



# ORIENTATION POLICY AND PROCEDURES

## EMPLOYMENT

AHR Pharmacy Solutions (AHR) is an equal opportunity employer. AHR enthusiastically accepts its responsibility to make employment decisions without regard to race, religion, creed, color, age, sex, sexual orientation, national origin, marital status, medical condition, disability, military service, pregnancy, childbirth and related medical conditions or any classification protected by federal, state, and local laws and ordinances. AHR is dedicated to ensuring the fulfillment of this policy with respect to hiring, placement, promotion, transfer, demotion, layoff, termination, recruitment advertising, pay and other forms of compensation, training and general treatment during employment.

**Note: It should be remembered that all employees are employed on an at-will basis at AHR. This means that either the employee or AHR can terminate the employment relationship at any time, with or without notice, and with or without cause. The length of an employee's continuous service with AHR does not change his or her at-will employment status. An employee's at-will employment status may not be altered, amended, modified or otherwise changed except in writing, which has been approved and signed by the President of AHR.**

Except for the employment at-will provision, AHR reserves the right to change, rescind and modify the policies or benefit programs in accordance with our Board of Director's decisions. The existence of this Handbook or other verbal or written procedures should not be taken as a contract or a promise of continued employment.

## PERSONNEL DEPARTMENT

The Personnel Department has been established to provide employees with informative and necessary assistance to understand AHR's personnel policies and to promote a positive work environment. The Personnel Department is the foremost resource for employees to acquire current information on benefits, policies, payroll information and insurance.

The Personnel Department is responsible for maintaining complete and up-to-date personnel records for all current employees. It is therefore important that employees notify the Personnel Department promptly of any changes in their names, marital status, home, address, and telephone number. In this manner, all information, for all employees, can be kept current and active. Unless otherwise provided by law, personnel records are the property of AHR and may not be released to third parties. However, employees may inspect their own personnel records in the presence of a company representative.

All requests for employment verification must be directed to AHR's Personnel Department.



## **COMMUNICATION POLICY**

AHR recognizes that you may, on occasion, have a problem concerning your job. AHR also recognizes that unless the question is aired promptly, it will assume greater dimension than may be justified. If you have a question you're concerned with, AHR encourages you to utilize the provisions of the communication policy promptly without fear or redress of retribution whenever you feel treatment has been unfair.

## **POLICY AGAINST UNLAWFUL HARASSMENT**

AHR does not tolerate harassment of our job applicants or employees by another employee, supervisor, or any vendor or customer. Any form of harassment on the basis of race, sex, religion, disability or any category protected by federal, state or local law is a violation of this policy and will be treated as a disciplinary matter. While it is not easy to define precisely what harassment is, it does include slurs, jokes, and other uninvited verbal, graphic or physical conduct by one individual toward another.

In particular, sexual harassment includes, but is not limited to, making unwanted sexual advances and requests for sexual favors where either;

- Such conduct has the purpose or effect of interfering with an individual's work performance or creates an intimidating, hostile or offensive working environment; or
- Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting the individual; or
- Submission to the suggested conduct is explicitly, or by implication, made a term or condition of employment.

We encourage any employee who feels that he or she is a victim of harassment on any basis to immediately report the matter to his or her supervisor or any other member of management. We welcome you to report harassment even if you have not told the harasser to stop. A member of management who is not involved in the alleged harassment will thoroughly and discreetly investigate all reports of harassment. The matter will be treated in confidence to the extent feasible.

We cannot remedy claimed harassment unless you bring these claims to the attention of management. Failure to report claims of harassment prevents us from taking steps to remedy the problem. No employee or applicant will be disciplined or otherwise retaliated against as a result of making a complaint or participating in the investigation of a complaint.



## **NON-UNION STATUS**

AHR is a pro-people healthcare management company. It always has been, and we plan for AHR to remain this way. We prefer to deal with employees directly rather than through a third party.

It is intended that AHR employees never feel they must have someone represent them to management. The closeness between all AHR people is vital to the services they provide.

No work place is free from day-to-day problems; however, AHR team members have always been able to work these problems out among us. AHR has the policies, practices and, most importantly, you to help resolve problems.

