

**AGREEMENT BETWEEN
CITY OF MANCHESTER
AND
TEAMSTERS UNION LOCAL NO. 633 OF NH**

Affiliated with the International Brotherhood of Teamsters

July 1, 2022 – June 30, 2025

(CITY LIBRARY)

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ARTICLE ONE

Purpose

The objectives of this Agreement are the promotion of harmonious and cooperative relations between the City, the Union and members thereof; and the establishment of an equitable and peaceful procedure for the resolution of differences arising between them concerning wages, hours and other conditions of employment other than managerial policy within the exclusive prerogative of the public employer as defined in RSA 273-A. This statement of purpose shall not be subject to the grievance and arbitration provisions of this Agreement.

ARTICLE TWO

Recognition

2.1 The Manchester City Library hereby recognizes Teamsters Local 633 of New Hampshire, hereinafter, the "Union", as the exclusive representative of the bargaining unit for the purpose of collective bargaining with respect to wages, hours and other terms and conditions of employment other than managerial policy within the exclusive prerogative of the public employer as specified in RSA 273-A:1, XL Such managerial prerogatives shall not be subject to the grievance and arbitration provisions of this Agreement.

2.2 The bargaining unit is defined as follows:

All regular full-time employees of the Manchester City Library in the classifications of Assistant Librarian, Library Clerk I, Library Clerk II, Information Support Specialist, and Office Assistant.

All other employees are excluded from the bargaining unit.

ARTICLE THREE

Management's Rights

The Board of Mayor and Aldermen of the City of Manchester, the Library Trustees, the Library Director and his/her designee(s) shall continue to have, whether exercised or not, all the rights, powers and authority heretofore existing, including but not limited to the following:

The Library Trustees and/or the Library Director and his/her designee(s) shall determine the levels and standards of service to be offered by the Manchester City Library, determine the standards of selection for employment and promotion, direct the bargaining unit members, take disciplinary action, relieve bargaining unit members from duty because of lack of work, budgetary constraints or for other legitimate reasons; issue and enforce rules and regulations; maintain the efficiency of governmental operations; determine the means, methods and personnel by which the Library's operations are to be conducted; determine the content of job classifications; exercise complete control and discretion over its organization and the technology of performing its work; and fulfill all of its legal responsibilities.

All of the rights, responsibilities and prerogatives that are inherent in the Board of Mayor and Aldermen, the Library Trustees, the Library Director and his/her designee(s) by virtue of statutory and charter provisions cannot be subject to any grievance or arbitration proceeding.

ARTICLE FOUR
Contracting and Subcontracting Out

4.1 The right of any public agency or private individual(s) or business(es), other than the Manchester City Library, to contract for work of the nature ordinarily performed by the Manchester City Library, shall not be affected by this Agreement,

4.2 The City of Manchester recognizes the concern of the Union in regard to contracting or subcontracting work which results in a reduction of the work force.

4.3 If the City of Manchester, the Library Trustees or the Library Director changes the method of operations which involves contracting out work which is now being performed by bargaining unit employees, the City and/or the Library Department will give notice to the Union of its intention. In those cases, where bargaining unit members are not absorbed into other City positions, the City and/or Department will provide as much advance notice of impending lay-off as is reasonably possible.

ARTICLE FIVE
Stability of Agreement

5.1 This Agreement represents the entire agreement between the parties hereto and may not be modified in whole or in part except by an instrument in writing, duly executed by both parties.

5.2 Should any article, section or portion thereof of this Agreement be determined to be invalid because it is in conflict with a Federal or State law or be held to be unenforceable by any court of competent jurisdiction, such determination shall apply only to the specific article, section or portion thereof specified in the decision; provided, however, that all other provisions of this Agreement and the application thereof shall remain in full force and effect.

ARTICLE SIX
No Strike or Lockouts

6.1 No bargaining unit member shall engage in, induce or encourage any strike, work stoppage, sick-in, sick-out, work slowdown, work to rule, or withholding of services from the City of Manchester or the City Library.

6.2 The Union agrees that neither it, nor any of its officers or agents, national or local, will call, institute, authorize, participate in, sanction or ratify any such strike, work stoppage, sick-in, sick-out, work slowdown, work to rule, or withholding of services from the City of Manchester on the City Library. In the event of any such activity, neither the City nor the City Library shall be required to negotiate on the merits of the dispute which gave rise to such activity until any and all such activity has ceased.

6.3 Should any bargaining unit member(s) engage in any activity prohibited in Section 6.1, above, the Union shall forthwith disavow any such activity in writing and shall take all reasonable means to induce such bargaining unit member(s) to terminate such activity forthwith, including but not limited to any and all disciplinary measures which may be taken pursuant to the Union's Constitution and By-laws, or similar governing document.

6.4 In the event of any activity prohibited under Section 6.1, above, bargaining unit members participating in the same shall be subject to disciplinary action, including immediate termination.

6.5 The City of Manchester and the City Library will not engage in any lockout.

ARTICLE SEVEN

Rules and Regulations

The rules and regulations of the Manchester City Library which are now in effect or which may be promulgated or amended by the Library Trustees or the Library Director shall be the prime governing factor in the conduct and actions of all bargaining unit members and every such member shall be thoroughly conversant with them.

ARTICLE EIGHT

Non-Discrimination

The Board of Mayor and Aldermen, the Library Trustees, the Library Director and his/her designee(s) and the Union agree that there will be no discrimination against bargaining unit members on account of membership or non-membership in the Union.

The Union officers and members agree not to bar bargaining unit members from joining or remaining in the Union, except for non-payment of dues.

The Board of Mayor and Alderman of the City of Manchester, the Library Trustees, the Library Director and his/her designee(s) agree that there shall be no interference, restraint or coercion against any employee because of presenting a grievance, or against any employee who may represent others in the discharge of his/her duties.

ARTICLE NINE

Hours of Work and Overtime

9.1 Bargaining unit members shall be assigned to work five (5) days per week, but are allowed the option, with the approval of his/her supervisor, of working six (6) days for the express purpose of making up time in order to reach the forty (40) hour work week.

9.2 Bargaining unit members shall be paid overtime in accordance with the Fair Labor Standards Act (FLSA).

9.3 Notwithstanding the other sections of this Article, bargaining unit members may be allowed the option of flexible work hours subject to the written approval of the Library Director or his/her designee. In the event that a less than five (5) day work week is established, bargaining unit members are allowed the option of working less than the five (5) or six (6) day work week while still meeting the forty (40) hours needed.

9.4 Notwithstanding the other sections of this Article, bargaining unit members may elect to rearrange their schedules by swapping hours with other bargaining unit members subject to the written approval in advance from their immediate supervisor.

Determination of the work schedules shall be made by the Library Director or his/her designee.

ARTICLE TEN

Sick Leave Accrual and Payment

10.1 Effective July 1, 2007 or the date of ratification, whichever comes later, all bargaining unit members shall be entitled to paid sick leave which shall accrue at the rate of one and one-quarter (1 1/4) work days for each completed month of service. Accrual shall include the six (6) month probationary period, but employees will not be allowed to use sick leave until they have satisfactorily completed the probationary period. Unused sick leave may be accumulated up to a maximum of one hundred twenty (120) work days.

10.2 Bargaining unit members eligible for sick leave with pay may use such sick leave for absence due to their illness or injury; or the illness or injury of a spouse, child or other blood relative or ward residing in the same household when FMLA leave is approved; or for the bargaining unit member's exposure to contagious disease.

Bargaining unit members shall be required to substantiate sick leave in excess of three (3) days with a letter from a qualified physician or any other excuse acceptable to the Library Director or his/her designee(s). In the case of chronic absenteeism or if the Library Director or his/her designee(s) has reason to believe that a bargaining unit member is abusing his/her sick leave, he/she shall give the bargaining unit member a written warning. If the suspected abuse continues, the Library Director or his/her designee(s) may request a doctor's certificate for each period of illness.

