

Employee Handbook

(The policies below supersedes all other policies prior to 8/26/2011)

WORKING HOURS AND OVERTIME: The working hours usually begin at 8:00 each morning, Monday through Friday and possibly Saturdays. You should be on time and ready to begin receiving patients at this time. A lunch hour will be allowed. The actual time of this lunch break may depend on the patient flow for any particular day. Workdays should end by 5:00 - 5:15 p.m.

It is the policy of Columbus Eye Associates and Columbus Optical to plan, organize, and schedule its employees so that overtime work is held to only, that which is absolutely necessary. In unavoidable circumstances, such as emergencies or peak workload periods, non-exempt classified employees will be compensated for overtime work in accordance with this policy and its related procedures. In such circumstances, the Owners or the Administrator of Columbus Eye Associates and Columbus Optical is responsible for planning such staffing as necessary to minimize overtime work.

All overtime work must be authorized in advance by the Owners or the Administrator of Columbus Eye Associates and Columbus Optical. Employees are not authorized to make unilateral decisions to work overtime. Working unauthorized overtime or refusal to work overtime as directed may subject the employee to disciplinary action up to and including termination of employment. All non-exempt classified employees required to work in excess of 40 hours in a work week which begins each Saturday at 12:01 a.m., shall be compensated for such overtime by receiving pay for overtime at the rate equal to one and one-half times the employee's regular rate of pay. Overtime hours are computed on hours worked.

No aspect of this policy and its related procedures shall be used to discriminate against any individual or group of employees because of the employee's race, sex, age, color, religion, disability or veteran status, sexual orientation, or as retaliation for filing or assisting with a grievance or complaint or exercising entitlement to free speech.

PROBATIONARY PERIOD: A probationary period of 90 days is established for all new employees. At the end of 90 days, an evaluation conference will be conducted. During the probationary period either the clinic or the employee may terminate the employment for any reason. An exception would be if an employee from Columbus Optical has completed their probationary period, terminates Columbus Optical but transfers employment over to Columbus Eye Associates or vice versa.

COMPENSATION: An employee's salary is based on 26 pay periods per year. No employee is permitted to draw on his/her salary or his/her check in advance of regular payday. Each employee shall be evaluated on an annual basis. Merit increases may be awarded to employees who demonstrate increasing ability, loyalty, favorable attitude toward their work and fellow employees, dependability, and strong customer/patient services. Increases in compensation are not guaranteed and shall depend on the profitability of the clinic as well as prevailing salary analysis for each position within the clinic. Bonuses may also be given from time to time based on employee performance and overall financial standing of the optical shop.

GENERAL APPEARANCE: All employees are required to wear scrubs (top and bottom), a lab jacket and a name tag approved by Columbus Eye Associates and Columbus Optical. Employees who work an average of 24 hours per week or 1,248 hours per year during 26 pay periods qualify for an annual allowance up to five scrubs and one lab jacket every 12 months. Employees who work less than an average of 24 hours per week or 1,248 hours per year during 26 pay periods qualify for an annual allowance of one scrub every 12 months. All scrubs and lab jackets must be the same color but can be a different style. All employees are required to follow the scrub color schedule for each day of the week. If an employee terminates their employment before 12 months of being reimbursed their annual allowance the employee will be

Columbus Office

100 Sweetbriar Drive
Columbus, Texas 78934
979-732-5771 – Telephone
979-732-6922 – Fax
800-460-EYES (3937) - Toll Free

Katy Office

21720 Kingsland Blvd., Suite 305
Katy, Texas 77450
281-829-EYES (3937) – Telephone
281-829-0599 – Fax

La Grange Office

108 N. Washington
La Grange, Texas 78945
979-968-3953 – Telephone
979-968-3435 – Fax

Sealy Office

2879 Hwy 36 South
Sealy, Texas 77474
979-885-0665 - Telephone
979-885-4110 – Fax

responsible for reimbursing Columbus Eye Associates or Columbus Optical the annual allowance.

