

AGREEMENT

Reached by and between

Family Pharmaceutical Services, L.L.C.

and the

**Communications Workers of America,
AFL-CIO**

June 1, 2007

to

May 31, 2009

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Article 1
Agreement and Application

Section 1. This Agreement is entered into by and between Family Pharmaceutical Services, L.L.C., hereinafter referred to as the “Employer” or “FPS”, and the Communications Workers of America, AFL-CIO, hereinafter referred to as the “Union” or “CWA”.

Section 2. The provisions of this Agreement shall supercede and replace the corresponding provisions of any existing bargaining unit agreement that deals with the same issues.

Article 2
Responsible Relationship

The Employer and the Unions recognize that it is in the best interest of the parties, the employees, and the public that all dealings between them continue to be characterized by mutual responsibility and respect. To insure that this relationship continues and improves, the Employer and the Unions and their respective representatives at all levels will apply the terms of this contract fairly in accord with its intent and meaning and consistent with the Unions’ status as exclusive bargaining representatives of all employees covered by this contract. Each party shall bring to the attention of all employees in the units covered by this contract, including new hires, their purpose to conduct themselves in a spirit of responsibility and respect and of the measures they have agreed upon to insure adherence to this purpose.

Article 3
Recognition

Section 1. The Employer hereby recognizes the Union as the exclusive representative for the purpose of collective bargaining with respect to rates of pay, wages, hours of employment, and other conditions of employment, for all of its employees in the collective bargaining unit certified by the National Labor Relations Board in Case 3RC-11728.

Section 2. Except as excluded below, employees in the following titles in all categories of employment, employed by Family Pharmaceutical Services, L.L.C. at its 100 High Street and 219 Bryant Street sites in the City of Buffalo, New York as well as any new sites opened by the Employer within the Kaleida Health System site are all included in the bargaining unit:

Pharmacy Clerk
Pharmacy Technician I
Reimbursement Specialist

All other employees are excluded.

Section 3. The Employer shall provide the Local Union on a quarterly basis, a list or lists showing all new hired employees, additions to the bargaining unit, terminations, deletions from

the bargaining unit, name and address changes, a seniority list and an alphabetical bargaining unit list with Social Security numbers.

Article 4 Successorship

The Employer agrees not to sell its business or any portion of its business at any of the Employers locations covered by this Agreement to a purchaser who would provide health care services without expressly providing in the contract of sale that the purchaser shall be bound by all of the contract rights of the employees under this collective bargaining agreement.

Article 5 Agency Shop

Section 1. All employees who are members of the Union on the effective date of this Agreement, shall, as a condition of employment, remain members for the term of this Agreement. All employees who wish to join the Union and do so after the effective date of this Agreement, shall, as a condition of employment, remain members of the Union for the term of this Agreement. The Employer will be given a current list of Union members on request, but not more often than once a month.

Section 2. Employees who have not joined and do not wish to join the Union must, after they have completed thirty (30) calendar days of continued employment or on the execution date of this Agreement if on that date they have been employed for thirty (30) calendar days, pay to the Union an amount equal to the then current dues (but no other charges) applicable to members as a contribution toward the administration of this Agreement. Employees who choose not to join the Union may authorize the payment of the Agency fee on a form which is the same as that shown in this Agreement except it will substitute the words "service charge equal to the monthly dues" for the words "the monthly dues and one initiation fee" in such authorization.

Article 6 Union Dues Deduction

Section 1. The Employer agrees that upon receipt of an individual written request in a form approved by the Employer and signed by an employee covered by this Agreement, the Employer will deduct twenty-six (26) times per year from such employee's wages union dues specified in such request, plus an initiation fee not to exceed \$25.00 in a single deduction, and forward the full amount thus deducted to the Secretary-Treasurer of the Union or his/her authorized agent as directed. The request may be revoked by the employee at any time upon their written request to the Employer, and such request should be directed to the appropriate Employer representative.

Section 2. In general, dues deductions will be made or revoked in designated pay periods in the current payroll for properly executed dues deductions authorizations or revocations received

by the appropriate employer representative on or before the last day of the previous payroll period. However, the Employer assumes no responsibility either to the employee or to the Union for any failure to make or for any errors made in making such deductions, but will correct any errors made in making such deductions in the payroll period following notice of such errors. The Union further agrees to hold the Employer harmless for any and all claims arising out of claims under this Article.

Section 3. The Employer agrees to make payroll deductions of Union dues and one (1) initiation fee when authorized to do so by the employee on a form as set forth below in an amount as certified to the Employer by the Secretary-Treasurer of the Union and to pay over to the Secretary-Treasurer of the Union any amounts so deducted. Changes in the amount of monthly dues or the amount of the initiation fee will be certified to the Employer at least sixty (60) calendar days prior to the requested change.

PAYROLL DEDUCTION AUTHORIZATION

Name _____

Job Title _____

The undersigned hereby authorizes Kaleida Health System to deduct from my wages:

CHECK EITHER:

_____ **MEMBER** The monthly dues and one initiation fee as certified to the Employer from time to time by the Secretary-Treasurer of the Communications Workers of America, AFL-CIO, and remit same to the Secretary-Treasurer of the Communications Workers of America, AFL-CIO, as his/her duly authorized agent. This authorization may be revoked by me at any time by written request to the Employer and by sending a copy of such request to the Secretary-Treasurer of the Union, or

_____ **AGENCY FEE PAYER** A service charge equal to the monthly dues as certified to the Employer from time to time by the Secretary-Treasurer of the Communications Workers of America, AFL-CIO as his/her duly authorized agent. This authorization may be revoked by me at any time by written request to the Employer and by sending a copy of such request to the Secretary-Treasurer of the Union.

Union membership dues and agency fees are not deductible as charitable contributions for federal income tax purposes.

Dues and agency fees, however, may be deductible in limited circumstances subject to various restrictions imposed by the Internal Revenue Code.

Signature of Employee

Resident Address

City/Town State Zip Code

Social Security Number

Date of Birth

(FOR OFFICE USE ONLY)

Date Received by Company _____

Date Effective _____

Article 7
COPE Deductions

Section 1. The Employer agrees that, upon receipt of an individual written request in a form approved by the Employer and signed by an employee covered by this Agreement, the Employer will deduct twenty-six (26) times per year from such employee's wages the amount indicated by the employee on the COPE deduction form, and forward the full amount thus deducted to the appropriate union's committee on political education. The request may be revoked by the employee at any time upon his/her written request to the Employer, and such request should be directed to the appropriate Employer representative.

Section 2. The Employer assumes no responsibility either to the employee or to the Union for any failure to make or for any errors made in making such deductions, but will correct any errors made in making such deductions in the payroll period following notice of such errors. The Union further agrees to hold the Employer harmless for any and all claims arising out of claims under this Article.

Article 8
Bulletin Boards

Section 1. The Employer will install and maintain a glass enclosed bulletin board at each site for use by all bargaining unit members.

Section 2. The following kinds of materials or literature do not require prior advance notice;

- a.) notices of Union recreational or social affairs;
- b.) notices of Union elections;
- c.) notices of Union appointments and results of Union elections;
- d.) notices of Union meetings; and
- e.) Union educational publications.

Section 3. Bulletin boards shall be used for factual and non-controversial material. The posting of material of a political nature, other than Union elections, of any kind is strictly prohibited.

Article 9
Non-Discrimination

Neither the Employer nor the Union shall discriminate against an employee on the basis of age, race, creed, religion, color, national origin, sexual orientation, military status, sex, disability, or marital status all as defined by State or Federal laws.

Article 10
Access to Premises for Union Representatives

Section 1. Accredited union representatives not employed by the Employer will have reasonable access to the Employer premises for the purpose of conferring with management. Advance notice of forty-eight (48) hours shall be served. It is understood, however, that circumstances may dictate a shorter notice.

Section 2. It is agreed to and understood, that Union meetings may be scheduled on Employer property upon forty-eight (48) hour notice and with the prior approval of the Employer. It is understood that any approval will depend upon space being available.

Article 11
Union Representation

Section 1. The Union may select from employees in the bargaining unit, one chief steward from each site for the purpose of handling grievances or other legitimate Union business. Paid time off as provided for in Section 4 of this Article shall be provided to Union designated chief steward.

Section 2. If a steward is not available for Union business, an officer or executive board member may identify themselves to the supervisor as the person who will be acting on behalf of the steward for the period of the absence of such steward.

Section 3. The Union shall furnish the Employer a listing of designated chief stewards. Wherever there is a change in stewards, the Union shall give written notice to the Employer and such list of change notice shall be authorized and executed by the Secretary-Treasurer of the Local Union, the Union's Local President, or such other Union official designated by the Union.

Section 4. Chief stewards shall restrict their activities to the handling of grievances or other legitimate Union business. Chief stewards shall not be permitted more than two (2) hours of paid time per week to conduct union business.

Section 5. The Employer shall not be obligated to pay stewards for time spent in grievance handling or grievance meetings beyond the end of their regular shift nor when they are not scheduled to work, unless the Employer schedules meetings for such times.

Section 6. Chief Stewards shall be required to obtain approval from their immediate supervisor to leave their work stations or to take time to investigate and adjust grievances. Where practical, such approval, shall be granted without unreasonable delay. It shall be understood that these employees shall report back to their work stations promptly after the completion of Union business.

Section 7. In the interest of the efficient and orderly conduct of business and the economical use of time, the following activities shall not be conducted on Employer paid time by any bargaining unit employee:

- a.) activities connected with organizing efforts and the internal management of the Union;
- b.) solicitation of membership;
- c.) circulation of authorization cards or petitions;
- d.) collection of dues or other assessments;
- e.) solicitation of signatures on dues withholding authorization forms or forms revoking dues withholding authorizations;
- f.) campaigning for Union office;
- g.) distribution of literature.

Section 8. It is agreed that the collection of dues and soliciting of membership shall be allowed on Employer premises, but not on Employer paid time. However, it is to be clearly understood that if any of the above listed activities cause a disturbance or the disruption of the orderly conduct of business, such privileges may be revoked immediately.

Section 9. When an employee, covered by this Agreement is interviewed by a representative of the Employer, and the result of such interview could be discipline, or a counseling is to occur, the employee will be so informed and will be offered union representation during such interview. It is understood that the Union representative shall not interfere with the Employer representative's interview or investigation.

Section 10. The employee who is elected or appointed to a bargaining committee for the purpose of negotiating a successor to this Agreement will be excused from work for contract negotiations and union bargaining caucus. The Employer will pay the lost time wages for this employee, bargaining representative.

Section 11. Chief Stewards may request to be off a total of ten (10) unpaid days per year for union business. Requests will be granted, upon advance negotiations, providing the operation of the site is not adversely affected.

Section 12. Any employee that is excused from work for union business, regardless of whether it is with or without pay, will maintain his/her category of employment and will not lose any benefits provided for in this Agreement, including those provided for under the retirement plan.

Section 13. The Union shall be provided thirty (30) minutes at each new employee orientation for the purpose of addressing all new employees hired into the bargaining unit.

Article 12 Grievance Procedure

Section 1. A grievance under this Agreement shall be defined as a claim of an employee, a class of employees or the Local Union, covered by the Agreement which involves the interpretation, administration of, or compliance with a specific provision of this Agreement. A class action grievance will be initially presented at Step 2. of the grievance procedure.

Section 2. The selection and the assignment of supervisory employees is the sole responsibility of the Employer and shall not be subject to the grievance procedure.

Section 3. All grievances shall be reduced to writing on forms provided by the Union. The Steward shall clearly and concisely state all facts which constitute the basis for the grievance and shall specify any Article or Section of the Agreement which may be involved. The grievance form shall be dated and signed by the Steward and at least one employee who claims a violation of this Agreement.

