity logs for business purposes. All abnormal or inappropriate usage will be investigated thoroughly. For business purposes, management reserves the right to search and/or monitor the practice's Internet usage and the files/transmissions of any Employee without advance notice and consistent with applicable state and federal laws. Employees should expect that communications that they send and receive by the Internet are not private or confidential and will be disclosed to management. .

Employees learning of any misuse of the Internet must notify a member of management.

Violation of this policy may result in disciplinary action up to and including discharge.

 **Email and Electronic Communications**

Electronic Communications include the practice’s private email system and, among other things, messages, images, data or any other information used in e-mail, instant messages, voice mail, fax machines, computers, personal digital assistants (including Blackberry, iPhone, iPad, tablet, smartphone or similar devices), text messages, pagers, telephones, cellular and mobile phones including those with cameras, Intranet, Internet, backup storage, information on a memory or flash key or card, jump or zip drive or any other type of internal or external removable storage drives. In the remainder of this policy, all of these communication devices are collectively referred to as “Systems.”

Employees may use our Systems to communicate internally with co-workers or externally with clients, suppliers, vendors, advisors, and other business acquaintances for business purposes during working time.

The practice’s private email system is intended for business use only. The use of the practice's e-mail system to solicit fellow Employees or distribute non job-related information to fellow Employees is prohibited during working hours.

All Electronic Communications contained in practice Systems are practice records and/or property. Although an Employee may have an individual password to access our Systems, the Systems and Electronic Communications belong to the practice. The Systems and Electronic Communications are accessible to the practice at all times including periodic unannounced inspections. Our Systems and Electronic Communications are subject to use, access, monitoring, review, recording and disclosure without further notice. Our Systems and Electronic Communications are not confidential or private. The practice's right to use, access, monitor, record and disclose Electronic Communications without further notice applies equally to Employee-provided systems or equipment used in the workplace, during working time, or to accomplish work tasks.

Employees may not use our Systems in a manner that violates our policies including but not limited to Equal Employment Opportunity, No Harassment, Confidentiality of Client Matters, Protecting Client and Practice Information, E-Mail Monitoring, and Internet Usage. Employees may not use our Systems in any way that may be seen as insulting, disruptive, obscene, offensive, or harmful to morale. Examples of prohibited uses include, but are not limited to, sexually explicit drawings, messages, images, cartoons, or jokes; propositions or love letters; ethnic or racial slurs, threats of violence or bullying, or derogatory comments; or any other message or image that may be in violation of practice policies or federal, state or local law.

In addition, Employees may **not** use our Systems:

* To download, save, send or access any discriminatory or obscene material;
* To download anything from the internet (including shareware or free software) without the advance written permission of Practice Manager;
* To download, save, send or access any site or content that the practice might deem “adult entertainment;”
* To access any “blog” or otherwise post a personal opinion on the Internet during working time (see Social Media policy);
* To solicit Employees or others during working time;
* To attempt or to gain unauthorized or unlawful access to computers, equipment, networks, or systems of the practice or any other person or entity;
* In connection with any infringement of intellectual property rights, including but not limited to copyrights; and
* In connection with the violation or attempted violation of any law.

An Employee may not misrepresent, disguise, or conceal his or her identity or another’s identity in any way while using Electronic Communications; make changes to Electronic Communications without clearly indicating such changes; or use another person’s account, mailbox, password, etc. without prior written approval of the account owner and without identifying the actual author.

Employees must always respect intellectual property rights such as copyrights and trademarks. Employees must not copy, use, or transfer trade secrets or proprietary materials of the practice or others without appropriate authorization.

All Systems passwords and encryption keys must be available and known to the practice at all times. Please notify Practice Manager if you need to change your password. Employees should not use their personal email or cell phone as security backup for company email. If you are locked out of your @drchloe.com email account, you should ask the Practice Manager to reset the password. Employees may not use the passwords and encryption keys belonging to others

Numerous state and federal laws apply to Electronic Communications. The practice will comply with applicable laws. Employees also must comply with applicable laws and should recognize that an Employee could be personally liable and/or subject to fine and imprisonment for violation of applicable laws.

This policy does not limit an Employee's rights under Section 7 of the National Labor Relations Act. Nothing in this policy is meant to restrict an Employee's right to discuss the terms and conditions of his/her employment during non-working hours using non-practice systems. Nothing in this policy is meant to restrict an Employee's right to engage in Section 7-protected communications on nonworking time.

