



ACUPUNCTURE &  
INTEGRATIVE MEDICINE  
COLLEGE, BERKELEY

# Student Employee Handbook

Updated: May 1, 2021

# **Introduction to Acupuncture & Integrated Medicine College, Berkeley**

## **Welcome Letter**

As President of AIMC Berkeley I welcome you to our team of administrators, faculty, and supervisors. We maintain high employment standards, and you have been carefully selected either recently or in the past because of your qualifications, your skills, and your commitment to our strategic goals for the future, as well as our ongoing every day activities as an institution of higher learning. We constantly strive to work together in an environment of the greatest possible mutual respect and cooperation. This spirit embodies supporting and validating other employees of the college, maintaining good listening skills, mutual sharing of ideas, and an active process of dialogue so that we strive to understand the other employee's or student's point of view.

Our college is a culturally diverse academic institution. We teach a master's degree & doctoral degree programs with rigorously high standards to students who come to us from many corners of the world. We maintain high quality classroom instruction. We operate a student clinic so our students can acquire the hands-on professional training in acupuncture and herbal dispensing they will need in their future practice.

We also maintain an active professional clinic. We offer a continuing education program for our own graduates as well as other licensed acupuncturists from around the country and the world to obtain further training.

This handbook summarizes the privileges and responsibilities you assume as an employee of the college. You are expected to read carefully and be familiar with the policies and procedures noted in this handbook and adhere to them at all times.

Once again, welcome to AIMC Berkeley. You will become a valued member of our team and I appreciate your cooperation and support. Kindly let me know if you have any questions or comments.

Sincerely,

Yasuo Tanaka President

## **ABOUT THIS HANDBOOK**

The purpose of this handbook is to provide you with information regarding our current policies, procedures, and expectations of employment. In addition, this handbook will provide you with important information about your benefits, the opportunities for guidance, and assistance for the duration of your employment.

This version of the employee handbook replaces all earlier documents outlining employment policies and benefits, and takes precedence over all memoranda or oral descriptions of the terms and conditions of your employment.

Circumstances may require that information provided in this handbook change from time to time. Consequently, the College reserves the right to amend, supplement, or rescind any provisions of this handbook as it deems appropriate at its sole discretion, in writing, with or without notice.

Certain posted notices required by applicable law also govern employment conditions, and from time to time the College will publish memoranda on operational issues.

Please understand that the policies and procedures outlined in this handbook are designed to serve as guidelines to keep you informed of relevant facts about your employment. They are not intended to create or imply any kind of contractual relationship and are subject to change at the College's discretion.

While the policies and procedures outlined in this handbook should provide answers to most of the general questions about the College's policies and procedures, it cannot cover every situation that might arise. If you have questions about these guidelines or need further information about any subject, please do not hesitate to ask the President or Human Resources representative for clarification.

A word about language in this manual, we and AIMC Berkeley refer to the employer, and you refers to the employee. In this way we hope to present the policy as dialog. At the same time, we hope you will remember that AIMC Berkeley includes you.

### **Important Contacts:**

Yasuo Tanaka, AIMC President: [ytanaka@aimc.edu](mailto:ytanaka@aimc.edu)

Kristin Bruce, HR Representative: [kristin@hrtogo.com](mailto:kristin@hrtogo.com)

## **AIMC BERKELEY VISION, MISSION, VALUES & STRATEGIES**

As an employee it is important for you to read and understand the mission and objectives of our College. If you have any questions regarding AIMC Berkeley's vision, mission, values, strategies or objectives, please ask senior Administrative personnel or the Academic Dean or the Clinical Director.

### **Vision**

AIMC supports the following vision:

- To serve as a center for the promotion of health and wellness and care of the community through education, outreach, and patient care, with focus on diverse patient populations including BIPOC, LGBTQ and low income individuals.
- To serve as a center for international collaboration in the development of Acupuncture and Integrative Medicine with institutions in China, and Japan and France, as well as the United States.