Section 4. For a grievance to be treated as a valid one, it must be presented to an Employer representative in writing, as described in Section 3, within twenty (20) calendar days after the event or events giving rise to the grievance occurred, or within twenty (20) calendar days after those events should have reasonably been known.

Section 5. Any time limit imposed upon the handling of grievances shall commence on the date of receipt. Any time limit so imposed shall be interpreted as calendar days.

Section 6. It is understood by the parties that the Union representative or an aggrieved employee may elect to resolve a grievance by first discussing it with the supervisor involved. Whether or not a discussion is held, and the grievance is not resolved, it shall be presented in writing to the Employer as provided for in Section 3. and Section 4. above, and it shall be processed in the following manner:

Step 1: Grievances shall be presented in writing to the aggrieved employee's immediate supervisor for discussion with the Union Steward and the grievant if the aggrieved employee is willing and able to attend. The discussion with the supervisor or his or her designee shall be held promptly after receipt of the grievance and within seven (7) calendar days. The supervisor or designee's written answer shall be made available to the Union Steward within five (5) calendar days after the Step 1 discussion.

Step 2: If no mutually acceptable conclusion is reached in Step 1, the grievance shall then be presented, in writing, to the Employer's Human Resources representative, or designee, which individual shall handle second step grievances for all sites within

ten (10) calendar days after the receipt by the Union Steward of the written answer derived from the Step 1 discussion. The matter shall be investigated and discussed by the Human Resources representative, or designee, including such Employer representatives as are needed or appropriate, with the designee(s) of the Union, the grievant if appropriate, and if the aggrieved employee is willing and able to attend. This meeting shall take place within seven (7) calendar days of the request unless mutually waived. The Human Resources representative, or designee, shall render a decision in writing to the Local Union President, or designee, within fourteen (14) calendar days of the Step 2 discussion.

- Step 3: If no mutually satisfactory conclusion is reached at the end of Step 2, either party to this Agreement shall give notice of its desire to arbitrate the grievance by sending a letter to the Federal Mediation and Conciliation Service (FMCS) within forty-five (45) calendar days after receipt of the Step 2 answer, which:
- a.) requests arbitration identifying the grievance and including whatever forms are required by the Mediation Service; and
 - b.) requests the Mediation Service to send to each party a list of seven (7) names of arbitrators.

Section 7. No later than fourteen (14) calendar days following receipt of the copy of the lists, a representative of each party shall alternately strike a name until one name is left. The determination of who strikes first may be made by the coin toss with the loser making the first strike. The remaining name shall be the arbitrator for that grievance. Either party may reject a panel of arbitrators and request one additional panel.

Section 8. Any grievance not answered within the specified time periods may be appealed to the next Step of the Grievance procedure immediately. Grievance may be entertained at any Step or the time limits may be changed at any Step by mutual consent of the parties in writing. Failure to timely appeal any grievance will close the grievance.

Section 9. The cost and the expense of the arbitrator and the hearing room shall be shared equally by the parties. All other expenses shall be borne by the party incurring them, and neither party shall be responsible for the costs of the other.

Section 10. Not more than a single grievance arising under this Agreement may be arbitrated in a single proceeding before an arbitrator unless by mutual agreement in writing signed by the parties.

Section 11. Any grievance which the Employer may have against the Union shall be reduced to writing and submitted to the chief steward who will promptly arrange a meeting at the Step 2 level of this procedure.

Section 12. A grievance alleging discharge without just cause or grievances concerning layoffs due to a reduction in the work force shall be reduced to writing within seventy-two (72)

hours of the Local Union's receipt of written notice of the discharge or notice of layoff or within seventy-two (72) hours after the events should reasonably have become known to the Local Union, and shall be submitted at Step 2. of this procedure.

Section 13. The award of an arbitrator shall be final and binding on the Union, its members, the employee or employees involved and the Employer.

Section 14. The decision of the arbitrator may or may not include "make whole" decisions with respect to back pay, provided, however, if an arbitrator shall award back wages covering the period of an employee's separation from the Employer's payroll, the amount as awarded shall be less any unemployment compensation received or other compensation from any source, which the employee would not have received or earned had they not been suspended or discharged, and provided further that any wages from another job with another employer held by the employee at the time of the suspension or termination will not be the basis for any reduction in back pay awarded.

Section 15. The arbitrator shall have no authority to alter, amend or change in any way the terms and conditions of this Agreement and shall confine their decision to a determination of the facts and interpretation, administration of, and compliance with the terms of the Agreement.

Article 13 Probationary Period

Section 1. All full-time, regular part-time and part-time employees shall be probationary for a period of ninety (90) calendar days following their date of hire inclusive of the orientation period.

Section 2. The Employer may at its option extend the probationary period by thirty (30) calendar days by giving notice of extension in writing to the employee, inclusive of a plan of correction, seven (7) days prior to the expiration of the ninety (90) calendar day probationary period. Further, if the employee is absent for three (3) or more scheduled work days during the probationary period, the period will automatically be extended by the number of hours the employee was absent.

Section 3. During the probationary period or any extension hereof, the Employer may discipline, or discharge, a probationary employee without recourse to this Agreement.

Article 14 Categories of Employees

Section 1. A regular full-time employee is defined as one who is regularly scheduled to work forty (40) hours in a work week (or eighty [80] hours in a pay period).

Section 2. A regular part-time employee is defined as one who is regularly scheduled to work less than forty (40) hours in a work week but works a minimum of forty (40) in a pay period.

Section 3. A per diem employee is defined as one who is scheduled as per Article 15 of this agreement.

Section 4. A temporary employee is defined as one who is scheduled as per Article 16 of this agreement.

Article 15 Per Diem Employees

Section 1. A per diem employee is one that works on a day-to-day basis in accordance with the provisions of this article. Per diem employees will not be guaranteed to work a specific number of hours.

Section 2. When a per diem position in the bargaining unit is vacant, it must be posted and filled in accordance with Article 40, Job Bidding, before it can be offered to an external candidate.

Section 3. Per diem employees will have seniority as defined in Article 39, Seniority.

Section 4. Orientation:

- a.) Orientation requirements will be determined by the manager.
- b.) Per diem employees will be required to complete the annual review packet.

Section 5. Per diem employees will not be used to permanently replace regular employees. Per diem employees will be required to work three (3) shifts per month.

Section 6. Per diem employees will be scheduled as follows:

- a.) Per diem employees will submit their time requests as per Article 17, Hours of Work and Work Schedules. Per diem time requests will be considered after the requests of full-time and part-time employees. The Employer will make a reasonable effort to accommodate these requests.
- b.) Per diem employees shall give the Employer at least four (4) hours notice for cancellation of any given shift.
- c.) The Employer shall give per diem employees at least one (1) hour notice of cancellation of services for any scheduled shift.

Section 7. Benefits:

- a.) Per diem employees are not entitled to paid time off.
- b.) Per diem employees shall continue at the pay step they leave as a regular employee. External applicants shall be hired and shall receive step increases as per Article 19 Salaries. Per diem employees shall receive step increases as per Article 19 Salaries, as well as negotiated wage increases.
- c.) Overtime provisions negotiated shall also apply to per diems.
- d.) All differentials shall be paid if applicable.
- e.) Per diem employees shall be able to participate in any Employer group medical insurance plan that permits the enrollment of per diem employees. However, the Employer shall not be required to pay any part of the per diem employee's premium.
- f.) Per diem employees shall be eligible for the Retirement Plan in accordance with the provisions of each plan.
- g.) Per diem employees are entitled to Workers' Compensation and New York Disability benefits.
- h.) Any extended sick bank time accrued as a full-time or regular part-time employee shall be retained for the duration of their employment.
- i.) If a per diem employee changes status to a full-time or regular part-time status, the employee shall begin to earn accrual of all benefit time (paid time off) based on their years of continuous employment from their original date of hire.
- j.) Per diem employees shall be entitled to all Employer discounts (i.e., hospital discounts).

Section 8. Employees who transfer to a per diem position shall not lost any paid time off, earned prior to the transfer. The employee shall be paid all accrued, unused paid time off.

Article 16
Temporary Employees

Section 1. A temporary employee is an employee hired from outside of, the Employer for a specific job of limited duration not exceeding six (6) months. It is understood, however, that circumstances may exist that require an extension of up to three (3) months. At the expiration of the six (6) month limit, or any extension thereof, the Employer will be required to either delete the temporary position or post it in accordance with Section 5. below.

Section 2. Temporary employees will not be utilized to do bargaining unit work which can be performed by available laid off employees.

Section 3. Temporary employees will not be considered members of the bargaining units and will not be entitled to the protections provided for by this Agreement. Temporary employees are not entitled to benefits.

Section 4. If a temporary employee is selected to fill a permanent position, the employee's original date of hire will be maintained. The temporary employee must complete a full probationary period. The probationary period will be determined according to the temporary employee's original date of hire and the time actually worked in the temporary position, not to exceed ninety (90) days. If a temporary employee is selected to fill a permanent position other than the position worked while in a temporary status and the probationary period has been worked, the employee will serve a trial period as per Article 40, Job Bidding.

Section 5. If the Employer desires to permanently fill a position that has been filled by a temporary employee, the position shall be posted and filled through the normal process as outlined in Article 40, Job Bidding.

Article 17

Hours of Work and Work Schedules

Section 1. The work week for all employees covered by this Agreement will begin at 12:00 am on Monday each week and end the following Saturday at closing.

Section 2. The normal work week for employees will be forty (40) hours Monday through Saturday between 7:00 am and 6:00 pm, exclusive of a thirty (30) minute unpaid lunch daily.

Section 3. Should it be necessary to make a change in the scheduling method or starting and ending times, the Employer will produce a suggested change in writing at least thirty (30) calendar days prior to its proposed implementation and give the Union an opportunity to write and present a proposal for discussion regarding the change prior to the date of implementation.

Section 4. Changes in work schedules will be posted one (1) week in advance of the time the employee is expected to work. Posted work schedules may not be changed without the knowledge and agreement of the responsible manager and the affected employee.

Section 5. On occasion employees may be required to work at a different site to cover staffing and/or volume needs. Employees will be given advanced notice of any changes in their normal work schedules.

Section 6. Each employee will be given a fifteen (15) minute rest period with pay at a natural bread point in work operations near the mid-point of the first one-half of his/her shift and the second one-half of his/her shift.

Section 7. Each employee shall have a thirty (30) minute unpaid break near the mid-point of his/her shift for lunch. Employees must notify their supervisor, if available, when they are unable to take a meal break, except where the employee's position does not allow them to leave their work site.

Section 8. Time worked shall be recorded by an automated time system, at the Employer's option.

**Article 18
Call-In Pay**

Four (4) hours pay of a minimum of four (4) hours work shall be provided to employees called to work for a work assignment outside their regular scheduled work hours. Being called back to work for the purpose of this Article, does not include being held over or starting early.