Violations of this policy may result in disciplinary action up to and including discharge as well as possible civil liabilities or criminal prosecution. Where appropriate, the practice may advise legal officials or appropriate third parties of policy violations and cooperate with official investigations. We will not, of course, retaliate against anyone who reports possible policy violations or assists with investigations.

If you have questions about the acceptable use of our Systems or the content of Electronic Communications, ask the Practice Manager for advance clarification. Always contact a member of the management team if there are issues with clients, building staff, and/or other employees, and they will take appropriate action.

**Social Media**

We encourage you to use good judgment when communicating via social media.

“Social media” includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else’s web log or blog, journal or diary, personal web site, social networking or affinity web site, web bulletin board or a chat room, whether or not employed or affiliated with the practice, as well as any other form of electronic communication.

Ultimately, you are solely responsible for what you post online. Before creating online content, consider some of the risks and rewards that are involved. Keep in mind that any of your conduct that adversely affects your job performance, the performance of fellow Employees or otherwise adversely affects clients, vendors, suppliers, people who work on behalf of the practice or its legitimate business interests. Any actions that adversely affect the practice may result in disciplinary action up to and including immediate discharge.

The following is a general and non-exhaustive list of guidelines you should keep in mind:

* 1. Maintain the confidentiality of the practice’s information. Do not post internal reports, policies, procedures or other internal business-related confidential communications.
	2. Do not create a link from your blog, website or other social networking site to the practice's website without written approval from the Practice Manager.
	3. Never represent yourself as a spokesperson for the practice. If the practice is a subject of the content you are creating, be clear and open about the fact that you are an Employee and make it clear that your views do not represent those of the practice, fellow Employees, clients, vendors, suppliers or people working on behalf of the practice. It is best to include a disclaimer such as “The postings on this site are my own and do not necessarily reflect the views of Carmichael Psychology PLLC”.
	4. You must refrain from using social media while on working time or while using equipment we provide, unless it is work-related as authorized by Practice Manager, or other member of management; or consistent with the Email and Electronic Communications Policy.
	5. Do not use any practice email addresses to register on social networks, blogs or other online tools utilized for personal use.

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Where applicable, the practice complies with state laws concerning access to an Employee's personal social networking account, including restrictions concerning employer requests for an Employee's username and/or password.

Nothing in this policy is designed to limit an Employee's rights under Section 7 of the National Labor Relations Act.

Employees are encouraged to report violations of this policy to the Practice Manager.

If you have questions or need further guidance, please contact Practice Manager.

**Miscellaneous**

Associates, when not with clients, writing client notes, or doing other time sensitive work for the practice, should always yield the office to other employees who may need the office to do computer-based tasks for the practice.

Office doors are not to be closed unless you are with a client, on a 15 minute phone consult, or in a meeting with a manager.

**Section 8 – Safety and Security in the Workplace**

**Changes in Personal Data**

Should an emergency result in the need to communicate information to Employees outside of business hours, the Practice Manager will contact you. Therefore, changes in name, address, telephone number, marital status, number of dependents or changes in next of kin and/or beneficiaries should be given to the Practice Manager promptly.

**Identification Badges and Security**

You will be issued an identification badge upon hire. It must be worn on your person at all times while at the office.

**In an Emergency**

The Practice Manager and Head of Practice should be notified immediately when an emergency occurs. Emergencies include all accidents, medical situations, bomb threats, other threats of violence, and the smell of smoke. If the Practice Manager and Head of Practice are unavailable, contact the nearest practice official.

When events warrant an evacuation of the building, you should follow the instructions of the Practice Manager or any other member of management. You should leave the building in a quick and orderly manner and assemble at the predetermined location as communicated to you by the Practice Manager to await further instructions.

Please direct any questions you may have about the practice's emergency procedures to the Practice Manager.

**Each Employee's Responsibility**

Safety can only be achieved through teamwork at Carmichael Psychology. Each Employee, Supervisor and Manager must practice safety awareness by thinking defensively, anticipating unsafe situations and reporting unsafe conditions immediately.

