

Benefit Programs Handbook

A. Introductory Statement

In an effort to make the Clinic a pleasant work environment and to be in tune with the needs of staff members, the Clinic offers the following benefits to eligible employees. Although these benefits are not legally required, they are being provided at the Clinic's discretion. These benefits are not guaranteed and if necessary may be modified or discontinued with or without notice.

B. Benefit Programs

1. Employee Pet Discounts

Discounts, Clinic Promotions, and Manufacturer Offers

Eligible employees may receive a 20% discount on services and products when purchased specifically for the care of a pet permanently residing at the employee's residence and of which the employee has legal ownership of such pet.

No discount applies to an Adoption fee as the services for this fee are already discounted.

Should the Clinic offer a promotional discount to clients for products or services, discounts shall not be cumulative. Rather, the greater of the discounts shall prevail. Items on clearance are not eligible for an employee pet discount as these items are usually marked at or near cost.

Should an employee qualify for a manufacturer's coupon or promotional offer, it is the employee's responsibility to make sure the proper paperwork is completed in order for the Clinic to receive reimbursement.

Staff Pet Adoptions

Staff members adopting pets from the clinic are subject to the same (non-discountable) Adoption Fee as clients. This is to help offset a portion of the several hundreds of dollars in services and products that are provided for the adopted pet.

Special Order Items

At times, an employee may order products from our vendors for items not normally (or similarly) sold by the Clinic. In such circumstances, the special order (nonfood/treat) items are to be invoiced at cost plus a 5% markup to cover ancillary costs. No employee discount is applied to special order items. An invoice code SPORD ["Special Order Item (describe)"] has been added to IntraVet to assist with invoicing special order items. If the special order item is an over-the-counter product, select the sales tax button when invoicing to be sure the correct amount of sales tax is charged.

Due to the low markup and the similar variety on foods and treats, regular clinic retail prices will apply less the 20% employee discount on special order foods, treats and similar products.

The 5% markup would also apply to other “sold at cost” situations approved by the clinic.

Employee Training Sessions

Employees may be able to receive certain basic pet health care services for their pet(s) free of charge when participating their pet(s) in an Employee Training Session at times throughout the year. Such training sessions are to help employees continually improve and refresh job skills and knowledge concerning basic pet health care. It is the Clinic’s expectation that employees will use such skills and knowledge to educate clients on basic pet health care; thus, increasing Clinic revenues through increased services to clients’ pets.

The schedule of training sessions are set by Dr. Harrison, but usually occur on a quarterly basis. Also, the number of pet participants and services provided during an Employee Training Session will be determined by Dr. Harrison based on the objectives of the particular Employee Training Session.

In order to participate a pet in an Employee Training Session, the pet must be the legal property of the respective employee for which the employee has authority to participate such pet in an Employee Training Session. Also, participating a pet in an Employee Training Session is understood by employees to be on a voluntary basis and no remuneration will be made to employees for allowing their pet(s) to be used for training purposes other than certain free basic pet health care services for their pets.

Services to an employee’s pet will follow Clinic recommendations for **basic pet health care** as applies to a majority of the Clinic’s patient base. Any additional services and/or products will be the responsibility of the employee. Examples of additional services include: Bordatella vaccine, Lymes, Giardia, FIV vaccine, FIP vaccine, heartworm/fecal/bloodwork testing done more often than the Clinic’s recommended intervals, illness exams/procedures, medicines, corrective procedures and similar services.

Whenever possible, the training is to occur during the employee’s regularly scheduled time. However, some employee shifts do not accommodate the normal training times. In such cases, the employee will need to make arrangements to attend the training session at a time other than their regular work shift. If an employee works different times on different days, it is expected the employee will arrange his/her training on a day in which he/she is available to attend during their scheduled work hours.

An employee is not required to own a pet or be present when using their personal pet in order to participate in Employee Training Sessions as they are able to practice and learn skills through performing services on other employees’ pets.

Employees understand that by allowing their pet to participate in an Employee Training Session they (or another staff member) will, in some respects, perform actual services on their pet in order to gain confidence in utilizing skills through repetitive practice as well as learn basic pet health care protocols.