**Article 19
Salaries**

Section 1. a.) This section will be effective the first full pay period in May 2007:

Grade	Start Rate	1 yr.	2 yr.	3 yrs.	4yrs.	8 yrs.	12 yrs.	16 yrs.
	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	Step 7	Step 8
Pharmacy Clerks	9.00	9.27	9.55	9.83	10.13	10.43	10.75	11.07
Pharmacy Technicians	11.65	12.00	12.36	12.73	13.11	13.51	13.91	14.33
Reimbursement Specialist	12.45	12.82	13.21	13.60	14.01	14.43	14.87	15.31

b.) This schedule will be effective the first full pay period in May 2008 and will represent a three percent (3%) increase in the base rate:

Grade	Start Rate	1 yr.	2 yr.	3 yrs.	4yrs.	8 yrs.	12 yrs.	16 yrs.
	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	Step 7	Step 8
Pharmacy Clerks	9.27	9.55	9.83	10.13	10.43	10.75	11.07	11.40
Pharmacy Technicians	12.00	12.36	12.73	13.11	13.51	13.91	14.33	14.76
Reimbursement Specialist	12.82	13.21	13.60	14.01	14.43	14.87	15.31	15.77

c.) This schedule will be effective the first full pay period in May 2009 and will represent a three percent (3%) increase in the base rate:

Grade	Start Rate	1 yr.	2 yr.	3 yrs.	4yrs.	8 yrs.	12 yrs.	16 yrs.
	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	Step 7	Step 8
Pharmacy Clerks	9.55	9.83	10.13	10.43	10.75	11.07	11.40	11.74
Pharmacy Technicians	12.36	12.73	13.11	13.51	13.91	14.33	14.76	15.20
Reimbursement Specialist	13.21	13.60	14.01	14.43	14.87	15.31	15.77	16.24

Section 2. In addition to the base pay, preceptor payment of one dollar and twenty-five cents (\$1.25) per hour shall be paid for all time in excess of one (1) hour that an employee is assigned to preceptor duties.

Section 3. The right to begin new employees in the above Step 1 through Step 5, based on the Employer's assessment of that employee's prior related experience, is reserved to the Employer.

Section 4. Increases to Steps 2 through Step 5 shall occur on the first day of the payroll period following the appropriate anniversary date of the employee's assignment to that Step.

Section 5. Increases in Step 6, Step 7 and Step 8 shall occur on the employee's eighth (8th), twelfth (12th) and sixteenth (16th) anniversary date, respectively, of continuous service for the Employer.

Section 6. Paycheck errors of three (3) hours of pay or more will be corrected with a supplemental check upon request within two (2) business days.

Section 7. Job titles are listed below. If the Employer creates a new job, they will negotiate the salary with the Union.

JOB TITLES:

Grade 1

Pharmacy Clerk

Grade 2

Pharmacy Technicians

Grade 3

Reimbursement Specialist

**Article 20
Overtime**

Section 1. Overtime shall be paid to all employees covered by this Agreement. No employee will be required to work beyond the end of his/her scheduled shift but may volunteer to do so.

Section 2. Overtime shall be paid at one and one-half (1½) times an employee’s basis hourly rate (including shift differential) for actual hours worked in excess of forty (40) hours in a scheduled week.

Section 3. Scheduled paid time off, including personal days will be considered as time worked for the purpose of computing overtime. Unscheduled paid time off will not be considered as time worked for the purpose of computing overtime.

Section 4. All employees who are required to remain at work due to inclement weather or an extreme emergency will be paid at one and one-half (1½) times the employee’s regular hourly salary.

Section 5. Overtime must be authorized in advance by the appropriate supervisor or designee, if available.

**Article 21
Paid Time Off**

Section 1. All full-time and regular part-time employees are eligible for Paid Time Off (PTO) according to the following schedules.

PTO			
Years of Service	Accrual Rate Per Hours	Maximum Annual PTO Hours	Maximum Annual PTO Days
End of probation to Last Day of 4th Year	.1000	208	27
First Day of 5th Year to Last Day of 9th Year	.1192	248	32
First Day of 10th Year to Last Day of 24th Year	.1384	288	37
First Day of 25th Year	.1538	320	41

Section 2. All full-time and regular part-time employees are eligible for extended sick time according to the following schedule.

ESB		
Accrual Rate Per Hours	Maximum Annual ESB Hours	Maximum Annual ESB Days
0.0231	48	6

Section 3. Each eligible employee will be assigned a Paid Time Off (PTO) bank to accumulate hours to use for all paid time off. In addition to PTO, each eligible employee will be assigned an Extended Sick Bank (ESB) for use during periods of short-term disability or during period of workers' compensation or periods of work related illness or injury resulting in absence of less than seven (7) days.

Section 4. Eligible employees shall accrue PTO at a rate based on years of service as defined by their date of hire, and ESB as detailed in the tables above. PTO is accrued on all hours worked up to eighty (80) hours in a pay period. Newly hired employees will begin accruing PTO upon the completion of the probationary period.

Section 5. Employees are eligible for, and may use PTO as it is earned. Earned hours are those hours that are accrued and accumulated in the PTO bank and owned by the employee. Hours are banked on the Monday following pay day each pay period.

Section 6. The employee's pay check stub should reflect the net PTO and ESB balances, as well as any time in his/her transitional bank, as of the beginning of the previous pay period.

Section 7. An employee changing from part-time or per diem status to either full-time or regular part-time status shall begin earning PTO from the first day of the pay period worked in the new status.

Section 8. PTO is an accrual system with paid leave time earned for each hour paid as well as for each hour of excused absence, or other paid leave time which substitutes for regular work hours, up to the maximums outlined in Section 1 above.

Section 9. Scheduled PTO will be considered as time worked for the purpose of computing overtime.

Section 10. PTO should be scheduled in advance of the time block with at least forty-eight (48) hours notice and will be approved in the same manner as routine time requests. Up to two (2) shifts of paid time off will be designated for personal reasons. PTO for personal emergencies will be granted with twenty-four (24) hours notice. Unscheduled absences must be reported at least one (1) hour prior to the start of the employees shift. PTO will be paid for all hours of a scheduled or unscheduled shift or partial shift. Employees do not have the option to take time without pay except for excused absence time.

Section 11. The new plan year begins on the first day of the first pay period of the new calendar year. The PTO plan year ends on the last day of the last pay period of the calendar year.

Section 12. Employees will not be scheduled to work on New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. If a major holiday falls

on a Saturday, Friday will be considered the holiday. If a major holiday falls on a Sunday, Monday will be considered the holiday. If a part-time employee does not request a day off, the employee will be scheduled for PTO on the holiday. Finally, if the pharmacy closes to extend the holiday period, all employees normally scheduled to work must utilize a PTO day.

Section 13. PTO will not be paid when the employees do not report to work for the last scheduled shift before a holiday or the first scheduled shift after a holiday.

Section 14. Requests for PTO of one (1) or more consecutive weeks will be requested on the appropriate form as follows: The request must be filed with the Supervisor at least 30 days prior to the requested time off. The employee will be advised within seven (7) days whether the request is approved or denied. If there is a conflict in PTO selection between two (2) or more employees, the highest seniority date will govern. Once time has been approved, it cannot be pre-empted by a more senior employee.

Section 15. If a benefit earning employee transfers to a non-benefited position or is laid off, available PTO hours will be paid out in cash in the pay period following the transfer of status or layoff. ESB hours will be frozen until the employee returns to a category of employment which receives benefits, at which time the ESB will be re-established to the same number of hours in the ESB at the time the bank was frozen.

Section 16. An eligible employee may voluntarily donate a portion of his/her own PTO benefit hours to another benefited employee who is away from work on an approved leave for disability, or personal leave of absence for hardship reasons. PTO donations however, may not begin until the employee off on leave has stopped accruing PTO and that time has been utilized. The employee will be eligible to give hours from his/her own accrued balance of PTO. Time donated will be converted to a dollar value which will in turn be converted to the equivalent hours of time based on the recipient's hourly rate. An employee may donate up to forty (40) hours from their accrued balance in each PTO Plan Year. Donations may be made from accrued, unused PTO only. ESB Hours are not eligible for donation. Once donated, the gift is irrevocable. Recipients of donated PTO are eligible to be paid up to eighty hours (80) of PTO per pay period.

Section 17. Employees on New York State disability or workers' compensation will continue to earn PTO and ESB hours as long as they continue to be paid from either their PTO or their ESB bank.

Section 18. There is no limit on the amount of time that can be accumulated in the ESB during the employee's total service with the Employer.

Section 19. Employees may request PTO hours over and above the accrued balance in their PTO bank up to a maximum of forty (40) hours for full-time employees and to a maximum of twenty-four (24) hours for regular part-time employees. It is understood that utilization of negative PTO hours will only extend through the last full pay period of May of each calendar year.

Section 20. If an employee terminates employment for any reason, including retirement, all accrued, unused PTO shall be paid out in cash in the second pay period following termination. If the PTO bank is negative at the time of termination an amount equal to the employee's hourly pay rate at the time of termination, times the hours necessary to bring the bank back to zero will be withheld from the employee's last paycheck.

Section 21. Annually, at the close of the PTO plan year, the Employer will provide a listing of the ending PTO and ESB balances for each employee. Eligible employees will be offered several options for utilization of accrued PTO. There will be an automatic carryover of up to forty (40) hours for full-time employees and twenty-four (24) hours for regular part-time employees.

- a.) Any PTO balance in excess of the required carryover amount, as defined in this section, will be bought out in cash based on the rate of pay in effect at the time payment is made and automatically included in the employees paycheck, after the end of the first six (6) full pay periods in the new plan year.
- b.) Carryover hours must be used by the end of thirteen (13) pay periods. It is the employee's responsibility to request and use carryover hours. If an employee makes a good faith effort to use carryover time, but their requests are denied, the remaining hours will be bought out in cash and payment made by the last pay period in July. Otherwise unused carryover hours as of the end of pay period thirteen (13) will be transferred to the employee's ESB.

Article 22 Flexible Benefits Plan

Section 1. The Employer will make available to full-time and regular part-time employees flexible benefits plan. The flexible benefits plan includes the following options:

- a.) Health Insurance;
- b.) Dental Insurance;
- c.) Vision Insurance;
- d.) Health Care Flexible Spending Account;
- e.) Dependent Care Flexible Spending Account;
- f.) Employee Supplement Life Insurance;
- g.) Dependent Life Insurance (Spouse/Child);
- h.) Supplemental Accidental Death & Dismemberment Insurance;
- i.) Long Term Disability Insurance.

Section 2. The plan is a section 125 cafeteria plan. Employee elections may be made when employees become eligible, or during the annual open enrollment period. Elections may be changed only during open enrollment periods, or within thirty (30) days of a qualified family status change as defined by the Internal Revenue Service.

Section 3. Employee contributions to the medical and dental flexible spending accounts, and accidental death & dismemberment plans will be deducted from employees' pay on a pre-tax basis. Employee contributions to supplemental life, dependent life, and long term disability insurance will be deducted from employees' pay on an after-tax basis.

Section 4. Flexible Spending Accounts:

Employees may contribute pre-tax dollars from their pay to a health care and/or dependent care flexible spending account, up to the annual limits specified in the plan document, and will be reimbursed for eligible expenses as defined in the plan document.

Section 5. Accidental Death & Dismemberment (AD&D):

Employees may elect AD&D coverage for themselves and eligible dependents. This coverage supplements any employer-provided AD&D coverage.

Section 6. Long Term Disability:

Employees may elect long term disability insurance for themselves. Plan descriptions are available in all Human Resources departments.

Article 23 Health Insurance

Section 1. The Employer will make the following health plans available to all full-time and regular part-time employees covered by this Agreement:

- a.) Univera Healthcare;
- b.) Community Blue HMO 203 & HMO 203+;
- c.) Independent Health Encompass "C"

Section 2. In the event that any of the carriers decides to phase out or change any of the current coverage provisions and/or riders listed in this Agreement, the most comparable coverage provision and/or rider offered by that particular carrier will be used as a replacement. In the event that any of the carriers decides to phase out the complete plan, then the Employer will allow the plan participants to select any of the other plans offered. If the Employer decides to add a new plan offering, then the Employer will notify the union at least thirty (30) days prior to the new offering.

