



CULTURE BOOK

Improving lives in the communities we serve.

A WELCOME FROM OUR FOUNDER & CEO

Thank you for choosing Center for Vein Restoration – our staff is committed to the long-term treatment and monitoring of your venous insufficiency. As we continue to strive for excellence, we are inspired by the words of Mahatma Gandhi when he speaks of the importance of customers.

“A customer is the most important visitor on our premises. They are not dependent on us. We are dependent on them. They are not an interruption in our work. They are the purpose of it. They are not an outsider in our business. They are part of it. We are not doing them a favor by serving them. They are doing us a favor by giving us an opportunity to do so.” -Mahatma Gandhi

Sanjiv Lakhanpal,
President & CEO





WHY WE DO WHAT WE DO?

CVR is continuously redefining the care of patients with venous disease by providing comprehensive vein care through the United States.

CVR's mission is to improve lives in the communities we serve by providing state-of-the-art vascular care in a compassionate and affordable manner.

We believe the treatment of symptomatic venous disease is a necessity. This value serves as a compass for our actions.





HOW WE GOT HERE

Since our first procedure in 2007, CVR has been continually growing to reach new patients and expand our network of leading vascular specialists. We have gained tremendous momentum in the field of venous care and treatment, and our business has followed suit.

We are continually exceeding our patient satisfaction goals and our team is now over 400 strong, including 40 board-certified physicians.



75+

Locations and
growing



100K+

Patient interactions
per year



98%

Patient
satisfaction

POISED FOR GROWTH

It is an exciting time to be part of CVR which is growing strong and growing fast! We, no doubt, can be stronger together and overcome the challenges of today's health care environment.

We want to grow, we want to share our vision with the whole country. We don't want to lose our culture, our values, or our family feeling in the process.



WHAT'S IMPORTANT

Our Patients

Our patients are the most important people we interact with each day. They trust us to provide them with World Class medical care, and to ease their pain. We must be cheerful, compassionate and empathetic in our delivery of care. We ask you to treat each patient as a member of our family.

Our Staff

We have the best teams in healthcare. Our staff members are amazing. We are thrilled to welcome you to our family. Together we do amazing things every day. We value hard work, innovation, efficiency, kindness and caring. We chose you to join our team, because we see those qualities in you too.

Our Company

We understand that we have goals to meet each day. The more effective we are at our jobs, the more patients we will be able to help. In order to fulfill Dr. Lakhanpal's vision — redefining the care of patients with venous disease across the country, we need to be smart and focused. As we grow, we need to spread our culture of caring, family and friends across the company. Our culture begins with each of you.

WHAT WE BELIEVE

- ✔ Do the right thing for the right reasons
- ✔ Be Kind
- ✔ Good ideas are great things
- ✔ You should enjoy what you do
- ✔ The three H's - **H**onest, **H**elpful, **H**umble
- ✔ We can't do anything without our team

LIFE @ CVR



GETTING STARTED TRAINING

- Orientation
- Continuous learning
- Dress for your job
- Ensure you have what you need to be successful

CENTER LIFE

- Be ready to be great everyday
- **Communication** is Key
 - If you learned a better way to do something, share
 - If something isn't working tell us
 - If you are upset, or having a bad day, let us help make it better
 - If you have a problem, let someone know
 - The only problems we can't fix are the ones we don't know about



**BE
RESPECTFUL
TO EACH
OTHER**

**(AND TO OUR
PATIENTS!)**



**IT'S OK
TO HAVE
A LITTLE
FUN!**

THINGS WE HAVE TO SAY

All of the policies mentioned here can be found online at:

<https://bit.ly/2Urs4Nr> 

Or by asking your Supervisor for some help.

