



---

# Employee Handbook



## **CHS SERVICES**

*With locations at:*

### **CHS Service Center – Rockville Centre**

992 North Village Avenue  
Rockville Centre, New York 11570

### **CHS Service Center – Melville**

245 Old Country Road  
Melville, New York 11747

### **CHS Service Center –**

#### **DeMatteis Center**

101 Northern Blvd  
Greenvale, New York, 11548

Dear Colleague:

Welcome to CHS Services! As an employee of this organization you play a key role in furthering the mission of Catholic Health Services of Long Island (CHS). You bring your talents to the work at hand. All of us are needed, each person's job is important, and all of us participate in the Mission of CHS.

*Catholic Health Services of Long Island, as a ministry of the Catholic Church, continues Christ's healing mission, promotes excellence in care, and commits itself to those in need.*

*CHSLI affirms the sanctity of life, advocates for the poor and underserved, and serves the common good. It conducts its healthcare practice, business, education and innovation with justice, integrity and respect for the dignity of each person.*

This Handbook outlines and explains the key policies of CHS Services. If you have questions, please speak with your Supervisor and/or Human Resources.

Thank you for working with your colleagues to help the member organizations of Catholic Health Services of Long Island provide the highest quality of care to those we serve. We speak of healthcare as a ministry. Whatever our job is, we all participate in that ministry. I know that you recognize the importance of what you do as an individual and what we accomplish collectively.

## **ABOUT CHS SERVICES**

CHS Services is an operating corporation within the CHS corporate structure. This corporation is responsible for providing support services to many of the system's member organizations. By bringing together the key functions of Supply Chain, Finance, Managed Care, Internal Audit and Compliance, Care Management, Information Technology and Human Resources Administration, we have an opportunity to take advantage of the synergies created when talented individuals focus their work on achieving common goals. We anticipate that being able to work together in central locations results in efficiencies, savings and opportunity for innovation.

# TABLE OF CONTENTS

## **STANDARDS OF CONDUCT**

- Compliance Assurance Program
- Rules of Conduct

## **POLICY STATEMENTS**

- Appearance
- Attendance and Punctuality
- Child Protection Policy
- Confidential Information
- Corrective Discipline
- Drug-Free Workplace
- Employment at Will
- Equal Employment Opportunity
- Inspection of Parcels
- Personal Telephone Calls/Mail/Photocopying and Facsimiles
- Personal Use of Electronic Communication
- Sexual Harassment
- Smoking
- Social Networking
- Solicitation and Distribution of Materials
- Violence and Harassment in the Workplace

## **EMPLOYMENT DEFINITIONS**

- Introductory Employee
- Regular Employee
- Regularly Scheduled Hours
- Full-Time Employee
- Part-Time Employee
- Per Diem Employee
- Temporary Employee

## **EMPLOYEE INFORMATION**

- Introductory Period
- Pre-employment Screening
- Drug Screening
- Orientation
- Performance Reviews
- Job Opportunities/Postings/  
Promotions and Transfers
- Complaint Resolution
- Termination

## **BENEFITS**

- Medical, Dental and Life Insurance
- Disability
- Retirement Benefits
- Tax Sheltered Annuity (403(b))
- Worker's Compensation
- Unemployment Insurance
- Credit Union
- Educational Assistance
- Employee Assistance Program
- Hospital Discounts

## **WORK AND SALARY INFORMATION**

- Work Week
- Pay Day
- Overtime
- Direct Deposit
- Payroll Deductions
- Meal and Rest Periods

## **TIME OFF**

- Paid Time Off
- Holidays
- Personal Days
- Vacation
- Sick Days
- Bereavement Days
- Jury Duty
- Leaves of Absence

## **OTHER IMPORTANT MATTERS**

- Change in Personal Information
- Identification Badge
- Personal Property
- Right to Know
- Safety and Fire Prevention

---

---

## STANDARDS OF CONDUCT

---

---

### **Compliance Assurance Program**

CHS Services has a Compliance Program. As part of that Program, CHS Services has instituted various policies and procedures which are set forth in the Compliance Program Handbook and the Compliance Manual to assist in preventing fraud, waste and abuse in government healthcare programs and to ensure compliance with all laws, regulations applicable to CHS Services, and to promote ethical and lawful conduct. All employees receive a copy of the Compliance Program Handbook as part of the Orientation process, through the compliance training program or may obtain a copy from CHS Services intranet site.

CHS Services is committed to ensuring that all billings to Medicare, Medicaid and other third-party payors on behalf of CHS healthcare entities are truthful, accurate and meet the requirements of applicable laws, regulations and contractual requirements, including Federal and state false claims and other relevant laws, regulations and remedies. As such, all employees and agents must adhere to CHS Services Compliance Program which includes the following general standards of conduct.

- Obey the law when conducting business on behalf of CHS Services, including checking with a supervisor before undertaking any action that an employee or agent feels may not be lawful
- Be honest and truthful in all of their dealings with one another and with people or organizations that conduct business with CHS Services; and
- Participate in the CHS Services Compliance Assurance Program, including reporting actual or suspected misconduct and working to correct any improper practices that are identified.

As noted above, there are Federal and State false claim laws which CHS Services must abide. The Federal and New York State False Claims Act provide, in pertinent part, that any person who knowingly presents, or causes to be presented, to the Federal, New York State and local governments a false or fraudulent claim for payment is liable to the Federal, New York State or local governments for a civil penalty.

