



MID-STATE

HEALTH CENTER

STUDENT HANDBOOK

TABLE OF CONTENTS

SECTION 1: GENERAL	1
WELCOME	1
ABOUT MID-STATE HEALTH CENTER.....	2
SECTION 2: INTERSHIP.....	3
EQUAL OPPORTUNITY EMPLOYER.....	3
AMERICANS WITH DISABILITIES ACT	3
STUDENT CONDUCT.....	4
COMPLIANCE POLICY	5
WHISTLEBLOWING POLICY	5
WORKPLACE HARASSMENT.....	6
SUBSTANCE MISUSE.....	8
ELECTRONIC COMMUNICATION.....	9
SOCIAL MEDIA	10
PERSONAL APPEARANCE AND DRESS CODE	12
BADGES.....	13
PARKING.....	14
SMOKING POLICY	14
SECTION 3: SCHEDULES	16
ABSENCES AND PUNCTUALITY	16
INCLEMENT WEATHER.....	16
SECTION 4: BENEFITS	16
WORKERS' COMPENSATION INSURANCE	16
SECTION 5: SAFETY & HEALTH.....	17
INCIDENT/ACCIDENT REPORTING.....	17
CONTAGIOUS TEMPORARY ILLNESS	19
VACCINATION POLICY.....	20
CONTRACT TRACING.....	22
ACKNOWLEDGEMENT AND RELEASE FORM	23
ACKNOWLEDGEMENT AND RELEASE FORM.....	24

SECTION 1: **GENERAL**

Welcome

We are pleased to have you as a student at Mid-State Health Center and wish you every success.

We pride ourselves on hiring and retaining individuals who have a strong ethic of service and who contribute to the growth and success of our organization. We hope that you will take pride in being a member of our team during your student experience.

This handbook is designed to familiarize you with Mid-State Health Center, providing you with information about working conditions, student expectations, and some of the policies affecting your internship/student experience. If you have questions or concerns about any of the material within this handbook, we urge you to discuss them with a member of the HR Team or your preceptor.

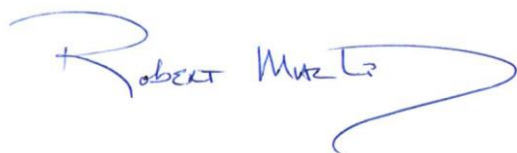
After reviewing this Handbook, please sign the Acknowledgment Form included at the end of this Handbook, confirming that you have received and understand the contents.

No handbook can anticipate every situation or question about all the policies and terms of an internship/student experience. Mid-State Health Center reserves the right to add new policies and to change or cancel existing policies at any time. We will endeavor to notify you of any changes to this handbook as they occur.

This handbook supersedes all previous handbooks and management memos that may have been issued on the subjects covered.

Welcome to Mid-State Health Center. We hope that your experience here will be challenging, enjoyable, and fulfilling.

Sincerely,

A handwritten signature in blue ink that reads "Robert MacLeod". The signature is stylized with a large, sweeping initial "R" and a long, horizontal flourish extending to the right.

Robert MacLeod
Chief Executive Officer

About Mid-State Health Center

Mission Statement: Mid-State Health Center provides sound primary medical care to the community, accessible to all regardless of the ability to pay.

Vision for the Future:

- Patients are satisfied, knowledgeable and involved in their health care.
- MSHC develops collaborative relationships with the medical community.
- Facilities are comfortable, functional and accessible.
- The working environment is characterized by professional behavior, mutual respect and focused on finding solutions to problems.
- MSHC operates in a manner that results in financial stability, enhances efficiency, respects the importance of the working environment and supports a premier teaching experience.

Core Values:

We care
We are dedicated
We work as a team
We are knowledgeable
We stay positive

SECTION 2: INTERSHIP

Mid-State Health Center expects all students to be responsible for their own actions and to exhibit behavior that reflects Mid-State Health Center's mission. It is your responsibility to make sure you understand the standard of performance and behavior expected, and to conduct yourself accordingly.

Equal Opportunity Employer

Mid-State Health Center is an equal opportunity employer and will provide equal employment opportunities to all employees and students. MSHC prohibits discrimination and harassment of any type on the basis of race, color, national origin, age, religion, creed, disability, military and veteran's status, disability, genetics, marital status, pregnancy, sexual orientation, gender identity, or gender expression, or other characteristics protected by federal, state, or local laws. This policy applies to recruitment, advertisements for employment, compensation, benefits, educational assistance, training, termination, transfers, promotions, retirement, and other conditions of employment for any qualified employee or job. Additionally, the state of New Hampshire prohibits discrimination based on the following:

- Use of tobacco products outside the course of employment; and
- Domestic violence victim status.

Human Resources has the overall responsibility, along with the leadership team for assuring compliance with this policy. All students are responsible for supporting the concept of equal opportunity, diversity, and inclusion to assist MSHC in meeting its objectives.

Americans with Disabilities Act

Mid-State Health Center complies with the Americans with Disability Act, the Amendments of the Act, and all other applicable federal and state law. MSHC will not discriminate against any qualified student because of a physical or mental disability, including but not limited to a temporary disability or one related to pregnancy, childbirth, or lactation. MSHC will make reasonable accommodations for applicants and associates who are otherwise qualified and who have known disabilities to perform the essential functions of the job, unless doing so would result in undue hardship to the MSHC and/or a direct threat and/or safety of the individual or others.