### **Institutional Mission**

The mission of Acupuncture and Integrative Medicine College, Berkeley is to develop caring, proficient, and successful practitioners who serve our communities and the East Asian medicine profession by treating illness and promoting health and wellness. AIMC Berkeley promotes patient-centered integrative medicine focused on treating the whole person (mind/body/spirit), with consideration for both traditional and contemporary medical models and other factors that influence health, wellness, and disease. After a review and discussion of the mission statement, it was decided in September 2020 to remove the word "Oriental" to eliminate any derogatory or insensitive inferences.

### ***Integrative Medicine***

Integrative Medicine is the practice of combining alternative and complementary therapies with conventional, scientific (allopathic) medicine to take advantage of the strengths of each system and to minimize their weaknesses. Integrative healing is based on a practitioner- patient relationship that creates a diagnostic and therapeutic program that draws on a variety of traditions, expertise and modalities to address an individual's specific needs and attempt to treat the whole person: mind, body and spirit. The focus is not only on the treatment or cure of disease but also takes into account the underlying imbalance that causes disease, the person's own natural restorative capability, and the value of prevention and wellness.

In the United States, the mainstream of medicine is actively broadening its definition of health and wellness and is seeking to include safe and effective therapies that were formerly relegated to alternative or complementary medicine. Acupuncture and Oriental Medicine is finding a broader acceptance within the newly defined mainstream of Integrative Medicine.

AIMC Berkeley strives to advance the concept of Integrative Medicine in several ways:

By acknowledging and advancing the inclusion of East Asian Medicine theory and treatment modalities within the mainstream of medicine within California, the United States, and internationally.

By providing, in the college's programs, a solid foundation of scientific medicine including: human anatomy and physiology, pharmacology, Western clinical medicine, medical terminology, pathology, physical, orthopedic, and neurological exams, issues of diagnosis, evidence-based research, and standards of care.

By creating an Integrative Medicine Clinic within the College's Community Clinic, as well as creating clinics external to the college by collaborating and affiliating with hospitals, community health centers, and treatment centers in the Bay Area.

By developing practical and problem-based classes and CEU programs in integrative medicine for licensed acupuncturists, medical doctors and other health care practitioners.

By including the various styles of East Asian medicine in the educational programs offered by the College such as Traditional Chinese Medicine, Japanese Medicine, Classical Chinese Medicine, and Five Element Acupuncture.

By including the divergent modalities of East Asian medicine such as acupuncture, moxibustion, herbology, bodywork (*shiatsu, an ma, tui na*), martial arts/breathing exercises (*Tai Chi Chuan, Qi Gong*) and diet in both the clinical education and our patient's clinical experience.

### ***Affordable, Patient-focused Healthcare***

AIMC Berkeley endeavors to maintain the therapeutic treatment of patients from our community as a high priority of our activities. Our educational programs, research, and student & professional clinics target the beneficial,

effective, holistic and compassionate treatment of individuals rather than merely the fighting of disease.

AIMC Berkeley is dedicated to providing effective healthcare to underserved populations including women, children, youth, students, elderly, minorities, and those economically disadvantaged without access to benefits from third-party payers. Our student, professional and faculty clinics and our herbal dispensary shall offer office visits, treatments and services at costs that are often below local market rates.

The AIMC Berkeley Healthcare Model:

- emphasizes harmony and balance
- recognizes the inter-relationship and inherent wholeness of Mind, Body, and Spirit
- advocates the partnership in healing between patient and practitioner
- promotes the power of wellness, prevention, self-care and self-healing
- encourages compassion through empathic listening
- is team-based and collaborative with other healing modalities

### *Educational Programs*

The primary educational focus is the training and education of successful practitioners of East Asian medicine. Our faculty, curriculum, and clinical experience promote the highest standards in order to achieve this goal.

Our educational philosophy is competency based, learner-centered, and provides for continuing assessment and improvement.

AIMC Berkeley strongly advocates continuing education after graduation and licensure. To that end, the College provides CEU classes, seminars and workshops for professionals interested in various topics to further their understanding of both East Asian medicine and the healing arts, in general.

AIMC Berkeley Certificate programs augment our continuing education, providing an opportunity for intensive study in areas of various medical specialties. They range from 100 to 300 hours of didactic and clinic instruction and are offered in monthly or concentrated modules over the course of three months to two years. Varying by

certificate, these programs will be attended by students, professional practitioners and/or interested members of the community.