Section 3. Eligible employees may apply for health insurance coverage at the time of Employment, when they transfer to an eligible status, within thirty (30) days of a qualified family status change, or during the annual open enrollment period held each November with coverage becoming effective the following January 1. An eligible employee may select single or family coverage.

Section 4. Coverage will begin on the first day of the month following or coinciding with completion of sixty (60) calendar days of employment for new hires. Employees may elect to begin coverage on the following January 1. An eligible employee may select single or family coverage.

Section 5. For employees who transfer to an eligible status, eligibility for coverage begins on the first day of the month following the status change, provided the employee has already completed sixty (60) calendar days of employment.

Section 6. Employees who terminate employment with the Employer for any reason will continue their health insurance to the last day of the month of termination. Deductions will be taken from the employee's final pay check.

Section 7. The Employer will contribute toward the cost of selected medical coverage a percentage amount based on the cost of the HMO plan with the lowest premium listed in Section 1. above.

Effective	7/1/07	1/1/10	1/1/11
a.) Full-time single	90%	90%	90%;
b.) Full-time family	80%	90%	90%;
c.) Regular Part-time single	57.5%	70%	75%;
d.) Regular Part-time family	55%	70%	75%.

Contributions to premium payments by the Employer shall not begin until the first of the month following sixty (60) days of employment. For changes in employment status, employee contributions will begin/change on the first day of the month following the status change.

Section 8. For the self-insured prescription plan, the Employer contribution will be based on the cost as experienced under that plan. This cost will be added to the insured premium cost for the plans listed under a.), b.) and c.) in Section 1. above in computing the lowers cost and applying the above percentages.

Section 9. Employees who retire from Kaleida Health will be eligible to participate in the health plan they are enrolled in at time of retirement, or switch to medicare plan offered by the same carrier of the plan they participate in at time of retirement subject to the insurance company's underwriting requirements. The retiree will be responsible for 100% of the cost of the plan.

Section 10. All full-time and part-time employees covered by this Agreement will be eligible to waive medical coverage and elect to receive a \$30.00 per week (\$60.00 per pay period) opt-out cash payment for full-time employees and regular part-time employees. Employees must complete the enrollment process and elect the opt-out credit in order to receive these payments.

Section 11. The following riders will be added to all health plans where applicable:

- a.) Durable medical equipment at 50% co-pay;
- b.) Inpatient Detoxification.

Section 12. A two hundred and fifty dollar (\$250) inpatient hospital co-pay will be incurred at all non-Kaleida facilities with the following exceptions:

- a.) Kaleida doesn't offer the service;
- b.) if an emergency can go to the nearest hospital;
- c.) if an out-of-town emergency occurs; and
- d.) Roswell Park Memorial Institute services.

Section 13. The following prescription drug co-pays will apply:

	<u>Tier 1</u>	<u>Tier 2</u>	<u>Tier 3</u>
a.) Kaleida Health facility	\$5	\$15	\$35
b.) Non-Kaleida Health facility	\$10	\$20	\$40

The mail order program and maintenance drug program will continue at the three (3) months of prescription for two (2) months of co-pay level.

Section 14. It is understood the following access issues exist.

- a.) Pharmacy access in all acute care sites.
- b.) After hours access for non-maintenance and urgent/emergent medications.

Until the access issues are addressed, Kaleida health employees will have access to the four (4) Walgreens Pharmacies offering 24 hour service at the Kaleida Health facility co-pays.

Article 24 Dental Plan

Section 1. The Employer will make available to all full-time and regular part-time employees the following Nova Dental Plan:

a.) Preventative	100% after co-pay;
b.) Basic Restorative	100% after co-pay;
c.) Major Restorative	50% after co-pay;
d.) Orthodontics	50% after co-pay;
e.) Office visits co-pay	\$5.00
f.) Annual maximum Benefit	\$1,250 per person
g.) Lifetime Orthodontics Max Benefit	\$1,000 per person
h.) Dependent Coverage – to age 19 (23 if full-time student)	

Section 2. Eligible employees may apply for coverage at the time of employment, when they transfer to an eligible status, within thirty (30) days of the qualified family status change, or during the annual open enrollment period held each November with coverage becoming effective January 1. An eligible employee may select single or family coverage.

Section 3. Coverage will begin on the first day of the month following completion of sixty (60) calendar days of employment for new hires.

Section 4. For employees who transfer to an eligible status, eligibility for coverage begins on the first day of the month following the status change, provided the employee has already completed sixty (60) calendar days of employment. Otherwise, coverage begins on the first day of the month following sixty (60) days of employment.

Section 5. The employee will pay the entire cost of the monthly premium.

Article 25 Hospital Discounts

Section 1. All eligible employees and their dependents will be provided a health services discount by the Employer.

- a.) Eligible employees will be defined as all full-time, regular part-time, part-time, per diem, laid-off and retired employees, including those on an approved leave of absence, who have completed their probationary period.
- b.) Dependents will be defined as spouse/domestic partner, child (including stepchildren), father and mother (including stepfather and stepmother), sister, brother, father-in-law and mother-in-law.

Section 2. Health service discounts shall be provided as follows:

	Covered by Medical/ Dental/Vision Insurance	Not Covered by Medical/ Dental/Vision Insurance
Hospital Room	100% discount on difference between private and semi-room.	100% discount on difference between private and semi-private room.
Inpatient Services	N/A	40% discount.
Pharmacy	Over-the-counter medications available at cost plus 10% if purchased by employees at CHOB pharmacy, BGH pharmacy or the gift shops at MF Gates, MF Suburban or DeGraff. 15% discount on retail price of over-the-counter medications at Family Pharmaceuticals (including the High St. site) for employees, spouses and dependent children only.	Over-the-counter medications available at cost plus 10% if purchased by employees at CHOB pharmacy, BGH pharmacy or the gift shops at MF Gates, MF Suburban or DeGraff. 15% discount on retail price of over-the-counter medications at Family Pharmaceuticals (including the High St. site) for employees, spouses and dependent children only.
Outpatient Services	75% discount on services not covered by insurance. Eye clinics - optical services excluded. Discount applied to charges not covered by medical or vision insurance. Dental clinics - orthodontia and certain major restorative services excluded.	40% discount, including emergency department. Eye clinics - optical services excluded. Dental clinics - orthodontia and certain major restorative services excluded.
Home Covered Services	40% discount on services not covered by insurance.	40% discount.
Insurance Copayments, Coinsurance and Deductibles	40% discount on amounts over \$15. Copayments of \$15 and under waived with proof of eligibility.	N/A

Section 3. There will be no telephone rental service charge for employees and dependents. All long distance charges will be paid for by the employee or dependent.

Section 4. The discounts do not apply to:

- a.) unauthorized services and services in excess of insurance plan limits;
- b.) prescription medications;
- c.) physicians' charges;
- d.) charges for any elective cosmetic surgery;
- e.) charges for orthodontia, certain major restorative dental services, or purchased dental appliances including dentures;
- f.) charges for in vitro fertilization;
- g.) charges for experimental procedures;
- h.) charges for medical devices;
- i.) personal services;
- j.) or any service which is not supplied by the Employer.

Section 5. Health service discounts will be applied at the time of payment. The bill to be discounted must be brought to patient accounts and will be processed as follows:

- a.) the employee will need to present the bill, and must show his/her Kaleida Health badge at the time of payment; or
- b.) if the employee's family member presents the bill, they must bring it to patient accounts and complete a verification form;
- c.) patient accounts will calculate the discount, and the employee or family member must pay the balance at that time.

Article 26 Life Insurance

Section 1. The Employer agrees to pay the full cost for Basic Life Insurance for all full-time and part-time employees covered by this Agreement equaling one (1) times the employee's base salary rounded to the next higher \$1,000, up to \$500,000.

Section 2. Supplemental Life Insurance will be made available to all employees covered by this Agreement. Employees may select additional coverage from one (1) to three (3) times their annual base salary, in annual base salary increments, up to a maximum of \$250,000.

Section 3. Dependent Life Insurance will be made available to all employees covered by this Agreement. Employees may select coverage of \$10,000 to \$30,000 in \$10,000 increments for a spouse, or \$2,000 or \$4,000 for each eligible child. Dependent life insurance may require Evidence of Insurability.

Section 4. Accidental Death and Dismemberment (AD&D) Insurance will be made available to all employees covered by this Agreement. Employees can choose coverage from one (1) to five (5) times their annual salary, in annual base salary increments, up to a maximum of \$500,000.

Section 5. The plans described in Sections 2, 3 and 4 above will be provided at discounted group rates and the Employer reserves the right to change carriers at any time subject to reasonable notice to the union.

Article 27
Tax Sheltered Annuities

Section 1. The Employer will make available to all employees covered by this Agreement a tax sheltered annuity. Employees currently contributing to an existing program may continue to contribute to that particular plan. Employees who establish a Tax Sheltered Annuity after the effective date of this Agreement will do so under the Lincoln Alliance Tax Sheltered Annuity program.

Section 2. The Employer will forward to the appropriate annuity program, the money deducted from the Employee's paycheck, within fourteen (14) days from the end of the pay period.

Article 28
Retirement Plan

Section 1. The Employer agrees to continue to provide all eligible employees covered by this Agreement retirement benefits through the Kaleida Health Pension Growth Plan. Pay Credits will be made to an employee account based on years of service and compensation as follows:

<u>Years of Service</u>	<u>Pay Credits</u>
1 but less than 5 years	3% of compensation
5 but less than 10 years	4% of compensation
10 years of more	5% of compensation

Section 2. The Employer will also make available to all eligible employees covered by this Agreement the Kaleida Health Savings/Investment (401(k)) Plan – a qualified retirement savings plan to which employees may make pre-tax contributions (up to IRS limits).

Section 3. The Employer will match employee contributions in to the 401(k) Plan up to fifty percent (50%) of the first two percent (2%) of employee contributions as well as twenty-five percent (25%) of the next two percent (2%) of employee contributions.

Article 29

Restricted Duty Program

Section 1. A return to work program has been established and shall be available for those employees who become physically unable to perform the full scope of their current job for a specified amount of time due to illness or injury that results in an approved NYSDBL, Workers' Compensation claim, or who is otherwise deemed disabled. This program will also apply to employees who become physically unable to perform the full scope of their current job, for a specified period of time, due to illness or injury.

Section 2. When an employee, who is currently absent due to illness or injury is deemed able to return to work with restrictions, by the employees' private medical doctor or when an employee is physically unable to perform the full scope of their job for a limited duration, the employee shall be assigned restricted duty as follows.

- a.) Employee must provide the Employer with a copy of his/her medical documentation.
- b.) When required, a return to work physical will be performed, within five (5) calendar days of such request to determine the appropriateness for placement of the employee into restricted duty or full duty.
- c.) The employee's restrictions or diminished work capacities will be clearly defined and the restrictions will be stated in a way that the specific accommodations can be made.
- d.) The initial assignment of restricted duty will be for a period not to exceed six (6) weeks and renewable for a second period not to exceed six (6) weeks.
- e.) Assignment to a restricted duty position will be at the employee's current rate of pay and category of employment.
- f.) It is understood that an employee's restriction may require that he/she work less hours than the normal category of employment requirements. In that instance, the category of employment requirements will be waived. If an employee works in a restricted duty capacity and disability or workers' compensation payments are reduced or eliminated, the employee will be entitled to banked time from their Extended Sick Bank to ensure a full pay check. The employee and the Employer may mutually agree to waive the shift requirement.
- g.) The Employer shall provide a minimum of three (3) days written notice to the employee of the requirement to return to work.
- h.) If an employee is a candidate for restricted duty and the work assignment is made suitable to his/her physical condition, skill and qualification, that employee must report to work in that position.