JOB PRIORITY: The first and foremost priority of every position is customer respect and service. Patient needs and concerns shall always come before all else. Paperwork can always wait if a patient is on the phone or in the clinic in person and needs assistance. Patients should be expected to wait a minimum amount of time when they come to the clinic. Every effort should be made to keep patients moving quickly and efficiently through the clinic, without making the patient feel that they were rushed and did not get their money's worth from the visit. There will be times when accommodating a patient may mean inconveniencing yourself. If ever in doubt as to how to handle a situation, ask the business manager how to proceed.

SUPERVISION: Employees shall be under the direct supervision of the business manager; and their direct supervisor. Employees shall also be under the indirect supervision of all owners or partners.

CONTINUING EDUCATION: Employees may attend continuing education from time to time as deemed necessary. Any specialized certification and/or training will be taken into account when considering salary increases. All Ophthalmic Technicians are encouraged to obtain a COA (Certified Ophthalmic Assistant) certification within 2 years of employment with Columbus Eye Associates and all Opticians are encouraged to obtain an ABO (American Board of Opticianry) certification within 2 years of employment with Columbus Optical. Columbus Eye Associates and Columbus Optical may assist with some of the costs associated with continuing education.

CONFIDENTIALITY: No employees shall disclose to anyone outside of the clinic, either during or after employment, any confidential information or material concerning the clinic and/or its patients. All medical information regarding our patients shall be treated with complete confidentiality. Discretion should be used when discussing any patient's medical information at all times. Financial information concerning our patient's and/or their account balances shall also be treated with strict confidentiality. And, information regarding other employees and/or personnel matters of the clinic should not be discussed outside the clinic. Sharing payroll information between staff members is considered grounds for immediate dismissal.

PAID TIME OFF (PTO) BENEFITS: Paid Time Off (PTO) is an all purpose, flexible time-off policy for eligible employees to use for all absences except for holidays recognized by Columbus Eye Associates and Columbus Optical. Vacation benefits, sick benefits, personal benefits, and sick bank benefits not used under prior policies to January 1, 2011 will be added into a new PTO account.

Employees who work an average of 24 hours per week or work 1,248 hours per year during 26 pay periods can earn Paid Time Off (PTO) benefits. PTO benefits are based on employment status, number of hours worked and length of service. Employees who have completed 12 months of continuous employment may earn up to 168 hours of PTO. Employees who have completed 60 months of continuous employment may earn up to 208 hours of PTO. PTO does not include Holiday benefits or Jury Duty benefits. PTO is prorated if an employee works less than the minimum number of hours required to earn the maximum PTO benefits available. The minimum number of hours is based on an employee's 12 month benefit period and the number of available work hours during the employee's benefit period minus holidays and minus the expected PTO that the employee should have taken during their benefit period. Use of PTO is limited to the amount the employee has in their PTO account. Employees are encouraged to schedule PTO to coincide with a time when the doctors are scheduled to be off work. Approved PTO time may be given on a basis of seniority when two or more employees desire to take PTO during the same time period.

PTO time will not accumulate from benefit period to benefit period. PTO benefits not used at the end of the employees benefit period known as "Previous Year" benefit period may not be carried over into the next benefit period called "Current

Columbus Office

100 Sweetbriar Drive
Columbus, Texas 78934
979-732-5771 – Telephone
979-732-6922 – Fax
800-460-EYES (3937) - Toll Free

Katy Office

21720 Kingsland Blvd., Suite 305
Katy, Texas 77450
281-829-EYES (3937) – Telephone
281-829-0599 – Fax

La Grange Office

108 N. Washington
La Grange, Texas 78945
979-968-3953 – Telephone
979-968-3435 – Fax

Sealy Office

2879 Hwy 36 South
Sealy, Texas 77474
979-885-0665 – Telephone
979-885-4110 – Fax

Year” benefit period. However, unused PTO benefits at the end of the “Previous Year” benefit period can either 1) be put into the employee’s Sick Bank or employees may elect 2) to be paid their unused PTO.