If, after a written warning has been issued, there is a substantial improvement in the bargaining unit member's sick leave record for twelve (12) months, the written warning shall be removed from the bargaining unit member's record.

10.3 When a bargaining unit member terminates his/her employment with the Manchester City Library, all sick leave credits shall be canceled, except in cases of paid retirement, paid duty disability retirement or death. In such cases, accrued sick leave shall be payable to the bargaining unit member or his/her designated beneficiary; provided however, that payment shall not exceed eighty (80) days, plus one quarter (1/4) of the balance of the days accrued over eighty (80) but not more than one hundred twenty (120) days.

Employees hired after July 20, 2004 shall be entitled to payment for accrued sick leave, under the conditions specified above; provided however, that payment shall not exceed sixty (60) days.

10.4 Bargaining unit members shall also be entitled to the benefits under City Ordinance 33.081 (H), as it may be amended from time to time.

10.5 Bargaining unit members must use all of their accrued sick leave, any sick leave bank benefits to which they are entitled and all other accrued paid leave before they will be allowed to use unpaid leave for personal illness or injury or exposure to contagious disease.

10.6 Sick Leave Incentive

Effective July 1, 2003 or the date of ratification, whichever comes later, bargaining unit members who

used forty-eight (48) hours of sick leave or less in the preceding calendar year will qualify for two (2) personal leave days to be scheduled by the Library Director or his/her designee. Personal leave days must be used during the calendar year to which they are credited and shall not accumulate or be carried over to the following year.

10.7 Absence Without Leave

Any bargaining unit member who is absent from duty shall report the reason therefore to his/her supervisor prior to the date of absence when possible and in no case later than the second day of absence, unless there are extenuating circumstances. All unauthorized and unreported absence shall be considered absence without leave and deduction of pay shall be made for the period of absence. Such absence may be grounds for disciplinary action.

ARTICLE TEN (A)

Sick Leave Bank

Bargaining unit members shall be eligible to participate in the City's Non-Affiliated Sick Leave Bank under its rules and regulations as they may be amended from time to time. Decisions of the Non-Affiliated Sick Leave Bank Committee shall not be grievable.

ARTICLE ELEVEN

Discipline

11.1 All bargaining unit members shall be required to attend any investigatory interviews scheduled by the Library Director or his/her designee. If a bargaining unit member has a reasonable fear that discipline may result from the investigatory interview, he/she shall be entitled to union representation if he/she makes such a request. If a union representative is present at the investigatory interview he/she may not interfere with the investigatory interview. The investigatory interview shall not be unreasonably delayed because of the unavailability of a specific union representative.

11.2 No bargaining unit member shall be disciplined without just cause. Disciplinary decisions may be grieved under Article 13 of the Agreement; provided however, an arbitrator may not substitute his/her judgment for that of the Library Director or his/her designee in the exercise of rights granted or retained by this agreement.

ARTICLE TWELVE

Union Rights

12.1 With the exception of processing grievance matters and negotiating contracts the Union will not be allowed to transact any business on City Library time. The Union steward shall be allowed reasonable amounts of City Library time for the handling of grievances. The City Library shall have no obligation to pay the steward for time spent in grievance matters when he or she is not scheduled for work.

12.2 The Union shall be allowed to use Library facilities for off-duty meetings concerning matters covered by this Agreement when such facilities are available and such meetings would not conflict with the business of the Library. Requests for use of Library facilities shall be made to the Library Director or his/her designee at least seven (7) days prior to the date of the requested use. The Library Director or

his/her designee shall respond to the request within four (4) days.

ARTICLE THIRTEEN

Grievance Procedure

1. Definitions

A "grievance" is a claim based upon the interpretation, meaning or application of any of the provisions of this Agreement Only claims based upon the interpretation, meaning or application of any of the provisions of this Agreement shall constitute grievances under this Agreement.

The term "days" when used in this Article shall mean Monday through Saturday excluding holidays or other days when the Manchester City Library is closed.

2. Purpose

The purpose of the procedure is to secure, at the lowest possible administrative level, equitable solutions to problems which may, from time to time, arise affecting the welfare or working conditions of any bargaining unit member having a grievance. Both parties agree that the proceedings will be kept as informal and confidential as may be appropriate at any level of the procedure, which shall be handled as provided in this Article.

Nothing herein contained will be construed as limiting the right of any bargaining unit member having a grievance to discuss the matter informally with any appropriate supervisor and to have the grievance adjusted without the intervention of the Union, provided that such adjustment is not inconsistent with the terms of the Agreement. The Union shall have the right to communicate its concerns to the appropriate administrator, relative to any interested party; however, this right shall not extend to being present at any meeting, unless the grievant wants the Union to be there. Any adjustment reached without the presence of a designated representative of the Union shall not be precedential in any way.

3. Procedures

Since it is anticipated that nearly all grievances can be resolved informally at level one, it is important that the complaint be processed as rapidly as possible. The timelines contained herein should be considered maximum. The time limits may be extended by mutual agreement, in writing.

Bargaining unit members shall, notwithstanding the pendency of any grievance, continue to observe all assignments and applicable rules and regulations until their grievance(s) is resolved.

A. Level One-Discussion

If the grievance is not brought to the attention of a bargaining unit member's Supervisor within twenty (20) days after the grievant knew or should have known of the act or condition upon which the grievance is based, then the grievance shall be considered waived. An aggrieved person shall give a written notice to the Supervisor and a brief explanation of the alleged grievance. Such aggrieved person will informally discuss the complaint with his/her Supervisor either directly or through the Union representative with the object of seeking resolution. The supervisor shall hold a discussion with the

grievant and his/her Union representative, if the representative is requested by the grievant. The Supervisor shall give an answer within five (5) days from the date that the grievance is informally received.

B. Level Two-Formal Grievance

If the grievant is not satisfied with the disposition of the grievance at Level One, or if no decision has been rendered within ten (10) days after the informal meeting at Level One, the grievant may file the grievance, in writing, with the Library Director or his/her designee. The grievance and its specifics shall be submitted on the form contained in Appendix A of this Agreement.

Within (10) days of the receipt of the written grievance, the Library Director or his/her designee shall meet with the aggrieved person in an effort to resolve it. The Library Director or his/her designee shall render his/her decision within five (5) days after the meeting.

C. Level Three-Pre-Arbitration

If the grievant is not satisfied with the disposition of the grievance at Level Two or no decision has been rendered within the time frames specified in Level Two, the grievant may refer the matter, in writing, within five (5) days after the decision at Level Two, or twenty-five (25) days after the complaint was referred to Level Two to the City's Chief Negotiator/Contract Administrator, who shall schedule a pre-arbitration meeting within fifteen (15) days after receiving the request.

Representatives of the City Library, the Union, the grievant and the Chief Negotiator/Contract Administrator will attend the pre-arbitration meeting. The purpose of this meeting is to determine if the grievance can be resolved without arbitration. If no satisfactory resolution is reached as a result of the meeting, the Union may submit a written demand for arbitration, with a copy to the Chief Negotiator/Contract Administrator, to the N.H. Public Employee Labor Relations Board within ten (10) days after the pre-arbitration meeting.

D. Level Four-Arbitration

The Arbitrator shall schedule the arbitration hearing at a time and place mutually agreeable to the parties. The Arbitrator shall have no authority to hold a hearing on more than one grievance at any hearing unless the parties mutually agree to the submission of multiple grievances to one arbitrator.

The Arbitrator shall not have the power to alter, add to, or subtract from the terms of the Agreement. The Arbitrator shall have no authority to render a decision which requires the payment for retroactive wages or adjustments which extend prior to the date when an aggrieved employee knew or should have known of the act or condition upon which the grievance was based, as specified in Section 3A of this Article.