A detailed description of Federal and New York State false claim, whistleblower protection and other relevant laws, regulations and remedies is provided in the CHS Whistleblower Protection Policy which can be found on CHS Services intranet site and in the Compliance Manual maintained by each department.

An effective compliance program is every employee's responsibility. Therefore, any person who has knowledge or concern as to the existence of fraud, waste, abuse or the submission of a false claim must immediately report it to their supervisor, Compliance Officer or via the confidential compliance helpline at (866) 272-0004.

Furthermore, CHS Services has a non-retaliation policy for personnel who raise compliance concerns or who report known or suspected violation of the Compliance Program or of Federal or state laws. This and other compliance policies can be found on CHS Services intranet site and in the Compliance Manual maintained by each department.

### **Rules of Conduct**

To function effectively, every organization must develop policies and procedures to protect its employees and customers and to ensure that co-worker's rights are respected. Conduct that is disruptive, unproductive, immoral, unethical or illegal will not be tolerated.

The following acts, though not intended to be an all-inclusive list, are examples of conduct that may result in disciplinary action, up to and including discharge.

- Unauthorized use, taking, or possession of CHS Services or any other person's property
- Manufacture, possession, distribution, sale or use, or being under the influence of, any alcoholic beverage

age or any illegal or non-medically prescribed drug on CHS Services property, or while on, or in conjunction with CHS Services business

- Engaging in any form of workplace violence including: assault on a supervisor, other employee, customer, or visitor; threatening or intimidating a supervisor, other employees, patients or visitors; fighting or threatening bodily harm on CHS premises;
- Falsifying personnel or any other CHS records;
- Dishonesty;
- Possession of weapons on CHS premises at any time;
- Sabotage, intentional misuse, destruction or breaking of CHS equipment or property, the property of another employee or the property of a customer;
- Violation of safety or operating rules;
- Insubordination;
- Unexcused absence or tardiness or leaving the job without permission
- Excessive absenteeism or tardiness
- Leaving your work area without authorization
- Insufficient productivity or unacceptable work performance
- Sleeping during work hours
- Horseplay
- Unauthorized removal of CHS records or release of confidential information
- Smoking in “No Smoking” areas
- Immoral or indecent conduct on CHS property
- Violation of CHS Sexual Harassment or Equal Employment Opportunity policy
- Soliciting gifts
- Violation of any of the policies set forth in this handbook or in any other CHS communication
- Any other unsatisfactory or improper job performance or conduct, as determined by CHS
- Disclosure of protected health information; and
- Violation of CHS Compliance Assurance Program

---

---

## POLICY STATEMENTS

---

---

### **Appearance**

As representatives of CHS, all employees should be well groomed and dress in a consistent professional or business manner. Each employee shall adhere to the dress code of the Organization and their department, exercising professionalism in dress. In all cases, CHS reserves the right to determine the appropriateness of dress.

### **GUIDELINES:**

It is the responsibility of each Department to ensure all employees are in compliance with acceptable business attire.

1. Employees are expected at all times to present a professional business-like image to patients, vendors, customers, other staff and the public. Favorable professional appearance is an ongoing requirement of employment with CHS. Departure from conventional dress or personal grooming and hygiene standards is not permitted.

### **NON-COMPLIANCE PROCEDURE**

If the attire is deemed unacceptable by the Supervisor the following procedure should be followed:

- Step 1. -Verbal discussion for remediation
- Step 2. - The employee will be sent home to change (unpaid if non-exempt)
- Step 3. -The corrective action process will begin

### **Addressing Hygiene or Excessive Perfume/Cologne Problems:**

If an employee's hygiene or use of too much perfume/cologne is an issue, the supervisor should discuss the problem with the employee in private and point out the specific areas that need to be corrected. If the problem persists, the supervisor should follow the normal corrective action process.

The personal appearance of all employees is to be governed by, but not limited to, the following standards:



General Appearance	
<p>ID Badges are to be worn at all times.</p> <p>Hygiene, Cologne, Scents, and Perfumes: should not be offensive to patients, clients or other employees.</p> <p>Fingernails should be clean and well manicured; should be kept well manicured and not excessive in length/no overstated colors or designs. Employees with direct patient care must wear nails at an appropriate length for safe clinical practice.</p> <p>Artificial Nails cannot be worn by staff involved in direct patient care as this has been proven to be related to the transmission of infections in various studies in clinical journals.</p> <p>Facial Hair and sideburns may be worn if neatly trimmed. Beards and moustaches may be worn if neatly trimmed.</p> <p>Hair should be clean and neatly groomed reflecting a professional appearance. Staff involved in direct patient care should have hair controlled and away from face.</p> <p>Hat/Headress is not permitted - Exceptions may be appropriate due to cultural or religious requirements, medical conditions or weather conditions.</p> <p>Jewelry and accessories must be simple, not excessive. Large or dangling earrings are not to be worn by employees engaged in home visiting.</p> <p>Visible body piercings with the exception of earrings (maximum of 3 per ear) must be limited. Clear plugs should be used as needed. Exceptions may be made due to cultural traditions.</p> <p>It is strongly recommended that Tattoos are covered at all times while conducting business on CHS's behalf.</p> <p>Sexually provocative clothing is not acceptable including low necklines, excessively tight clothing, observable lack of undergarments, visible undergarments and exposed undergarments.</p> <p>Clothing with profanity, nude or semi-nude pictures, and sexually suggestive slogans are not permitted.</p> <p>Buttons or Attire Representing political/sensitive statements are not permitted.</p> <p>Hair color should not be extreme. Make-up should not be excessive.</p>	
Entity	CHS
<b>Apparel must be neat, clean, a proper fit and in good repair.</b>	
Cropped pants/Capri's/Gauchos - If business appropriate to mid calf or below	YES
Cargo Pants or Cargo Capri's	NO
Denim Material- Jeans/Skirts/Dresses/Tops, etc. – all colors	NO
Dress pants/Trousers/ Khakis/ Dockers/ Cotton pants/Wool pants and Corduroy pants	YES
Dress Shirts, Sweaters, Polo, Cotton and Golf Shirts with a Collar/Turtlenecks and Blouses	YES
Knee length Skorts/Knee Length Walking Shorts *acceptable in warm weather only	NO
Leggings/Stirups/Close Fitting Stretch Pants/Tight fitting pants	NO
Muscle Shirts/Waist Length Tops which show skin when bending over/ Midriff Exposure	NO
Skirt/Dress/Suit (knee to 3" above knee)	YES
Skirt/Dress/Suit (higher than 3 inches above knee)	NO
Sheer or Low-Cut Blouses/ Spaghetti Straps/ Halter Tops/Tank Tops/ Strapless tops	NO
Split skirt – long only (slit cannot exceed 3" above the knee)	YES
Suits and Ties, Suit Jackets/Sport Jackets/Blazers/Vests	YES
Sun Dresses or Beach Dresses	NO
Sweatshirts with or without hoods/Flannel Shirts	NO
Sweat Suits(any material)/Spandex/Workout Attire/Bib Overalls	NO
T-Shirts/Shirts with words, cartoons or slogans	NO
Entity	CHS
<b>Footwear must be clean and in good repair.</b>	
Clogs single color white, black or brown leather or vinyl with back strap	NO
Crocs and Croc Style shoes must be closed toe solid material: No holes and must have a back strap	NO
Dress Boots - ankle to knee , moderate to low heel	YES
Excessive High Heels and/or stiletto's	NO
Heels - Moderate to Low	YES
Men's dress shoes: Oxfords, Monk straps, Wingtip, Derby's or dress Loafers	YES
Dressy Sandals/Mules	YES
Sneakers/Athletic Shoes must be clean and professional in appearance	NO
Sport or Gladiator Sandals/Flip-Flops/Birkenstocks/Reefs/ Slippers/ Boat Shoes/Moccasins	NO
*UGGS/*Work Boots/*Snow Boots/Army Boots (*during bad weather- to and from the office only)	*NO
Women's Dress Shoes: Pumps/Open Toe Shoes/Sling backs Moderate to Low heel	YES

Please note: Exceptions may be appropriate due to cultural or religious requirements, medical conditions or weather conditions. A doctor's note may be required.

### **Attendance and Punctuality**

Absence and lateness seriously interfere with the smooth functioning of CHS Services and causes extra work for others. If you cannot come to work or arrive on time, you must notify your immediate supervisor or designees directly. Instances of absence or lateness can result in disciplinary warnings and may ultimately be cause for discharge.

### **Child Protection Policy**

CHS Services adheres to the Diocese of Rockville Centre's Child Protection Policy.

### **Confidential Information**

The nature of our work frequently exposes employees to highly personal and delicate information relating to patients/consumers and, at times, fellow employees. Compromise of confidential and personal information is regarded as a most serious infraction and grounds for immediate termination. Do not discuss confidential information in public areas, such as elevators, corridors, the cafeteria, etc. If you have questions about information requests or subpoenas, please contact your direct supervisor.

Employees are prohibited from disclosing protected health information by the Health Insurance Privacy and Accountability Act ("HIPAA"). Any employee who discloses such protected health information will be disciplined in accordance with the CHS Services HIPAA Policy.

### **Corrective Discipline**

The purpose of corrective discipline is to guide you as an employee in improving inadequate performance or changing inappropriate behavior. In many instances this can be accomplished early in the process without further formal intervention. Depending on the seriousness, frequency of occurrence and the circumstances, a supervisor may take one of the following types of corrective action. There may be situations where steps are waived or repeated.

- **INITIAL COUNSELING NOTICE:** The initial notice is the least serious form of formal corrective action. You may receive an initial counseling notice when you are in violation of a policy, practice or generally acceptable standard of performance or behavior. This counseling may be done orally, but the supervisor may document the fact that the counseling has occurred.
- **WRITTEN WARNING:** The written warning is a formal statement of corrective action of a more serious nature than an initial counseling notice. You may receive a written warning subsequent to an initial notice for a similar infraction or on the merits of a particular infraction alone. The written warning contains a complete description of the offense, and may include the history of any other infraction, and provides a warning of further consequences and the corrective action needed. A copy of the written warning is included in the employee's Human Resources file.
- **FINAL WRITTEN WARNING:** The final written warning is the most serious form of corrective action. You may receive a final written warning depending upon the seriousness or the frequency of your actions. The final written warning contains a complete description of the offense, may include the history of any other infraction, and provides a warning of further consequences and the corrective action needed. This type of warning would also indicate that any additional infraction may lead to dismissal. A final written warning may be accompanied by a suspension. A copy of the final written warning is included in the employee's Human Resources file.
- **DISCHARGE:** Termination of your employment will occur in the case of a serious offense or in cases where prior corrective action has been unsuccessful.
- Suspension or discharge from employment requires the approval of the Director of Human Resources.