## **LICENSURE/CERTIFICATION**

All AHR personnel who are required by Federal or State law to have a license or technical certification in order to perform a job are required to provide a copy of their license for the employee files and a copy, if necessary, at their place of employment. Each employee shall be responsible for maintaining his or her licensure as required by law

## **BENEFITS, INSURANCE AND COMPENSATION**

### **EMPLOYMENT CATEGORIES**

In order to determine eligibility for various benefits, the following employment categories have been established. Please note: All Employees are hired for an indefinite and unspecified duration. Accordingly, their employment is at the mutual consent of the employee, and AHR and can be terminated at-will, at any time, with or without notice and with or without cause by the employee or AHR.

**Regular Hourly Employees–Part-time** – Includes all employees who are covered by the overtime provisions of the Federal Fair Labor Standards Act or any applicable state laws. Employees in this category are entitled to overtime pay for overtime work. Employees are scheduled only when needed, and are not eligible for employee benefits.

**Regular Hourly Employees–Full time (benefits)** – Employees who are regularly scheduled to work 30 or more hours per pay period (weekly) and may be eligible to receive all benefits currently offered by AHR. Includes all employees who are covered by the overtime provisions of the Federal Fair Labor Standards Act or any applicable state laws. Employees in this category are entitled to overtime pay for overtime work.



**Full-Time Exempt Employees** - Includes all employees who are classified by AHR as exempt from overtime provisions of the Federal Fair Labor Standards Act and any applicable state laws. Such employees include employees who qualify as an exempt executive, administrative or professional employee.

## **COMPENSATION THEORY**

AHR 's objective is to pay competitive rates to attract and motivate employees. Pay improvement is based on company and employee performance. It is important to note that a performance evaluation does not guarantee, or imply, any change in wage.

## **TIME CARDS**

Hours worked by all employees must be recorded on a daily basis by the utilization of the time clock. Employees who fail to comply with this policy will be subject to disciplinary action, up to and including termination.

Time cards are used as a means of accurately recording hours worked and calculating pay. Accordingly, employees should clock in and out when they begin and end their work each day and also at the beginning and end of each meal period.

Employees should sign their time cards at the end of each pay period verifying that they are completely correct.

Any employee who violates the following rules will be subject to disciplinary action up to and including discharge.

1. Do not alter the time card in any way. If there is a mistake on the time card an employee should inform his or her supervisor. The supervisor must initial any corrections to the time card.
2. If you forget to clock in or out occasionally, write the time in on the time card, initial it, and notify your supervisor on the same day of the occurrence so that the supervisor can approve and initial the change.
3. No one else may clock in or out for you. It is strictly forbidden to clock in or out for another employee.
4. Employees should not clock in more than seven (7) minutes prior to their scheduled starting time nor should they clock out more than seven (7) minutes past their quitting time. Unscheduled overtime is permitted only under unusual circumstances or in the case of an emergency. Your supervisor must initial all overtime with the reason for the overtime noted on the BACK of the time card.

Employees are reminded that time cards are legal documents.



## **PAYCHECKS**

Paychecks are issued on a weekly basis. All hours worked Sunday through Saturday are paid on the following Saturday.

Should an employee believe that there is an error on his or her paycheck, the problem should be discussed with the payroll department as soon as possible. Errors will be adjusted on the following paycheck.

## **PAYROLL DEDUCTIONS**

State and federal laws require us to make the proper payroll deduction on each employee's behalf. Amounts withheld vary according to how much an employee earns, marital status, and the number of exemptions. Required deductions, if applicable include:

1. Federal Income Tax (FIT)
2. State Income Tax (SIT)
3. Social Security/Medicare Tax
4. State Disability Insurance (SDI)

Employees are covered under the provisions of the Federal Social Security Law (FICA). Retiring employees who have participated in the Social Security Program are eligible to apply directly for benefit payments from the Federal Government.

Upon signed authorization, insurance premiums will be deducted for those employees requesting insurance benefits for their dependents.

## **UNEMPLOYMENT INSURANCE**

AHR, under the State Unemployment Insurance Regulation, contributes to the Unemployment Fund on your behalf to provide you with specified weekly benefits should you become unemployed through no fault of your own. This benefit is paid entirely by the company and requires no payment from the employee.