The decision of the arbitrator shall be final and binding.

The cost for the services of the Arbitrator, including reasonable expenses, shall be borne equally by the parties in cases of suspension and termination, only. In all other cases, the expenses of the arbitrator shall be borne by the losing party. It shall be incumbent upon the arbitrator to designate the losing Party. The parties agree that the party who requests a postponement of any arbitration hearing shall be obligated to pay any related postponement costs or fees.

E. Miscellaneous

1. Failure at any level of the grievance procedure of "management" to render a decision within the specified time limits shall permit the grievance to proceed to the next level.
2. Failure of the grievant and/or the Union to abide by the time limits set forth in this article shall result in the grievance being dismissed without further action being taken with respect to such grievance.
3. No reprisals of any kind will be taken by "management" or the Union against any party of interest, any Union representative or any other participant in the grievance - procedure by reason of such participation.
4. The Library Director or his/her designee may initiate a grievance against any bargaining unit member or the Union under the terms of this Article by specifying to the Union, in writing, the specific name (s), date(s), alleged violation(s) or misapplication(s) and the provision(s) of this Agreement involved. Such a grievance shall be commenced at Level Three.

If such a grievance is not filed within forty-five days of the date(s) of the alleged violation(s) or misapplication(s), then the grievance shall be considered waived.

5. The Library Director agrees to allow a Union grievance representative and an aggrieved employee(s) reasonable time, without loss of pay, during regular working hours for the purpose of processing grievances only, provided such time away from work does not interfere with the work of the area(s) involved. Such time will not be withheld unreasonably. The Union grievance representative will obtain prior permission to absent him/herself from work before leaving a work site and shall obtain prior permission of the appropriate supervisor involved before interrupting the work of an aggrieved employee(s). Employees shall not be entitled to vehicle reimbursement if they travel for grievance purposes.

ARTICLE FOURTEEN

Salaries

NOTE: The bargaining unit members' work weeks are specified in Article 9.

14.1 Effective July 1, 2022, the Salary Schedules shall be increased by three percent (3%).

Effective July 1, 2023, the Salary Schedules shall be increased by four percent (4%).

Effective July 1, 2024, the Salary Schedules shall be increased by four percent (4%).

14.2 Bargaining unit members will receive a step increase on their anniversary date of current position. This step increase will be subject to a satisfactory performance evaluation. Evaluation step increases will stop when a bargaining unit member reaches Step 13 on the included Salary Schedule.

14.3 Outstanding performance evaluation bonus payments will cease, effective on the date of ratification.

14.4 Bargaining member appeals of their annual performance evaluations will be conducted according to the process agreed to by the Union and the City. See Appendix B.

14.5 The longevity waiting periods for bargaining unit members shall be 10-15-20- 25-30-35-40-45 years of service. An increase of three percent (3.0%) will take effect on the bargaining unit member's anniversary date of employment.

14.6 Bargaining unit members who are promoted to a higher grade shall be placed on the lowest step of the new grade which will provide a minimum of a ten percent (10.0%) increase in salary.

14.7 Bargaining unit members who have attained the requirements of the achievement grade (A-Step) associated with their positions will be placed on the corresponding step on the achievement grade.

ARTICLE FIFTEEN

Temporary Duty in a Higher Classification

15.1 In any case when a bargaining unit member is qualified for and is temporarily required to serve regularly in and accept the responsibility for work in a higher class of position, such bargaining unit member shall receive the entrance rate of that class or one rate step above his/her present rate, whichever is higher, while so assigned, subject to the approval of the Library Director. Such temporary assignment to a higher class of positions, to qualify for the higher rate of pay, shall be regular and continuous in character for at least one work day for FLSA non-exempt employees.

15.2 A bargaining unit member may be temporarily assigned to the work of any position of the same or lower pay grade without a change in pay.

ARTICLE SIXTEEN

Medical/Dental Insurance

16.1 Effective upon ratification, the City will offer three health insurance plans. The HDHP coupled with and HSA, the Access Blue New England Site of Service HMO 250 and the Access Blue New England HMO 1250 Plan all of which are more particularly described in the attached Appendix C. Effective July 1, 2022 refer to Statement of Benefits attached

16.2 Bargaining unit member hired before July 1, 2018, may select either the HDHP coupled with and HSA or the Access Blue New England Site of Service HMO 250.

16.3 Bargaining unit members hired on or after July 1, 2018, shall be limited to the HDHP coupled with an HSA or, if they do not qualify for the HDHP, the Access Blue New England HMO 1250 Plan until such time as they qualify for the HDHP coupled with an HSA.

16.4 For unit members hired prior to March 6, 2012, the City will pay eighty-five percent (85%) of the eligible premiums.

16.5 For unit members hired on or after March 6, 2012, the City will pay eighty percent (80%) of the eligible premiums.

16.6 The City shall offer a high deductible health insurance plan (HDHP) accompanied by the establishment of a Health Savings Account (HSA) for each enrolled bargaining unit member with an annual contribution of \$1,500.00 for an individual and \$3,000.00 for a two person or a family plan to an HSA for the term of this Agreement. The City agrees not to change the amount of the contribution (\$1,500/\$3,000) to the HSA during the period of this contract. All other conditions relative to the high deductible health plan shall apply.

Notwithstanding the City's practice of paying the HSA contributions in periodic payments, in the event of catastrophic illness or injury and payment arrangements with the health provider are not available the employee may request that he/she receives the entire amount at one time.

16.7 To a bargaining unit member who elects not to receive coverage under any City health insurance plan the City shall pay \$4,000.00 annually in lieu of health insurance coverage. The City shall make said payment in two equal payments of \$2,000.00. The first payment, in arrears, will be made in January/February and the second payment, in arrears will be made in July/August. Bargaining unit members who encounter a qualifying event so as to make them eligible for enrollment in the City's health insurance plans during either six-month period will receive a pro rata amount based on the next \$2,000.00 payment. Bargaining unit members will be able to enroll in the City health plans notwithstanding a qualifying event in the annual open enrollment period.

16.8 It is agreed by all parties concerned that the City reserves and shall have the right to change insurance carriers provided that the benefits are not decreased and the costs to bargaining unit members do not increase above those percentages set forth in paragraphs 16.4 & 16.5.

16.9 The City shall provide all bargaining unit members a Northeast Delta Dental plan equivalent to other City employees having such a benefit with a yearly maximum of \$1,500.00. The City shall pay eighty-five (85.0%) percent of each monthly premium for the entire year for the coverage selected by each employee. The City agrees to provide coverage under Delta Dental Insurance Plan Coverage A, B, and C as set forth in Appendix D attached hereto and made part of this Agreement. The City shall pay an amount not to exceed eighty-five percent (85.0%).

The City shall also offer an alternative dental plan with a yearly maximum of \$2500.00 to the extent such a plan can be offered practicably. The City's contribution to this alternative plan shall be the same as the City's contribution to the \$1500.00 maximum plan referenced above.

16.10 Bargaining unit members shall be entitled to full participation in the City's Employee Assistance Program (EAP). The parties agree that if the EAP is terminated by the City, this benefit will lapse.

Article 17
Vacations

17.1 Vacation leave shall accrue for eligible employees on a weekly basis, as follows:

(a) First five years. 1.54 hours per week for each completed week of service until the completion of five years of continuous employment.

(b) Six to nine years. 2.31 hours per week for each completed week of service after the completion of five years of continuous employment and continuing at such rate until the completion of nine years of continuous service.

(c) Ten through fourteen years. 3.08 hours per week for each completed week of service after the completion of 9 years of continuous service and thereafter continuing at such rate until the completion of 14 years of continuous service.

(d) Fifteen through nineteen years. 3.85 hours per week for each completed week of service after the completion of 14 years of continuous service and thereafter continuing at such a rate until the completion of 19 years of continuous service.