### **Drug Free Workplace**

CHS Services provides a workplace free from the manufacture, possession, distribution, use or sale of alcohol and controlled substances. The manufacturing, possession, distribution, use or sale of alcohol or controlled substances on the premises of any CHS facility, or while on CHS business is grounds for immediate termination of employment. Prescription medication may only be possessed or used by the holder of the prescription in accordance with the terms of the prescription.

### **Employment at Will**

Please be aware that this Handbook is not a contract of employment and that it is intended for guidance purposes only. It does not contain promises or guarantees of any kind. Your employment is not guaranteed for any specific length of time and may be ended by you, upon appropriate notice, or by CHS Services, with or without notice.

### **Equal Employment Opportunity**

CHS Services is an Equal Opportunity employer. It is our policy to comply with all federal, state and local laws regarding equal employment opportunity. Our policy covers, but is not limited to, recruitment, employment, testing, working conditions, training programs, promotions, transfers, lay-offs, terminations, discipline, rates of pay and all other terms and conditions of employment.

### **Inspection of Parcels**

CHS Services reserves the right to inspect parcels brought onto, or removed from, CHS Services premises.

### **Personal Phone Calls/Mail/Photocopying and Facsimiles**

CHS Services telephone service is designed to meet our business needs and for the convenience of our patients/consumers. Employees are not permitted, except in an emergency, to make and receive personal telephone calls. You should not receive personal mail at your work location. Please advise your family and friends of this policy. The mail-room, photocopying and facsimile machines are to be used for business purposes only.

### **Personal Use of Electronic Communication**

E-mail capability and/or access to the Internet will be provided only to those employees who have a legitimate need for such access for CHS Services business purposes. Employees are responsible for using e-mail and/or Internet resources in an effective, ethical and lawful manner, consistent with CHS Services vision, mission and values. Inappropriate use of electronic communication may result in discharge. All electronic communications utilizing CHS Services equipment or property are considered the property of CHS Services and there is no expectation of privacy in such communications. Therefore, CHS Services reserves the right to monitor, access, retrieve, read and disclose all electronic communications. By acknowledging receipt of the Employee Handbook, you authorize CHS Services to monitor electronic communications, including e-mail, which utilizes CHS equipment or property.

Please refer to the CHS Services Information Technology Acceptable Use Policy in its entirety for further details about Use of Electronic Communication.

### **Sexual Harrassment**

It is the policy of CHS Services to provide a work environment that is free of discrimination, which encompasses freedom from sexual harassment in any form.

Unwelcome sexual advances, requests for sexual favors, remarks or jokes of a sexual nature, and other verbal or physical conduct of a sexual nature constitute sexual harassment when: (i) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; (ii) employment decisions concerning an individual are based on whether the person submitted to or rejected the harassing action; and/or (iii) when such conduct has the purpose or effect of unreasonably interfering with an individual's work performance, or creating an intimidating, hostile, or offensive working environment.

All incidents of alleged sexual harassment should be reported to the Director of Human Resources who will conduct a prompt and thorough review of the incident. An employee is not required to present his/her concern to the employee or supervisor alleged to be involved in the sexual harassment. The totality of the circumstances, such as the nature of the sexual harassment, and the context in which the alleged event occurred, will be considered in taking prompt, appropriate remedial action. Confidentiality will be maintained consistent with the need to thoroughly investigate the problem.

All appropriate steps will be taken to enforce this policy, including termination or other corrective disciplinary action against persons who have violated the policy. Retaliation against individuals for reporting harassment, or participating in an investigation, is prohibited by law and will also result in disciplinary action up to and including termination. Sexual harassment is also considered to be sex discrimination in violation of applicable state and federal law.

### **Smoking**

The use of tobacco products is prohibited on all CHS Services properties, in all its facilities, and on all adjacent grounds. Tobacco products include, but are not limited to, cigarettes, cigars, pipes, and chewing tobacco. Employees are prohibited from smoking on or in all CHS Services sites, owned and leased properties, buildings, vehicles in CHS Services parking lots, and company leased vehicles.

### **Social Networking**

Your online presence may affect your employer as your words, images, posts, and comments can reflect on or be attributed to CHS, Catholic Health Services of Long Island and its affiliates (collectively referred to as “CHSLI”). As an employee, you should be mindful to use electronic and “Social Media”, even on your own personal time, responsibly and respectfully to others. Employees further are expected to adhere to all CHSLI compliance and human resources policies and obligations when using or participating in “Social Media”.

For purposes of this policy, “Social Media” includes all Internet-based communications. This includes any posts on any public or private website or other forum, such as discussion lists, newsgroups, listserves, blogs, information sharing sites, social media sites, social or business networking sites such as LinkedIn, Facebook or MySpace, chat rooms, telephone based group communications such as Twitter, or any other electronic or print communication format.

It shall be considered a breach of acceptable employee conduct to post on any “Social Media” forum any of the following:

- (1) Any false information about CHSLI;
- (2) Any false, discriminatory or harassing information concerning any patient, client, employee, independent contractor or other person associated with CHSLI;
- (3) Any confidential information about CHSLI obtained during your employment, including information relating to patient care, finances, research, development, marketing, clients, operational methods, plans and policies.
- (4) Any private information relating to a patient, client, employee or independent contractor of CHSLI including, but not limited to, protected health information that is deemed confidential pursuant to the Health Insurance Portability and Accountability Act of 1996 (“HIPAA”).
- (5) Use of CHSLI logos or trademarks on a personal social media or networking website unless for business purposes with prior written approval from CHSLI.