In addition, AIMC Berkeley fosters community education and outreach through our open houses and community seminars. Members of the college's faculty and selected community healthcare providers lecture on current topics of medical interest in an open discussion format. These events may include a tour of the college, demonstrations and displays.

### ***Our Community***

AIMC Berkeley recognizes the diversity of the community that it serves. The people of Berkeley, Oakland and Alameda Counties are our primary community. However, our patients and especially our students are drawn from the entire Bay Area, Northern and Southern California, the United States and many other countries. Finally, AIMC Berkeley as a College finds within itself a vibrant and dynamic community involving the interplay of patients, students, faculty, administrators, and directors.

## **PERSONNEL RECORDS**

For legal and practical reasons, the Acupuncture and Integrative Medicine College, Berkeley maintains a personnel file for each of its employees. It is important that your personnel file contains correct, up-to-date information. Personnel files are confidential. The College has strict policies and guidelines to safeguard the information in your file. The contents of your personnel file are available for your inspection at reasonable intervals at your written request. AIMC Berkeley collects and retains information on every employee. This information is kept confidential and is digitally stored in the school private secured cloud server. You may view your personnel file at any time by contacting the Human Resources representative or the President.

As stated above, AIMC Berkeley makes every effort to keep personnel records confidential; however, there are certain times when information may be given to persons outside AIMC Berkeley. These are as follows:

- In response to a subpoena, court order or similar order from a governmental agency. (As required by California law, we will notify you if we receive a subpoena for your employment records.)
- In a lawsuit, grievance, or arbitration in which you and AIMC Berkeley are both parties.
- To administer employee benefit plans.
- To a prospective employer or other person requesting verification of your employment we will provide only the dates of your employment, your last or present job title, and other factual data of your employment.
- Site visit investigation by Accreditation Commission for Acupuncture & Oriental Medicine (ACAOM), California Acupuncture Board (CAB), and Bureau of Private Postsecondary Education (BPPE).

We will provide additional information (such as salary in the case of a request from a lender) only if you give us a written release allowing us to provide such additional information.

## **Change of Employee Information**

Whenever personal circumstances change for you and/or your family members, it is important that you report changes to the Human Resources Administrator. These changes would include the following examples: a change of your home address, a change of your home or cell telephone number, you get married or divorced, or you have a new baby or adopt a child. Also, if your marital status or the number of your dependents change, you may wish to change the number of exemptions claimed for income tax withholding purposes, and you may wish to add or delete members of your family to or from your AIMC Berkeley medical insurance benefits.

## **GENERAL EMPLOYEE INFORMATION**

### **Employment Status**

All employees at the Acupuncture & Integrative Medicine College, Berkeley are employed At Will and for an unspecified term, unless otherwise stipulated by written agreement between the College's President and the employee. It should be remembered that employment is at the mutual consent of the employee and the employer. Consequently, either the employee or the employer can terminate the employment relationship at will, at any time, with or without cause, and with or without advance notice.

In accordance with Federal Law, employees of the College are either exempt or non-exempt. Each position at the College is determined to be either exempt or non-exempt in accordance with criteria established by the Department of Labor through the Fair Labor Standards Act (<http://www.opm.gov/flsa/>). Student workers are considered non-exempt.

If you are non-exempt, the College is required by federal law to pay you a regular hourly wage. The College is also required to pay you overtime at the rate of one and one-half times your regular hourly rate for all hours you work over 40 in a given workweek and/or over 8 hours for a single work day. You also come under the minimum wage requirements of the law. Time records are required for all non-exempt employees. All overtime should be approved by your manager prior to working it, if at all possible.

### **Pay Periods**

Pay periods are semi-monthly (on the fifteenth day of the month and on the last day of the month). When the pay date falls on a holiday or weekend, paychecks will be distributed or automatically deposited on the last scheduled business day preceding the holiday or weekend. Some students who work less than 3 hours per week may have the option to get paid in full at the end of the school semester as opposed to semi-monthly.

### **Payroll Deductions**

Deductions are noted on your earnings statement and will include federal and state income tax, Social Security contributions, and other required deductions.