A student with a disability who requires an accommodation to perform the essential functions of the job should contact Human Resources to request the accommodation. MSHC will do an investigation regarding barriers or limitations and identify possible accommodations, if any, that will help eliminate barriers or limitations. MSHC will engage in a confidential interactive discussion with the student regarding the possible reasonable accommodations to determine that the accommodation(s) do not impose an undue hardship on MSHC and/or direct threat to the health and/or safety of the individual or others.

Student Conduct

Students should always act in Mid-State Health Center's best interests by upholding the highest ethical standards. Students should avoid any activity that may compromise these interests, and refrain from engaging in any activity or practice in conflict with the interests of Mid-State Health Center or its patients.

The internship rules and standards of conduct for MSHC are important, and MSHC regards them seriously. All students must become familiar with these rules and standards. In addition, students are expected to follow the rules and standards faithfully while completing their clinical hours. Please note that any student who deviates from these rules and standards will be subject to termination of their internship/student experience.

While not intended to list all the forms of behavior that are considered unacceptable in the workplace, the following are examples of rule infractions or misconduct that will not be tolerated and may result in disciplinary action. These examples are in no way a limitation on or intended to change the MSHC's At-Will policy.

- Theft or inappropriate removal or possession of MSHC's or another employee's property
- Interning under the influence of alcohol or illegal drugs
- Possession, manufacture, distribution, sale, transfer, dispensation or use of alcohol or illegal drugs in the workplace
- Fighting or threatening violence in the workplace
- Possessing firearms or other weapons on clinic property
- Immoral actions or intimidating others
- Boisterous or disruptive activity in the workplace
- Negligence or improper conduct leading to damage of MSHC property
- Insubordination or other disrespectful conduct
- Disregarding or violating safety and health policies and procedures that would put your safety and the safety of others at risk
- Divulging confidential information, violating HIPAA policies
- Tobacco Use/Smoking in the workplace including all buildings and parking lots
- Sexual or other unlawful or unwelcome harassment and touching
- Excessive absenteeism, tardiness, or any absence without notice
- Unauthorized use of telephones, or other company-owned equipment
- Using company equipment for purposes other than business (e.g., playing games on computers or personal Internet usage)
- Unauthorized disclosure of MSHC's or confidential information
- Unsatisfactory or negligent performance or conduct
- Violation of company policies

These rules apply to all interactions with patients, employees, students or anyone else associated with the workplace. By using progressive discipline, we hope that problems can be corrected at an early stage.

Behavior or conduct that violates the core values and smooth operation of Mid-State Health Center shall not be tolerated.

Compliance Policy

Each Mid-State student has a personal responsibility for becoming familiar with and complying with the laws, regulations, and policies and procedures, including Mid-State's Code of Conduct in this handbook.

Procedure:

- If a student has knowledge of or a concern of illegal, dishonest, or fraudulent activity, the student is to contact his/her immediate supervisor, Human Resources, or the Compliance and Risk Officer. You may report such actions without fear of reprisal or retaliation.
- All Students must exercise sound judgement to avoid baseless allegations.
- Failure to report these violations may result in being subject to disciplinary procedures.
- The Compliance and Risk Officer, Human Resources and the Chief Executive Officer will investigate, and coordinate corrective actions as needed. Insofar as possible, the confidentiality of the reporting individual will be maintained. However, identity may have to be disclosed to conduct a thorough investigation, to comply with the law, and to provide accused individuals their legal rights of defense.
- A student who intentionally files a false report of wrongdoing will be subject to discipline up to and including termination.
- Behavior or conduct that violates the applicable laws, regulations, rules, and policies, and core values shall not be tolerated.

Whistleblowing Policy

Mid-State Health Center requires directors, officers, employees and students to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As students and representatives of the MSHC, we must practice honesty and integrity in fulfilling our responsibilities and comply with all applicable laws and regulations.

This Policy is intended to encourage and enable students and others to raise serious concerns internally so that MSHC can address and correct inappropriate conduct and actions. It is the responsibility of all board members, employees, students and directors / managers to report concerns about violations of MSHC's code of ethics or suspected violations of law or regulations that govern MSHC's operations.

Whistleblower protections are provided in two important areas - confidentiality and against retaliation. The whistleblower's identity is considered confidential and will be maintained. However, identity may have to be disclosed to conduct a thorough investigation, to comply with the law and to provide accused individuals their legal rights of defense.

MSHC will not retaliate against a whistleblower. This includes, but is not limited to, protection from retaliation in the form of an adverse employment action such as termination, compensation decreases, or poor work assignments and threats of physical harm.

Any whistleblower who believes he/she is being retaliated against must contact Human Resources immediately. If the whistleblower has made reasonable effort through the established grievance procedure or similar process, he/ she may file a written complaint with the New Hampshire Department of Labor.

The right of a whistleblower for protection against retaliation does not include immunity for any personal wrongdoing that is alleged and investigated.

Investigation(s): The whistleblower is not responsible for investigating the activity or for determining fault or corrective measures; appropriate members of the management team are charged with these responsibilities. All reports of illegal and dishonest activities will be promptly submitted to the Compliance and Risk Officer who is responsible for investigating and coordinating corrective action in conjunction with local law enforcement and Human Resources (HR), if applicable.