- i.) Regardless of the work assignment all benefits and provisions of the employee's collective bargaining agreement will apply.

Section 3. An employee on restricted duty will not be used to cover a vacant position unless the employee is released to perform all of the assigned duties of that position.

Article 30 Leave of Absence

Section 1. A leave of absence without pay may be granted to all full-time and regular part-time employees covered by this agreement after one (1) year of continuous employment for the following reasons:

- a.) compelling personal;
- b.) educational purposes;
- c.) union business;
- d.) extended personal illness; and
- e.) per the Family and Medical Leave Act.

Leaves of absence will be granted automatically in the case of a workers' compensation or disability dispute, regardless of length of employment.

Leaves of absence shall not exceed six (6) months in duration. Employees may request a six (6) month extension before the end of the original six (6) month period. A request for leave of absence will not be denied arbitrarily. Requests for a leave of absence for maternity reasons will be granted. Requests for a leave of absence will not be approved for an employee who is working for another Employer, unless the second job was held prior to the leave request, or in a business owned by the employee, during the course of the leave of absence.

Section 2. An employee's application for a leave of absence must be made in writing to their supervisor, and except cases of emergency, must be submitted at least thirty (30) calendar days in advance of the date the leave is requested to begin. The request must include the beginning and ending dates of the leave being requested. If the request is granted it shall be the employee's responsibility to arrange for coverage of the cost of any employee benefit programs they wish to continue during the leave of absence. The Employer will not contribute toward the cost of any employee benefit program other than basic life insurance while an employee is on a leave of absence, with the exception of a leave of absence under the FMLA (see Section 8 below).

Emergency leaves of absence will be granted upon request in the following circumstances:

- a.) to pregnant employees where there is a potential threat to the employee's pregnancy;
- b.) serious illness or injury of an immediate family member or dependent; and
- c.) for a death in the immediate family.

Section 3. Employees who are elected or appointed to office in the Union which represents the employees in the bargaining unit covered by this Agreement, will be granted a leave of absence. Such leave of absence shall be without pay, without loss of seniority, and with continuation of health insurance, life insurance, retirement and dental benefits. It is the employee's responsibility to arrange for coverage of any deductions usually taken from salary checks for these benefits and failure to make such arrangements with the Human Resources representative will be cause for the Employer to terminate the benefits during the leave of absence. The employee will return to last prior position and shall be applied for as provided in Section 2. above.

Section 4. The granting of a leave of absence will protect the employee's hire date for all purposes for which a hire date is used. If an employee returns from a leave of absence within ninety (90) days, or up to a semester for an educational leave, from the effective date of the leave, then he/she will be returned to his/her original position. If an employee returns after ninety (90) days, or up to a semester for an educational leave, from the effective date of the leave, then he/she will be returned to a position of equal rank and status if such a position is available. Every reasonable effort will be made for an employee to return to the position held when the leave began. If there is no such position, the employee would then be placed on layoff status. It is understood that once an employee is on layoff status, that employee will be entitled to all recall rights outlined in the Article 41, Seniority. An employee returning from a leave of absence should contact their supervisor at least seven (7) calendar days prior to the expected return date to determine whether a suitable position is available.

Section 5. The returning employee may need to obtain medical clearance from his/her private medical doctor prior to returning to work following a leave of absence. If an employee is not medically cleared to return to work, they will be eligible to apply for New York State Disability. Employees returning to work following a leave of absence for other than personal illness shall obtain medical clearance only if they missed their yearly health screens while on leave. Employees returning to work from a leave of absence must make arrangements to re-enroll in their benefits.

Section 6. Failure to return to work on the first work day following expiration of a leave of absence or an extension thereof, will be considered as a voluntary termination of employment, except in instances when the expiration date of an approved leave of absence falls within a period for which the employee is receiving New York State Disability benefits.

Section 7. Employees who take a leave of absence may return to work prior to the scheduled expiration date of the leave after complying with Sections 4. and 5. above.

Section 8. Family and Medical Leave Act (FMLA)

- a.) An unpaid personal leave of up to twelve (12) weeks during any twelve (12) month period related to a family medical necessity, for employees covered by this Agreement, will be granted under the provisions of the Family and Medical Leave Act of 1993 and this collective bargaining agreement. Family medical necessity will be defined as:

- (1) For a birth, or placement of a child with the employee for adoption or foster care and to care for such new child.
- (2) In order to provide care for a son, daughter, spouse, parent, dependent or domestic partner who has been diagnosed with a serious health condition.
- (3) For a leave for the employee's own "serious health condition", if the condition makes the employee unable to perform the daily functions of his/her position.

If an employee's spouse is also an employee, each may take twelve (12) weeks of leave as provided herein.

b.) Leaves of absence will be granted under the provisions of the Family and Medical Leave Act of 1993 under the same terms and mechanisms outlined in Sections 1. and 2. or after the employee has reached 1,040 hours of service, inclusive of all paid time-off, and union representation time, paid or unpaid, during the twelve (12) month period preceding the leave. The form to be utilized in applying for all leaves should be obtained from Human Resources.

c.) The following definitions shall be applicable:

- (1) Son or daughter – a biological, adopted or foster child, step child, legal ward or child of a person standing in “loco parentis.” Dependent – a person who the employee will claim as a dependent on their federal income tax for the year in which the leave is taken.
- (2) Serious health condition – an illness, injury, impairment or physical or mental condition involving either:
 - (a) Inpatient Care involving at least an overnight stay in a hospital, hospice or residential medical care facility. FMLA leave based on this portion of the definition also extends to any period of “incapacity” (defined as inability to work due to the serious health condition or recovery from that condition), and any subsequent treatment (including examinations to determine the existence of a serious health condition), in connection with the inpatient care.

OR

(b) Continuing Treatment by a health care provider. FMLA leave based on this portion of the definition is available in any one or more of the circumstances described in (A) – (E) below:

(A) A period of incapacity of more than three (3) consecutive calendar days and any subsequent treatment or period of incapacity relating to the same condition that also involves:

- (i) treatment two or three times by a health care provider (or by others, under the supervision of or on orders of or referral by a health care provider), or
 - (ii) treatment by a health care provider on at least one occasion that results in a regimen of continuing treatment (e.g., a course of prescription medication or therapy requiring special equipment) under the supervision of the health care provider.
 - (B) Any period of incapacity due to pregnancy, or for prenatal care.
 - (C) Any period of incapacity, or treatment for such incapacity, due to a chronic serious health condition, which is defined as one that:
 - (i) requires periodic visits to a health care provider;
 - (ii) continues over an extended period of time; and
 - (iii) may cause episodic rather than a continuing period of incapacity (e.g., asthma, diabetes, epilepsy, etc.).
 - (D) A period of incapacity which is permanent or long term due to a condition for which treatment may not be effective. The employee or family member, dependent or domestic partner must be under the continuing supervision or, but need not be receiving active treatment by, a health care provider. (Examples include Alzheimer, severe stroke, or the terminal stages of a disease).
 - (E) Any period of absence to receive multiple treatments (including any period of recovery) by a health care provider (or under orders of, or on referral by, a health care provider), either for restorative surgery after an accident or injury, or for a condition that if left untreated would likely result in a period of incapacity of more than three (3) consecutive calendar days, such as cancer (chemotherapy, radiation, etc.), severe arthritis (physical therapy), and kidney disease (dialysis).
- d.) An eligible health care provider could be a doctor of medicine, an osteopathic doctor, a podiatrist, a dentist, a clinical psychologist, an optometrist, a chiropractor (for certain conditions), a nurse practitioner or nurse midwife, or certain Christian Scientist practitioners.
 - e.) An employee may take intermittent leave or may work a reduced leave schedule to reduce the usual number of hours per day or work week, as provided for by the

FMLA. Prior approval, as per the FMLA, will be required. An approved request for intermittent FMLA leave is active for a maximum of one (1) year and must be re-approved after one (1) year if intermittent leave is still needed. The employee may periodically be required to provide re-certification of the need for intermittent FMLA leave, but not greater than once in a thirty (30) day period. The Employer will require medical certification of a serious health condition from the employee's physician. Once the leave is certified, Corporate Benefits shall have the sole responsibility for requiring re-certification. Failure to provide medical certification when required may result in denial of the leave.

- f.) A "rolling" twelve (12) month period measured backward from the date an employee uses any FLMA leave is used to determine the "twelve (12) month period" in which the twelve (12) weeks of leave entitlement occurs.
- g.) Eligibility for leave based upon the birth or adoption of a child expires at the end of the twelve (12) month period beginning on the date of birth or placement.
- h.) In cases where the leave is foreseeable, the employee must provide the Employer with at least thirty (30) days advance notice of the leave. If the leave must begin in less than thirty (30) days, the employee should notify the Employer at the earliest time possible. If an employee fails to provide thirty (30) days notice for a foreseeable leave with no reasonable excuse for the delay, the leave may be denied until at least thirty (30) days from the day notice is provided.
- i.) Employees on a leave of absence granted under the provisions of the Family and Medical Leave Act of 1993 for illness of a family member will be entitled to medical and dental insurance coverage for a period of twelve (12) weeks if such employees are currently participating in the medical and dental plans. The twelve (12) week period of jointly paid health insurance, will include any period of disability for which the Employer has paid its share of the health insurance premiums.
- j.) Any employee on a leave of absence granted under the provisions of the Family and Medical Leave Act of 1993 for a period not to exceed twelve (12) weeks will be returned to his/her job at the end of the leave. If the leave exceeds twelve (12) weeks, he/she will be returned to a position of equal rank and status.
- k.) The time period for any period of absence which can be covered by FMLA, including NYS Disability or Workers' Compensation shall include and run concurrent with the time period for any leave required by the Family and Medical Leave Act.

Section 9. No employee shall be required to substitute accrued paid time off toward the aggregate of the leave but may substitute accrued paid time off to the leave if they so desire. The exception to this rule is in the case of an employee taking intermittent FMLA. In that instance, all time absent from work must be covered by accumulated PTO, if available.

Article 31 Military Leave

Section 1. Leaves of absence shall be granted to all employees entering active duty of the Armed Forces of the United States and those who are absent for the purpose of performing training duty or emergency service in the Armed Forces. Re-employment rights shall be in accordance with the requirements of the Uniformed Services Employment and Re-Employment Act of 1994, as amended from time to time, and/or regulations issued there under.

Section 2. Any employee who is engaged in military service, who enlists or is called to duty should notify their manager or supervisor two (2) weeks prior to the leave effective date, or as soon as notified of upcoming service. Military orders must be provided to management to verify the need for a military leave of absence. The employee will be placed on a leave of absence to cover the time away in service, provided the total leave of absence does not exceed a five (5) year period from the effective beginning date of the leave.

Section 3. Eligible service includes voluntary or involuntary service in one of the military branches of the armed forces of the United States, including:

- a.) active duty;
- b.) active duty for training;
- c.) initial active duty for training;
- d.) inactive duty for training purposes; and
- e.) full-time National Guard duty.

Branches of the military service include:

- a.) Army, Navy, Marine Corps, Air Force, Coast Guard
- b.) Reserve service in Army, Navy, Marine Corp, Air Force or Coast Guard
- c.) Army National Guard or Air National Guard
- d.) The Commissioned Corps of the Public Health Service
- e.) Any other designation issued by the President in time of national emergency or war.