### **Performance Evaluation**

Although official employee performance evaluations are not conducted with student workers, supervisors are encouraged to offer feedback, acknowledge accomplishments, and identify areas of improvement throughout a student's employment period.

## **Hours of Work**

Business hours at the College are from 8:30 am to 5:30 pm, Monday through Saturday. The actual hours and days you work may vary depending on the needs of the college and any agreement with your supervisor. The hours of operation of the College extend to 10:30 pm for evening classes and the College is open on some Sundays, usually due to Continuing Education classes.

## **Grievance Procedures**

If you have a grievance with another employee or the College as an institution, your first step is to communicate directly with your fellow employee. If that proves difficult or unsatisfactory, then you should bring your grievance to the attention of your immediate supervisor for assistance in resolving the conflict. If that fails to solve your grievance, you should contact our Human Resources Representative for assistance and/or resolution. Please see "About this Handbook" page for current contact information.

As a student, you may also seek guidance from the Director of Student Affairs and seek resolution through the college's complaint and grievance policy, which can be found on the AIMC website, and the Student Handbook.

## **Resignation**

If you are planning to resign we request that you submit a written notice to your supervisor at least two weeks prior to the date of your resignation. The last day worked is the effective date of resignation. Your resignation is valid and final unless both your supervisor and you agree that the resignation may be withdrawn.

## **Smoking Policy**

The building and grounds of AIMC Berkeley, including the parking lots, are all non-smoking areas. Smoking on the sidewalk in front of the College is permitted by law of the City of Berkeley; however anyone smoking must be more than 20 feet from the entrance of the College. All employees are discouraged from smoking near the

entrances of the College.

### **Drug-Free Workplace Policy**

The College is committed to maintaining a drug-free workplace. As a condition of employment, each faculty or staff member must agree to comply with the College policy as stated in this catalog. Faculty or staff who violate this policy may be subject to disciplinary action.

### **Illicit Drugs Policy**

Illegal use, possession, manufacture, sale or distribution of any controlled substance on College property or at College-sponsored activities is unlawful and prohibited. This prohibition complies with federal and state statutes.

### **Alcohol Policy**

Consumption of alcoholic beverages on College property is prohibited, except as expressly permitted by the President or the Academic Director. Authorization by the President for consumption of alcoholic beverages shall only be in connection with a substantive event, such as a banquet, official entertainment or reception. In such a case, food and nonalcoholic beverages shall also be available. The event shall be monitored to prevent consumption by a person not of legal age.

### **College Property Policy**

No services, property, or facilities of the College may be used by any faculty or staff member for other than official purposes incident to and in the course of their regular employment. All College property is intended to remain on campus. A faculty or staff member cannot remove such property without appropriate written authorization from the President. Faculty and staff members are prohibited from engaging in any political activity for any candidate seeking public office during regular work hours. Faculty and staff are also prohibited from using College equipment (including email, voice mail, and supplies) for such political purposes.

## **Equal Employment Opportunity and Affirmative Action**

AIMC Berkeley provides equal opportunity to all people for education, employment, and participation in College activities without regard to Race, color, religion, national origin, sex, age, marital or family status, Disability, or sexual orientation. Responsibility for effecting equal opportunity accrues to all College administrators, faculty, and staff. This responsibility includes the assurance that employment and admission decisions, personnel actions, and administration of benefits to faculty and staff rest exclusively upon criteria that adhere to the principle of equal opportunity.

The College has a grievance procedure for any employee, faculty member, student, employee, or applicant for employment or admission who alleges unlawful discrimination because of any College regulation, policy, practice, or official action of any College faculty or staff member. The College will protect against retaliation any individual who participates in any proceedings concerning alleged violations of laws, orders, or regulations requiring equal education and/or employment opportunity.

## **Sexual Harassment Policy**

It is the policy of AIMC Berkeley to comply with Title IX of the Education Amendments of 1972, and the 2020 Title IX Regulations which prohibit sexual harassment and sexual violence based on gender in AIMC's educational programs and administrative activities. In compliance with Title IX and the Campus SaVE Act, AIMC provides resources, training, and information on sexual violence, harassment, and stalking. This material, as well as the college's reporting and disciplinary procedures can be found on the [AIMC website](#). An outline of reporting procedures can also be found in the Title IX Reporting section of the Student Handbook.