This policy applies regardless of where or when you post or communicate information online. It applies to posting and online activity at work, home or other location and while on duty and off duty. The policy is not intended, nor will it be applied or enforced, to interfere with or prohibit an employee from discussing or communicating with others, truthfully and in good faith, regarding the terms and conditions of his or her or a co-worker’s employment.

Violations of this policy will be carefully reviewed and may result in disciplinary action, up to and including discharge.

### **No Solicitation and Distribution of Materials**

Solicitation of any type and for any purpose on CHS Services facilities is prohibited. Employees are not permitted to solicit other employees at any time. Flyers, posters or distribution of materials of any kind must first be reviewed and approved by the Director of Human Resources.

### **Violence and Harrassment in the Workplace**

CHS Services is committed to providing a safe working environment for all employees through an effective workplace violence prevention program. Our employees' emotional and physical health is of utmost concern. Further, it is the philosophy of CHS Services that it is the responsibility of each employee to conduct themselves in a highly professional and responsible manner. In the event that you are a target of harassment or a violent act, or witness any actual harassment or threatened violence, you should immediately contact your supervisor, security and/or appropriate law enforcement officer.

---

## EMPLOYMENT DEFINITIONS

---

### **Introductory Employee**

Any employee hired on a full-time or part-time basis is considered an Introductory Employee until the completion of satisfactory service of six continuous months of service.

### **Regular Employee**

An employee who successfully completes his/her Introductory Period, and continues employment with CHS Services on a regular full-time or part-time basis, shall be considered a Regular Employee. The term "Regular" is not intended to state, imply, or change the "employment at will" status.

### **Regularly Scheduled Employee**

Regularly Scheduled Hours are defined as those hours you were hired to work and excludes hours worked for special projects or filling in for employees on vacation, holidays, sick leave and/or leaves of absence.

### **Full Time Employee**

An employee regularly scheduled to work 37.5 hours per week is a full time employee and as such is eligible for full-time accrued benefits.

### **Part-Time Employee**

An employee regularly scheduled to work less than 37.5 hours per week is considered a part-time employee. Part-time employees scheduled to work 18.75 or more hours per week are eligible for accrued benefits (vacation, holiday, sick and personal time) on a pro-rated basis.

### **Per Diem Employee**

An employee hired on an "as needed" basis is considered a Per Diem employee. Schedules for such employees may range from part-time to occasional full-time work according to the needs of CHS Services. Employees classified as Per Diem shall remain in this classification until officially changed.

### **Temporary Employee**

An employee hired on a full-time or part-time basis for a limited period of time determined at the discretion of the department is considered a Temporary Employee. Temporary employees are entitled to benefits mandated by law. Leave replacements, vacation replacements, as well as holiday replacements, and employees hired for discreet special projects are considered temporary employees. If a temporary employee, without any break in service is assigned to a regular position, the date of seniority will be the initial starting date. However, benefits accrual will not commence until the actual date of transfer from temporary to regular status. Benefit eligibility will begin the first of the month following the actual date of transfer providing the time worked as temporary has satisfied the appropriate waiting period. The Introductory period will be retroactive to the employee's starting date provided the employee is in the same job classification.



---

---

## EMPLOYEE INFORMATION

---

---

### **Introductory Period**

The purpose of your introductory period is to allow you time to adjust to your new position and environment. This period also allows CHS Services time to evaluate your potential and performance as a new employee. The introductory period for all employees is six months from their start date. At the conclusion of your Introductory Period, your manager will provide you with a formal evaluation. A new introductory period begins when you change positions.

### **Pre-Employment Screening**

A criminal background check will be performed on all employees as part of the pre-employment screening process.

### **Drug Screening**

Employees of CHS Services are also required to satisfactorily complete a pre-employment drug screen as a condition of employment.

### **Orientation**

Arrangements are made to properly orient you and familiarize you with your specific job, as well as the overall CHS Services organization.

### **Performance Reviews**

It is the policy of CHS Services that managers review and assess each employee's work performance on an ongoing basis, as well as on a formal basis (annually) through the Performance Evaluation process. A formal evaluation may be required more frequently if performance changes significantly. This process enables management, in conjunction with staff members, to assess key job responsibilities; address outcomes on special projects and assignments that occur during the period; and specify development plans that will enable employees to improve performance and further their individual goals. It also enables staff members to evaluate their own performance. Evaluations are based upon your performance of the duties set forth in your job description as well as other assigned tasks and factors.

### **Job Opportunities/Posting/Promotions and Transfers**

It is the policy of CHS Services to post open positions (excluding per diem and temporary positions) on CHS Services bulletin boards in addition to posting on the CHS Services Intranet. Job postings are updated regularly. A qualified staff member who has an interest should complete a Transfer Request Form which is available through the Human Resources Department or on the CHS Services Intranet. Six months of continuous satisfactory employment in your current job is required for consideration as a transfer candidate. Jobs are posted for seven (7) calendar days. CHS Services will hire, promote or transfer the candidate who, in its judgment, is the best available candidate for the position. In making that assessment, CHS Services will consider all of the candidate's attributes including, educational background, work history, seniority with CHS Services, job performance and professional references. No one factor is controlling in the decision-making process.

### **Complaint Resolution**

Differences of opinion, as well as various other problems may occasionally arise. It is our desire to have such occurrences resolved as amicably and objectively as possible. Consequently, an employee who feels he/she has been treated unfairly, or who has a serious complaint shall be given every opportunity to present his/her concern.