Section 4. An employee ordered to annual active duty training with the National Guard or Reserve for two (2) weeks or more and who loses time from work as a result will be paid the difference between their regular basic rate of pay and their lower military training pay for up to thirty (30) days in a calendar year. The employee on military leave will be required to submit to human resources a statement of military earnings to receive reimbursement for the differential. Reimbursement will be paid by the payroll department in the employee's regular bi-weekly pay within two pay periods following submission of the military earnings statement. Per Diems are not eligible for the differential payment. Absence from work for inactive duty or for examinations to determine fitness for duty will not be eligible for the military differential. An employee who elects to use paid time off during the leave will not receive a military differential.

Part-time employees will be eligible for the military differential based on their regularly scheduled bi-weekly hours.

Section 5. Regular employees entering active duty in the Armed Forces of the United States will be given the paid time off to which they are entitled under the terms of this contract. If such employees do not elect to take their paid time off before leaving, they will be paid an allowance in cash equal to and in lieu of any paid time off which is due.

Section 6. Employees who enter the service receive military health care benefits automatically, and can enroll their dependents in separate health insurance plans for dependents (CHAMPUS) if they are called to serve for at least thirty-one (31) days. However, they also may want to continue their health insurance coverage. Employees on military leave and their dependents can receive continuation coverage in their health insurance plan for up to eighteen (18) months under COBRA. If the employee elects to cease medical coverage, the coverage will be reinstated when the employee returns to work. However, if the employee's period of military service is thirty-one (31) days or less, the employee would be entitled to continue their medical coverage under the same cost sharing arrangement as prior to the leave. Employees should contact Human Resources to make the necessary arrangements.

Section 7. For computation of pension benefits for a service member returning to his/her employment after a period of military service; compensation for the period of military leave is defined as compensation computed at a rate which the employee would have been earning if the employee had not taken a leave.

Article 32 Jury Duty

Section 1. In the event an employee is required to serve jury duty, the Employer shall compensate full-time and regular part-time employees for the difference between their regular normal earnings and their jury duty fees for a period not to exceed thirty (30) working days in each calendar year.

Section 2. Employees to be eligible for pay, will notify their immediate supervisor upon receipt of the jury duty notice. Employees will cooperate with the Employer in seeking exemption or rescheduling of jury duty whenever, in the judgment of the Employer, it is necessary.

Section 3. For scheduling purposes, day and evening shift employees will not be expected to work on the date they are required to serve (actually spend time on jury duty).

Section 4. When an employee is on call for jury duty, the employee shall report to work on any day they are not required to report for jury duty.

Article 33
Bereavement Leave

Section 1. All regular full-time and regular part-time employees who have completed probation will be eligible for bereavement leave following the death of a spouse/domestic partner, child, brother, sister, parents, stepparents, stepbrother, stepsister, stepchild or children, grandparents, grandchildren, mother-in-law or father-in-law, former legal guardian or foster child.

Section 2. Eligible employees will be excused from work with pay:

- a.) for three (3) consecutive scheduled work days up to a maximum of twenty five (25) hours, during the period of bereavement up to and including the funeral or memorial service; or
- b.) for five (5) consecutive scheduled work days, up to a maximum of forty (40) hours, during the period of bereavement including the funeral or memorial service for out of town funerals over four hundred (400) miles from Buffalo, providing the employee attends the funeral or memorial service.

An employee's immediate supervisor will make every effort to give the employee additional days off as needed utilizing paid time off or excused absence days.

Section 3. Payment for each day of bereavement leave as defined in Section 2. will be equivalent to the regular hours the employee was scheduled to work.

Section 4. In the event of the death of the employee's brother-in-law, sister-in-law, son-in-law, daughter-in-law or grandparents of spouse/domestic partner, a bereavement day for the funeral or memorial service will be given.

Article 34
Disability

Section 1. Employees who become disabled by a non-occupational injury or illness are entitled to the benefits outlined in the New York State Disability Benefits Law (NYSDBL) and this Agreement.

Section 2. All employees, except for high school students, are eligible for disability benefits under the NYSDBL after working four (4) consecutive weeks.

Section 3. All employees will follow the procedure outlined below in filing a disability claim and in qualifying for benefits:

- a.) An employee must be under the care of a health care provider (as defined in the NYSDBL) who certifies that the employee is unable to work due to an injury or illness that did not arise out of, or in the course of employment.
- b.) The employee must notify his/her manager that he/she is disabled and unable to report to work. The manager will call in the claim (or report it electronically) to the disability claims administrator within forty-eight (48) hours from when the disability is reported to the manager. The disability claims administrator will then contact the member for further information and will send to the employee a disability claim package.
- c.) It is the responsibility of the disability claims administrator to keep the employee updated on the claim status and any need for further medical documentation.
- d.) The employee and the employee's health care provider must supply all requested information to the disability claims administrator in order for the employee to receive NYSDBL benefits.
- e.) During the period of disability, the employee's wages will come from two (2) sources:
 - 1.) under the NYSDBL benefits, the employee will receive payments equal to fifty percent (50%) of his/her average weekly wage, up to the maximum benefit provided for by law. The average weekly wage is based on the last eight (8) weeks of employment immediately before the disability occurs. Benefits will be paid for a maximum of twenty-six (26) weeks of disability in a fifty-two (52) week period; and
 - 2.) from the Employer as outlined in Section 4. below.
- f.) There is a seven (7) day waiting period including weekends, during which no benefits will be paid. Benefit rights begin on the eighth (8th) consecutive day of disability.
- g.) Disability benefit payments will be mailed to employees directly from the insurance company and will be subject to Social Security, Medicare and withholding taxes. The first payment will arrive within four (4) business days after the fourteenth (14th) day of disability or four (4) business days after the receipt of the claim, whichever is later.
- h.) Employees who receive NYS disability payments are responsible for reporting benefits paid as taxable income. The disability claims administrator will send a form W-2 stating the amount of taxable benefits paid to each employee who received disability payments during the year.

- i.) The Employer or the disability claims administrator may require employees who are claiming disability benefits to submit to a medical examination by a health care provider designated by the Employer. Such examinations will be paid for by the Employer.
- j.) If an employee's disability satisfies the requirements of both the Family and Medical Leave Act (FMLA) and the NYSDBL, the time spent on disability will count toward the employee's twelve (12) weeks of annual leave under the FMLA. Employees contractual rights under the FMLA are outlined in Article 31, Leave of Absence.
- k.) An employee will not be eligible to receive NYSDBL benefits or supplemental PTO/ESB pay while working for another employer or working in a business owned by the employee or conducting any union business for which pay is received.

Section 4. An Extended Sick Bank (ESB) will be established and long term sick time accrued as per the Paid Time Off article included in the bargaining unit agreement. Time in the ESB is intended to provide income to employees during periods of disability, including the seven (7) day waiting period referred to in Section 1. above, who qualify for benefits as outlined in Section 3. above or who have an illness or injury certified by the employee's medical doctor.

- a.) There is no limit in the amount of time that can be accumulated in the ESB during the employee's service with the Employer.
- b.) The Employer will pay the difference between the employee's regular basic rate of pay including shift differential and the actual amount paid to the employee under the NYSDBL up to the limit of the employee's ESB.
- c.) When the actual period of disability exceeds the limits set by NYSBDL, the disabled employee can utilize his/her ESB as outlined in Article 22, Paid Time Off.
- d.) Long term sick leave accumulation is reduced from the ESB as follows:
 - 1.) one (1) day for each day paid for by the Employer where illness or injury is not covered by New York State Disability Insurance; or
 - 2.) after disability payments begin, employees may use ESB hours to supplement benefits up to the amount of their regular weekly pay.

If an employee depletes his/her ESB during an approved period of disability, the employee will be entitled to use any available hours in his/her paid time off bank, to supplement NYSDBL benefits up to the amount of his/her regular weekly pay.

Section 5. While an employee is disabled, the Employer will continue to contribute the Employer's share toward the employee's benefits outlined in the Agreement for a period of forty (40) weeks. Employees are responsible for paying the employee portion of these benefits.

Section 6. If an employee is still disabled after the benefits provided under the NYSDBL expire, the employee will continue to be classified as disabled as long as the disability continues to be certified by the employee's medical provider. If the disability will continue after the forty (40) consecutive week limit, the employee may apply for a leave of absence. During a personal leave of absence for the employee's disability, the employee may use ESB as stated in Section 4. of this article. The Employer will continue to contribute to the basic life insurance coverage only and employees must pay the full cost of any other benefits they wish to continue during the personal leave of absence.

Section 7. An employee who is preparing to return to work following a disability will follow the procedure outlined below:

- a.) The employee's health care provider must submit documentation to the Employer's disability claim administrator of the employee's ability to return to work.
- b.) The employee may be required to pass a fit-for-duty examination by the Employer's Employee Health Department prior to being authorized to return to work.
- c.) If the employee has any restrictions on regular duties, or with his/her regular hours of work, the employee's manager will be notified and the manager will view the employee's return to work in conjunction with Article 30, Restricted Duty Program, with the Americans with Disabilities Act (ADA), or with the Family and Medical Leave Act (FMLA).
- d.) If an employee does not return to active status or apply for an unpaid leave of absence by the date the employee's health care provider releases the employee to return to active work status, or by the end of the fifty-fourth (54th) consecutive week of a period of disability, the employee will be considered to have resigned from active employment.
- e.) When employees are certified as able to return to work, they will return to the position they held prior to their disability.

Article 35 Workers' Compensation

Section 1. Any employee, that sustains an injury or illness arising out of or in the course of employment are entitled to the benefits outlined in the New York State Workers' Compensation Law (NYSWCL) and this Agreement.

Section 2. The procedure to follow after a workplace injury or illness occurs includes the following:

- a.) An employee must be under the care of a health care provider who certifies that the employee is unable to work due to an injury or illness that did arise out of or in the course of employment. Upon the establishment of a PPO, the employee will be required to utilize a participating physician for the first thirty (30) days following the filing of a claim.
 - 1.) The Employer and the Union agree to establish a work group that will meet prior to the January 1, 2006 implementation of the PPO program with the purpose of expanding the list of participating physicians.
 - 2.) In the case that Surgery is required within the first thirty (30) days an employee may choose physicians outside of the PPO list.
- b.) The employee must notify his/her manager of the workplace injury/illness as soon as possible, but no later than thirty (30) days as per NYSWCL.
- c.) The employee must notify his/her manager as soon as possible if his/her injury is disabling and he/she is unable to work. The manager will report the claim to the Employer's disability claim administrator; within forty-eight (48) hours from when the claim is reported.
- d.) After a sustained injury/illness the employee must report to any one of the site Emergency Rooms or to the PPO for an initial evaluation.
- e.) When an employee is required to report to the corporate Employee Health office or for an independent medical exam, the cost of transportation will be reimbursed on the basis of the mileage involved and the rate of reimbursement currently in existence.
- f.) The disability claims administrator will keep the employee updated on the claim status and any need for further medical documentation in a timely manner.
- g.) Employee currently on Workers' Compensation will continue to receive all benefits as outlined in the previous collective bargaining agreement.

Section 3. During the period of Workers' Compensation, the employee's wages will come from two (2) sources:

- a.) the employee will receive statutory payments which currently are equal to two-thirds (2/3) of his/her average weekly wage up to the maximum benefit of \$400.00 per week; and
- b.) from Employer as outlined in Section 4. below.