Please observe the following precautions:

* 1. Notify Practice Manager of any emergency situation.
	2. If you are injured or become sick at work, no matter how slightly, you must inform the Practice Manager immediately.
	3. The possession or use of alcoholic beverages or illegal substances on the practice’s premises or during working hours is forbidden.
	4. Unauthorized possession, use or sale of weapons, firearms or explosives on work premises is forbidden. If you see or believe you see one of these forbidden items you must contact the Practice Manager immediately.
	5. Any theft, dishonesty or inappropriate or unwanted touching in the workplace is not allowed. If you see this happen or it happens to you, contact the Practice Manager immediately.
	6. Use, adjust and repair machines and equipment only if you are trained and qualified.
	7. Know the proper lifting procedures. Get help when lifting or pushing heavy objects.
	8. Understand your job fully and follow instructions. If you are not sure of the safe procedure, don't guess; just ask Practice Manager.
	9. Know the locations, contents and use of first aid and fire-fighting equipment.

A violation of a safety precaution is in itself an unsafe act. A violation may lead to disciplinary action, up to and including discharge.

**Severe Weather**

Severe weather is to be expected during winter months. Although driving may at times be difficult, when caution is exercised the roads are normally passable. Except in cases of severe storms, we are all expected to work our regular hours. Time taken off due to poor weather conditions while the business remains open must be made up, used as a sick day, PTO, or is unpaid.

Exempt Employees may be provided time off with pay when necessary to comply with state and federal wage and hour laws.

If extreme weather conditions require closing of the building, you will be notified by Practice Manager.

**Smoking in the Workplace**

Carmichael Psychology is committed to providing a safe and healthy environment for Employees and visitors. Smoking, including the use of e-cigarettes, is not permitted on the premises or during working hours.

Violations of this policy may result in disciplinary action, up to and including discharge.

**Substance Abuse**

Employees are strictly prohibited from working under the influence of illegal or unauthorized substances, except when the use is pursuant to a doctor's orders and the doctor advised the Employee that the substance does not adversely affect the Employee's ability to safely perform his or her job duties.

In addition, Employees are prohibited from engaging in the unlawful or unauthorized manufacture, distribution, sale or possession of illegal or unauthorized substances and alcohol in the workplace including: on practice paid time, on practice premises, in practice vehicles, or while engaged in practice activities

Although the state has legalized marijuana for medicinal purposes, the practice is not required to allow the medicinal use of marijuana in the workplace. Use is strictly prohibited on practice property and may result in discipline, up to and including immediate discharge.

Consistent with its fair employment policy, the practice maintains a policy of non-discrimination and reasonable accommodation with respect to recovering addicts and alcoholics, and those having a medical history reflecting treatment for substance abuse conditions. We encourage Employees to seek assistance before their substance or alcohol use renders them unable to perform their essential job functions or jeopardizes the health and safety of themselves or others. The practice will attempt to assist its Employees through referrals to rehabilitation, appropriate leaves of absence and other measures consistent with the practice's policies and applicable federal, state or local laws.

The practice further reserves the right to take any and all appropriate and lawful actions necessary to enforce this substance abuse policy including, but not limited to, the inspection of practice issued lockers, desks or other suspected areas of concealment, as well as an Employee's personal property when the practice has reasonable suspicion to believe that the Employee has violated this substance abuse policy.

Your employment or continued employment with the practice is conditioned upon your full compliance with the foregoing substance abuse policy. Any violation of this policy may result in disciplinary action, up to and including discharge.

**Section 9 – Compliance and Workplace Policies**

**Equal Employment Opportunity**

Carmichael Psychology is committed to equal employment opportunity. Carmichael Psychology does not discriminate against Employees or Applicants for employment on any legally recognized basis including, but not limited to: race; color; religion; genetic information; national origin; sex; pregnancy, childbirth, or related medical conditions; age; disability; citizenship status; uniform service member status; or any other protected class under federal, state, or local law.

In New York, the following also are a protected class: age [18 and over], race, creed, color, national origin, sexual orientation, sex, disability (including use of a guide dog, hearing dog, or service dog), predisposing genetic characteristics, military status, marital status, victims of domestic violence or stalking, and for displaying the American flag on the Employee's person or workstation, as long as the display does not substantially and materially interfere with the Employee's job duties, and legal use of consumable products or legal recreational activities off company premises during nonworking hours.