Employees may put up to 200 hours of their unused PTO into their Sick Bank. Once an employee’s Sick Bank has 200 hours, all other unused PTO will be automatically paid to the employee using the same method as those employees who elect to be paid for their unused PTO. See below. The use of Sick Bank hours must be approved in advance by the Administrator of Columbus Eye Associates and Columbus Optical and may only be used for an employee’s illness, or illness of an employee’s immediate family member (employee’s spouse, employee’s children, or mother and father of the employee or employee’s spouse).

Employees, who elect to be paid their unused PTO, will be paid their unused PTO over four pay periods. The four pay period pay out will begin with the first pay period after the “Previous Year” benefit period ends. During this pay out period, no more than 80 hours of the “Previous Year” unused PTO benefits may be paid out on each pay period. If there is still “Previous Year” unused PTO benefits remaining in the PTO account at the end of this pay out period, then the remaining unused PTO benefits will be paid to employees within the next four pay periods. During this second pay out period, an amount will be determined per pay period to ensure that all unused PTO benefits have been paid to employees.

Upon termination, an employee will be paid on their last pay check all unused PTO and unused Sick Bank benefits. If an employee terminates before they have completed 12 months of continuous employment during their “Current Period” benefit period; no PTO benefits will be earned nor paid because PTO benefits can only be earned when an employee has completed 12 months of continuous employment during their “Current Period” benefit period.

HOLIDAY BENEFITS: All employees will be paid their normal working hours if they are scheduled to work on the following Columbus Eye Associates and Columbus Optical Holidays: 1) New Year’s Day; 2) Good Friday; 3) Memorial Day; 4) Independence Day; 5) Labor Day; 6) Veteran’s Day or Columbus Day; 7) Thanksgiving Day; 8) the Day After Thanksgiving; 9) Christmas Eve; 10) Christmas Day; and 11) the afternoon of New Year’s Eve if it falls on a weekday. With the exception of the afternoon of New Year’s Eve, if a Holiday falls on a Saturday or Sunday, employees who work an average of 24 hours per week or work 1,248 hours per year during 26 pay periods will be paid for the Holiday based on their normal working hours. All of the Holiday benefits above will be paid to employees within two pay periods from the date of the Holiday.

EXTENDED LEAVE OF ABSENCES: Leaves of absences may be granted up to 6 (six) weeks without pay for lengthy illnesses and/or family leave, provided the employee returns to work within 6 (six) weeks. If an employee does not return from their leave of absence, their employment termination date will be based on the date they left. Special exceptions to these policies may be considered.

TRAVEL DAY BENEFIT:

SPLIT DAY BENEFIT: Employees who begin work at one office and then travel and work at another office, a split day, will earn three (3) travel points for going and three (3) points for returning for a total of six (6) travel points. In addition, employees are to clock in at their home base office before going to the other office so that they get paid for traveling to the other office. If an employee does not clock in at their home base office the employee is required to email to Bob Moore a request that the following adjustments be added to their hours worked to accommodate for the drive time between offices: Katy to Sealy (30 minutes); Katy to Columbus (55 minutes); Katy to La Grange (85 minutes); Sealy to Columbus (25 minutes); Sealy to La Grange (55 minutes); Columbus to La Grange (30 minutes).

