Speakers

Brian D. Butcher

President/CEO

Andrew A. Esposito

Director of Operations

Clemans, Nelson & Associates, Inc.

NCPA
NATIONAL COMMUNITY
PHARMACISTS ASSOCIATION

Disclosure Statement

There are no relevant financial relationships with ACPE defined commercial interests for anyone who was in control of the content of the activity.
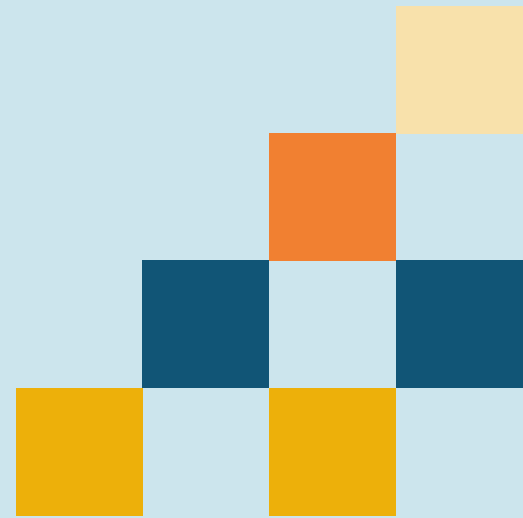
Pharmacist and Technician Learning Objectives

1. Discuss the importance of having an up-to-date employee handbook, including how often it should be reviewed and updated.

2. Outline fundamental personnel policies that should be a part of any employee handbook.

3. Describe common situations where litigation can happen and policies for reducing the risk of litigation.
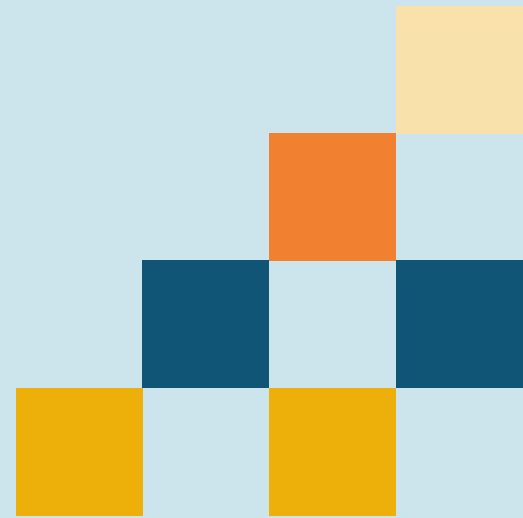
Introduction to Employee Handbooks

Purpose and Importance

The purpose of an employee handbook is to **ensure that all employees understand the Employer's policies, procedures, and expectations**. It serves as a valuable resource for employers to **communicate rules and regulations** to their employees and provides a **clear understanding of the Employer's culture and values**.

Introduction to Employee Handbooks

How it Benefits Employees and Employers

- <u>Employee Benefits</u> - Employee handbooks clearly outline the benefits that employees are entitled to, giving them a sense of security and improving job satisfaction.

- <u>Employee Rights</u> - Employee handbooks provide a clear understanding of employee rights, allowing employees to protect themselves and their interests in the workplace.

- <u>Consistency in Management</u> - Employee handbooks provide a consistent and fair framework for managing employees, reducing the potential for misunderstandings and conflict.

Employer Overview

Employer History and Mission

- **The Importance of Employer History** - Understanding the Employer's history is essential in learning about the Employer's growth and evolution. It provides a sense of identity and pride for employees, making them feel connected to the Employer's past accomplishments and a part of its future success.

- **The Significance of a Mission Statement** – An Employer's mission statement is a statement of its purpose, values, and goals. It is the foundation of the Employer's strategy, and it helps employees understand the Employer's direction and what it stands for.

NCPA®
NATIONAL COMMUNITY
PHARMACISTS ASSOCIATION

Employer Overview

Core Values and Culture

- **Defining Core Values** - Defining core values helps in creating a strong culture and provides a roadmap for employees to understand expectations.