Reporting: If a student has knowledge of or a concern of illegal or dishonest fraudulent activity, the student is to contact his/her immediate supervisor or Human Resources. The student must exercise sound judgment to avoid baseless allegations. A student who intentionally files a false report of wrongdoing will be subject to discipline up to and including termination. Examples of illegal or dishonest activities are violations of federal, state or local laws; billing for services not performed or for goods not delivered; and other fraudulent financial reporting.

Records: Any record pertaining to the reported incident and any subsequent investigation or corrective action/ education to mitigate the incident will be maintained on site for seven years or as required by law.

Students with any questions regarding this policy should contact Human Resources.

Open Communication: Students are encouraged to share their concerns, provide input, seek information, and resolve work-related issues by professionally discussing them with their supervisors. The simplest, quickest and most satisfactory solution is often reached at this level.

Workplace Harassment

Mid-State Health Center is committed to a positive workplace for employees and students that is respectful, compassionate, and inclusive. MSHC prohibits harassment of any kind, including sexual harassment, and will take appropriate and immediate action in response to the knowledge of a violation of this policy. For purposes of this policy: harassment is any verbal or physical conduct designed to threaten, intimidate, or coerce an employee, student, co-worker, or any person working for or on behalf of MSHC.

- Verbal harassment includes comments that are offensive or unwelcome regarding a person's national origin, race, color, religion, gender/gender expression, sexual orientation, age, marital status, creed, military or veteran status, body, disability or

appearance, including epithets, slurs and negative stereotyping, or other protected status.

- Nonverbal harassment includes distribution, display or discussion of any written or graphic material that ridicules, denigrates, insults, belittles or shows hostility, aversion or disrespect toward an individual or group because of national origin, race, color, religion, gender/gender expression, sexual orientation, age, marital status, creed, military or veteran status, body, disability or appearance, including epithets, slurs and negative stereotyping, or other protected status.

Harassment may take many forms, intentional or unintentional, and may occur among co-workers or in a manager/subordinate relationship. In some cases, it may involve an outside service provider, student or a volunteer. Harassment can be blatant or extremely subtle. MSHC will not tolerate harassing actions, words, jokes or comments based on an individual's race, color, national origin, age, religion, creed, disability, military or veteran's status, disability, marital status, sexual orientation, gender identity, or gender expression, or other categories protected by law.

Sexual Harassment Definition:

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal, written or physical conduct of a sexual nature by employees, supervisors, students, patients, clients or contractors where such conduct is either made explicitly or implicitly or as a term or condition of employment, is used as the basis for employment decisions affecting students or has the purpose or effect of substantially interfering with another employee's/student's work by creating an intimidating, hostile or offensive working environment.

Deliberate, repeated, and unsolicited comments with sexual overtones, sexual jokes or ridicule, physical gestures or actions of a sexual nature, and solicitations for sexual favors, offensive comments about one's gender, race, age, disability, and sexual orientation are examples of violations that will result in immediate termination.

Harassment-related problems can often be resolved through open and honest discussion between the individuals involved in the situation. In many cases, individuals accused of harassment will stop that behavior.

However, such direct treatment of harassment is not always practical. Anyone who feels harassed by another employee, non-employee or student in connection with their work and who feels that direct confrontation is not appropriate or not effective should promptly report an incident of sexual or other unlawful harassment to their supervisor, Human Resources, or the Chief Executive Officer within 5 working days of the incident. Any student who becomes aware of a possible sexual or other unlawful harassment situation must promptly advise their supervisor or Human Resources.

MSHC will treat every complaint seriously. It will be investigated appropriately and as confidentially as feasible. Complaints will be handled expeditiously, and complainants will be informed of the outcome of the investigation as appropriate. MSHC will make every attempt to

resolve situation to the students' satisfaction. Students may report concerns about harassment without fear of consequences or retaliation.

Managers and supervisors who knowingly allow or tolerate discrimination, harassment, or retaliation, including the failure to immediately report such misconduct to HR, are in violation of this policy and subject to discipline.

Any student who is guilty of harassment will be subject to prompt corrective action that may include disciplinary action up to and including termination of the internship/student experience.

Anyone who believes they have been subjected to unlawful sexual harassment in the workplace also may file charge with the New Hampshire Commission for Human Rights by calling 603-271-271-2767, within 180 days of when the alleged harassment occurred.

Substance Misuse

Mid-State Health Center is committed to a safe, healthy and efficient work environment that is free from the presence, use, and effects of alcohol, controlled substances and other drug abuse. MSHC and its employees and students are subject to the requirements of the Drug Free Workplace Act of 1988.

For that purpose, MSHC has adopted the following policies:

- The unlawful manufacture, distribution, dispensation, possession or use of a controlled substance (including, but not limited to, narcotics, depressants, amphetamines, hallucinogens and marijuana, including medical marijuana) while on MSHC property or while on MSHC premises off-hours is absolutely prohibited. Violations of this policy will result in disciplinary action up to and including immediate termination.
- The possession, use or sale of, unauthorized or illegal drugs or the misuse or sale of any legal or prescribed drugs on MSHC property or while on MSHC business is prohibited and will result in disciplinary action up to and including immediate termination.
- Any employee or student in possession of or under the influence of alcohol, including "non- alcoholic" beer, while on MSHC property may be subject to disciplinary action up to and including immediate termination. Whether or not an employee is "under the influence" shall be determined by medical personnel.
- Employees and students are required to promptly report to their supervisor any use of prescribed medication or over-the-counter medication which may affect the employee's or student's judgment, performance or behavior. All medical information will be kept confidentially as required under state and federal law. An employee or student may be required to go to the Medical Director for further evaluation. An employee or student may be required to provide a doctor's statement regarding the effect, if any, of the medication on their ability to perform the functions of the job.