You may discuss any questions about equal employment opportunities with the Practice Manager or any other designated member of management.

**Position on Harassment**

Carmichael Psychology prohibits harassment of any kind, including, but not limited to, harassment based upon an individual’s race; color; religion; genetic information; national origin; sex, sexual orientation; pregnancy, childbirth, or related medical conditions; age; disability; or any other category protected under federal, state, or local law (“protected class”).

In New York, the following also are a protected class: age, race, creed, color, national origin, sexual orientation, sex, disability (including use of a guide dog, hearing dog, or service dog), predisposing genetic characteristics, military status, marital status, victims of domestic violence or stalking, and for displaying the American flag on the Employee's person or workstation, as long as the display does not substantially and materially interfere with the Employee's job duties, and legal use of consumable products or legal recreational activities off company premises during nonworking hours.

**Violation of this policy will result in disciplinary action, up to and including immediate discharge.**

If you have any questions about what constitutes harassment or what conduct is prohibited by this policy, please contact your immediate supervisor or one of the contacts listed in this policy.

At a minimum, the term “harassment” as used in this policy includes:

* Offensive remarks, comments, jokes, slurs, threats, or verbal conduct.
* Offensive pictures, drawings, photographs, figurines, writings, or other graphic images, conduct, or communications, including text messages, instant messages, websites, voicemails, social media postings, e-mails, faxes, and copies.
* Offensive sexual remarks, sexual advances, or requests for sexual favors regardless of the gender of the individuals involved; and
* Offensive physical conduct, including touching and gestures, regardless of the gender of the individuals involved.

Carmichael Psychology prohibits supervisors or other members of management from suggesting to any applicant or Employee that employment or advancement will be affected by the individual entering into (or refusing to enter into) a personal relationship with the supervisor or manager.

Carmichael Psychology prohibits retaliation, which includes: threatening an individual or taking any adverse action against an individual for (1) reporting a possible violation of this policy, or (2) participating in an investigation conducted under this policy.

All Employees, including supervisors and managers, and non-Employees, including contractors and subcontractors, are covered by this policy and are thereby prohibited from engaging in any form of harassing, discriminatory, or retaliatory conduct.

**If you have any concern that our No Harassment policy may have been violated by anyone, you must immediately report the matter. Due to the very serious nature of harassment, discrimination and retaliation, you must report your concerns to one of the individuals listed below:**

* 1. Discuss any concern with Practice Manager and
	2. If you are not satisfied after you speak with Practice Manager, or if you feel that you cannot speak to Practice Manger, discuss your concern with Head of the Practice

**You will not be penalized or retaliated against for reporting improper conduct, harassment, discrimination, retaliation, or other actions that you believe may violate this policy.**

We are serious about enforcing our policy against harassment. Persons who violate this or any other practice policy are subject to discipline, up to and including discharge. We cannot resolve a potential policy violation unless we know about it. You are responsible for reporting possible policy violations to us so that we can take appropriate actions to address your concerns.

**Reasonable Accommodations**

Carmichael Psychology is committed to complying with the New York Human Rights Law and all applicable laws providing for nondiscrimination in employment against qualified individuals with disabilities.

This practice will engage in an interactive process with Employees who have disabilities to develop reasonable accommodations that allow Employee the opportunity to perform the essential functions of his or her job in a safe and efficient manner. Employees are encouraged to inform the Practice Manager of any physical, medical or mental disability and to suggest appropriate methods of reasonable accommodation.

Upon request for a reasonable accommodation, Carmichael Psychology may ask for medical documentation of your disability. All information concerning disabilities will be considered confidential and will be released only in accordance with the law.

**Nursing Mothers in the Workplace**

Carmichael Psychology is committed to providing nursing mothers ample time during the work day to pump breast milk in a private environment. Pursuant to New York State Labor Law § 206, this Practice will provide unpaid breaks for the purpose of pumping breast milk for up to three years following the birth of your child. Nursing mothers may take breaks at least once every three hours to pump and may take the break immediately before or after regular break periods. Regardless of when the break for pumping is taken, management should be notified when you plan to take a break.

A nursing mother should notify management as soon as practicable that time will be needed for nursing, preferably before returning to work. If you have any questions about this provision please contact the Practice Manager.

