

CAROLINA FAMILY HEALTH CENTERS, INC.

PROCEDURE

TITLE: HR-311.01 Termination of Employment

EFFECTIVE DATE: February 1998

SECTION: Human Resources

REFERENCE POLICY: HR-311 Termination of Employment

RESPONSIBLE CHIEF OF STAFF: Chief Operating Officer

RESPONSIBLE COMMITTEE: Employee Investment CIT

REVIEWED: 10/03; 01/08; 01/13; 07/13, 08/06/2025

I. PURPOSE

The purpose of this procedure is to outline the steps for Carolina Family Health Centers, Inc. (CFHC, Inc.) and the voluntary or involuntary termination of employment.

II. PROCEDURE

At the time of voluntary or involuntary termination, the employee is expected to exit his/her position in a systematic manner, which ensures that the exiting employee receives all pertinent information regarding continuation of benefits and other payroll-related items. There may be an overseen event, such as the death of an employee. In this instance, when the employee should pass away during his/her employment, the termination is handled in the same manner as a voluntary termination, and the employee's family members are provided with information about the employee's last paycheck and benefits. The Director of Human Resources and/or his/her designee is responsible for providing this information to exiting employees and for submitting to Payroll the proper *Payroll/Status Change Notice* for execution.

The Director of Human Resources and/or his/her designee sends an email notification to Payroll, Information Technology, Health Information Technology, and the employee's supervisor, with the employee's name, job title, and location. Voluntary and involuntary terminations are managed differently, in a professional manner, and with minimal disruptions to the work environment.

Voluntary Termination

Employees are expected to provide the supervisor and/or the Director of Human Resources with notification of their decision to resign. Failure to provide proper notification and work throughout the period of notification may cause the exiting employee to forfeit his/her right to certain terminal benefits (e.g., accrued vacation) and re-hire eligibility status.

The Director of Human Resources or his/her designee schedules a date and time with the employee to conduct an exit interview. The exit interview is conducted by the HR Associate I, the Director of Human Resources, and/or his/her designee. The employee's benefits, vacation accrual, and last payroll are reviewed. An *Exit Questionnaire* form is completed and reviewed by the Director of Human Resources and the Chief Operating Officer. Refer to *HR-311 Termination of Employment*. Corporate property such as office keys, cellular telephone, employee

identification badge, and other miscellaneous items are returned to the Director of Human Resources by the last day of work. Cash boxes are returned to the Chief Financial Officer.

The Director of Human Resources notifies IT, HIT, Payroll, and the employee's supervisor of the employee's last day of work. Within twenty-four (24) hours of the employee's last day, IT deactivates the employee's access to computers, software management systems, company email, facility alarm systems, and phone systems. HIT deactivates access to the electronic health record system.

If the employee decides to rescind their resignation, the request must be reviewed with the Director of Human Resources and/or his/her designee. The approval of the Chief Operating Officer and the Chief Executive Officer is required, as it is discretionary and based on business needs.

Involuntary Termination

When contemplating involuntary termination of employment, the supervisor and/or director, Director of Human Resources, and Chief Operating Officer meet to determine if sufficient documentation exists to justify termination. Typically, an involuntary termination will result in the employee being ineligible for rehire. However, when it is determined that there has been a mismatch between the employee and the position, the employee may be determined to be eligible for rehire. The Director of Human Resources and the Chief Operating Officer make that decision.

The Chief Executive Officer is notified when the decision to terminate is made. Complex employment matters may require the involvement of legal counsel. The Chief Executive Officer is the only officer authorized to initiate contact with legal counsel. If the involuntary termination request is approved by the Chief Executive Officer, the Director of Human Resources and/or the Chief Operating Officer prepares the appropriate documentation and submits it to the Chief Executive Officer for signature. The Chief Executive Officer reviews the employee's eligibility status. The Director of Human Resources and/or his/her designee and the supervisor schedule a conference with the employee at the earliest possible date.

At the termination conference with the supervisor and the Director of Human Resources, the employee will be requested to return any and all corporate property. Return of property will be documented on the *Exit Questionnaire* form (see attachment). In most cases, an exit interview will not be conducted during involuntary termination.

A Security Officer is utilized as needed to accompany the terminated employee to his/her work area to collect all personal items. The Security Officer ensures that there is no interference from or conversation with other employees. Local law enforcement may be called if, in the opinion of the Security Officer, the employee is disruptive.

The Director of Human Resources notifies IT, HIT, and the Finance Department by the end of the day in which the involuntary termination occurs. IT will immediately deactivate access to computers, company email, and software management systems, facility alarm systems, and phone systems. HIT immediately deactivates access to the electronic health record system.

III. ATTACHMENTS

- *Termination of Employment* Form