- Employees and students are required to cooperate in personal and/or facility searches and/or drug testing when MSHC has reason to believe that drugs or alcohol are present and/or that an employee/student is under the influence of drugs or alcohol. Refusing to cooperate with these procedures may result in disciplinary action up to and including immediate termination.
- A positive drug, including a positive test as the result of the use of medical marijuana, or alcohol test or refusal to submit to a drug or alcohol test may result in disciplinary action up to and including immediate termination from internship/student experience. MSHC will comply with all necessary reporting procedures, including but not limited to reporting any positive drug testing results for physicians or mid-levels to the Board of Medicine.
- All Supervisors are responsible for being alert and reporting all possible violations of this policy to the Human Resources Department. In addition, students who believe that they have observed a possible violation of this policy are required to notify the Human Resources Department immediately.

Any questions or comments related to this policy should be directed to the HR department.

Electronic Communication

All communications transmitted by, received from, or stored in Mid-State Health Center's computer systems are the property of Mid-State Health Center. The following apply to use of Mid-State Health Center's computer and telecommunication resources and services:

Use of Mid-State Health Center's computer and telecommunication resources and other organization equipment by a person who is not properly authorized is not permitted.

Students may not install software onto their individual computers or the network without management authorization to do so. Students must comply with all software licenses, copyrights, and all other state and federal laws governing intellectual property. Any duplication of copyrighted software, except for backup and archival purposes, is a violation of organization policy and federal law.

Students should not alter or copy files belonging to others without first obtaining permission from the owner of the file.

No personal right of privacy exists in any file contained within or transmitted by Mid-State Health Center's computers. Mid-State Health Center reserves the right to monitor the operation of these systems, to access all records within them, and to retain or dispose of those records as it deems necessary.

Electronic communication (e-mail, voice mail, Internet, etc.) should not be used in any way that is disruptive, offensive to others, harmful to morale, fraudulent, harassing, embarrassing,

indecent, profane, obscene, intimidating or unlawful. Specifically prohibited are sexually explicit materials, ethnic or racial slurs, or anything that may be construed as disparaging of others based on race, national origin, gender, age, disability, sexual orientation, or religious or political beliefs. This also applies to downloading, displaying or storing of such materials on Mid-State Health Center's computer systems.

The computer and telecommunication resources and services of Mid-State Health Center may not be used for the transmission or storage of commercial or personal advertisements, solicitations, promotions, destructive programs (viruses and self-replicating code), religious, or political material.

Students are responsible for safeguarding their passwords for the system. Individual passwords should not be printed, stored online, or given to others. Students are responsible for all transactions made using their passwords.

Personal Electronic Device Usage: Personal cell phone calls create a distraction. Students should restrict personal calls during work time to urgent matters and scheduled breaks or lunch periods in non-working areas. The use of cell phones while driving for work related purposes including but not limited to transporting individuals, picking up supplies, or delivering packages is prohibited.

Under no circumstances shall any student be permitted to use the camera or recording function of a personal cellular telephone while in patient areas unless it the device is used in the course and scope of their employment.

Social Media

At Mid-State Health Center we understand that social media can be a fun and rewarding way to share your life and opinions with family, friends and co-workers around the world. However, use of social media also presents certain risks and carries with it certain responsibilities. To assist you in making responsible decisions about your use of social media, we have established these guidelines for appropriate use of social media.

Social Media Defined: For purposes of this policy, this term is defined as all means of communicating or posting information or content of any sort on the internet linking to your own or someone else's weblog, or blog, journal or diary, personal web site, social networking or affinity web site, web bulletin or chat room as well any other form of electronic communication such as but not limited to Facebook, Twitter, Craig's List, Linked-In, YouTube, Pinterest, Instagram, blogging podcasts, microblogging and other user generated content.

Personal Social Media Use & Blogs: MSHC respects the right of students to use blogs and social networking sites as a medium of self-expression and public conversation and does not discourage or discriminate against students who use these media for personal interests and affiliation or other lawful purposes. Students are expected to follow the guidelines and policies

below to provide a clear line between “you” as the individual and “you” as the student. Bloggers and commenters are personally responsible for their commentary on blogs and social networking sites. Bloggers and commenters can be held personally liable and are solely responsible for commentary that is considered defamatory, obscene, proprietary or libelous by any offended party not just Mid-State Health Center.

Students cannot post photographs of patients or persons engaged in MSHC’s business or events on personal blogs or social networking sites.

Students cannot use inappropriate or unlawful blogs or social networking sites to harass, threaten, discriminate, or disparage against anyone associated with MSHC. Inappropriate postings will not be tolerated and may result in disciplinary action up to and including termination.