COURIER BENEFIT: Ophthalmic Technicians are responsible for couriering (transporting) the Columbus Eye Associates and Columbus Optical boxes to and from each office. The technician that transports the boxes will receive two (2) travel points for taking the boxes and two (2) travel point for returning the boxes for a total of six (4) travel points. Although technicians are responsible for couriering the boxes, a technician can make arrangements with another employee to

Columbus Office

100 Sweetbriar Drive
Columbus, Texas 78934
979-732-5771 – Telephone
979-732-6922 – Fax
800-460-EYES (3937) - Toll Free

Katy Office

21720 Kingsland Blvd., Suite 305
Katy, Texas 77450
281-829-EYES (3937) – Telephone
281-829-0599 – Fax

La Grange Office

108 N. Washington
La Grange, Texas 78945
979-968-3953 – Telephone
979-968-3435 – Fax

Sealy Office

2879 Hwy 36 South
Sealy, Texas 77474
979-885-0665 - Telephone
979-885-4110 – Fax

Todd M. Hovis, M.D.

Lori J. Learned, M.D.

Arun G. Nayar, M.D.

Nicole H. Noska, O.D.

Keith A. Bourgeois, M.D.

John W. Miller, M.D.

transport the boxes and pass on the travel benefit to that employee.

COURIER 30+ BENEFIT: Ophthalmic Technicians are responsible for couriering (transporting) the Columbus Eye Associates and Columbus Optical boxes to and from each office. The technician that transports the boxes to an office that is greater than 30 miles from their home base office will receive eight (8) travel points for taking the boxes and eight (8) travel points for returning the boxes for a total of six-teen (16) travel points. Although technicians are responsible for couriering the boxes, a technician can make arrangements with another employee to transport the boxes and pass on the travel benefit to that employee.

MAXIMUM TRAVEL BENEFITS: The maximum number of Travel Benefits that an Employee can earn in one day is sixteen (16) points.

HOW DO YOU GET PAID FOR YOUR TRAVEL BENEFITS: Fill out this form and turn it into Bob Moore. On your next pay check you will be paid four (4) hours at your current hourly rate for every 18 travel points earned.

JURY DUTY BENEFIT: If called for jury duty, an employee may use their PTO benefits or their Sick Bank benefits to be compensated for their time off.

REQUIRED MEETINGS: Employees may receive Travel Day Benefits for attending a required meeting. Example: An Employee begins work at office A and then travels to office B for a required meeting. The Employee would stay clocked in while driving from office A to office B, therefore getting paid for driving. The Employee would clock out at office B after the meeting. In addition, the Employee would receive two (2) travel day benefits for a split day.

REQUEST FOR TIME OFF: A "Time Off Request" must be submitted at any time an employee requests time off from work. Time Off requests should be submitted 2 weeks prior to the scheduled time off. If not, they should be submitted the day the employee returns to work. It is expected that the supervisor be informed as soon as possible of any unexpected need to be absent, illness, emergency, etc. It is important that the clinic be able to make arrangements to have your position covered if the need arises. Continued abuse of the clinic's time off policy shall be considered grounds for dismissal.

MEDICAL INSURANCE: Upon completion of their probationary period, an employee becomes eligible for group medical insurance. An exception would be if an employee from Columbus Optical has completed their probationary period, terminates Columbus Optical but transfers employment over to Columbus Eye Associates or vice versa. Medical insurance is provided to an employee who works an average of 30 hours per week during 26 pay periods. Columbus Eye Associates and Columbus Optical will pay 100% of the employee only premium on a plan chosen by Columbus Eye Associates. The employee may add dependents to the policy at their own expense.

RETIREMENT: Upon completion of their probationary period, eligible Participants are allowed to defer part of their income in the form of a before-tax contribution to a 401(k) profit sharing plan. An exception would be if an employee from Columbus Optical has completed their probationary period, terminates Columbus Optical but transfers employment over to Columbus Eye Associates or vice versa. The Employer will make a matching contribution of 50% of the employee's deferral amount, up to a maximum of 3% of the employee's total compensation. Orientations shall be given on all options for the retirement plan when the plan is operational. Participation in the profit sharing plan, and subsequent 401 K, is available after three (3) months of full-time employee.