No member of the community— students, faculty, administrators, staff, vendors, contractors, or third parties—may sexually harass any other member of the community. Sexual Harassment is unwelcome conduct on the basis of sex that is, sufficiently severe, persistent or pervasive that it, unreasonably interferes with, denies or limits an individual's ability to participate in or benefit from the college's educational program and/or activities, and is based on power differentials (*quid pro quo*), the creation of a hostile environment, or retaliation. While AIMC Berkeley is committed to the principles of free inquiry and free expression, discrimination and harassment identified in this policy are neither legally protected expression nor the proper exercise of academic freedom. All members of the AIMC Berkeley community are responsible for creating a working and learning environment that is free from discrimination and harassment, including sexual harassment. It is important to

contact the AIMC Berkeley Title IX Coordinator immediately if any of the following occurs:

- You believe you have been subjected to conduct or comments that may violate these policies.
- You have been told about or witnessed conduct that may violate these policies.
- You believe you have been retaliated against in violation of these policies. All employees must take a mandatory training course on Sexual Harassment and Title IX regulations, laws, and procedures.

### **Conflict of Interest Policy**

Because of the contributions that College faculty and staff members can make to the economic and intellectual life of the community at large, the College recognizes the potential value of making available to the community the professional competence and technical knowledge of administrators and other professionals through compensated or uncompensated outside employment or activities. Individuals will be expected to limit other professional activities so as not to impair effectiveness or otherwise interfere with professional responsibilities to the College. Outside activities shall not involve a conflict of interest or possible interference with objectivity in administration or delivery of services within the job description or organizational expectations. Employees and faculty will be expected to avoid any situations that may constitute a potential conflict of interest.

The college recognizes the demands of its programs and understands that school takes priority over work. Supervisors will make efforts to accommodate students' school schedules and academic commitments. Student employees will not be expected to work during the same hours they are officially scheduled to attend class or clinic. However, chronic absences from work or continued failure to meet work responsibilities due to a student's inability to manage their studying time appropriate may possibly lead to termination from their campus job.

## **Remote Work Policy**

### **Terms and Conditions:**

#### Eligibility

An employee may be eligible to work remotely when a government order, such as Shelter-in-place or Stay-at-home is issued and their duties can be met through basic hardware and software, they've proven to be trustworthy, disciplined, and self-motivated, and have been given permission by the president.

Employee in roles that do not suit remote working conditions can apply for work from home permission for a few days a year. Please contact the president directly.

#### Rules and other company policies

While working remotely, employees must adhere to all the conditions in the Employee Handbook. All policies around conduct, confidentiality, sick leave, etc., continue to apply, regardless of location. Disciplinary actions will follow policy transgressions of any kind.

#### Work expectations

Employees must follow the work schedules provided to them, be sure to meet deadlines, uphold high-quality standards, and submit daily reports. And while some flexibility is allowed, the employee must agree to work set hours as much as possible and keep work time records.

Tools will be made available to employees for managing time and tasks, communicating with co-workers, logging and tracking projects, and accessing resources.

Performance will be measured, focusing on the same evaluation process that apply to work done in the office.

#### Communication

Employees are to be online and accessible. They are expected to check-in with their managers/supervisors at least once a day. Any correspondence from a co-worker or client must be answered as quickly as possible.

Tools have been provided for communication with team members and collaborating on projects. Times are to be discussed and agreed upon between the employee and manager/president, if any changes are required.

### Liability

Employees are advised to choose a safe and secure location to work from, and to maintain high levels of safety. The school is not liable for injuries suffered in the remote workspace during work hours only.

Only equipment owned by the school and on loan to the employee is covered by the school's chosen insurer. All other equipment is to be covered by the employee's personal insurance provider.

### Security

As per the Employee Handbook and the confidentiality agreement signed by the employee upon employment securing data and company information should be of utmost concern. Any breaches in security protocol will lead to strict and swift disciplinary action.

Employees may be given access to Virtual Private Network to secure connections with school servers and networks. The VPN must be used at all times during work hours. Under no circumstances may the VPN be used outside of work hours. Cybersecurity measures have been put in place by the school/employer. An employee shall follow the terms and conditions set by the school/employer at all time.