Students should not use employer-owned equipment, including computers, company licensed software or other electronic equipment, nor facilities or company time to conduct personal blogging or social networking activities.

Social Media Use & Protected Health Information: Students must adhere to all MSHC policies related to privacy, confidentiality, and legal guidelines in their external communications including those online.

Students shall never share information that is confidential and proprietary about MSHC. This includes, but is not limited to: protected health information, personal information, information about trademarks, upcoming programs/services, sales, finances, number of products sold, number of employees, company strategy, or any other information that has not been publicly released by MSHC.

Social Media for Business Use. It is the practice of MSHC to use social networking and blogging to raise awareness of Mid-State Health Center, convey information about services, upcoming promotions, as well as communicate with the community to discuss specific activities and events. The determination of use and editorial control of social media tools is overseen by the Director of Marketing and Strategic Communication. Departments, employees/students are expected to coordinate all social media uses through the Director of Marketing and Strategic Communication when representing the interests of MSHC.

When using social networking, blogging or using other forms of web-based forums, MSHC will ensure that use of these communications maintains our integrity and reputation while minimizing actual or potential legal risk, whether used inside or outside the workplace. MSHC reserves the right to remove, without advance notice or permission, content considered inaccurate or offensive. MSHC also reserves the right to take legal action against those who engage in prohibited or unlawful conduct.

Student Monitoring: Students should have no expectation of privacy with public postings on the internet. MSHC reserves the right to review and monitor public comments, posts or discussions for mentions of MSHC, its employees, students and patients.

Mid-State Health Center may use blog-search tools and software to monitor forums such as blogs and other types of journals, diaries, personal and business discussion forums and social networking sites.

Students should also have no expectation of privacy while using company equipment or facilities for any purpose, including unauthorized blogging.

Reporting Violations: Mid-State Health Center requests and strongly urges students to report any violations or possible or perceived violations of this policy to the Compliance and Risk Officer. Violations of this policy includes, but is not limited to, discussions of Mid-State Health Center and its employees, students and patients, proprietary information and any unlawful activity related to blogging or social networking.

Discipline: MSHC will investigate all reports of violations of the Social Media Policy. Violation of policy will result in disciplinary action up to and including termination.

Personal Appearance and Dress Code

Student appearance contributes to Mid-State Health Center's culture and reputation. Students are expected to present themselves in a professional manner that results in a favorable impression. Attire should be consistent with our public image, promote a productive work environment, and comply with safety standards.

It is the policy of Mid-State Health Center to require every student to dress professionally and appropriately for his or her position. Each student represents the Practice to its patients, vendors, and visitors. Because of our responsibility to inspire confidence in our professionalism and high quality of care, students are expected to wear appropriate dress as defined below. Each student is expected to reflect the organization's high standard through professional dress, grooming, conduct, language, and decorum.

Mid-State department managers may exercise reasonable discretion to determine appropriateness in student dress and appearance. Students who do not meet a professional standard may be sent home to change. Reasonable accommodations will be made where required.

Dress Code Policy applies to all Students:

- Students are expected to use good judgement when choosing work attire.
- Clothing must be clean and in good condition, with no obvious stains, tears or holes.
- Clothing that is tight and/or revealing is not acceptable.

- Shorts, dresses, or skirts may be no shorter than 4 inches above the knee.
- Clothing must not have profanity, violence or provocative images on them.
- Artificial nails are not allowed for students with direct “hands-on” patient care responsibilities.
- Open toe shoes are not permitted.
- Fingernails should be kept short and clean, especially for those working in clinical areas.
- To prevent an allergic or asthmatic response in sensitive patients and/or co-workers, perfumes, after-shave, colognes, hairspray and other scented products are not to be worn.
- Students are permitted to wear jewelry or display tattoos in the workplace, unless they interfere with personal safety of self or others, productivity or performance, or are offensive to co-workers, patients, vendors, or others in the workplace based on racial, sexual, religious, ethnic, or other characteristics of a sensitive or legally protected nature.
- Students are expected to practice good personal hygiene and daily grooming.

Specific requirements: Certain students may be required to meet special dress, grooming and hygiene standards, such as wearing uniforms or protective clothing, depending on the nature of their job. Uniforms and protective clothing may be required for certain positions and will be provided by the Practice as required by New Hampshire State Law.

Reasonable accommodation of religious beliefs: Mid-State Health Center recognizes the importance of individually held religious beliefs to persons within its workforce. Mid-State will reasonably accommodate a student’s religious beliefs in terms of workplace attire unless the accommodation creates an undue hardship. Those requesting a workplace attire accommodation based on religious beliefs should be referred to the Human Resources Department.

Addressing workplace attire and hygiene problems: Violations of the policy can range from inappropriate clothing items to offensive perfumes and body odor. If a student comes to work in inappropriate dress, he or she will be required to go home, change into conforming attire or be properly groomed, and return to work.

Badges

All Mid-State Health Center students must wear their MSHC-issued name tag/badge, or their school issues student ID while on duty. The badge must be worn below the shoulders and above the waist to ensure it is in plain view. The use of lanyards is acceptable if the length of the lanyard allows the badge to fall between the shoulders and waistline as described above.

Lost or stolen badges should be reported to your supervisor and/or HR as soon as possible and a replacement will be issued. Failure to wear your ID badge or excessive loss or damage to may lead to disciplinary action by your supervisor.