Employees further understand there are inherent risks any time a pet receives vaccinations, medicines, preventatives or undergoes an anesthetic procedure and will not hold the Clinic, doctors or staff liable for any adverse reaction their pet may incur during the course of providing services that meet a standard of care as determined by the Texas State Board of Veterinary Medical Examiners.

It is understood by employees that while the Clinic strives to provide basic pet health care services for all employee pets through Employee Training Sessions, the Clinic must limit the number of pets that can be allowed. Therefore, it is possible not all employee pets will be used during training sessions in the course of a year.

Terminating employees will not be allowed to participate in an employee training session with their pet(s) since the purpose of Employee Training is to increase the knowledge and skills of continually employed clinic employees.

Vendor Reimbursements

At times an employee may receive free preventatives/products or be offered discounted food promotional purchases from vendors. Such free or discounted items must be for a pet residing in the employee's home and of which the employee has legal ownership of such pet.

Please note the vendors oftentimes place limitations on the number of product reimbursements they will provide to the clinic. For example:

- A vendor may specify a maximum of 3 pets per staff member with a maximum total of 15 pets per clinic. This does not mean a staff member is to enroll 3 of their pets in the reimbursement program. To do so, leaves several staff members unable to participate their pets.
- A vendor places a limit of 2 pets per year per staff member. This is the maximum number of pets for that staff member that may participate. It is not acceptable to list staff members with no or fewer pets on vendor reimbursement forms in order to maximize the vendor's reimbursement.

Therefore, please be very mindful to follow the limitations vendors place on product reimbursements in order for all eligible staff members to participate and the clinic to receive full reimbursement for products dispensed for staff pets.

For products that are to be fully reimbursed directly to the Clinic by a vendor or for services performed to an employee's pet as part of an Employee Training Session in which there is a zero charge on such products or services for the employee's pet, the NOTES invoice code is to be used on the invoice for explanation (i.e. To be reimbursed by vendor, Employee training session, etc.).

Special Notes

Services and products for employee pets are to be entered into the computer and on the patient's record by a member of management. It is essential for accurate inventory control that items be invoiced by a member of management. This includes special order items. Failure to have charges properly invoiced may result in disciplinary action, up to and including discharge from employment.

As a final note, services and/or products whether provided free of charge, at a discount or during a staff training session are only eligible to pets legally owned by a staff member. Therefore, only those pets legally owned by a staff member should be listed under the staff member's IntraVet account.

Employees in the following employment classifications are eligible for Employee Pet Discounts:

- Regular full-time employees
- Regular part-time employees (working at least 15 hours per week)
- Introductory employees (working at least 15 hours per week)
- Temporary/Seasonal employees (working at least 15 hours per week)

2. Partial Scrubs Reimbursement

Eligible employees may be reimbursed 50% of the cost of any scrubs uniforms purchased by the employee for use while performing their duties at the Clinic, up to a maximum annual reimbursement limit of \$25 for Introductory, Temporary, or Seasonal employees and \$50 for Regular classified employees. The scrubs reimbursement benefit is based on a calendar year (January-December). New employees starting at any point during the year are allowed the full reimbursement (based on job classification) in order to stock up on scrubs. Any scrubs reimbursement made to Introductory employees will be applied toward the maximum annual reimbursement of \$50 if classified to Regular employment status after successful completion of the Introductory period.

In order to receive your reimbursement; please submit a copy of your receipt showing the item(s) description and cost within 30 days of date on receipt. Reimbursement will first be applied to any outstanding balance owed the Clinic unless prior arrangements have been made with the Practice Manager. For reimbursement by check, please allow up to 30 days from date of submission to receive your reimbursement. Items available for reimbursement include scrub tops, scrub pants, name tags, and embroidered personalization and/or image. Also included in reimbursement is sales tax and/or shipping fees. Uniforms may be purchased from a local retailer, mail-order catalog, or through the Internet.