Section 4. There is a seven (7) day waiting period, including weekends, during which no benefits will be paid. Benefit rights begin on the eighth (8th) consecutive day of disability. Employees are entitled to use Extended Sick Bank (ESB) or Paid Time Off (PTO) during this waiting period. In the case that the compensable injury or illness results in a disability or more than fourteen (14) days, workers' compensation shall be paid from the first full day of lost time from work. If the employee used PTO for days 1-14 and the case becomes a workers' compensation case, the hours will be taken from the ESB and the PTO will be transferred back to the PTO bank in the same amount for days 1-14. PTO may be used to supplement workers' compensation payments up to of the employee's regular budgeted weekly pay.

Section 5. Workers' compensation payments will be taxed in accordance with existing law.

Section 6. If an employee's workers' compensation disability satisfies the requirements of both the Family and Medical Leave Act (FMLA) and NYSWCL, the time spent on Workers' Compensation will count toward the employee's twelve (12) weeks of annual leave under the FMLA. Employees' contractual rights under the FMLA are outlined in Article 31, Leave of Absence.

Section 7. An Extended Sick Bank (ESB) will be established and long-term sick time accrued as per the Paid Time Off article. Time in the ESB is intended to provide supplemental income to employees who qualify for benefits as outlined in Section 3. of this Article.

- a.) There is no limit in the amount of time that can be accumulated in the ESB during the employee's service with Kaleida Health.
- b.) The Employer will pay the difference between the employee's regular basic rate of pay including shift differential and the actual amount paid to the employee under the NYSWCL, up to the limit of the employee's ESB.
- c.) Long term sick leave accumulation is reduced from the ESB as follows:
 - 1.) after workers' compensation payments begin, employees may use ESB hours to supplement benefits up to the amount of their regular weekly pay.

If an employee depletes his/her ESB during an approved period of disability, the employee will be entitled to use any available hours in his/her paid time off bank to supplement workers' compensation benefits up to the amount of their regular weekly benefits.

Section 8. While the employee is on workers' compensation, the Employer will continue to contribute the Employer's share toward the employee's benefits outlined in this Agreement for a period of fifty-two (52) consecutive weeks. Employees are responsible for paying the employee portion of these benefits. As long as an employee is receiving payments from the ESB or PTO bank, the employee's share of benefit premiums will be deducted from those payments. After ESB and PTO payments cease, the employee will be required to submit payments each pay period. If an employee is still disabled after the 52-week period expires, the employee may apply for a leave of absence for extended personal illness and will continue to be classified as disabled as long as the disability continues to be certified by the Workers' Compensation Board.

During a personal leave of absence for the employee's disability, the employee may use ESB up to the employee's regular weekly pay. The Employer will continue to contribute to the basic life insurance coverage only and employees must pay the full cost of any other benefits they wish to continue during the personal leave of absence.

Section 9. An employee who is cleared to return to work by his or her provider will follow the procedure outlined below:

- a.) An employee must produce certification from a health care provider that the employee is able to return to work and resume the full responsibility of his/her position. The certification must be submitted to the Employer's disability claims administrator.
- b.) The employee may be required to pass a fit for duty examination by the Employer's Employee Health Department prior to being authorized to return to work.
- c.) If the employee has any restrictions that make him/her unable to perform his/her regular duties or his/her regular hours of work, the employee's manager will be notified and the manager will review the employee's return to work in conjunction with Article 30, Restricted Duty Program, with the Americans with Disabilities Act (ADA), or the Family and Medical Leave Act (FMLA).
- d.) If there is no work on the employee's unit/department, the Employer will keep a current list of restricted duty jobs that are available throughout the system. It is understood that the injured employee will not be replacing another bargaining unit member.
- e.) If the employee does not or is unable to return to work after his/her work related injury/illness or apply for an unpaid leave of absence by the date the employee's health provider releases the employee to return to active work status, or by the end of the seventy-eighth (78th) consecutive week of a period of absence for a work related injury/illness, the employee will be considered to have resigned from active employment.
- f.) If an employee is classified for restricted duty and no work is available at Kaleida Health he/she may work outside Kaleida Health, within the limits of the restrictions noted, and, if so, may not be terminated.

When an employee is certified by his/her provider to return to work at full capacity, he/she will be returned to the position they held prior to their workplace injury/illness.

Article 36
Employee Assistance Program

Section 1. Recognizing that the health and well-being of its employees and their families is vital to the success of the Employer, an Employee Assistance Program (EAP) shall be established and maintained by the Employer. The EAP will provide responsible, confidential assistance to employees experiencing personal problems including alcoholism, drug dependency and mental health issues, which may adversely affect their job performance, work schedules and attendance. There shall be no cost to the employee.

Section 2. An Employee Assistance Program Committee will consist of a proportionate number of Employer representatives and employees represented by the Union. The committee will meet monthly to:

- a.) generate a climate to eliminate the effects of the social stigma associated with mental disorders, alcoholism and drug dependency and other personal problems which act as a barrier to employees and their family members seeking help;
- b.) assure confidentiality in working with employees and their families;
- c.) assist in the development of educational and informational materials;
- d.) develop an internal union advocacy program;
- e.) review the usage patterns and policy reinforcement in a manner that protects employee confidentiality requirements; and
- f.) develop a "last chance" agreement to return employees to their previous position after completion of a treatment program.

Section 3. The decision to participate in the EAP is voluntary and the personal responsibility of the employee. At no time shall any employee be required to use EAP as a condition of employment except when entered into a "last chance" agreement.

Section 4. Employees who are told by the Employer in writing that they are terminated due to alcohol or drug abuse shall continue to receive the benefits provided in this Article for a period of two (2) months following such termination.

Section 5. No employee will be required to submit to any type of laboratory work unless such work is mandated by state and federal law.

Article 37 Tuition Assistance

Section 1. Eligible employees must be actively employed in a regular full-time or regular part-time position with Kaleida Health for twelve (12) months prior to the beginning of the educational course. Per diem and temporary employees are not eligible to participate in the Program.

Section 2. Eligible employees must receive management approval **before** enrolling in the course. Although courses are submitted for approval on a course-by-course basis, requests to approve degree programs must be approved by the senior manager and the site Human Resources department.

Section 3. Employees are no longer eligible to participate when they cease to be actively employed in a regular full-time or regular part-time status; however, employees will become eligible for participation immediately if he or she is rehired as an eligible employee within one (1) year of being terminated from an actively employed full-time or part-time status.

Section 4. Educational Assistance is provided if the course is considered to be job-related and compatible with at least one of the following goals:

- a.) the course is offered by an accredited institution of higher learning;
- b.) the course is expected to build the competencies and strengthen the performance of the employee on their present job;
- c.) the course is considered a prerequisite for the job presently held or the job next in line of an obvious progression; and
- d.) the course is prescribed for the attainment or maintenance of a program of study or degree in an academic or business area that is compatible to the interests of the company and the employee.

Section 5. The Program will reimburse covered costs of tuition and laboratory fees (up to the Maximum Annual Reimbursement amount). Any costs for books, travel, student fees, etc., are not reimbursable under this Program. Sources of assistance toward tuition, such as government funds, stipends, scholarships, etc., will be deducted from the amount that Kaleida Health will reimburse. An employee who voluntarily terminates his/her employment with the Employer shall be required to refund any tuition assistance payments they received during the twelve (12) month period immediately preceding the effective date of termination. In the case of involuntary lay-offs, employees are not required to refund tuition reimbursement.

Section 6. A maximum reimbursement per calendar year will be paid to each eligible employee according to the following schedule:

- a.) Reimbursement of tuition is based on grade (“C” or better, Pass or Satisfactory), employment status and length of service as follows.

Full-Time:

- i.) less than one (1) year of employment – not eligible;
- ii.) one (1) to three (3) years of employment – 100% to a maximum of \$750.00;
- iii.) four (4) completed years of employment and over – 100% to a maximum of \$1,000.

Part-Time:

- i.) less than one (1) year of employment – not eligible;
- ii.) one (1) to three (3) years of employment – 100% to a maximum of \$375;
- iii.) four (4) completed years of employment and over – 100% to a maximum of \$500.

Section 7. For the purposes of the Maximum Annual Reimbursement, the eligible calendar year will be defined as the date the course or seminar is completed as opposed to the date the request for reimbursement is submitted (for example, if a course is completed in December 2006 and the tuition reimbursement is paid in January 2007, the amount reimbursed would be charged against the 2006 calendar year maximum).

Section 8. Employees have six (6) months from the completion of the course to submit the appropriate information to the Corporate Benefits Department. Any applications received after the six months will not be processed.

Section 9. Payment of tuition reimbursement will be made upon submission of the following items:

- a.) Copy of the tuition reimbursement request form signed by the employee’s manager to verify that the course of study has been approved (manager approval is required **before** the course start date). Courses that do not have management approval will not be eligible for reimbursement.
- b.) Final grade from the accredited institution that the employee has satisfactorily completed the course with a grade of “C” or better. If the approved course is graded on a Pass/Fail or Satisfactory/Unsatisfactory basis, the employee must receive a grade of Pass or Satisfactory.
- c.) Submission of an itemized receipt verifying the payment made to the accredited institution detailing the cost of tuition, fees, and documentation of any stipends or scholarships, if applicable. Other sources of assistance, scholarships, and

government funds will be deducted and will not be reimbursed. Employees will be required to supply any additional information as to other sources and amounts of assistance that affect the amount of reimbursement.

Section 10. Tuition reimbursement requests will be processed within two (2) full pay periods of the date the request was received in Corporate Benefits. Tuition reimbursements are non-taxable and will be included in employee's regular paycheck after Corporate Benefits has approved the request.

Section 11. If you terminate your employment with Kaleida Health, you will be required to repay to Kaleida the amount of any tuition reimbursement you received in the twelve (12) months prior to your termination date (except for involuntary terminations due to layoff).

Article 38 Domestic Partner

Section 1. A domestic partner will be defined as a person over age 18 who shares living quarters (for a minimum of six [6] months) with another unrelated adult in an exclusive, committed relationship in which the partners are responsible for each other's common welfare and are financially interdependent. To be eligible for the benefits outlined in other provisions of this Agreement, a domestic partner must be specifically listed in the Article and must be registered with Human Resources on a form provided by the Employer.

Article 39 Seniority

Section 1. Seniority shall mean the length of unbroken service of an employee covered by this Agreement beginning with their most recent date of hire by the Employer in any job classification whether or not it is or was in the covered bargaining unit.

Section 2. Seniority shall be lost and an employee shall be terminated when he/she:

- a.) resigns or quits;
- b.) is discharged for cause;
- c.) retires, with or without qualifying for benefits under the Employer's retirement plan or Social Security;
- d.) refuses to recall from layoff or fails to report from a recall within fourteen (14) calendar days;
- e.) fails to report to work on the date agreed upon for return from a leave of absence;

- f.) is absent for three (3) consecutive regularly scheduled shifts without notification to the Employer unless the employee can prove complete inability to notify the Employer;
- g.) is laid off for a period equal to their length of service or a minimum of one hundred and four (104) weeks;
- h.) is absent due to illness or injury for more than fifty-four (54) consecutive weeks or is absent due to Employer connected illness or injury covered by workers' compensation for more than seventy-eight (78) consecutive weeks. The Employer will provide an employee on workers' compensation or disability, four (4) weeks' written notice by certified mail to the employee's last address of record, that the above periods are due to expire.

Section 3. The Employer shall maintain an updated seniority list that will be available for inspection by members of the bargaining unit.

Section 4. An employee with at least twelve (12) months of seniority who terminates his or her employment for reasons other than those constituting just cause and is rehired within one (1) year from the date of termination of service shall, after completing twelve (12) months of service, receive his or her original seniority date(s), adjusted for the period of separation.