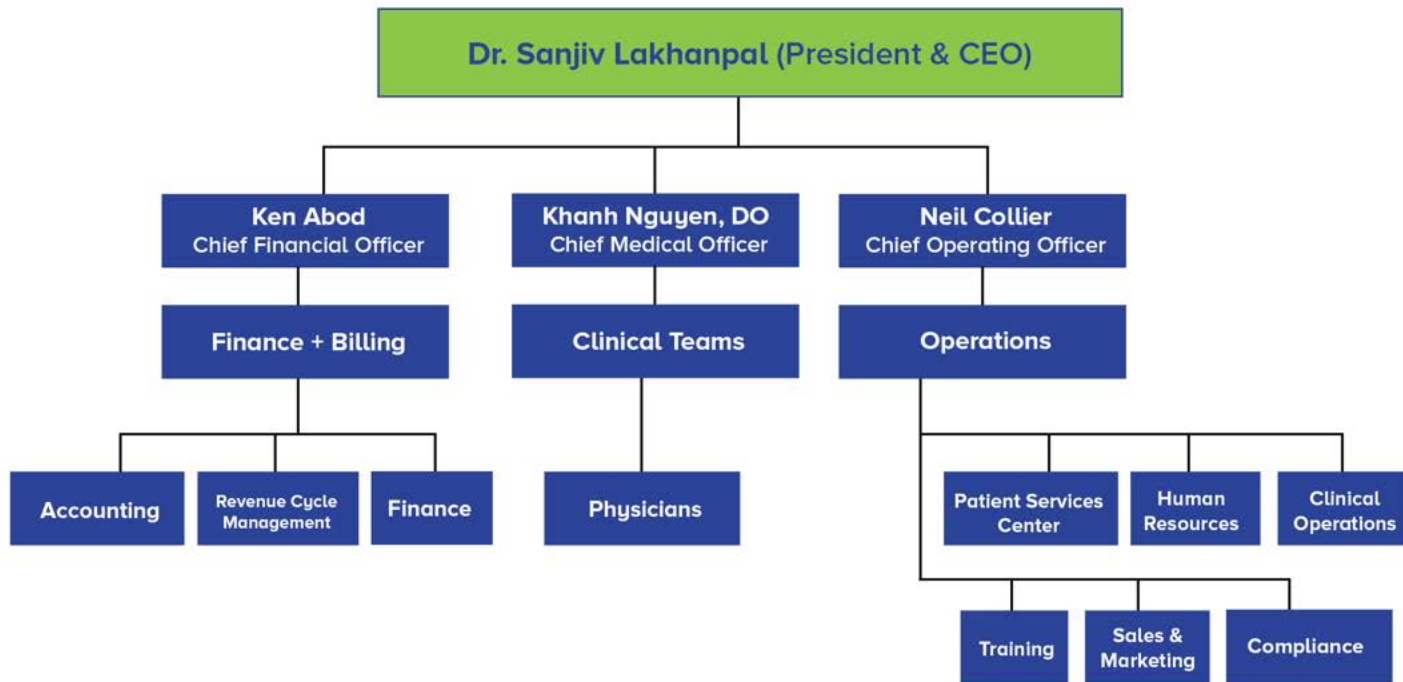


Policies

CLINICAL SUPPORT CENTER

A whole team of people working together to support our centers and our centers' staff.

WHO'S WHO AT THE CSC?





WORK SCHEDULES & ATTENDANCE

We make schedules so we can be efficient—we need you to adhere to them.

Come to work on time, go home on time (well, most of the time), that's the plan.

We will let you know if you have a problem with attendance or tardiness, and then we will try to resolve it together

Work
HARD
• play •
hard



Time off for fun



Time off because you need it



Holidays – time to celebrate!

PAID TIME OFF

Regular Full-time Employee - Annual PTO Accrual (24 pay periods per year)

Definition: One PTO Day = 8 hours for all eligible employees, regardless of weekly schedule

Length of Employment (years)	Accrued per pay period (hrs)	Accrued per pay period (30-39 hrs)	Annual allowance per year (hrs)	Carryover Maximum (hrs)
0 - 1	4.33	3.34	104	104
1 - 2	4.66	3.50	112	168
2 - 3	4.98	3.66	120	180
3 - 4	5.31	4.33	128	192
4 - 5	5.63	4.66	136	204
5 +	5.96	4.98	144	216

*PTO includes safe and sick leave, including leave required by local laws. If you have a question, contact HR.

HOLIDAYS

- ✓ New Years Day
- ✓ Memorial Day
- ✓ Independence Day
- ✓ Labor Day
- ✓ Thanksgiving
- ✓ Day After Thanksgiving
- ✓ Christmas Eve (Floating Holiday)
- ✓ Christmas Day



BENEFITS

Each year we examine our benefit plans and establish the best offering we can for our employees.

We want to care for the whole employee, Physically, Financially and Personally. Our employees are our family.

Our Benefit Guide can be found online at:

<https://bit.ly/2BoK2cd>



A person is silhouetted against a bright sunset, standing on a rocky peak. The sun is low on the horizon, casting a warm glow over the landscape. The person is looking out over the horizon, symbolizing achievement and success.

SHARING IN OUR SUCCESS

Your success is our success, so we have designed programs intended to reward employees for their successes. Your supervisor will inform you of the bonus programs you are eligible for.

Once you have completed training, you will be eligible for one of our bonus programs. Check with your Supervisor for details on your program.

EMPLOYEE REFERRALS

We hope you like it here, and you will want to tell your friends. We will provide you with a referral bonus anytime we are able to hire one of those friends. So, you get to work with your friend and you get paid! Sounds good to me!





COMPLIANCE

We want to do the right thing always.

Think we missed something? See something, say something, we want to know!

Compliance Concerns can be reported to your **supervisor, manager, director**, the compliance director or any member of human resources.

We endeavor to comply with all Federal, State and Local Laws that deal with Employment, Healthcare and Patient Information.

We want to do the right thing.

ADA
Americans with
Disabilities Act



**Harassment
Free Workplace**

**Substance
Free Workplace**

**Violence Free
Workplace**

PAY POLICIES

We pay everyone twice a month. The 7th and the 22nd are good days, because that's when we GET PAID!