Employees in the following employment classifications are eligible for Partial Scrubs Reimbursement:

- Regular full-time employees
- Regular part-time employees (working at least 15 hours per week)
- Introductory employees (working at least 15 hours per week)

- Temporary/Seasonal employees (working at least 15 hours per week)

3. **Vacation**

Vacation time off with pay is available to eligible employees to provide opportunities for rest, relaxation, and personal pursuits.

Employees in the following employment classifications are eligible to earn and use vacation time as described in this policy:

- Regular full-time employees
- Regular part-time employees (working at least 15 hours per week)

The amount of paid vacation time employees receive each year increases with the length of their employment. The length of eligible service is calculated on the basis of a “benefit year.” This is the twelve-month period from the employee’s hire date following successful completion of the Introductory Period. (I.e. the employee starts earning vacation time after successful completion of the Introductory Period; the benefit year is then calculated from the employee’s hire date to determine accrual rate.)

Vacation accrual is based on a part-time or full time *regularly scheduled* status. Regularly scheduled hours less than 15 hours per week will not qualify for vacation. Once employees enter into an eligible employment classification, they begin to earn paid vacation time according to the schedule below. They can request use of vacation time after it is earned.

Paid vacation time can be used in maximum increments of two weeks **unless prior arrangements have been made with the Practice Manager**. To take vacation, employees should request advance approval from **the Practice Manager**. Requests will be reviewed based on a number of factors, including Clinic needs and staffing requirements. Whenever possible, time off needs to be scheduled at least one month in advance. Overlapping time off with other personnel should be avoided, although the schedule will conform as much as possible to individual needs and requests. A Schedule Change Request form is to be completed for each time taken off during your regularly scheduled hours or when working another shift other than your regularly scheduled time. Please refer to this form for more detailed information. This form needs to be submitted **the Practice Manager**.

Vacation Accrual Schedule

Part-Time Nonexempt Interval

Level

- Regularly scheduled to work 15-20 hours/wk:

4-12 months:	.92 hrs/pay period (apx 18 hrs/yr)
13-36 months:	1.39 hrs/pay period (apx 36 hrs/yr)
37-60 months:	1.85 hrs/pay period (apx 48 hrs/yr)
61-120 months:	2.31 hrs/pay period (apx 60 hrs/yr)

121+ months: 2.77 hrs/pay period (apx 72 hrs/yr)

•Regularly scheduled to work 21-29 hours/wk:

4-12 months: 1.39 hrs/pay period (apx 28 hrs/yr)
13-36 months: 2.08 hrs/pay period (apx 54 hrs/yr)
37-60 months: 2.77 hrs/pay period (apx 72 hrs/yr)
61-120 months: 3.46 hrs/pay period (apx 90 hrs/yr)
121+ months: 4.15 hrs/pay period (apx 108 hrs/yr)

Full-Time Nonexempt Interval **Level**

•Regularly scheduled to work 30 hours or more/wk:

4-12 months: 1.85 hrs/pay period (apx 37 hrs/yr)
13-36 months: 2.77 hrs/pay period (apx 72 hrs/yr)
37-60 months: 3.69 hrs/pay period (apx 96 hrs/yr)
61-120 months: 4.62 hrs/pay period (apx 120 hrs/yr)
121+ months: 5.54 hrs/pay period (apx 144 hrs/yr)

Full-Time Exempt Interval **Level**

•Regularly scheduled to work 30 hours or more/wk:

4-12 months: 3.69 hrs/pay period (apx 74 hrs/yr)
13-36 months: 4.62 hrs/pay period (apx 120 hrs/yr)
37+ months: 5.54 hrs/pay period (apx 144 hrs/yr)

NOTE: Due to the salaried nature of exempt employees, time off must be taken in full day increments for each day of absence (or 4 hours for a Saturday time off).

Accumulated vacation time may be used for either vacation, sick leave, or personal time but will be recorded as vacation for the purposes of payroll reporting. In order to accommodate our payroll program, time will accrue each pay period rather than on a monthly basis.

Vacation time off is paid at the employee's base pay rate at the time of vacation. It does not count toward overtime or any special forms of compensation such as incentives, bonuses, or shift differentials.