## **SAFETY MEASURES AND PROCEDURES**

### **ACCIDENT TO PATIENTS OR VISITORS**

Please observe the rules adopted for your facility. These will be covered during orientation.

### **FIRE AND DISASTER**

A fire plan and disaster program has been established at each facility. AHR employees are required to know what their roles are in the event of either a fire or disaster.



## **SAFETY**

AHR is dedicated to providing every employee with a safe and healthful working environment, and to maintaining the safety standards set forth by state safety standards. However, to fulfill this responsibility, we must have your full cooperation in such things as:

1. Reporting unsafe practices.
2. Reporting defective equipment.
3. Being alert on the job.
4. Thinking before taking action.
5. Consciously taking care to avoid unnecessary risks.

In compliance with Proposition 65, AHR will inform employees of any known exposure to a chemical known to cause cancer or reproductive toxicity.

## **YOUR RESPONSIBILITIES**

### **APPEARANCE**

Employees should recognize that careful grooming is required. Personal appearance affects patient-employee relationships as well as the facility's perception of AHR.

Each employee should report for work completely and meticulously groomed. Absolute cleanliness is an essential part of providing the best hospital care. When good grooming, clean clothes and neat work habits express personal cleanliness, AHR's reputation for superior care is enhanced.

All employees are expected to follow all written and defined departmental policies related to the dress code of the host facility. However, blue jeans, leggings, tee shirts, tank or halter-tops, and hats or caps (of any kind) may not be worn at any time while on duty. No open toed shoes or thongs are permitted. All employees should wear hose or socks and all clothing should be clean and without rips or holes.

### **ATTENDANCE**

Due to the nature of work and staffing needs in your facility, regular attendance, by all employees, is critical. Your duties must be performed and unnecessary absences cause an unfair burden on your associates. Employees are expected to be ready to commence and end work on schedule. Accordingly, arriving late or leaving early in connection with scheduled work times, breaks, or meal periods is not permitted. Repeated occurrences of tardiness or leaving work early may result in disciplinary action, up to and including dismissal.



## **TARDINESS**

Reporting to work on time is essential. Non-exempt employees will be "docked" fifteen (15) minutes if they are eight (8) to twenty-two (22) minutes late and will be "docked" thirty (30) minutes if they are twenty-three (23) to thirty-seven (37) minutes late. Should the tardiness be in excess of thirty-eight (38) minutes, the employee will be "docked" to the nearest quarter hour after clocking in.

## **EMPLOYEE RULES AND CONDUCT**

To maintain our standards for optimum patient care, we expect our employees to perform to the best of their ability and to comply with AHR's policies. It is also the responsibility of every AHR employee to assure the orderly carrying out of the facility's functions and to accept and observe hospital policies and standards of conduct.

AHR's policy regarding discipline has two objectives:

- a. To discipline employees in a manner that is corrective rather than punitive.
- b. To discipline employees in a uniform, consistent, and non-discriminatory manner.

Examples of disciplinary action that may be imposed are:

- a. Verbal warning
- b. Written warning
- c. Suspension (with or without pay)
- d. Termination

The Company reserves the right to impose the discipline that, in its opinion, is appropriate for the infraction engaged in by the employee. These forms of discipline need not be administered in any particular order.

Although one or more of these steps may be taken in connection with a particular employee, no formal order or system is necessary. An employee may, of course, resign at any time. AHR may also terminate the employment without any particular series of steps whenever it determines, at its own discretion, should such action occur.

Some of the actions, which are not in keeping with our objectives, are listed below and may result in disciplinary action, possibly including immediate dismissal. Although it is not possible to provide an exhaustive list of all types of impermissible conduct and performance, the following are some examples:

1. Failing to perform your job to AHR's satisfaction.



2. Refusal or failure to do assigned work, or conduct that interferes with work.
3. Insubordination, including improper conduct toward a supervisor or refusal to perform tasks assigned by a supervisor in the appropriate manner.
4. Possession, distribution, sale, use or being under the influence of alcoholic beverages or illegal drugs while on any hospital's property or while on duty.
5. Absence from work without notifying the appropriate supervisor or designee, unless a reasonable excuse is offered and accepted by the supervisor.
6. Repeated absences, tardiness or early quitting.
7. Reading newspapers, magazines, books or similar matter while on duty, with the exception of professional journals.
8. Release of confidential information about AHR, the hospital, its patients or employees.
9. Altering or falsifying any timekeeping record or machine, intentionally altering another employee's time card, allowing someone else to alter the employee's own time card, removing time cards from the designated area without proper authorization or destroying such a record.
10. Theft or unauthorized removal or possession of property from the hospital, fellow employees, patients or anyone on hospital property.
11. Damaging, destroying or defacing, through gross negligence or deliberate acts, property belonging to the hospital, a fellow employee, a patient or a visitor.
12. Actual or threatened physical violence towards another employee.
13. Fighting on hospital property.
14. Falsifying or making a material omission on an employment application.
15. Falsification of or making a material omission on forms, records, reports or patient records.
16. Sleeping or loitering while on duty.
17. Unauthorized absences from post or duty.
18. Negligence or inconsiderate treatment in the care of patients.



19. Rude, discourteous or uncivil behavior.
20. Soliciting or accepting tips for services from patients or any other person while on duty or on hospital premises.
21. Solicitation outside the approved company policy.
22. Unauthorized sale of goods or services.
23. Unauthorized distribution of literature on hospital premises at any time.
24. Entering an unauthorized area at any time.
25. Gambling, conducting games of chance, or possession of gambling devices on hospital premises.
26. Smoking in unauthorized areas or at unauthorized times.
27. Not meeting appearance or dress standards.
28. Repeated garnishment of an employee's salary.

## **EQUIPMENT**

Equipment belonging to the facility is necessary to carry on a regular business. This equipment is never to be taken out of the facility for personal use without written permission.

If breakage occurs to any equipment in the line of duty and is not the result of carelessness, the company will bear the loss. Employees will be charged for mischievous or willful damage and/or loss to equipment or facilities.

Any broken equipment should be immediately reported to your supervisor.

## **LOITERING**

In accordance with state regulations, it is necessary that we keep corridors, lounges, locker rooms, parking areas, etc., to a minimum use. Therefore, it is most important that employees refrain from remaining on the premises upon completion of their shift. Compliance with this rule will assure a continuity of employee schedules.



## **ORIENTATION**

Attendance at hospital orientation sessions is mandatory. The hospital will discuss their personnel policies and their fire, safety and disaster plans.

## **PROFESSIONAL ETHICS AND PRIVILEGED INFORMATION**

When a patient enters the facility you are employed in, an obligation is assumed to keep in confidence, all information pertaining to this individual including information concerning his/her family, illness and financial condition. This confidence is the responsibility of every employee and as such must be regarded as paramount with regard to speaking to other employees, people in the community, in the cafeteria, lounge and at home. Employees are prohibited from speaking of patient matters in public areas or to any unauthorized individual. Any employee who violates this policy may be subject to discipline up to an including termination.

## **REST AND MEAL PERIODS**

Rest and meal periods are scheduled by each employee's supervisor to ensure that the employee's position and duties will be covered during these periods.

Two (2) ten (10) minute rest periods, one during each four (4) hour shift, are provided each full working day. These breaks may not be combined or added to an employee's lunch period.

Meal periods of thirty (30) minutes, or one (1) hour, depending on the employee's work schedule, are provided for each employee and must be taken not more than five (5) hours after the beginning of the employee's shift. Each employee is required to clock in and out for meal periods. **The only exception will be employees who complete their work day in six (6) hours or less.** If you are unable to take a meal period because of existing circumstances, you **MUST** write "no lunch" on the card and have your supervisor initial it. Unless it is noted on your time card that you did not take a lunch break, the payroll department will automatically deduct a half hour. Meals periods are to be taken on the employee's own time.

## **SOLICITATION**

To avoid disruption of healthcare operations or disturbance of patients, the following rules apply to solicitation and other distribution of literature on hospital property.

### **A. Outsiders**

Persons not employed by the facility may not solicit or distribute literature on facility property at any time for any purpose.