Upon termination or end of internship, students will be required to return MSHC issued badges to Human Resources.

Parking

Mid-State Health Center controls the use of parking areas for optimum benefit of patients, medical staff, students, clergy, volunteers, vendors, and visitors. All persons entering or remaining on the grounds of MSHC are required to comply with applicable traffic laws of the State of New Hampshire.

Mid-State provides free parking. Students are not permitted to park in patient/visitor spaces unless the student:

- Has a scheduled appointment and is being seen or treated as a patient during normal business hours
- Is visiting or assisting a patient who is using Mid-State services
- Is scheduled to work outside of standard business hours and permitted to park in undesignated parking area

Reserved parking spaces for the disabled are provided as required by State law and marked accordingly.

Mid-State Health Center will not be liable for any damage or theft caused to any motor vehicle or contents while parked in a company parking lot.

Students who require an exception due to special circumstance to the stated employee parking policy must notify HR. Approval for parking accommodations may be approved by the Chief Executive Officer and/ or Human Resources.

Students who park in unauthorized lots without prior approval may be subject to corrective action by their supervisor.

Smoking Policy

Mid-State Health Center and the entire Boulder Point complex is designated as a Smoke-Free Campus. MSHC prohibits smoking and vaping to provide a safe and healthy work environment for all students as well as not interfering with providing high-quality patient care. For these reasons, smoking is not permitted anywhere on company property or in automobiles that are on company property.

Company property is defined as buildings and parking areas and company grounds. Students who violate this policy will be subject to disciplinary action up to and including immediate discharge. Mid-State Health Center will not require as a condition of internship that any student

abstain from using tobacco products outside the course of the internship, as long as the student complies with any workplace policies.

SECTION 3: Schedules

Absences and Punctuality

Punctual and regular attendance is an essential responsibility of each student intern at Mid-State Health Center. Students should contact their preceptor as soon as they know they will not be available on a scheduled intern day.

Inclement Weather

Mid-State Health Center will remain open during most periods of inclement weather; however, when extraordinary circumstances warrant, due to weather or other unforeseen business interruption, the MSHC reserves the right to close the facility. Should this occur, students are encouraged to contact their preceptor, visit MSHC website/social media or check local television news programs during periods of adverse weather to find out if the facility is open or closed on a given day.

Regardless of whether the facility remains open or closed on an inclement day, it is each student's decision to determine if they can safely arrive at work under the conditions. If a student elects not to work on a given day, MSHC requires the courtesy of a phone call to your preceptor.

SECTION 4: BENEFITS

Workers' Compensation Insurance

Mid-State Health Center does not provide Workers' Compensation Insurance for student interns.

SECTION 5: Safety and Health

Incident/Accident Reporting

Mid-State Health Center is committed to enforcing all health and safety guidelines to avoid such occurrences and expects students to comply. Any incident or accident must be reported within 24 hours of the event to the Healthcare Safety Zone (HCSZ) so it can be investigated properly, and preventative measures can be reviewed and reinforced. A representative of Human Resources will complete the required OSHA reporting as needed.

All incidents/accidents should be reported even if no medical treatment is indicated. Applicable workplace accidents will be reported to OSHA as required.

MSHC encourages students to report all accidents/ incidents no matter how minor. Accidents that involve very minor injuries like small cuts, non-extensive bruises, etc. and would not normally require any action on behalf of the organization, should be reported as a best practice. Accidents that involve (or could have involved) more severe injuries and require investigation and action from the company must be dutifully reported. Students are obliged to report any of the following:

- Fatalities
- Damage to the head, skull and face
- Damage to any of the senses (e.g., partial or complete loss of hearing, sight etc.)
- Incapacitation or dislocation of limbs that hinder functionality and movement (including paralysis and amputation)
- Damage to the skin (e.g., extensive burns, bruises or cuts)
- Blows or injuries to the spine, back and ribs.
- Harm to the nervous system or loss of consciousness through electrocution, hypothermia etc.
- Poisoning
- Contamination from hazardous substances or transmission of diseases
- Any other injury that requires hospitalization or medical care

Students are also required to report occurrences that may not have involved injuries or victims but could be potentially dangerous in that respect if repeated. These include, but are not limited to:

- Explosions
- Slippery surfaces
- Water or gas leaks

- Inadequate insulation of circuits
- Collapses of walls, ceilings etc.
- Breaking window glasses or frames

If a student has knowledge of an accidents/ incidents of illegal, dishonest, or fraudulent activity, the employee is to contact his or her immediate supervisor or the HR department and enter the event into the HCSZ (Refer to HRpol-0707 Whistleblower Policy). Examples of these activities include but not limited to:

- Violations of federal, state or local laws.
- Billing for services not performed or for goods not delivered.
- Other fraudulent financial reporting.

Procedure:

When a student witnesses or is involved in an accident/ incident they must report it to their immediate supervisor and enter it into the HCSZ within 24 hours of occurrence. This electronic reporting system will automatically send notification of the event to Human Resources who will begin a review of the event. If the student anticipates an accident due to perceived negligence or inadequate safety, they must notify their supervisors or HR department as soon as possible so the accident can be prevented.

An investigation may be initiated to determine the root cause and preventative measures can be reviewed and reinforced.