Usually your immediate supervisor is the person best qualified to solve a problem or answer a question. If the matter is not resolved informally by speaking with the supervisor, the employee should notify the supervisor that he/she would like to initiate a request for a review. You may request a formal meeting with your supervisor to discuss your concern.

If you and your supervisor cannot resolve the issue to your satisfaction through a formal meeting, the matter can be taken to the next level of management or the Human Resources Department.

---

---

## TERMINATION

---

---

### **Resignation**

If you elect to resign you should inform your department supervisor/manager in writing, and provide adequate notice. Adequate notice is considered the number of weeks of **initial annual vacation** to which your position is entitled.

Upon submission of your resignation, your right to use accrued, unused vacation, sick, holiday, and/or personal days will immediately cease that day, unless already scheduled and approved. If prior approval was given, you must extend your resignation date by the number of days or weeks off to satisfy your obligation to give adequate working weeks notice. Failure to give proper notice will result in forfeiture of all accrued/unused vacation and holidays.

### **Discharge**

Discharges occur for many reasons. Often they happen when employees are unwilling or unable to meet acceptable job standards, including compliance with CHS Services policies and procedures. If discharged for cause, **all accrued/unused benefit time is forfeited and, will not be paid to the terminating employee.**

CHS Services may consider an employee's job performance, prior violation of work rules, and other relevant circumstances in determining whether to counsel, warn, suspend or discharge an employee. It is up to the employee's supervisor and CHS Services management to decide whether corrective action, up to and including dismissal, is appropriate. If you believe that an adverse personnel action is unfair, you can ask to have it reviewed through the Complaint Resolution Procedure.

Accrued unused sick days and/or personal days will not be paid to any employee who resigns or is discharged.

---

---

## BENEFITS

---

---

### **Medical, Dental and Life Insurance**

Benefit eligible employees will receive a summary of their benefits during the Orientation process. CHS Services is committed to providing a comprehensive employee benefits program to help protect you and your family in times of need. Enrollment at the time of eligibility in all sponsored plans is your responsibility. If eligible, you must enroll in benefit programs. You first become eligible for medical, dental and life insurance on the first of the month following 60 days of employment. Please be aware that failure to timely enroll could result in delayed enrollment as outlined above.

### **Disability**

If you are sick or injured and unable to work from any non-work related cause, you may qualify for Statutory Disability benefits after seven (7) calendar days. You must contact your supervisor and the Human Resources Department immediately for information on filing a claim.

### **Retirement Benefits**

Eligible employees receive retirement benefits through the Diocese of Rockville Centre Pension Plan. In order to be eligible to receive this benefit, you must be over 21 years of age with one year of service and regularly scheduled to work 20 or more hours per week. For additional information, see the Diocese of Rockville Centre Pension Plan.



### **Tax Sheltered Annuity (403 (b))**

As an employee of a non-profit corporation, you are eligible to save part of your income in a Tax Sheltered Annuity. You may make arrangements to join through the Human Resources Department on a payroll deduction basis. The total annual deduction is limited according to current tax law.

### **Worker's Compensation**

If you lose time from work due to an on-the-job injury or job-related illness, you are covered by Workers' Compensation Insurance. Lost compensation benefits begin on the 8th calendar day following the injury. Employees will be paid accrued/unused sick time commencing on the first day of absence. The State Workers' Compensation Board will determine the amount of payments. CHS Services pays the entire cost of your protection under this plan. Accidents or job related illnesses or injuries, however slight, must be reported immediately to your supervisor so that proper action can be taken.

### **Unemployment Insurance**

Eligible employees are covered in accordance with the New York State Unemployment Insurance Law.

### **Credit Union**

A Credit Union is available for all CHS Services employees.

### **Educational Assistance**

CHS Services encourages you to develop yourself personally and professionally. To assist you in this endeavor, it has established an Educational Assistance Program which offers educational reimbursement for approved courses to a maximum \$3000 for each calendar year. To be eligible for this program you must be an active regular full-time or benefit eligible part-time employee and who has completed six (6) months of continuous service before the course begins. You must receive pre-approval from your supervisor prior to beginning the course, provide evidence of successful completion of the course with a grade of "C" or above and be an active employee at time of course completion. Course work must be related to the business of Catholic Health Services of Long Island. Part-Time benefit eligible employees are entitled to this benefit on a prorated basis. Course work must be related to the business of Catholic Health Services of Long Island.

### **Employee Assistance Program**

You may receive confidential professional counseling and referral services through our Employee Assistance Program. CHS Services contracts with an Employee Assistance Provider so our employees and their families may receive counseling and referral services for problems such as: alcoholism, drug abuse, gambling, physical abuse, family problems, etc.

### **Hospital Discounts**

*For detailed information regarding benefits provided to eligible employees, please refer to "The Benefits of Caring" packet.*

---

---

## **WORK AND SALARY INFORMATION**

---

---

### **Work Week**

The workweek begins at 12:01 a.m. on Sunday and continues to 12:00 midnight on the following Saturday.

### **Pay Day**

All employees are paid bi-weekly (every other Friday). Each paycheck includes all wages earned up to and including the previous Saturday.

### **Overtime**

All overtime must be approved by your supervisor in advance. Non-exempt employees receive straight time compensation for the first 37.5 hours worked per week and time and one-half after 37.5 hours worked per week. Time off for accrued Vacation Days, Personal Days, Sick Days or Holidays does not count as time worked in overtime calculations. Exempt salaried employees are not compensated for overtime.