### Compensation

No changes will be made to an employee's salary/pay rate and company benefits if said employee works from home.

## **HOLIDAYS, VACATION & LEAVE**

### **Holidays**

The College observes the following holidays:

- New Year's Day—January 1
- Memorial Day—Last Monday in May
- Independence Day—July 4
- Labor Day - First Monday in September
- Thanksgiving Day\*—Fourth Thursday in November
- Friday following Thanksgiving Day\*
- Christmas Day—December 25

*\*On the Saturday following Thanksgiving Day, the College will be closed; however, it is not a paid holiday.*

Non-exempt employees are paid at their regular rate for their standard hours. For example, a 40-hour-per-week employee will be paid for eight (8) Hours on a holiday and a 20-hour-per-week employee will be paid for four (4) hours. Exempt employees are paid the equivalent of one-day's pay. Please note that legal holidays (such as Independence Day, Christmas, and New Year's Day) occurring on a Saturday are observed on the preceding Friday, and those occurring on Sunday are observed on the following Monday. Holidays occurring during an employee's approved vacation, Medical Illness Leave, and/or military leave will not be charged against accrued vacation time or accrued Medical Illness Leave.

### **Paid Sick Leave**

The Paid Sick Leave Ordinance (PSL) BMC Section 13.100 requires that all employees earn one hour of paid sick leave for every 30 hours worked. "Small Business" employers with fewer than 25 employees may cap an employee's accrued paid sick leave at 52 hours and may cap the use of paid sick leave to 52 hours per year. Employers with 25 or more employees may cap an employee's accrual of paid sick leave at 72 hours, but may not cap how much paid sick leave an employee uses in a calendar year. Paid Sick Leave hours do not roll-over or accrue from one year to another. Nor can be cash out.

## **Juror and Witness Leave**

In accordance with State statute, a faculty or staff member on authorized jury duty or witness leave may elect to take vacation days and keep juror or witness fees paid by the court. Alternatively, the individual may receive regular pay if the witness/juror fees are forwarded to the Accounting Manager within five working days of receipt. While there is no legal requirement for the College to pay individuals who are involved with court service as either a juror or a witness, nevertheless the College will grant full pay to employees involved with court service for a period not to exceed two weeks. An employee must submit a copy of the summons and/or any other appropriate documentation to either the Academic Director, the Clinical Director or to the President.

## **Discretionary Leave without Pay**

Staff members may request leave of absence without pay for an absence from work which does not meet the definition of other types of leave. This leave may be granted at the discretion of the President. The maximum leave of absence for staff is one month, which can be extended at the discretion of the President, not to exceed three months in total.

## **Federal Insurance Contributions Act**

All employees are subject to the regulations and benefits of the Social Security Act (FICA). The College is required to deduct a percentage of each employee's wages. The College then contributes a tax equal to the employee's contribution.

## **State Disability Insurance**

State law requires that a percentage of each employee's salary be deducted up to a maximum level. Benefits are payable when an individual cannot work because of sickness or injury not relating to his or her job.

## **Workmen's Compensation Insurance**

All employees are covered by workmen's compensation. This insurance covers the cost of medical treatment plus weekly benefit payments in the event of injury or illness relating to employment. Workmen's compensation is provided at no cost to the employee. The Human Resources Manager must be notified promptly of any accident so that the proper reports may be filed.

## **Unemployment Insurance**

This insurance provides eligible claimants with weekly benefits based upon an earnings formula established by law. The cost of this benefit is paid entirely by the college.

## **WORK HABITS AND PHILOSOPHY**

We want you to know that we are pleased to have you as part of the AIMC Berkeley team. We recognize that people are the greatest asset to every organization. Every individual's personal effort contributes toward building a team of which we can all be proud. Our attitudes and conduct toward our students, as well as our staff, are very important to the success of AIMC Berkeley.

We strongly encourage employee communication in the form of suggestions which will improve our organization. We welcome your suggestions for improvements either to policies or procedures covered in this handbook or in other job-related areas or subjects. Your ideas on ways to improve our operations and procedures are important to us, and, along with your effort and performance, these are ideal ways to contribute to AIMC Berkeley's future growth and your own development.