CAFETERIA PLAN: Upon completion of their probationary period, employees have the option of participating in a "Cafeteria Plan" whereby premiums for supplemental policies such as cancer insurance, disability insurance, etc. are deducted from you pay pre-tax. An exception would be if an employee from Columbus Optical has completed their

Columbus Office

100 Sweetbriar Drive
Columbus, Texas 78934
979-732-5771 – Telephone
979-732-6922 – Fax
800-460-EYES (3937) - Toll Free

Katy Office

21720 Kingsland Blvd., Suite 305
Katy, Texas 77450
281-829-EYES (3937) – Telephone
281-829-0599 – Fax

La Grange Office

108 N. Washington
La Grange, Texas 78945
979-968-3953 – Telephone
979-968-3435 – Fax

Sealy Office

2879 Hwy 36 South
Sealy, Texas 77474
979-885-0665 – Telephone
979-885-4110 – Fax

probationary period, terminates Columbus Optical but transfers employment over to Columbus Eye Associates or vice versa. Participation in the cafeteria plan is available after three (3) months of service.

COLUMBUS EYE ASSOCIATES SERVICES: Upon completion of their probationary period all employees who work an average of 24 hours per week or work 1,248 hours per year during 26 pay periods, their spouses, and their dependent children may receive free services from the doctors of Columbus Eye Associates. An exception would be if an employee from Columbus Optical has completed their probationary period, terminates Columbus Optical but transfers employment over to Columbus Eye Associates or vice versa. Services from visiting doctors may not apply. These employee's parents, grandparents, and non-dependent children may receive 25% off the regular charge of doctor services. The regular charge for doctor services shall be billed to their Insurance company before taking the 25% discount. Employees who work less than 24 hours per week or less than 1,248 hours per year during 26 pay periods may receive free services from the doctors of Columbus Eye Associates. Employees, employee spouses, employee dependents, or employee non-dependents that have an outstanding balance due to Columbus Eye Associates or Columbus Optical may not receive a discount or may not receive services until all outstanding balances are resolved. All benefits are based on the Employee's "Benefit Period".

COLUMBUS OPTICAL COMPANY GOODS & SERVICES:

BENEFIT – LEVEL 1

Employees who have been employed for one year or more and who work an average of 24 hours per week or work 1,248 hours per year during 26 pay periods may receive an "Employee Optical Annual Allowance" worth up to \$300 (cost plus 10% = \$300) per calendar year for frames, lenses or contact lenses for their personal use. These employees may also buy additional frames, lenses or contact lenses for their personal use at cost plus 10%. The spouses and dependent children of these employees may receive an "Employee Dependent Annual Allowance" worth up to \$100 (cost plus 10% = \$100) per calendar year for frames, lenses or contact lenses for their personal use. The parents, grandparents, and non-dependent children of these employees may receive 55% off the regular price of frames, lenses or contact lenses for personal use. (30% cash discount plus an additional employee dependent discount of 25%). If insurance is involved the regular charge for optical goods will be billed to the insurance company before taking any discounts. Employees, employee spouses, employee dependents, or employee non-dependents that have an outstanding balance due to Columbus Eye Associates or Columbus Optical may not receive a discount or may not receive optical goods or services until all outstanding balances are resolved. All benefits are based on the Employee's "Benefit Period". To qualify for an optical allowance benefit, all employees are responsible for confirming with Pam Orsak what benefits are available before on optical order is placed.

BENEFIT – LEVEL 2

Employees who have been employed for one year or more but who do not work an average of 24 hours per week or work 1,248 hours per year during 26 pay periods may buy frames, lenses or contact lenses for their personal use at cost plus 10%. The spouses and dependent children of these employees may buy frames, lenses or contact lenses for their personal use at cost plus 10%. The parents, grandparents, and non-dependent children of these employees may receive 55% off the regular price of frames, lenses or contact lenses for personal use. (30% cash discount plus an additional employee dependent discount of 25%). If insurance is involved the regular charge for optical goods will be billed to the insurance company before taking any discounts. Employees, employee spouses, employee dependents, or employee non-dependents that have an outstanding balance due to Columbus Eye Associates or Columbus Optical may not receive a discount or may not receive optical goods or services until all outstanding balances are resolved. To qualify for an optical allowance benefit, all employees are responsible for confirming with Pam Orsak what benefits are available before on optical order is placed.