(e) Twenty or more years. 4.62 hours per week for each completed week of service after the completion of 19 years of continuous service and thereafter.

17.2 Vacation credits shall accrue during the first six (6) working months of employment, but an employee shall not be eligible to use such vacation credits until the successful completion of his/her six (6) month probationary period. If an employee leaves or is terminated for any cause during his/her probationary period, he/she shall not be eligible for payments for any vacation credits. Employees who are initially employed in a full-time temporary status and who are subsequently appointed to a permanent status, without break in service, as determined by the Human Resources Department, shall be allowed credit for the time served in a temporary status towards accrual of vacation benefits.

17.3 Vacation pay shall be based upon the employee's regular daily rate of pay. Upon termination, permanent employees shall be paid for all unused vacation time, to a maximum of fifty (50) days, based upon their then current rate of pay.

17.4 Maximum vacation accrual. No employee shall be permitted to accrue in excess of two (2) times his/her annual vacation; i.e. employees who earn ten (10) days of vacation per year shall have not more than twenty (20) days earned vacation to their credit at any one time.

17.5 Absence on account of sickness, injury or disability in excess of leave authorized in other articles may, at the request of the employee and within the discretion of the Library Director or his/her designee, be charged against earned vacation leave allowance.

17.6 In the event that a paid legal holiday as prescribed in Article 18 falls during the week and employee is on vacation, such holiday shall not be charged against the vacation time.

The right to take vacation shall not be unreasonably withheld; however, Management shall determine the number of employees allowed to take vacation in any one (1) week or on any one (1) day. Employees may request to use vacation time in increments of one quarter (1/4) hour or more.

17.7 If requests for vacation are submitted by two or more employees on the same day for the same or overlapping time period, the request from the employee(s) with the most seniority, within the same

division, will be granted, to the extent all requests cannot be approved. Nothing herein shall be construed to allow a senior employee to displace a previously approved vacation schedule of a less senior employee.

ARTICLE EIGHTEEN

Holidays

18.1 Permanent full-time employees shall receive their regular compensation for the following named holidays:

New Year's Day
Martin Luther King Day
President's Day
Memorial Day
Fourth of July
Labor Day

Columbus Day
Biennial Election Day
Veteran's Day
Thanksgiving Day
Christmas Day
Juneteenth*

*To the extent the holiday is also given to nonaffiliated so that the library can be closed.

18.2 If a holiday falls on a Sunday and is celebrated on the following Monday or if a holiday falls on a Saturday and is celebrated on the previous Friday, all eligible employees will be paid for that day.

18.3 Any employee shall forfeit his/her right to payment of any holiday if he/she has any unexcused absence on the last day preceding such holiday (or the alternative day under section 2, above) or the next regular work day following such holiday (or such alternative day).

18.4 Eligible employees who are required to work on a holiday (or the alternate day under section 2, above) when the holiday falls on a scheduled day off shall be allowed to take another day off during the same work week or be allowed a floating holiday, all subject to the operational needs of the library.

ARTICLE NINETEEN

Bereavement Leave

19.1 Bereavement leave of five (5) working days with pay between the date of death and the date of the funeral, inclusive, shall be granted to bargaining unit members in the event of the death of their spouse (civil union or marriage), father, mother, sister, brother, child, father-in-law, mother-in-law, son-in-law, daughter-in-law, grandchild, maternal or paternal grandparent or a blood relative or ward residing in the same household.

19.2 Under extenuating circumstances, two (2) additional days with pay may be granted under section 1, with the written approval of the Library Director or his/her designee, such days to be charged to the bargaining union member's accrued sick leave.

19.3 At the request of the bargaining unit member, a special leave of one (1) working day with pay, for the purpose of attending the funeral shall be granted the bargaining unit member in the event of the death of his/her, sister-in-law, brother-in-law, aunt, uncle, great grandparents or an ex-spouse provided there are minor children at the time of death.

19.4 Under no circumstances shall bereavement leave be paid on an overtime basis.

19.5 No distinction shall be made between blood or step relatives. With the prior notification of the Library Director, bereavement leave may be used at a later date than specified above. If the request for leave is at a later date due to the scheduling of the service arrangements, such bereavement leave must be requested at least one (1) week in advance to employee's direct report or supervisor.

ARTICLE TWENTY

Jury Duty/Special Leave

20.1 Any bargaining unit member who is called for jury duty shall notify the Library Director or his/her designee within five (5) work days after being summoned to appear for jury duty. Notification to the Library Director or his/her designee must be made in advance of jury duty assignment with the supporting documentation. Upon proper notification, the employee called will be paid the difference between the fee received for jury duty and the amount of straight time earnings lost by reason of the jury duty. Satisfactory evidence of actual jury duty must be submitted to the Library Director or his/her designee.

Bargaining unit members who are excused from jury duty for a day or days shall be responsible to report to their assignment. Employees, serving as jurors in the courts of Rockingham, Merrimack or Hillsborough Counties shall, if there are more than two (2) hours remaining in the normal work day, be responsible to report to their work site as soon as possible after being released. Failure to report will disqualify the employee from the City's Jury Duty Leave payment. In this case, the employee will retain the daily stipend paid by the Court in which the employee serves as a juror.

20.2 LEAVES OF ABSENCE

- A. In addition to other leaves authorized by this Agreement, the Library Director or his/her designee, with the approval of the mayor, may authorize an employee to be absent without pay for personal reasons for a period or periods not to exceed ten (10) work days in a calendar year.
- B. The Board of Mayor and Aldermen may authorize special leaves of absence with or without pay for any period or periods not exceed one calendar year for the following purposes: Attendance at college, university or business school for the purpose of training in subjects relating to the work of the employee and which will benefit the employee and the Library Department, urgent personal business requiring the employee's attention for an extended period, such as settling

estates, liquidation of business, attending court as a witness, and for purposes other than the above that are deemed beneficial to the city service.

C. MILITARY LEAVE

Military leave shall be governed by applicable State and Federal law.

D. MATERNITY LEAVE

Maternity leave shall be governed by applicable law.

E. The City shall grant a yearly leave of one (1) day with pay to attend a Union

Conference for the designated Union Steward. The Union will request the union leave at least two (2) weeks in advance.

ARTICLE TWENTY-ONE

Education Incentive Reimbursement

21.1 Effective July 1, 2003 or the date of ratification, whichever comes later, the following education incentive reimbursement provisions will apply to bargaining unit members.

21.2 The City agrees to provide reimbursement to bargaining unit members who complete approved courses relating to their current responsibilities or as part of an approved career development program based upon the following standards: Payment of seventy-five percent (75%) of the cost of such courses but not to exceed \$2,000.00 per employee per fiscal year. Such payments will be made from the non-affiliated employee fund and they will cease when the fund is exhausted.

21.3 All courses must be approved in advance by the Library Director or his/her designee, as meeting the requirement that the course is related to the bargaining unit members job or is part of a career development program. Approval must be obtained through the Human Resources Department for payment of the course, under its procedures.

21.4 Once a course has been approved, an advance will be made to the bargaining unit member of one-half (1/2) of the authorized seventy-five percent (75%) of the cost of the course tuition and books. The remainder of the reimbursement will be paid to the bargaining unit member upon presentation of a certification of the satisfactory completion of the course.

21.5 Approval for courses will be considered on the basis of relevancy of the course, the number of bargaining unit members applying and the funds available.

21.6 If a course is paid for in whole or in part through a State or Federal program then the City will not reimburse for such amount, it being the intent of these-provisions to preclude double payment for any course.

ARTICLE TWENTY-TWO

Layoffs

22.1 In the event of a layoff, the Manchester City Library reserves the sole right to determine which classification(s) shall be affected. Employees shall be laid off in the inverse order of their classification seniority, i.e., the employee with the least time in the affected classification shall be laid off first.