AIMC Berkeley is a not-for-profit public benefit corporation, so it is important that we be particularly conscious of being polite and fair to everyone of any age group or ethnic background, including employees, students, patients, or the public.

## **Access to records and files**

As an AIMC employee you may have access to documents and records that contain information about the school, students, staff, or faculty that are not available to the public. Student workers must make every effort to keep this information confidential and should never share this information with non-employees unless approved by your supervisor.

## **Notification of Lateness or Inability to Come to Work**

Please communicate with us if you cannot be on time, or if you will not be able to attend work. If you cannot call at the time of an emergency or urgent situation, then please call in as soon as possible thereafter. For employees who work in areas where there are appointments or where students or the public are relying on you, you must be on time. If unexcused lateness occurs, your supervisor will discuss the occurrence with you. Repeated occurrences will result in written warnings, and could result in

termination of your employment.

### **Non-Exempt Employee Time Sheets, Lunch Breaks and Breaks**

Please record work time with the College Time Clock, or online time log. Be sure to punch in/record the exact time that you start work, punch out/in when you take your lunch break, take breaks over 20 minutes duration, and punch out/record when you finish work. Initial all changes if you are using the Time Clock. Breaks longer than 20 minutes in duration must be reflected on your time card. Employees are required to follow the instructions on the time card regarding a requirement to take a break before 4.5 hours of work have elapsed. Please be sure to notify administration if there is no one to give you a break, and we will find someone to substitute for you. If you need to take small breaks to leave the Clinic Office area and no one else is there, please let administration know: we need to have someone at the front desk at all times when members of the public are here.

### **Locking Up at the End of the Day**

If you are responsible for locking up drawers, cabinets, doors, etc., please be absolutely sure you have done so correctly, as this is important to our security. All Clinic and Student records must be treated especially carefully due to strict medical and educational confidentiality regulations.

### **Back Door Security**

Be sure that the back door is secure when leaving, and do not prop the back door open at any time—an unsecured door means that building security is compromised and you are putting everyone at risk.

### **Opening & Closing the Building**

If you have been given this responsibility, please read the instructions provided to you by the AIMC Staff in charge.

### **Appropriate Dress**

Dress in an appropriate business or slightly casual style, with hair neatly arranged. Shoes are required at all times because this is a health care facility.

## **Language**

This is a not-for-profit organization training individuals to become health care professionals within a postsecondary educational program culminating in a Master of Science in Oriental Medicine degree and a Doctor of Acupuncture of Integrative Medicine. As part of our College, we also run an affiliated out-patient clinic that serves the public. Employees are held to speaking and behaving in an appropriate manner. Swearing or speaking in an angry voice louder than a non-employee member of the public or constituents is not appropriate and will not be tolerated. This behavior will also not be tolerated between employees. Employees who do speak or act inappropriately will be warned in writing. If you have a situation that is difficult to handle, please request your supervisor or a member of the administration to assist you in dealing with the situation.

## **Treatment Benefits**

Employees are treated for free in the Student Intern Clinic once per week. In the Professional or Integrative Medicine Clinic, employees pay for the practitioner's portion of the treatment. Additionally, employees pay for herbs and other products at a reduced rate of 30% off the regular price, no limit. Please check with the Clinic Office regarding details on treatment fees. Relatives and friends do not receive free treatment in the Student Intern Clinic—they pay the same fees as the general public. All employees must have their medical charts maintained when being treated and purchasing herbs.

## ***To Whom Are You Responsible?***

During your training period, you will receive instruction about the organization of the College and who will be directly supervising you. For example, if you are a clinic receptionist, then your supervisor would be the Clinic Director. You will also receive training on what to do in emergencies and to whom to report certain types of emergencies.

## ***What If You Do Not Know Exactly What To Do On The Job?***

If you do not remember a certain policy or procedure, or if a situation arises outside of a stated policy, please ask your supervisor. If the supervisor is not available, then please address your questions to an administrative or clinic staff person, whichever you believe is more relevant to the situation. Do not make up your own policy. If you have a good idea or an opinion you are welcome to discuss it with your supervisor or to the administrative or clinic staff member.

## Notes