- We give the government their share for you, and we deposit the rest in your bank account.
- We follow all the laws regarding payroll practices.
- If you think you weren't paid correctly, let us know.

Direct deposit is the fastest way to get your money!



PRACTICE PROPERTY

We have a lot of company assets that you need to use. Everything from computers to medical equipment. Be responsible, use it for what it is intended for, and don't be wasteful.

CONFLICT RESOLUTION

Sometimes we all have a bad day.

It's human nature to see things from our own perspective.

It's not unusual for conflicts and confusion to arise from time to time on the job. When this happens, we believe the best approach is for the people involved to work out the problems themselves.

- Listen to each other
- Keep an open mind
- Focus on the resolution, not who's right or wrong
- Be part of the solution, not the problem

If you can't work it out yourself, reach out for help. Talk to your manager, your director or a member of the HR team. We will help you.





PERFORMANCE MANAGEMENT PROCESS

We understand that there are times when we all get off track. When this happens, we will let you know and provide you with the resources you need to get back on track. If you improve, we improve. If you don't, we will be fair, but eventually we will say goodbye. Can't have one bad apple spoil the batch.

QUESTIONS AND HOW TO ASK THEM

Your direct manager or supervisor is your first and best resource for many questions. You should always start with them. Sometimes they will direct you to the subject matter expert for a more complete answer. Feel free to reach out to anyone via phone, email or in person. At the CSC, our doors are always open. We are happy to assist and support in any way we can.



EMPLOYMENT RECORDS

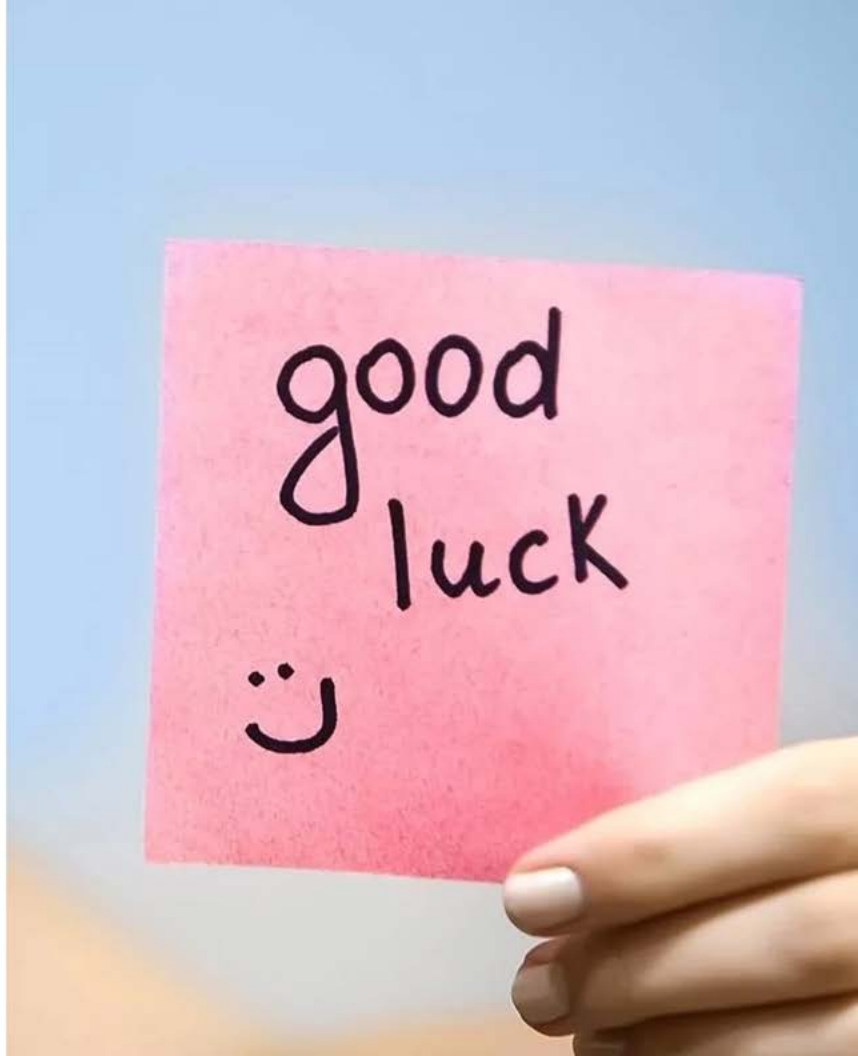
We keep them, you can look at them. Contact HR if you need to read your record.



WHEN WE SAY GOODBYE

Sometimes we have to part ways, it's always a sad day for us when it's time for someone to move on.

We ask for reasonable notice (at least two weeks) of a resignation. That time allows us to plan for a smooth transition. We will help you take care of the details of your departure, just reach out to HR.





Visit us at www.centerforvein.com

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