As stated above, employees are encouraged to use available paid vacation time for rest, relaxation, and personal pursuits. In the event that available vacation is not used by the end of the benefit year, employees may carry unused time forward to the next benefit year. If the total amount of unused vacation time reaches a "cap," vacation time stops accruing until the employee uses paid vacation time and brings the available amount below the cap at which time vacation accrual will begin again.

The following “caps” are established based on an employee's job classification:

- 40 hours for Regular part-time employees regularly scheduled to work 15-20 hours per week
- 60 hours for Regular part-time employees regularly scheduled to work 21-29 hours per week
- 80 hours for Regular full-time employees regularly scheduled to work 30 hours or more per week

Consideration to have the cap temporarily increased will be given to special circumstances; however, special circumstances will require prior approval from the Practice Manager or Owner. Circumstances may include medical reasons, care of a family member, or other significant needs. The decision to increase or not increase the cap will be at the discretion of the Practice Manager or Owner.

In the event an employee is on unpaid leave of absence, the Clinic will discontinue the employee's vacation accrual during the period of unpaid leave.

Upon termination of employment, employees who have not been discharged by the Clinic or have not abandoned their job will be paid for unused vacation time that has been earned through the last day of work.

4. Holidays

The Clinic may grant holiday time off to all eligible employees on the holidays listed below:

- New Year's day (January 1)
- Memorial Day (last Monday in May)
- Independence Day (July 4)
- Labor Day (first Monday in September)
- Thanksgiving (fourth Thursday in November)
- Christmas Day (December 25)

Employees in the following employment classifications are eligible for Holiday Pay:

- Regular full-time employees
- Regular part-time employees (working at least 15 hours per week)
- Introductory employees (working at least 15 hours per week)
- Temporary/Seasonal employees (working at least 15 hours per week)

Holiday Pay hours will be determined based on the average number of hours an employee is scheduled to work during a 5-day work week. For example, an employee scheduled to work 25 hours during the week (Saturdays excluded) would receive 5 hours Holiday Pay. This would be regardless if the employee works 5 hours per day for five days or works two 10-hour shifts and one 5-hour shift during the week. Any fractions calculated for average Holiday Pay hours will be rounded up or down to the nearest whole number. If an eligible holiday falls on a Saturday, 4 hours Holiday Pay will be granted.

Holiday Pay does not count toward overtime or any special forms of compensation such as

incentives, bonuses, or shift differentials.

If the holiday falls on a Sunday, then Holiday Pay will not be paid for that day. See the Sunday/Holiday Kennel and Medication Pay Scale for holiday after hour/kennel pay rates.

If a recognized holiday falls during an eligible employee's paid absence (such as vacation), Holiday Pay will be provided instead of the paid time off benefit that would otherwise have applied. For purposes of Holiday Pay, a paid absence is one of short duration in which it is reasonably expected for a staff member to use accrued vacation (whether actually used or not) to pay for time off. Holiday Pay will not be provided if the holiday falls during an eligible employee's unpaid absence (such as extended time off for a leave of absence) when the employee is no longer accruing vacation **or would be considered to have reasonably exhausted all accrued vacation time (in the event an employee is spreading accrued vacation over a long absence).**

The Clinic may close early or for the entire day on the following days:

- Half day Christmas Eve (December 24)*
- Half day New Year's eve (December 31)*

* **If the clinic closes early on these days, no Holiday Pay applies since some employees will be required to work. If these days fall on a Saturday, it is considered a regular business day with closure at 1:00 p.m. However, if the Clinic opts to close for a full business day on Christmas Eve or New Years Eve, Holiday Pay may apply based on the above policies.**

For clarification, the Clinic does not provide pay to nonexempt employees for days when the clinic is closed or opens/closes at alternate times due to inclement weather, restoration/repairs of premises, etc. Nonexempt employees are expected to use accrued vacation time or take leave without pay during such instances. For exempt employees, the Department of Labor policy regarding exempt employees shall be followed in such circumstances.