## **B. Employees of the Facility**

1. Employees of AHR may not solicit or promote support for any cause or organization during his or her working time or during the working time of the employee or employees, at whom such activity is directed.
2. Employees of AHR may not solicit or distribute written material, at any time, for any purpose, in any restricted areas of the hospital. You must adhere to the hospital's access rules.
3. Employees of AHR may not distribute or circulate any written or printed material in work areas at any time.
4. Working areas are all areas in the Hospital, except cafeteria, gift shop, employee lounge, lobbies, and parking areas.

## **C. Working Time**

Working time includes the working time of both the employee doing the soliciting or distributing, and the employee to whom the soliciting or distributing is directed. Working time does not include break periods, meal times or any other specified periods during the workday when employees are properly not engaged in performing their work tasks.

## **SUBSTANCE ABUSE POLICY**

AHR has always maintained a strong commitment to provide a safe, efficient and productive work environment. AHR wishes to ensure that employees will perform their duties safely and efficiently in a manner that protects their interests and those of their co-workers. In keeping with this commitment, AHR has a strict policy regarding the inappropriate use and possession of drugs and alcohol. This policy recognizes that employment involvement with alcohol or drugs can be extremely disruptive and harmful to the work place. It can adversely affect the quality of work and the performance of employees, pose serious safety and health risks to the user and others, and have a negative impact on work efficiency and productivity.

Accordingly, AHR requires all employees to report to work fit to perform their jobs and prohibits the use or possession of alcohol or illegal drugs. All employees must adhere to the rules stated in this policy. **NO EMPLOYEE MAY USE, POSSESS, DISTRIBUTE OR SELL ALCOHOL OR ANY ILLEGAL DRUG WHILE ON THE HOSPITAL'S PROPERTY, WHILE ON DUTY, OR WHILE ON AN ON-CALL STATUS.** In addition, no employee may report for work, or go or remain on duty or on an on-call status while under the influence of or impaired by any illegal drug or alcohol.



For purposes of this policy, a drug will be considered an "illegal drug" if its use is prohibited or restricted by law and employee improperly uses or possesses the drug, regardless of whether such conduct constitutes an illegal act or whether the employee is criminally prosecuted and/or convicted for such conduct.

It is essential that all employees comply fully with this policy. Employees who violate this policy are subject to disciplinary action up to and including termination.

## **TELEPHONE**

Each facility has a limited number of outgoing and incoming lines that must be kept open for essential hospital business. Personal calls should be made on the employee's own time and from a public phone. Employees are also requested to limit their incoming calls to emergencies only.

## **WITNESS**

No employee may sign as a witness for a patient or visitor for wills, authorization of any documents other than those documents and forms required by the facility such as: operation consents or admission contracts. If there are any questions regarding this, please check with your supervisor.

## **TERMINATION**

Since employment at AHR is based on mutual consent, either the employee or AHR may choose to terminate employment at any time. It is important that AHR have adequate advance notice of an employee's desire to terminate, so employees are asked to give as much notice as possible. This is a normal business courtesy. Therefore, should you find it necessary to terminate your service with AHR, you are asked to give a minimum of two (2) weeks notice.

Upon termination, all keys, identification cards, badges and all AHR and facility property must be returned.

## **AHR Pharmacy Solutions**

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I, \_\_\_\_\_ have been given the AHR Pharmacy Solutions Employee Handbook. I understand and agree that it is my responsibility to read and familiarize myself with the policies and procedures contained in the handbook.

I understand that except for the employment at-will policy, any and all policies or practices can be changed at any time by AHR. AHR reserves the right to change my hours, wages and working conditions at any time. I understand and agree that except for the President of AHR, no manager, supervisor or representative of AHR has the authority to enter into any agreement, express or implied, for employment for any specific period of time, or to make any agreement for employment other than at-will; only the President has the authority to make any such agreement and then only in writing signed by the President.

I understand and agree that nothing in the employee handbook creates or is intended to create a promise or representation of continued employment and that employment at AHR is employment at-will, that may be terminated at the will of either AHR or myself. My signature below certifies that I understand that the foregoing agreement on at-will status is the sole and entire agreement between AHR and myself concerning the duration of my employment and the circumstances under which my employment may be terminated. It supersedes all prior agreements, understandings and representations concerning my employment with AHR.

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date