No employee who is laid off shall have the right to replace (bump) another employee with less departmental seniority or for any other reason.

22.2 In the event of a layoff, the Manchester City Library shall give written notice to the employee(s) affected at least fourteen (14) calendar days prior to the effective date of the layoff.

In layoffs associated with the contracting or subcontracting of work, the City and/or Department will provide as much advance notice of the impending layoff as is reasonably possible.

ARTICLE TWENTY-THREE

Dues Deduction

23.1 Effective on July 1, 2003 or the date of ratification, whichever comes later, the City agrees to authorize the deduction of Union dues from each bargaining unit member who has signed an authorization card and to remit same to Teamsters Local No. 633 of New Hampshire on a monthly basis, on or before the twentieth (20th) day of the month.

23.2 If any bargaining unit member has no check coming to him/her, or if his/her check is not large enough to satisfy the dues then no deduction will be made. In no event will the City be required to deduct fines or assessments beyond the regular monthly dues.

23.3 The City and the Manchester City Library and all of their employees and agents shall be held harmless in any dispute whatsoever arising between the Union and the bargaining unit member(s) regarding the payment of Union dues.

23.4 The City will notify Teamsters Local 633 of New Hampshire in writing within ten (10) working days of the cancellation of Union dues deductions by a bargaining unit member who had previously signed an authorization card.

23.5 The City agrees to a D.R.I.V.E. check-off for bargaining unit members. Upon written authorization by the employee, the City shall deduct the amount specified by the employee on a weekly basis and shall remit same to the Granite State Teamsters' D.R.I.V.E. account. The employee shall provide written authorization in the form required by law.

ARTICLE TWENTY-FOUR

Life Insurance

24.1 Effective July 1, 2003 or the date of ratification, whichever comes later, the City will provide for a Life Insurance fund to provide for the payment of a death benefit of an amount equal to the bargaining unit member's last yearly base pay, but not to exceed \$50,000.00 to the named beneficiary or estate of any member of the bargaining unit who dies from any cause while employed by the City or within sixty (60) calendar days after resignation for health reasons.

24.2 The City reserves the right to contract with a qualified insurance carrier of its choosing to provide the benefits specified above.

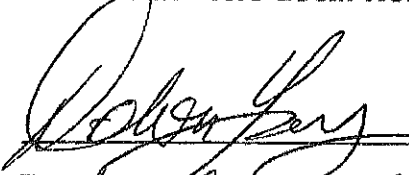
ARTICLE TWENTY-FIVE

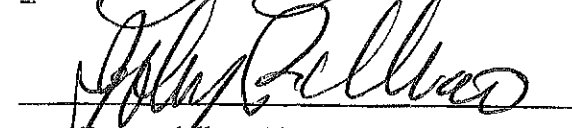
Duration

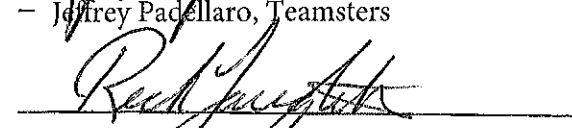
29.1 Upon ratification by the respective parties, this Agreement shall be in effect, with effective dates for specific provisions as stated in the various Articles, from ratification through June 30, 2025, at which time it will automatically expire.

Pursuant to RSA 273-A:3, II (a), if either party desires to bargain a successor agreement, they must give written notice to the other party no later than December 1, 2024 or the anniversary date thereof, such date being one hundred twenty (120) days prior to the budget submission date.

For Teamsters Local No. 633 of NH

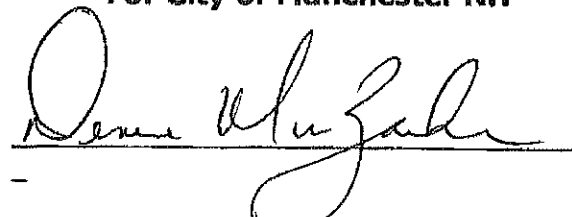


-


- Jeffrey Padellaro, Teamsters


- Rick Loughton, Teamsters
Date: 6/27/22

For City of Manchester NH



- Sharon Y. Wickens Digitally signed by Sharon Y. Wickens
Date: 2022.07.26 15:29:52 -04'00'

- Sharon Wickens, Interim Human Resource Dir.

Date: 6/27/22

APPENDIX A

Grievance Form

GRIEVANT:

CLASSIFICATION:

WORK LOCATION:

SUPERVISOR TITLE:

STATEMENT OF GRIEVANCE:

STATE ALLEGED VIOLATION; DATE, TIME, PERSONNEL INVOLVED.

CONTRACT ARTICLES/SECTIONS VIOLATED

STATE REMEDY REQUESTED

GRIEVANT'S SIGNATURE _____ DATE _____

I AUTHORIZE THE TEAMSTERS LOCAL NO. 633 OF NH TO ACT AS MY REPRESENTATIVE IN THE DISPOSITION OF THE GRIEVANCE.

DATE _____ GRIEVANT'S SIGNATURE _____

DATE PRESENTED TO MANAGEMENT REPRESENTATIVE

MANAGEMENT REPRESENTATIVE'S SIGNATURE _____

DISPOSITION OF GRIEVANCE:

CC:

APPENDIX B

Employee Development Appeals Process

Only employees who are denied a merit step increase on their anniversary date of position due to a sub-standard performance evaluation may file an appeal. All appeals shall be initially filed with the employee's department head. Any employees receiving a satisfactory performance evaluation shall not have the right to appeal or grieve their evaluation, their pay step or the supervisor's comments. In the event that there is a disagreement between the employee and his/her supervisor over the EDP goals, the employee, after discussing the disagreement with the Department Head or his/her designee may with the concurrence of the Union, file a grievance.

If the department head rules in the employee's favor, the employee shall receive his/her merit step as of their anniversary date of position. If the department head rules against the employee, the employee shall have the right to appeal the decision to the citywide appeals committee.

Employees will have thirty (30) days from the date of denial by their department head to file an appeal with the Human Resources Director or their right to appeal shall be forfeited.

An appeals committee shall be comprised of the following representatives:

- Two union representatives appointed by the unions (with two alternates).
- One department head (with one alternate).
- One non-affiliated (with one alternate).
- An independent neutral party to act as tie breaker. This person to be selected through agreement between the City and the unions. If no decision can be reached, the neutral shall be appointed by the P.E.L.R.B. Any costs associated with the neutral party hearing appeals shall be borne half by the City and half proportionally split amongst the unions whose members are appealing. The unions shall not be responsible for any costs incurred in appeal hearings from non-affiliated employees.
- The Human Resources Director as non-voting chairman to provide staff resources. Members cannot sit in on appeals where the appellant is a member of the same department or union.

Terms of the members on this committee shall be staggered with two (2) year terms and members cannot serve more than two consecutive terms. Members must take at least one year off after serving two terms before being allowed to serve on the committee again. Alternates shall have no term limitations.

Unless agreed to by the appellant and the Human Resources Director the committee shall have sixty (60) days from receipt of the appeal to conduct a hearing on the matter.

The committee shall have thirty (30) days to render a decision on the matter.

A majority vote shall rule and all decisions are final, binding and non-grieveable. A decision favorable to the employee means the employee shall receive their merit step effective (including retro-active pay) to their date of position. Evaluation step increases will stop when an employee reaches Step 13 on the included pay matrix.

The provisions of this Article shall expire on the last day of this Agreement, provided that any employee denied a merit pay increase during the duration of this agreement shall be entitled to an appeal under this Article.