**Immigration Reform and Control Act**

In compliance with the federal Immigration Reform and Control Act of 1986 (IRCA), as amended, and any state law requirements, if applicable, Carmichael Psychology is committed to employing only individuals who are authorized to work in the United States.

Each new Employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility.

If an Employee is authorized to work in this country for a limited time period, the individual will be required to submit proof of renewed employment eligibility prior to expiration of that period to remain employed by the practice.

**National Labor Relations Act**

Nothing in this Employee Handbook is intended to unlawfully restrict an Employee's right to engage assert in any of the rights guaranteed them by Section 7 of the National Labor Relations Act, including but not limited to, the right to engage in concerted protected activity for the purposes of their his or her mutual aid and/or protection. Nothing in this Employee Handbook will be interpreted, applied or enforced to interfere with, restrain or coerce Employees in the exercise of Section 7 rights.

**Section 10 – Additional Policies**

**Suggestions and Ideas**

We are always interested in hearing from you.We encourage you to bring your questions, suggestions and complaints to our attention. We will carefully consider each of these in our continuing effort to improve operations.

If you feel you have a problem, present the situation to Practice Manager so that the problem can be settled by examination and discussion of the facts. We hope that the Practice Manager is able to satisfactorily resolve most matters.

If you still have questions after meeting with the Practice Manager, or if you would like further clarification on the matter, request a meeting with the Head of Practice. She will review the issues and meet with you to discuss possible solutions.

Your job will not be adversely affected in any way because you choose to use this procedure.

**If You Must Leave Us**

You should notify the practice if your address changes during the calendar year in which discharge occurs so that your tax information will be sent to the proper address.

**Receipt of Employee Handbook**

This is to acknowledge that I have received a copy of the Carmichael Psychology PLLC Employee Handbook and that I have read it and understand that it contains information about the Practice’s employment policies. I understand that the policies outlined in this Employee Handbook are management guidelines only, which in a developing business will require changes from time to time. I understand that the practice retains the right to make decisions involving employment as needed in order to conduct its work in a manner that is beneficial to the Employees and the practice. I understand that this Employee Handbook supersedes and replaces any and all prior Employee Handbooks and any inconsistent verbal or written policy statements.

I understand that except for the policy of at-will employment, the practice reserves the right to revise, delete and add to the provisions of this Employee Handbook at any time without further notice. All such revisions, deletions or additions to the Employee Handbook will be in writing and will be signed by the Practice Manager. I understand that no oral statements or representations can change the provisions of this Employee Handbook.

I understand that this Employee Handbook is not intended to create contractual obligations with respect to any matters it covers and that the Employee Handbook does not create a contract guaranteeing that I will be employed for any specific time period.

**I UNDERSTAND** **CARMICHAEL PSYCHOLOGY IS AN AT-WILL EMPLOYER. THIS MEANS THAT REGARDLESS OF ANY PROVISION IN THIS EMPLOYEE HANDBOOK, THE PRACTICE OR I MAY TERMINATE THE EMPLOYMENT RELATIONSHIP AT ANY TIME, FOR ANY REASON, WITH OR WITHOUT CAUSE OR NOTICE. NOTHING IN THIS EMPLOYEE HANDBOOK OR IN ANY DOCUMENT OR STATEMENT, WRITTEN OR ORAL, SHALL LIMIT THE RIGHT TO TERMINATE EMPLOYMENT AT-WILL. NO OFFICER, EMPLOYEE OR REPRESENTATIVE OF THE PRACTICE IS AUTHORIZED TO ENTER INTO AN AGREEMENT—EXPRESS OR IMPLIED—WITH ME OR ANY EMPLOYEE FOR EMPLOYMENT FOR A SPECIFIED PERIOD OF TIME UNLESS SUCH AGREEMENT IS IN WRITING AND SIGNED BY THE PRACTICE MANAGER.**

I understand that this Employee Handbook refers to current benefit plans maintained by the practice and that I must refer to the actual plan documents and summary plan descriptions, as those documents are controlling.

I understand that if a written contract is inconsistent with the Employee Handbook, the written contract is controlling.

I have read, and I understand, all sections of this Employee Handbook. If I have questions regarding the content or interpretation of this Employee Handbook, I will ask the Practice Manager or a member of management.

NAME \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

DATE \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee

SIGNATURE \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_