5. Medical and Dental

Medical insurance and a dental plan are available to all Regular full-time employees through plans selected by the Clinic. New employees will be required to complete an Introductory Period in order to become eligible to participate in the medical insurance and/or dental plan. Participation in a medical insurance and/or dental plan will be effective until an annual renewal date. If an employee chooses not to participate in the medical insurance and/or dental plan or discontinues coverage (including discontinuation of coverage for failing to pay employee portion of premium), the employee will not be able to re-enroll until the plan(s)' anniversary date (annual enrollment).

Employees may add dependents to their medical insurance and/or dental plan at their own expense during annual enrollment. (Please refer to the medical insurance and/or dental plan's policies for qualifying events that may allow an employee to add a dependent before annual enrollment.) The full amount of dependent premiums will be deducted from the employee's biweekly paycheck.

Any change in an employee or dependent's eligibility status must be reported to the Practice Manager immediately. Refer to Medical and Dental Insurance Plan document for details on "Qualifying Event" and "Continuation Coverage".

Please note medical and dental plans, coverages, and premiums are subject to change.

Payment of Medical Insurance and Dental Plan by Job Classification

The percentage of medical insurance and/or dental plan premium paid on behalf of a Regular full-time employee will be paid based on the employee's job classification of either exempt or nonexempt. Refer to the current Employee Handbook for job classifications.

- **Exempt (Salary) Regular Full-Time employees**

Employees classified as Regular full-time exempt will have 100% of their employee only medical insurance and/or dental plan premium paid by the Clinic. Dependents added to the medical insurance and/or dental plan of an eligible exempt employee will be at the employee's expense and the full amount of dependent premium deducted from the employee's biweekly paycheck.

- **Nonexempt (Hourly) Regular Full-Time employees**

Employees classified as Regular full-time nonexempt will have 75% of their employee only medical insurance and/or dental plan premium paid by the Clinic. The 25% difference in premium will be paid by the employee through deduction from their biweekly paycheck. In addition, dependents added to the medical insurance and/or dental plan of an eligible nonexempt employee will be at the employee's expense and the full amount of dependent premium deducted from the employee's biweekly paycheck.

Pre-Tax Option for Payment of Medical Insurance and/or Dental Plan Premium

Each eligible employee participating in a medical insurance and/or dental plan will have the option to have their employee and dependent portion of medical insurance and/or dental plan premiums deducted from their biweekly paycheck on a pre-tax basis. Refer to Medical and Dental Insurance Plan document for plan description. A separate Participant Election Form must be completed, indicating whether premium(s) will be deducted on a pre-tax or after-tax basis.

6. Bereavement Leave

Please refer to Section G "Leaves of Absence" in the current Employee Handbook for details and restrictions of Bereavement Leave.

7. Bonuses

As finances permit, the Clinic may provide a bonus to eligible staff members. No guarantee can be made a bonus will be paid, and the bonus program is subject to change or be discontinued at any time with or without notice.

Employees in the following employment classifications are eligible for Bonuses:

- Regular full-time employees
- Regular part-time employees (working at least 15 hours per week)
- Introductory employees (working at least 15 hours per week) who have completed at least 30 days of employment

In order to receive the bonus, an employee must be employed at the Clinic or at least be receiving their final paycheck from the Clinic at the time the bonus is paid. No bonus will be paid after a final paycheck has been issued to a terminated employee. Employees discharged for poor job performance or disciplinary reasons are not eligible for a bonus regardless of the last day of their employment.

8. Workers' Compensation Insurance

The Clinic provides a comprehensive Workers' Compensation insurance program at no cost to all current employees, regardless of employment classification or number of hours worked each week.

This program covers any injury or illness sustained in the course of performing one's job duties while employed at the Clinic that requires medical, surgical, or hospital treatment.

Employees who sustain work-related injuries or illnesses should inform a member of management immediately. No matter how minor an on-the-job injury may appear, it is important that it be reported immediately. This will enable an eligible employee to qualify for coverage as quickly as possible.

See the section titled *Other Health and Safety Information* in the *OSHA/MSDS Manual* located in the treatment area for instructions on reporting a work-related injury.

Neither the Clinic nor the insurance carrier will be liable for the payment of workers' compensation benefits for injuries that occur during an employee's voluntary participation in any off-duty recreational, social, or athletic activity even if such an activity is sponsored by the Clinic.