Your summary of benefits



Matthew Thornton Health Plan, Inc./Anthem® Blue Cross and Blue Shield

Your Plan: Anthem BlueChoice Open Access Advantage HSA Alt Net 2000/0%/2000

Your Network: Blue Choice POS

Covered Medical Benefits	Cost if you use an In-Network Provider	Cost if you use a Non-Network Provider
Overall Deductible	\$2,000 person /\$4,000 family	
Out-of-Pocket Limit	\$2,000 person / \$4,000 family	\$4,000 person / \$8,000 family
The family deductible and out-of-pocket maximum are non-embedded meaning the cost shares of all family members apply to one shared family deductible and one shared family out-of-pocket maximum. The individual deductible and individual out-of-pocket maximum only apply to individuals enrolled under single coverage.		
Preventive Care / Screening / Immunization	No charge	30% coinsurance after deductible is met
<u>Doctor Home and Office Services</u>		
Primary Care Visit	0% coinsurance after deductible is met	30% coinsurance after deductible is met
Specialist Care Visit	0% coinsurance after deductible is met	30% coinsurance after deductible is met
Prenatal and Post-natal Care	0% coinsurance after deductible is met	30% coinsurance after deductible is met
<u>Other Practitioner Visits:</u>		
Retail Health Clinic	0% coinsurance after deductible is met	30% coinsurance after deductible is met
On-line Visit <i>Includes Mental Health and Substance Abuse</i> <i>(www.livehealthonline.com)</i>	0% coinsurance after deductible is met	30% coinsurance after deductible is met
Manipulation Therapy <i>Coverage is limited to 20 visits per benefit period.</i>	0% coinsurance after deductible is met	30% coinsurance after deductible is met
Acupuncture <i>Coverage is limited to 20 visits per benefit period.</i>	Not covered	Not covered

Covered Medical Benefits	Cost if you use an In-Network Provider	Cost if you use a Non-Network Provider
<u>Other Services in an Office:</u> Allergy Testing Chemo/Radiation Therapy Dialysis/Hemodialysis Prescription Drugs - <i>Dispensed in the office</i>	0% coinsurance after deductible is met 0% coinsurance after deductible is met 0% coinsurance after deductible is met 0% coinsurance after deductible is met	30% coinsurance after deductible is met 30% coinsurance after deductible is met 30% coinsurance after deductible is met 30% coinsurance after deductible is met
<u>Diagnostic Services</u> Lab: Office Freestanding Lab/Reference Lab Outpatient Hospital	0% coinsurance after deductible is met 0% coinsurance after deductible is met 0% coinsurance after deductible is met	30% coinsurance after deductible is met 30% coinsurance after deductible is met 30% coinsurance after deductible is met
<u>X-Ray:</u> Office Freestanding Radiology Center Outpatient Hospital	0% coinsurance after deductible is met 0% coinsurance after deductible is met 0% coinsurance after deductible is met	30% coinsurance after deductible is met 30% coinsurance after deductible is met 30% coinsurance after deductible is met
<u>Advanced Diagnostic Imaging:</u> Office Freestanding Radiology Center	0% coinsurance after deductible is met 0% coinsurance after deductible is met	30% coinsurance after deductible is met 30% coinsurance after deductible is met

Covered Medical Benefits	Cost if you use an In-Network Provider	Cost if you use a Non-Network Provider
Outpatient Hospital	0% coinsurance after deductible is met	30% coinsurance after deductible is met
<u>Emergency and Urgent Care</u>		
Urgent Care	0% coinsurance after deductible is met	Covered as In-Network
Urgent Care Doctor and Other Services	0% coinsurance after deductible is met	Covered as In-Network
<u>Emergency Room Facility Services</u>	0% coinsurance after deductible is met	Covered as In-Network
Emergency Room Doctor and Other Services	0% coinsurance after deductible is met	Covered as In-Network
<u>Ambulance</u>	0% coinsurance after deductible is met	Covered as In-Network
<u>Outpatient Mental/Behavioral Health and Substance Abuse</u>		
Doctor Office Visit	0% coinsurance after deductible is met	30% coinsurance after deductible is met
Facility Visit:		
Facility Fees	0% coinsurance after deductible is met	30% coinsurance after deductible is met
Doctor Services	0% coinsurance after deductible is met	30% coinsurance after deductible is met
<u>Outpatient Surgery</u>		
Facility Fees:		
Hospital	0% coinsurance after deductible is met	30% coinsurance after deductible is met
Freestanding Surgical Center	0% coinsurance after deductible is met	30% coinsurance after deductible is met

Covered Medical Benefits	Cost if you use an In-Network Provider	Cost if you use a Non-Network Provider
Doctor and Other Services: Hospital Freestanding Surgical Center	0% coinsurance after deductible is met 0% coinsurance after deductible is met	30% coinsurance after deductible is met 30% coinsurance after deductible is met
<u>Hospital (Including Maternity, Mental / Behavioral Health, Substance Abuse):</u> Facility fees (for example, room & board) <i>Coverage for Inpatient Rehabilitation is limited to 60 days and Skilled Nursing services are limited to 100 days per benefit period. Applies to In-Network.</i> Doctor and other services	0% coinsurance after deductible is met 0% coinsurance after deductible is met	30% coinsurance after deductible is met 30% coinsurance after deductible is met
<u>Recovery & Rehabilitation</u> Home Health Care <i>Limit is combined with Private Duty Nursing and it is 100 days per benefit period.</i>	0% coinsurance after deductible is met	30% coinsurance after deductible is met
Rehabilitation services: Office <i>Coverage for rehabilitative and habilitative physical therapy, occupational therapy and speech therapy is limited to 60 visits combined per benefit period.</i> Outpatient Hospital <i>Coverage for rehabilitative and habilitative physical therapy, occupational therapy and speech therapy is limited to 60 visits combined per benefit period.</i>	0% coinsurance after deductible is met 0% coinsurance after deductible is met	30% coinsurance after deductible is met 30% coinsurance after deductible is met
Cardiac rehabilitation Office <i>Coverage is unlimited per benefit period.</i> Outpatient Hospital <i>Coverage is unlimited per benefit period.</i>	0% coinsurance after deductible is met 0% coinsurance after deductible is met	30% coinsurance after deductible is met 30% coinsurance after deductible is met
Skilled Nursing Care (facility) <i>Coverage for Inpatient Rehabilitation is limited to 60 days and Skilled Nursing services are limited to 100 days per benefit period. Applies to In-Network.</i>	0% coinsurance after deductible is met	30% coinsurance after deductible is met

Covered Medical Benefits	Cost if you use an In-Network Provider	Cost if you use a Non-Network Provider
Hospice	0% coinsurance after deductible is met	30% coinsurance after deductible is met
Durable Medical Equipment <i>Unlimited</i>	0% coinsurance after deductible is met	30% coinsurance after deductible is met
Prosthetic Devices	0% coinsurance after deductible is met	30% coinsurance after deductible is met
Fitness Club Reimbursement	Up to \$100 per six months and \$200 per plan year per contract.	
Vision Hardware <i>(Per member every 2 years)</i>	\$100 maximum reimbursement for frames and lenses.	

Covered Prescription Drug Benefits	Cost if you use an In-Network Provider	Cost if you use an Out-of-Network Provider
Pharmacy Deductible	Combined with In-Network medical deductible	Combined with Non-Network medical deductible
Pharmacy Out of Pocket	Combined with In-Network medical	Combined with Non-Network medical
Prescription Drug Coverage <i>National Drug List</i> <i>This product has NO 90-day Retail Pharmacy Network available. A 90-day supply is not available at most pharmacies.</i> <i>No coverage for non-formulary drugs.</i>		
Tier 1 - Typically Generic <i>30 day supply (retail pharmacy). 90 day supply (home delivery).</i>	0% coinsurance after deductible is met (retail and home delivery)	30% coinsurance after deductible is met (retail) and Not covered (home delivery)
Tier 2 – Typically Preferred Brand <i>30 day supply (retail pharmacy). 90 day supply (home delivery).</i>	0% coinsurance after deductible is met (retail and home delivery)	30% coinsurance after deductible is met (retail) and Not covered (home delivery)
Tier 3 - Typically Non-Preferred Brand <i>30 day supply (retail pharmacy). 90 day supply (home delivery).</i>	0% coinsurance after deductible is met (retail and home delivery)	30% coinsurance after deductible is met (retail) and Not covered (home delivery)

Notes:

- Your medical and prescription copays, coinsurance and deductible count toward your out of pocket amount.