### **Direct Deposit**

Your paycheck may be deposited at a bank of your choice through Direct Deposit. Please contact the Human Resources Department to obtain a Direct Deposit election form. A Direct Deposit form may also be obtained on the CHS Services Intranet.

### **Payroll Deductions**

There are certain mandated governmental and legal requirements for deductions from your paycheck. These include federal and state taxes, as well as Social Security. A minimal amount of the premium for New York State Disability Insurance is also deducted. In addition, there are a variety of other optional deductions that may be made for your benefit and convenience. These include payments for certain optional insurance coverages, additional life insurance and tax-sheltered annuities.

### **Meals and Rest Periods**

During the normal full-time daily work shift employees are entitled to a thirty-minute non-paid meal period. In addition to the meal period, employees may have two fifteen-minute paid rest periods.

Part-time employees working a minimum of four (4) hours on any day are entitled to one fifteen-minute paid rest period on that day. Part-time employees working over six (6) hours on any day are entitled to one thirty-minute non-paid meal period.

---

---

## **TIME OFF**

---

---

### **Paid Time Off Benefit Year**

The benefit year for all paid time off benefits is October 1 to September 30.

### **Holidays**

All full-time and benefit eligible part-time employees are entitled to the following holidays with pay, prorated based upon the number of hours you are regularly scheduled to work. **Employees may only carry a maximum of three (3) holidays at anytime.**

- |                    |               |                    |   |
|--------------------|---------------|--------------------|---|
| • New Year's Day   | (January 1st) | • Labor Day        | (First Monday in September)                       |
| • Presidents Day   | (Monday)      | • Thanksgiving Day | (Thursday)  |
| • Memorial Day     | (Monday)      | • Christmas        | (December 25th)                                   |
| • Independence Day | (July 4th)    | • Floating Holiday | (previously identified as Special Observance Day) |

\*\*\* **Example of:** Martin Luther King, Jr. Day, Good Friday, Yom Kippur, Columbus or Veteran's Day, etc Holidays falling on Saturday will be celebrated on the Friday before, Holidays falling on Sunday will be celebrated on the Monday following. Non-exempt staff who work on a CHS Services holiday will be paid time and one half the regular hourly rate in addition to another day off for the holiday. Employees who are discharged for misconduct, or who have failed to give proper notice, will not be paid accrued, unused holidays.

### Personal Days

Personal Days should be scheduled in advance with your supervisor, unless in the case of emergency. Personal days may not be taken until they have been accrued. **Employees may only carry a maximum of two (2) personal days at anytime.**

You will accrue personal days according to the following schedule:

- January 1st
- April 1st
- July 1st
- October 1st

Personal Days have no monetary value upon termination of employment.

### Vacation

Vacations are granted for reasons of rest and needed recreation; therefore, you are expected to take your full annual vacation entitlement each year. Your vacation accrual is based on your particular job title and length of service and will be between two and five weeks annually. Vacation may not be taken until after six months of continuous employment. An employee who terminates his/her employment and has less than six months of service at CHS Services is not eligible for any terminal vacation benefits. Vacations are accrued and may be taken anytime during the year with approval of your supervisor. Vacation requests should be submitted in writing to your supervisor according to departmental guidelines. Accrued vacation will be paid on termination only if adequate notice is given and service requirements are met. Employees who are discharged for cause, or who have failed to give proper notice, will not be paid accrued/unused vacation. You are encouraged to plan your time off for vacation throughout the course of the year. **Employees will have until September 30th of each year to reduce their unused vacation bank to one times (1x's) their annual entitlement. Accrued/unused vacation days in excess of one year's entitlement will be forfeited on September 30th of each year. Initial vacation accrual depends upon your employee classification.**

#### INITIAL VACATION AFTER 1 YEAR

#### VACATION ACCRUALS COMMENCING

	<u>5 Years</u>	<u>10 Years</u>	<u>15 Years</u>
10 days	15 days	20 days	25 days
15 days	20 days	_____	25 days
20 days	_____	_____	25 days

### Sick Days

CHS Services recognizes that there are times during the year when illness or injury may prevent you from reporting to work. In order to avoid financial hardship during these times, sick days with pay are a privilege extended to you for personal illness. Regular employees will accrue up to one day a month sick leave for each month of employment after three months of employment, up to a maximum of 12 days per year. You may accumulate up to 120 sick days for use in case of serious personal illness. Benefit eligible part-time employees working at least 18.75 hours per week will receive sick days on a prorated basis. Employees are not paid for accrued, unused sick days upon termination of employment.

### Bereavement Days

When an employee wishes to take time off due to the death of an immediate family member, the employee should notify his/her supervisor immediately. Paid time off will be granted to allow the employee to attend the funeral

and make any necessary arrangements associated with the death. Employees are eligible to receive paid time off in the amount of three days for the death of a spouse, child and all other immediate family members. Immediate family member is defined as the employee's spouse, parent, child, sibling, legal guardian or ward, grandparent, grandchild and all of the above relatives who are in-laws or step-in-laws.

Bereavement pay is calculated using the base pay that an employee would have earned had he or she worked on the days of absence.

### **Jury Duty**

Upon receipt of a subpoena for jury service, you must immediately notify your supervisor with a copy of the subpoena. If jury service is performed, you will receive your regularly scheduled wages for the full duration.

A notice from the court at the end of your service for the period served should be obtained and given to your supervisor.