HCSZ is located on each company-owned computer equipment (e.g., desktop and laptop). Should a student notice this icon is missing from their computer, he or she will submit a help ticket via email to IT so this can be added.

Disciplinary: MSHC places great importance in this policy and feels that all students are obligated to comply. A student that is aware of a serious accident and failed to report will face appropriate disciplinary action. When students are the cause of the accident/ incident, they are expected to report it immediately to ensure the situation is rectified and to minimize legal repercussions.

Any student who intentionally files a false report will be subject to discipline up to and including termination.

Contagious Temporary Illness

This policy applies to all students.

Mid-State Health Center understands that students who are ill with a contagious temporary illness such as H1N1, COVID-19, colds and other viruses still need to continue with their normal daily activities, which may include work. MSHC will adopt measures to minimize the spread of a contagious temporary illness.

In order to properly determine whether a student with a short-term temporary contagious illness may continue to work, several factors will be considered.

- The student should be able to perform the essential job duties of their job (with or without reasonable accommodation) and meet regular performance standards.
- It will be determined by the Medical Director or Director of Clinical Services that the student's continued presence in the workplace poses a risk to either the student, fellow workers, patients, or to the public, the student will be asked to go home and isolate until the student is symptom free for 24 hours without the use of fever reducing medication.

Procedure:

Student Responsibilities: Students are instructed to stay home if they are experiencing any flu-like symptoms. Symptoms of seasonal flu include:

- Fever of 100 degrees or greater
- Cough, sore throat, body aches, headache and other respiratory symptoms such as runny nose, sneezing, shortness of breath, chest pain
- Some additional symptoms may also include vomiting and diarrhea

A student who becomes ill with flu-like symptoms while at work should immediately report to their supervisor and leave the workplace as soon as possible. Use of a surgical mask and additional personal protective equipment to cut down on possible exposure will be required until the student has exited the facility.

Students should not return to work until they have been fever free for 24-hours without taking fever reducing medications such as ibuprofen or acetaminophen and are symptom free or have a medical note from their PCP.

Mid-State Medical Center Responsibilities:

- Mid-State Health Center will make available any vaccines in the market that will prevent the spread of the infectious disease (i.e., H1N1, Flu, CoVID-19).

- PPE will be provided for students.
- MSHC will provide continuous training and education on the proper hand hygiene techniques.
- MSHC will follow all regulatory compliance guidelines and mandates by OSHA, FDA, CDC, and the State of New Hampshire.

Vaccination Policy

Mid-State Health Center's goal is to reduce the risk of students transmitting preventable diseases to patients and to ensure all students are up to date with recommended immunizations.

POLICY: Mid-State Health Center strongly encourages vaccination against influenza, COVID, measles, mumps, rubella, tetanus, diphtheria, pertussis, and hepatitis B for its employees/students.

Influenza: All Mid-State Health Center (MSHC) employees/students should receive influenza vaccine during influenza season in alignment with current CDC Guidelines for healthcare workers.

Tetanus, Diphtheria and Pertussis: Regardless of age and interval since the previous dose of tetanus and diphtheria (Td) vaccine employees/students should receive a single dose of tetanus, diphtheria, and acellular pertussis (Tdap) vaccine as soon as feasible if they have not previously received it. All employees/students should then receive a Td booster every 10 years thereafter. Pre-vaccination serologic testing is not recommended.

Measles, Mumps and Rubella (MMR): All individuals should be assessed for immunity against measles, mumps and rubella. Employees/students with two documented valid doses of MMR are not recommended to be serologically tested for immunity; but if they are tested and results are positive for immunity to measles, mumps and rubella, then employee is not in need of additional doses.

- Employees/students born prior to 1957 can be considered immune to measles, mumps or rubella only if they have documentation of (a) laboratory confirmation of disease or immunity or (b) appropriate vaccination against measles, mumps and rubella (i.e., two doses of live measles and mumps vaccines given on or after the first birthday and separated by 28 days or more, and at least one dose of live rubella vaccine).
- If the student's birthday is before 1957 it is generally considered acceptable evidence of measles, mumps and rubella immunity. Two doses of MMR vaccines should be considered for unvaccinated students born before 1957 who do not have laboratory evidence of disease or immunity to measles and/or mumps. One dose of MMR vaccine should be considered for students with no laboratory evidence of disease or

immunity to rubella. For the same students who do not have evidence of immunity, two doses of MMR vaccine are recommended during an outbreak of measles or mumps and one dose during an outbreak of rubella.

- N.H. Code Admin. R. Ann. He-P 301.05 requires that if a case or suspect case of measles occurs in a health care facility, the facility shall ensure that vulnerable students are given a dose of the measles vaccine. Vulnerable students are those students born after 1956, who cannot provide either: documentation of 2 doses of measles vaccine on or after their first birthday, the second dose a minimum of 30 days after the first; or; (2) serologic evidence of immunity.

Hepatitis B: All students whose working, training and volunteer-related activities involve reasonable anticipated risk for exposure to blood or body fluids should be vaccinated with a complete three dose hepatitis B (hepB) vaccine series.