- If you have an office visit with your Primary Care Physician or Specialist at an Outpatient Facility (e.g., Hospital or Ambulatory Surgical Facility), benefits for Covered Services will be paid under "Outpatient Facility Services".
- Costs may vary by the site of service. Other cost shares may apply depending on services provided. Check your Certificate of Coverage for details.

This summary of benefits is a brief outline of coverage, designed to help you with the selection process. This summary does not reflect each and every benefit, exclusion and limitation which may apply to the coverage. For more details, important limitations and exclusions, please review the formal Evidence of Coverage (EOC). If there is a difference between this summary and the Certificate of Insurance or Evidence of Coverage (EOC), the Certificate of Insurance or Evidence of Coverage (EOC), will prevail.

Anthem Blue Cross and Blue Shield is the trade name of Anthem Health Plans of New Hampshire, Inc. Independent licensee of the Blue Cross and Blue Shield Association. ® ANTHEM is a registered trademark of Anthem Insurance Companies, Inc. The Blue Cross and Blue Shield names and symbols are registered marks of the Blue Cross and Blue Shield Association.

Questions: (833) 621-0307 or visit us at www.anthem.com

NH/LG/Anthem BlueChoice Open Access Advantage HSA Alt Net 2000/0%/2000/6CGH/07-01-2021

Language Access Services:

Get help in your language

Curious to know what all this says? We would be too. Here's the English version:

If you have any questions about this document, you have the right to get help and information in your language at no cost. To talk to an interpreter, call (833) 772-4122

Separate from our language assistance program, we make documents available in alternate formats for members with visual impairments. If you need a copy of this document in an alternate format, please call the customer service telephone number on the back of your ID card.

(TTY/TDD: 711)

Arabic (العربية): إذا كان لديك أي استفسارات بشأن هذا المستند، فيحق لك الحصول على المساعدة والمعلومات بلغتك دون مقابل. للتحدث إلى مترجم، اتصل على (833) 772-4122.

Armenian (հայերեն). Եթե այս փաստաթղթի հետ կապված հարցեր ունեք, դուք իրավունք ունեք անվճար ստանալ օգնություն և տեղեկատվություն ձեր լեզվով: Թարգմանչի հետ խոսելու համար գանգահարեք հետևյալ հեռախոսահամարով՝ (833) 772-4122:

Chinese(中文): 如果您對本文件有任何疑問，您有權使用您的語言免費獲得協助和資訊。如需與譯員通話，請致電(833) 772-4122。

Farsi (فارسی): در صورتی که سؤالی پیرامون این سند دارید، این حق را دارید که اطلاعات و کمک را بدون هیچ هزینه ای به زبان مادریتان دریافت کنید. برای گفتگو با یک مترجم شفاهی، با شماره (833) 772-4122 تماس بگیرید.

French (Français): Si vous avez des questions sur ce document, vous avez la possibilité d'accéder gratuitement à ces informations et à une aide dans votre langue. Pour parler à un interprète, appelez le (833) 772-4122.

Haitian Creole (Kreyòl Ayisyen): Si ou gen nenpòt kesyon sou dokiman sa a, ou gen dwa pou jwenn èd ak enfòmasyon nan lang ou gratis. Pou pale ak yon entèprèt, rele (833) 772-4122.

Italian (Italiano): In caso di eventuali domande sul presente documento, ha il diritto di ricevere assistenza e informazioni nella sua lingua senza alcun costo aggiuntivo. Per parlare con un interprete, chiami il numero (833) 772-4122.

Japanese (日本語): この文書についてなにかご不明な点があれば、あなたにはあなたの言語で無料で支援を受け情報を得る権利があります。通訳と話すには、(833) 772-4122 にお電話ください。

Language Access Services:

Korean (한국어): 본 문서에 대해 어떠한 문의사항이라도 있을 경우, 귀하에게는 귀하가 사용하는 언어로 무료 도움 및 정보를 얻을 권리가 있습니다. 통역사와 이야기하려면 (833) 772-4122로 문의하십시오.

Navajo (Diné): Dii naaltsoos biká'ígíí lahgo bina'idílkidgo ná bohónéedzá dóó bee ahóót'i' t'áá nì nizaad k'ehjí bee nìl hodoonih t'áadoo bááh ílínigóó. Ata' halne'ígíí la' bich'i' hadeesdzih ninizingo kojí hodiilnih (833) 772-4122.

Polish (polski): W przypadku jakichkolwiek pytań związanych z niniejszym dokumentem masz prawo do bezpłatnego uzyskania pomocy oraz informacji w swoim języku. Aby porozmawiać z tłumaczem, zadzwoń pod numer: (833) 772-4122.

Punjabi (ਪੰਜਾਬੀ): ਜੇ ਤੁਹਾਡੇ ਇਸ ਦਸਤਾਵੇਜ਼ ਬਾਰੇ ਕੋਈ ਸਵਾਲ ਹੁੰਦੇ ਹਨ ਤਾਂ ਤੁਹਾਡੇ ਕੋਲ ਮੁਫਤ ਵਿੱਚ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮਦਦ ਅਤੇ ਜਾਣਕਾਰੀ ਪ੍ਰਾਪਤ ਕਰਨ ਦਾ ਅਧਿਕਾਰ ਹੁੰਦਾ ਹੈ। ਇੱਕ ਦੁਬਾਸ਼ੀਏ ਨਾਲ ਗੱਲ ਕਰਨ ਲਈ, (833) 772-4122 ਤੇ ਕਾਲ ਕਰੋ।

Russian (Русский): если у вас есть какие-либо вопросы в отношении данного документа, вы имеете право на бесплатное получение помощи и информации на вашем языке. Чтобы связаться с устным переводчиком, позвоните по тел. (833) 772-4122.

Spanish (Español): Si tiene preguntas acerca de este documento, tiene derecho a recibir ayuda e información en su idioma, sin costos. Para hablar con un intérprete, llame al (833) 772-4122.

Tagalog (Tagalog): Kung mayroon kang anumang katanungan tungkol sa dokumentong ito, may karapatan kang humingi ng tulong at impormasyon sa iyong wika nang walang bayad. Makipag-usap sa isang tagapagpaliwanag, tawagan ang (833) 772-4122.

Vietnamese (Tiếng Việt): Nếu quý vị có bất kỳ thắc mắc nào về tài liệu này, quý vị có quyền nhận sự trợ giúp và thông tin bằng ngôn ngữ của quý vị hoàn toàn miễn phí. Để trao đổi với một thông dịch viên, hãy gọi (833) 772-4122.