- **Importance of Culture** - A strong culture is important for employee engagement, productivity, and longevity with an employer. It helps attract and retain top talent.

Employer Overview

Organizational Structure

- An organizational chart is a visual representation of the hierarchy and the reporting relationships among employees. It can help employees understand their roles and responsibilities, and how they fit into the larger picture of the organization.
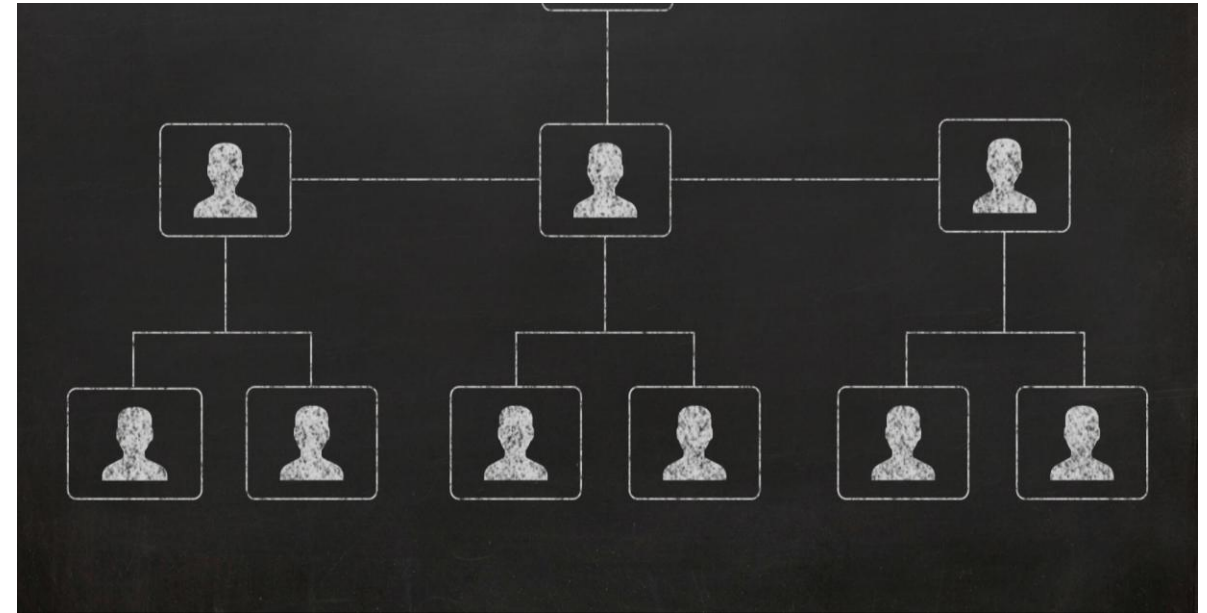
Employment Policies

Equal Opportunity Employment

- Equal opportunity employment policies ensure that all individuals are considered for employment and advancement opportunities based on their qualifications and merit, without discrimination based on race, gender, age, religion, or any other protected class.

Employment Policies

Anti-Discrimination and Harassment Policies

- **Anti-discrimination Policies** - Anti-discrimination policies ensure that all employees are treated fairly and equally in the workplace, regardless of their race, gender, age, or any other characteristic.

- **Harassment Policies** - Harassment policies ensure that employees are not subjected to any form of harassment, including sexual harassment, bullying, or intimidation, and provide a safe and inclusive workplace for all.

Employment Policies

Employment Classifications

- Full-time Employment

- Part-time Employment

- Exempt Status

- Non-exempt Status

Compensation and Benefits

Salary Structures and Pay Schedules

- **Salary Structures** - Outline how an employee's pay is determined based on factors such as experience, education, and job responsibilities.

- **Pay Schedules** - Outline the frequency of payment for an employee's salary, such as weekly, bi-weekly, or monthly.

- **Bonuses and Incentives** - Additional forms of compensation that may be offered to employees based on their performance or achievements.