BENEFIT – LEVEL 3

Columbus Office

100 Sweetbriar Drive
Columbus, Texas 78934
979-732-5771 – Telephone
979-732-6922 – Fax
800-460-EYES (3937) - Toll Free

Katy Office

21720 Kingsland Blvd., Suite 305
Katy, Texas 77450
281-829-EYES (3937) – Telephone
281-829-0599 – Fax

La Grange Office

108 N. Washington
La Grange, Texas 78945
979-968-3953 – Telephone
979-968-3435 – Fax

Sealy Office

2879 Hwy 36 South
Sealy, Texas 77474
979-885-0665 – Telephone
979-885-4110 – Fax



Quality Eye Care Since 1953



Fashionable Eye Wear Since 1960

Todd M. Hovis, M.D. Lori J. Learned, M.D. Arun G. Nayar, M.D. Nicole H. Noska, O.D. Keith A. Bourgeois, M.D. John W. Miller, M.D.

Employees who have not been employed for one year or more may buy frames, lenses or contact lenses for their personal use at cost plus 10%. The spouses and dependent children of these employees may buy frames, lenses or contact lenses for their personal use at cost plus 10%. Employees, employee spouses, and employee dependents that have an outstanding balance due to Columbus Eye Associates or Columbus Optical may not receive a discount or may not receive optical goods or services until all outstanding balances are resolved. To qualify for an optical allowance benefit, all employees are responsible for confirming with Pam Orsak what benefits are available before an optical order is placed.

Columbus Office

100 Sweetbriar Drive
Columbus, Texas 78934
979-732-5771 – Telephone
979-732-6922 – Fax
800-460-EYES (3937) - Toll Free

Katy Office

21720 Kingsland Blvd., Suite 305
Katy, Texas 77450
281-829-EYES (3937) – Telephone
281-829-0599 – Fax

La Grange Office

108 N. Washington
La Grange, Texas 78945
979-968-3953 – Telephone
979-968-3435 – Fax

Sealy Office

2879 Hwy 36 South
Sealy, Texas 77474
979-885-0665 - Telephone
979-885-4110 – Fax



Quality Eye Care Since 1953



Fashionable Eye Wear Since 1960

Todd M. Hovis, M.D. Lori J. Learned, M.D. Arun G. Nayar, M.D. Nicole H. Noska, O.D. Keith A. Bourgeois, M.D. John W. Miller, M.D.

EMPLOYEE HANDBOOK ACKNOWLEDGEMENT

I have received a copy of the Columbus Eye Associates and Columbus Optical Employee Handbook. I understand that it is my responsibility to read it and to understand the policies outlined within it. I also understand that this handbook is not intended to serve as a contract, either express or implied, and that the company has the right to revise, discontinue, suspend, or modify and of the policies contained in this handbook at any time at its sole discretion, and that all such changes will be binding upon all employees.

Employee Name: _____

Employee Signature: _____

Date: _____

Columbus Office

100 Sweetbriar Drive
Columbus, Texas 78934
979-732-5771 – Telephone
979-732-6922 – Fax
800-460-EYES (3937) - Toll Free

Katy Office

21720 Kingsland Blvd., Suite 305
Katy, Texas 77450
281-829-EYES (3937) – Telephone
281-829-0599 – Fax

La Grange Office

108 N. Washington
La Grange, Texas 78945
979-968-3953 – Telephone
979-968-3435 – Fax

Sealy Office

2879 Hwy 36 South
Sealy, Texas 77474
979-885-0665 - Telephone
979-885-4110 – Fax