It's important we treat you fairly

That's why we follow federal civil rights laws in our health programs and activities. We don't discriminate, exclude people, or treat them differently on the basis of race, color, national origin, sex, age or disability. For people with disabilities, we offer free aids and services. For people whose primary language isn't English, we offer free language assistance services through interpreters and other written languages. Interested in these services? Call the Member Services number on your ID card for help (TTY/TDD: 711). If you think we failed to offer these services or discriminated based on race, color, national origin, age, disability, or sex, you can file a complaint, also known as a grievance. You can file a complaint with our Compliance Coordinator in writing to Compliance Coordinator, P.O. Box 27401, Mail Drop VA2002-N160, Richmond, VA 23279. Or you can file a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights at 200 Independence Avenue, SW; Room 509F, HHH Building; Washington, D.C. 20201 or by calling 1-800-368-1019 (TDD: 1-800-537-7697) or online at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>. Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

HMO Site of Service \$250 Summary of Benefits – Plan Year

*This is only a brief summary of your coverage. Benefits apply when care is **medically necessary**. Services are covered up to the Maximum Allowable Benefit (MAB). Network providers agree to accept the MAB as payment in full.*

Service Received	Your Share of the Cost
You do not need a referral from your Primary Care Provider, however you must receive covered services in the Access Blue Network.	
Preventive Care <ul style="list-style-type: none"> Immunization, lead screening, PSA (prostate screening), mammograms, and PAP smears Routine physical exam for babies, children and adults including family planning visits Routine hearing exam Routine vision exam (<i>one exam per member per calendar year</i>) 	Covered in full
Other Outpatient Care <ul style="list-style-type: none"> Medical exam, injections (including allergy injections), office surgery and anesthesia Early Childhood Intervention therapy services for children up to age 3 	\$20 per visit to your PCP \$20 per visit to any Specialist
<ul style="list-style-type: none"> Diagnostic lab services at SOS facilities 	Covered in full
<ul style="list-style-type: none"> Diagnostic imaging – x-rays, ultrasounds and chiropractic x-rays at SOS facilities 	Covered in full
<ul style="list-style-type: none"> High Cost diagnostic imaging such as MRI/CT Scans at SOS facilities 	Covered in full
<ul style="list-style-type: none"> Outpatient surgery at Ambulatory Surgical Center at SOS facilities 	Covered in full
<ul style="list-style-type: none"> Short term rehabilitative therapy- <i>physical, occupational, or speech</i>) at SOS facilities (<i>up to 60 visits, any combination, per member, per plan year</i>) 	Covered in full
<ul style="list-style-type: none"> Surgery at non-SOS facilities or a hospital outpatient department 	\$250 copay
<ul style="list-style-type: none"> High cost diagnostic imaging such as MRI/CT Scans at non-SOS facilities or hospitals 	\$250 copay
<ul style="list-style-type: none"> Diagnostic lab services at non-SOS facilities or hospitals 	\$50 copay
<ul style="list-style-type: none"> Diagnostic imaging X-rays, ultrasounds and chiropractic x-rays at non-SOS facilities or hospitals 	\$125 copay
<ul style="list-style-type: none"> Short term rehabilitative therapy- <i>physical, occupational, or speech</i>) at non-SOS facilities or hospitals 	\$20 copay
Inpatient Care (as a bed patient in an acute care hospital) <ul style="list-style-type: none"> Semi-private room and board Physician in-hospital care, surgery, delivery, anesthesia, lab, X-ray, CT scan, MRI, medical supplies, medication and physical, occupational and speech therapy 	\$250 per member / \$500 per family per plan year deductible
Skilled Nursing Facility and Rehabilitation Facility Care <i>(limited to 100 combined days in a skilled nursing facility or rehabilitation facility per member, per calendar year)</i>	\$250 per member / \$500 per family per plan year deductible

Durable Medical Equipment (DME) <i>Unlimited</i> \$200 deductible for external prosthetics	Covered in full
Other Services <ul style="list-style-type: none"> OB/GYN care (<i>performed by an OB/GYN provider</i>) <ul style="list-style-type: none"> Exam Maternity care (routine prenatal, delivery and postpartum) Chiropractic visit (<i>20 visits per member per plan year</i>) 	\$20 per visit \$250 Deductible \$20 per visit
Emergency Room or Urgent Care Center Visit <ul style="list-style-type: none"> ER facility charge (<i>copayment waived if admitted</i>) Urgent Care facility charge ER/Urgent Care physician fee, CT Scan, MRI, medical supplies, etc. 	\$300 per visit \$75 per visit Covered in full
Ambulance (<i>medically necessary emergency transport only</i>)	Covered in full
Service Received	Your Share of the Cost
You do not need a referral from your Primary Care Provider, however you must receive covered services in the Access Blue Network.	
Mental Health and Substance Abuse <ul style="list-style-type: none"> Outpatient services <ul style="list-style-type: none"> Visit/consultation 	\$20 copayment per visit
<ul style="list-style-type: none"> Inpatient services <ul style="list-style-type: none"> Semi-private room & board Physician visit 	\$250 per member / \$500 per family per plan year deductible
Maximum for Services Subject to \$100 Deductible	
Individual Family	\$250 per member per plan year \$500 per family per plan year
Out of Pocket Limitations	
Medical Out-of-Pocket Limitation The Out-of-Pocket Limit includes all Deductibles, Coinsurance, and Copayments you pay during a Calendar Year. It does not include your Premium, amounts over the Maximum Allowable Benefit, or charges for non-covered services.	Once the Out-of-Pocket Limit is satisfied, you will not have to pay additional Deductibles, Coinsurance or Copayments for the rest of the Plan Year. \$6,350 per Member, per Plan Year \$12,700 per family, per Plan Year

Prescription Drugs

Covered medications, diabetic supplies and contraceptive devices purchased at a network pharmacy

- Copayment applies to each fill, up to a 30-day supply for retail
- Includes maintenance drugs at a retail or mail order pharmacy
- Only certain drugs are considered "maintenance" and are available for a supply greater than 30 days.

Important notes:

- If you choose to buy a brand drug, you pay the brand copay
- Refer to your prescription drug program flyer for details.

Cost Relief Copayment assistance available for certain Specialty drugs with no copayment for member. IngenioRx will identify the member with assistance available and will reach out to member to enroll him/her. Enrollment required otherwise member can be responsible for higher out of pocket expense.

Retail (30 day supply):

\$10 copay / tier 1
\$30 copay / tier 2
\$50 copay / tier 3

90 day supply at retail for 3 copayments

Mail Order (90 day supply):

\$20 copay / tier 1
\$60 copay / tier 2
\$100 copay / tier 3

Other

Fitness Club Reimbursement

\$200 maximum reimbursement (limited to one member per enrolled household per plan year)

Vision Hardware
(per member every 2 years)

\$100 maximum reimbursement for frames and lenses.

Exclusions and Limitations

The services listed below are not covered by this plan. Please review your Subscriber Certificate for complete details on exclusions and limitations.

Services Not Covered

• Any service that is not medically necessary • Any service required by a third party (court ordered services are covered if all of the other terms of the plan are met) • Claims for services received more than 12 months ago • Complementary and Alternative Therapies/Medicine • Cosmetic surgery • Custodial or convalescent care • Educational testing and therapy • Experimental and/or investigational services • Hospitalization for conditions that are not covered • Human organ transplants other than those listed in the subscriber certificate as covered benefits • Mental health services which do not usually result in favorable modification through short-term therapy • Miscellaneous devices, materials, and supplies, including, but not limited to, hearing aids, eyeglasses, contact lenses (except after cataract surgery), dentures and support devices for the feet and corrective shoes • Permanent dental restoration, orthognathic and most oral surgery • Personal comfort items • Radial keratotomy or other surgery to correct vision • Routine podiatry • Services covered by government programs to the extent permitted by law • Services for work-related illness or injury • Sterilization reversal

Anthem Blue Cross and Blue Shield has the right to recover its costs for care of:

- Injuries which are the responsibility of other parties • Services for which another insurance carrier or Medicare is primary • Services related to illegal conduct

This is only a brief summary of your coverage.

This summary of benefits is not a contract. It is a general description of the benefits and exclusions of this plan. Complete information about all benefits, limitations and exclusions is in the Subscriber Certificate, which will be mailed to you after you enroll. If you need further information, call Customer Service at 1-800-621-0307

† Access Blue New England is administered by Anthem Blue Cross and Blue Shield and underwritten by Matthew Thornton Health Plan