Section 5. In any instance where seniority is used in this Agreement and two (2) or more employees share the same date the following procedure will be followed:

- a.) The last four (4) digits of each employee's Social Security number will be considered as a whole number; the lowest number is the most senior. For example; Employee A – SSN = 711-04-1501, Employee B – SSN = 325-67-2738 Employee A is senior.
- b.) In the event that the last four (4) digits are equal; add all nine (9) of the number in the SSN and the total lowest number will be most senior.

For Example:

Employee A – SSN = 711-04-1501

Employee B – SSN = 325-67-1501

Then:

Employee A – $7+1+1+0+4+1+5+0+1=20$

Employee B – $3+2+5+6+7+1+5+0+1=30$

Employee A is senior.

Article 40 Job Bidding

Section 1. All job vacancies will be posted as follows:

- a.) The position will be posted in a prominent place where members of the bargaining unit work for seven (7) calendar days.
- b.) The posting shall include the position (job title), posting dates, status, hours per pay period, shift, starting and ending times, pay grade and the qualifications for the position as defined in the job description for the position. A copy of all job postings will be sent to the Union.
- c.) Employees may not be accepted for posted positions until they have completed six (6) months of employment. In addition, an employee who has transferred to a position must remain in that position for six (6) months before applying for another posted position. Except that an employee may apply for a posted position which is at a higher pay grade without regard to the six (6) month limit. This paragraph shall not apply to intra cost center shift change or intra cost center status changes.

Section 2. Posted positions shall be filled by the most senior qualified applicant from within the bargaining unit. If the position cannot be filled from within the bargaining, the Employer may fill the position from any source available to the Employer, provided the candidate meets all of the qualifications for hiring into that position. In all instances, the appropriate manager is responsible for the interview and selection of applicants within fourteen (14) days of the end of the posting.

Section 3. A qualified applicant shall be defined as an employee who possesses the entry level qualifications in the job description and is able to do the work when required. Ability to do the work and documented performance, inclusive of disciplinary record, may be considered when awarding a position. The Employer will notify all applicants of the result of their bid in a timely manner not to exceed two (2) weeks from the date the position is awarded.

Section 4. A successful bidder shall be required to serve a thirty (30) calendar day trial period exclusive of any classroom training required. At the midpoint of the trial period the employee shall be evaluated and given written notification if a problem exists. During the trial period, the employee will be returned to his/her original position if the employee elects to be returned or the Employer finds the employee is unsatisfactory in the new position.

Section 5. The decision as to whether any vacancy in any job classification exists, and if it will be filled, is reserved to the Employer.

Article 41 Layoff and Recall

Section 1. In the event it is necessary to layoff employees covered by this Agreement, or to eliminate a filled position covered by this Agreement, such layoffs or eliminations will be done as follows:

- a.) by providing the Union and affected employees with at least two (2) weeks notice of the effective date of the layoff;
- b.) by subjecting to layoff the least senior employee or employees in the job title, and category of employment;
- c.) all temporary and then probationary employees will be terminated first;
- d.) a full-time employee with seniority who is subject to layoff will have the option of a bump to a lower category of employment;
- e.) employees who volunteer to be subjected to layoff, by seniority in the job title, and category of employment.

Section 2. When an employee with seniority is subject to layoff or has their position eliminated under Section 1. above, such affected employee shall be placed in a position in the bargaining unit in the following sequence:

Step 1: First, they shall be assigned to any vacant position in the bargaining unit which is their category of employment, provided the employee meets the requirements for hiring into that position.

Step 2: Second, if no vacancy exists, then the employee subject to layoff may bump the least senior employee in their category of employment and job title.

Step 3: Third, if the employee cannot be placed in their category of employment and job title, they shall be offered the option to bump the least senior employee in their job title.

Step 4: Fourth, if there is no less senior employee in their job title the employee may bump the least senior employee in any lower job title provided the employee meets the requirements for hiring into that position and has more seniority than the incumbent.

Section 3. When an employee is bumped, they shall have all the rights of this Article as if there were originally subject to layoff beginning with Section 1. of this Article.

Section 4. At other than Step 1, the employee may elect a layoff. A refusal to accept a position for which the employee meets the requirements will result in the employee being laid off at that point.

Section 5. It is understood that the employee's response must be provided to the appropriate Human Resources representative within twenty-four (24) hours of the time they were informed of their option(s). Failure to timely respond shall be considered as a waiver of the option(s) and the employee will be laid off.

Section 6. Employees will be recalled from layoff in order of seniority to any open job within the bargaining unit provided they have the ability to perform the work available. If the opening is in a different category they will have the option to refuse such offer up to two (2) times during the layoff period. Following such refusal the employee will continue to have recall rights to a position in their job title, category of employment as per Section 2.

Section 7. Recalls from layoff will be by certified mail to the employee's last known address, and will give the employee a minimum of fourteen (14) calendar days to report for work after such notification.

Article 42 Personnel Files

Section 1. Employees who have completed their probationary period shall have access to their own personnel file during reasonable working hours, provided they have their supervisor's permission to leave the work place, and may be accompanied by a Union representative during an inspection of their file. Requests for such inspection shall be made to the Human Resource representative and shall be reasonable as to frequency. All documents placed in the employee's file shall be initialed and dated by the employee at the time of examination. Employees may request copies of documents from their personnel file.

Section 2. Such initialing shall not constitute agreement with its content. The employee shall have the right to respond in writing to any document in the file. Such response shall become part of the employee's personnel file.

Article 43 Job Descriptions

Section 1. All job descriptions which are currently in place shall remain in effect.

Section 2. Should it become necessary to change existing job descriptions, the Employer will produce a suggested change in writing thirty (30) days prior to the proposed implementation, and give the Union an opportunity to discuss it. If the Union disagrees with the rate of pay as proposed by the Employer, they may file a grievance at Step 2 of the Grievance Procedure

Article of this Agreement, provided it does so within twenty (20) calendar days from the date on which the revision or rate is set and announced.

Article 44

Progressive Discipline and Remediation

Section 1. The Employer commits to a policy of progressive discipline. Progressive disciplinary measures will include the following:

- a.) verbal warning;
- b.) written warning;
- c.) suspension;
- d.) termination.

It is understood, however, that nothing in this Article shall prohibit the Employer from advancing the level of discipline in proportion to the seriousness of the offense. A copy of the disciplinary action shall be given to the employee and the Union.

Section 2. Counseling shall not be considered as discipline and should precede any formal disciplinary action.

Section 3. No disciplinary action will be taken without just cause. The Employer will notify the Union, in writing, of a suspension or discharge within seventy-two (72) hours or as soon as reasonably possible, stating the reason for the discipline.

Section 4. Progressive Remediation:

- a.) The Employer shall identify certain corrective actions which are needed to assist and support an employee when a problem occurs in the course of performing his/her job and will provide the employee with a written plan of correction at the written warning step or suspension step if the suspension step is where the discipline process begins.
- b.) When the employee has demonstrated consistent improvement in performance as a result of the remedial program the documentation of the need for discipline will be removed from the employee's personnel file. It is agreed that documentation of corrective disciplinary measures shall not remain in the employee's personnel file for a period longer than the following providing the behavior in question does not recur:
 - i.) Verbal warning: six (6) months from the date discipline imposed.
 - ii.) Written warning: twelve (12) months from the date discipline imposed.
 - iii.) Suspension: eighteen (18) months from the date discipline imposed.

The time periods referred to above shall refer to actual time worked.

- c.) The Union and the Employer agree that the written plan of correction shall not be required when there are non job performance problems.
- d.) It is further agreed that this Article does not preclude the Employer from the initiation of disciplinary action for serious performance problems at a higher step despite the absence of a written plan of correction.

Article 45
Resignations/Terminations

Section 1. An employee wishing to resign shall give the Employer two (2) weeks notice of resignation. Resignation notices should be submitted in writing and specify the last day the employee is to be at work.

Section 2. The employee who resigns employment with the Employer and complies with the notice provisions of Section 1., or who is terminated by the Employer, will receive pay for all accrued, unused paid time off in accordance with Paid Time Off.

Article 46
Bargaining Unit Work

Non-bargaining unit personnel shall not perform work normally assigned to bargaining unit employees. This prohibition does not include work currently done by Supervisors to assist when the work load is heavy or when staffing is short due to PTO or other absences.

It is also understood that the operation of the site pharmacies requires employees to assist in duties not set forth in their job descriptions and that this practice will continue.

Article 47
Contracting Out Work

The employee will not contract out bargaining unit work.

Article 48
Management Rights

Section 1. The Employer retains the sole right to manage its business and services and to direct the working force, including the right to decide the number and location of its business and service operations, the business and service operations to be conducted and rendered, the method, process and means used in operating its business and service, and to control buildings, real estate, materials, parts, tools, machinery, and all equipment which may be used in the

operations of its business or in supplying its services; to determine whether and to what extent the work required in operating its business and supplying its services shall be performed by employees covered by this Agreement; to maintain order and efficiency in all its departments and operations, including the sole right to discipline, suspend, and discharge employees for just cause; to hire, layoff, assign, transfer, promote, and determine the qualifications of the employees; to determine the starting and quitting time and the number of hours to be worked; all of the foregoing subject only to such regulations governing the exercise of these rights as are expressly provided for in this Agreement.

Section 2. The foregoing rights are not all-inclusive, but indicate the types of matters or rights which are inherent to the Employer. The Employer retains all rights, powers, and authority enjoyed prior to entering this Agreement, except as expressly and specifically abridged, delegated, granted, or modified by this Agreement.

Article 49 Employer Policies

The Employer may issue new policies or change existing policies provided such policies are not inconsistent with the specific provisions of this Agreement. Should it become necessary to change existing policies the Employer will inform the Union fourteen (14) calendar days prior to implementation and will forward a copy of the proposed change to the Union for discussion or negotiation as required.

Article 50 No Strike – No Lockout

Section 1. There will be no concerted failure to report to work, cessation or interruption of work, slowdown, strike, picketing, or lockout during the term of the Agreement.

Section 2. No officer or representative of the Union shall authorize, instigate, aid, or condone any such activity, nor shall any employee participate in such activity. In the event any employee or group of employees covered by this Agreement shall participate in any such unauthorized strike, slowdown, work stoppage, or picketing, the Union agrees that immediately after being notified by the Employer, it will direct such employee or group of employees to resume work and will take effective means to terminate such unauthorized conduct including the issuance of a notice to the effect that such conduct is neither authorized nor approved by the Union or its officers.

Article 51 Designated Smoking Areas

It is the understanding of both parties that smoking areas currently exist at each site. Should the Employer wish to change this situation, it will involve the Union in the process.

Article 52
Savings Clause

In the event a court of competent jurisdiction finds that a Federal or State law, rule, or regulation, or Executive order conflicts with the provisions of this Agreement, the provision or provisions so affected shall no longer be operative or binding upon the parties, but the remaining portion of the Agreement shall continue in full force and effect and the parties will meet to negotiate regarding that portion of the Agreement which has been held invalid.

Article 53
Duration

This Agreement shall be effective as of June 1, 2007 and shall remain in full force and effect until May 31, 2009 and shall be automatically renewed for one (1) year cycles thereafter unless either party shall notify the other in writing not less than ninety (90) days prior to the end of any termination date (or termination date established by an automatic renewal of this agreement) that it desires to modify this Agreement. In the event that such notice is given, negotiations will begin at a mutually agreeable time prior to the termination date.

Dated: June 1, 2007

Family Pharmaceutical Services, L.L.C.

Communications Workers of America,
AFL-CIO:

Debora M. Hayes, Staff Representative

Sharon A. Schultz, Vice-President
CWA Local 1168

Rebecca Gonzalez, Bargaining Committee
CWA Local 1168