Compensation and Benefits

Health Insurance and Wellness Programs

- Insurance Coverage

- Wellness Programs

Retirement Plans and Other Benefits

- Retirement Plans

- Vacation Days

- Sick Leave

Work Hours and Attendance

Work Schedules and Hours

- Expected Work Hours

- Shift Work Requirements - Working outside of regular work hours. Shift work requirements may include night shifts, early morning shifts, or weekend shifts.

Attendance Expectations and Policies

- Attendance Expectations

- Consequences of Excessive Absenteeism

Overtime and Time-Off Policies

Code of Conduct

- Behavioral Expectations

- Dress Code and Appearance

- Conflict of Interest Policies

Health and Safety

Workplace Safety Procedures

- **Safe Work Practices** - Important for ensuring a safe workplace. Employees should be trained on safe work practices and procedures, including proper use of personal protective equipment and safe handling of machinery and equipment.

- **Emergency Procedures** - Should be in place to ensure the safety of employees in the event of an emergency. This includes procedures for evacuating the workplace, responding to medical emergencies, and handling hazardous materials.

NCPA®
NATIONAL COMMUNITY
PHARMACISTS ASSOCIATION

Health and Safety

Emergency Protocols

- **Purpose of Emergency Protocols** - Put in place to ensure the safety of employees and customers in the event of an emergency. They outline the Employer's procedures and response in the event of a fire, natural disaster, or other emergency situation.

- **Types of Emergencies** - Emergency protocols cover a wide range of emergency situations, including fires, natural disasters, medical emergencies, and more. It is important that employers identify potential risks and hazards and prepare appropriate emergency protocols.

Health and Safety

Reporting Accidents and Injuries

- Reporting accidents and injuries policies outline the procedure for reporting workplace accidents and injuries and the employee's rights to workers' compensation.

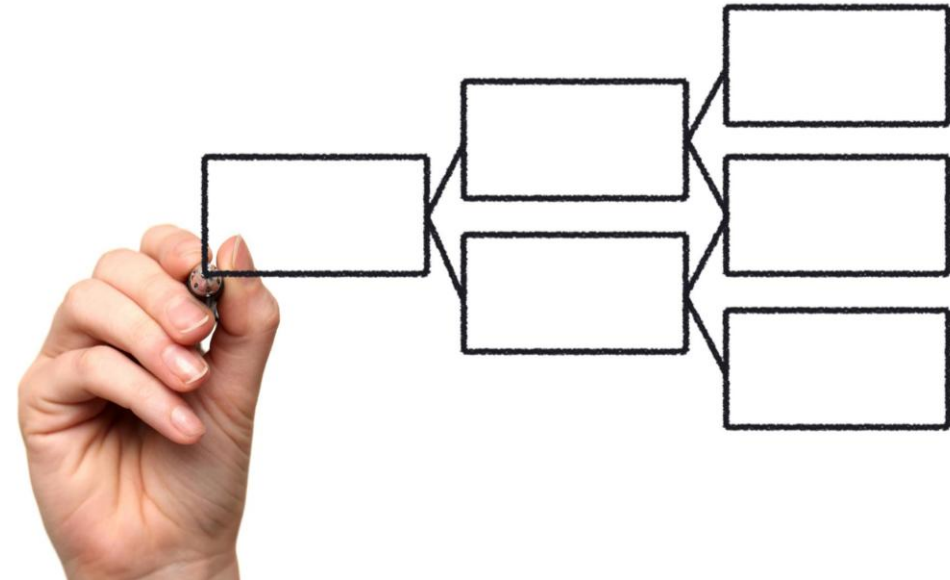# Technology and Social Media Use

- Use of Company Technology

- Social Media Guidelines

- Cybersecurity Policies

Performance

- Performance Review Process

- Feedback and Improvement Plans

- Promotion and Growth Opportunities

Disciplinary Procedures

- Disciplinary Action Policies
- Grievance Procedures
- Termination Process

Questions?

Contact Information

Brian D. Butcher

President/CEO

bbutcher@clemansnelson.com

Andrew A. Esposito

Director of Operations

aesposito@clemansnelson.com

NCPA
NATIONAL COMMUNITY
PHARMACISTS ASSOCIATION