- students who are unvaccinated and/or those who cannot provide documentation of hepB vaccination should receive a three-dose series of hepB vaccine at 0, 1 and 6 months. If the student has an incomplete hepB vaccine series, they should receive additional dose(s) to complete their three-dose hepB vaccine series. Students who perform tasks that may involve exposure to blood or body fluids should have serologic testing for hepatitis B surface antibody (anti-HBs) one to two months after the third vaccine dose to document immunity.
- Students who are at risk of occupational blood or body fluid exposure and who have documentation of a complete hepB vaccines series of three doses, but not documentation of anti-HBs of 10mIU/mL or greater, should consider anti-HB testing. The student is considered immune if the test shows anti-HBs of 10mIU/mL or greater. If the test indicates a level of less than 10mIU/mL, another dose of hepB vaccine should be given, followed by an anti-HB's testing one to two months later. If this test indicates a level of 10mIU/mL or greater, the student's immunity should be documented. If the anti-HBs test indicates a level of less than 10mIU/mL, a second hepB vaccines series should be administered by giving two additional doses of vaccine and repeating anti-HBs testing one to two months after the second series.

COVID-19: All MSHC students should receive COVID vaccine in alignment with current CDC Guidelines for healthcare workers.

MSHC also recognizes that human protection and infection from COVID-19 are evolving and even those who are considered fully vaccinated have experienced breakthrough infections.

PROCEDURE:

The above vaccines are highly encouraged for all students of MSHC to reduce the personal risk of infection and promote the highest level of protection and safety for patients and co-workers.

For credentialing purposes, as well as new hire process, MSHC mandates that all direct care staff receive the Hep B vaccination, have proof of receiving, or complete a declination. Additionally, MSHC requires all staff to receive and be fully vaccinated (aligning with CDC recommendations for healthcare personnel) or complete a religious or medical exemption.

MSHC will only require PPD if the community transition rate is high (per CDC).

Students will provide their vaccination status for all the above vaccinations to Human Resources. This record will be kept and only accessible by Human Resources representative(s). Any student member who provides proof of complete and up-to-date immunization status in alignment with MSHC's Employee Vaccination Policy will be considered at "normal risk" for personal risk of infection or exposure to others.

MSHC Infection Mitigation Protocols will be posted in staff common areas, available on SharePoint, and shared by email to all students. MSHC Infection Mitigation Protocols are subject to change for all students regardless of immunization status based on State Public Health, CDC, or other Federal guidelines set forth for communicable disease(s). Full vaccination for immunizations outlined in this policy will be considered according to current CDC guidelines. MSHC Infection Mitigation Protocols will be determined by Medical Director, and/or CEO or their designees.

Contact Tracing

Mid-State Health is committed to acting quickly, identifying and notify any staff, students, co-workers, and/ or patients who may have been exposed to COVID-19. The worksite investigation, which is generally conducted by the Medical Director, is a narrower version of the contact tracing that public health officials will do to contain the spread of the coronavirus.

While employee and student safety is of the utmost importance, MSHC will maintain confidentiality of the affected individual as required by the Americans with Disabilities Act and will also avoid alarming the entire workforce if there is a confirmed COVID-19 positive case. MSHC believes that prompt notification and follow-up will reduce the risk that other students, employees or patients will be exposed to the virus and so these actions fall under MSHC's general requirement to provide a safe workplace. MSHC will follow all ongoing procedures that are recommended by the CDC. Refer to HRpol-0708 Employee Contact Tracing Policy for detailed information.

ACKNOWLEDGEMENT AND RELEASE FORM

(Student's Copy—to Remain in Handbook)

I understand that I am a Student Intern at Mid-State Health Center and I'm not promised or guaranteed employment at the end of the internship. I understand that I am not guaranteed financial compensation for this internship, unless previously agreed upon.

I will speak to my internship supervisor or MSHC Human Resources if there are any conflicts or issues with my internship.

No Student handbook can anticipate every circumstance or question about policies. As Mid-State Health Center changes, the need may arise to change policies described in this handbook. Mid-State Health Center reserves the right to revise, supplement, or rescind any policies or portions of the handbook from time to time as it deems appropriate in its sole and absolute discretion. As soon as practical, Mid-State Health Center will notify all Students of such changes. This Handbook supersedes any previous Student Handbook.

Your signature below indicates that you have read and understood this statement and have received a copy of the Student Handbook. Your signature further acknowledges and agrees that you will read and familiarize yourself with its contents and follow the policies and rules indicated.

Student Printed Name

Student Signature

Date

ACKNOWLEDGEMENT AND RELEASE FORM

I understand that I am a Student Intern at Mid-State Health Center and I'm not promised or guaranteed employment at the end of the internship. I understand that I am not guaranteed financial compensation for this internship, unless previously agreed upon.

I will speak to my internship supervisor or MSHC Human Resources if there are any conflicts or issues with my internship.

No Student handbook can anticipate every circumstance or question about policies. As Mid-State Health Center changes, the need may arise to change policies described in this handbook. Mid-State Health Center reserves the right to revise, supplement, or rescind any policies or portions of the handbook from time to time as it deems appropriate in its sole and absolute discretion. As soon as practical, Mid-State Health Center will notify all Students of such changes. This Handbook supersedes any previous Student Handbook.

Your signature below indicates that you have read and understood this statement and have received a copy of the Student Handbook. Your signature further acknowledges and agrees that you will read and familiarize yourself with its contents and follow the policies and rules indicated.

Student Printed Name

Student Signature

Date