---

---

## **LEAVES OF ABSENCE**

---

---

### **Family Medical Leave**

The Family and Medical Leave Act of 1993 (FMLA) requires employers of 50 or more employees to provide those employees who have worked at least 1250 hours in the preceding 12 months with up to twelve weeks (12) of unpaid leave during any 12-month period for the following situations (measured from the date the leave is to commence):

- Birth, adoption or placement of a child
- Employee's serious health condition
- Serious health condition of the employee's spouse, son, daughter or parent

Leave taken for illnesses or injuries covered by New York State Workers' Compensation or Disability Benefits Law shall count towards an employee's FMLA leave entitlement.

### **Military Leave**

If you are a member of a reserve-training unit or are called to active duty, you will be granted a military leave of absence as provided by law, upon presentation of a copy of your orders, in advance, to your supervisor.

### **Personal Leave**

Full-time and benefit eligible part-time employees may request a personal leave of absence, for a period not to exceed eight (8) weeks, to take care of personal matters. Temporary and per diem employees are not eligible for a personal leave of absence.

---

---

## OTHER IMPORTANT MATTERS

---

---

### **Change in Personal Information**

It is important to notify your Human Resources Representative of any of the following changes:

If you change your name

If you change your address

If you change your telephone number

If you change your marital status

If you change your beneficiaries

If you change the number of your dependents

If you change the name of the person to be notified in case of emergency

If you or your spouse reaches ages 65 and may be eligible for Medicare

### **Identification Badge**

Employees are required to wear an identification badge at all times when at any CHS facility. The badge must be visible so you will be identified as a staff member. The badge must be returned to the Human Resources Department upon separation from employment.

### **Personal Property**

CHS Services will not assume responsibility for personal property that is lost, stolen or damaged.

### **Right to Know**

CHS Services complies with the OSHA standard on chemical safety and the N.Y.S. Toxic Substances Law.

### **Safety and Fire Prevention**

Your supervisor will advise you about specific safety measures to be used in your particular work area. Fire Safety is emphasized at CHS Services and we urge you to be constantly on the alert where flammable materials are used.

# INDEX

• <b>About CHS Services</b>		
• <b>Benefits</b> <b>16 - 17</b>		
<i>Medical, Dental and Life Insurance</i>		
<i>Disability</i>		
<i>Retirement Benefits</i>		
<i>Tax Sheltered Annuity (403 (b))</i>		
<i>Worker's Compensation</i>		
<i>Unemployment Insurance</i>		
<i>Credit Union</i>		
<i>Educational Assistance</i>		
<i>Employee Assistance Program</i>		
<i>Hospital Discounts</i>		
• <b>Complaint Resolution</b>	<b>15</b>	
• <b>Employment Definitions</b>	<b>14</b>	
<i>Introductory Employee</i>		
<i>Regular Employee</i>		
<i>Regularly Scheduled Employee</i>		
<i>Full time Employee</i>		
<i>Part time Employee</i>		
<i>Per Diem</i>		
<i>Employee Temporary Employee</i>		
• <b>Employee Information</b>	<b>15</b>	
<i>Introductory Period</i>		
<i>Pre-employment Screening</i>		
<i>Drug Screening Orientation</i>		
<i>Performance Reviews</i>		
<i>Job Opportunities/Postings/</i>		
<i>Promotions/Transfers</i>		
<i>Complaint Resolution</i>		
• <b>Job Opportunities/Posting/ Promotions &amp; Transfers</b>	<b>15</b>	
• <b>Leaves of Absences</b>	<b>20</b>	
<i>Family Medical Leave of Absence</i>		
<i>Military Leave of Absence</i>		
<i>Personal Leave of Absence</i>		
• <b>Other Important Matters</b>	<b>21</b>	
<i>Change in Personal Information</i>		
<i>Identification Badge Personal</i>		
<i>Property Right to Know</i>		
<i>Safety and Prevention</i>		
• <b>4 Policy Statements</b>		<b>8 - 13</b>
<i>Appearance</i>		
<i>Attendance and</i>		
<i>Punctuality</i>		
<i>Confidential</i>		
<i>Information</i>		
<i>Corrective Discipline</i>		
<i>Drug Free Workplace</i>		
<i>Employment At Will</i>		
<i>Equal Employment Opportunity</i>		
<i>Inspection of Parcels</i>		
<i>Personal Phone Calls/Mail</i>		
<i>Photocopying Personal</i>		
<i>Use of Electronic</i>		
<i>Communications Sexual Harassment</i>		
<i>Smoking</i>		
<i>Social Networking</i>		
<i>No Solicitation and Distribution of Materials</i>		
<i>Violence and Harassment in the Workplace</i>		
• <b>Pre-Employment Screening</b>		<b>15</b>
• <b>Standards of Conduct</b>		<b>6</b>
<i>Compliance Assurance Program</i>		
<i>Rules of Conduct</i>		
• <b>15 Termination</b>		<b>16</b>
<i>Resignation</i>		
<i>Discharge</i>		
• <b>Time Off</b>		<b>18-19-20</b>
<i>Holidays</i>		
<i>Personal</i>		
<i>Days</i>		
<i>Vacation</i>		
<i>Sick Days</i>		
<i>Bereavement</i>		
<i>Days Jury</i>		
<i>Duty</i>		
• <b>Work and Salary Information</b>		<b>17-18</b>
<i>Work</i>		
<i>Week</i>		
<i>Pay Day</i>		
<i>Overtime</i>		
<i>Direct</i>		
<i>Deposit</i>		
<i>Payroll Deductions</i>		
<i>Meal and Rest Periods</i>		