

# *Employee Handbook*

## *Physician Practice Employees*



**St. Charles Hospital**

Catholic Health Services

At the heart of health

## **PURPOSE**

This handbook, which supersedes all previously issued handbooks, is designed to acquaint you with St. Charles Hospital (SCH) and provide you with information about working conditions, employee benefits and some of the policies affecting your employment. You should read, understand, and comply with all provisions in the handbook. It describes many of your responsibilities as an employee and outlines the programs developed by SCH to benefit employees. One of our objectives is to provide a work environment that is conducive to both personal and professional growth. There are other general rules and regulations necessary for both employees and the proper welfare and care of our patients, which are not contained in this booklet, but in the department specific manuals. When further information is needed, please consult your supervisor and/or the Department of Human Resources.

This handbook is only intended to provide a brief summary of our policies and benefits and is not intended to create contractual obligations of any kind. Without exception, all hospital employees are employed "at will", which means that you may end your employment at any time and for any reason, and SCH may end your employment at any time, and for any reason, with or without cause or advance notice. The provisions of this handbook and policies contained herein may be modified, substituted or deleted at the discretion of SCH.

Although this handbook intends to reflect current policies or rules of SCH; users are cautioned that changes or additions to such policies or rules may have become effective since the publication of this material. In the event of such a conflict, the current statements of SCH Administration shall prevail.

Employee handbooks can never anticipate every circumstance or question about policy. As SCH continues to grow, the need may arise and we reserve the right to revise, supplement or rescind any policies or portion of the handbook from time to time as deemed appropriate. Employees will, of course, be notified of such changes to the handbook as soon as is practical.

The general overview of basic employee policies and benefits provided in this handbook are to help you understand what SCH expects of its employees, as well as the resources available to you. Specifics of the benefit plans are contained in the actual plan documents, which are available from the Human Resources Department. Change is a key part of our industry and neither the policies nor the benefits in this handbook should be regarded as a "contract of employment."

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# St. Charles Hospital

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Dear Colleague,

Welcome to St. Charles Hospital (SCH), a member of Catholic Health Services of Long Island.

You have joined a premier, acute-care hospital with a century long history of commitment to service excellence and patient care. The remarkable growth and success of SCH over the past 100 years can be attributed to the skill and dedication of our employees. We are delighted that you have chosen SCH as your place of employment and we consider you an integral member of our team.

Please take time to look over the policies, benefits and services described in this handbook. They reflect our desire to promote your professional development as well as personal growth. While the handbook provides important information related to all aspects of your employment at SCH, it is not intended to be comprehensive.

At SCH we believe that all employees should be treated fairly. Supervisors regularly communicate with employees in person and through memoranda. A team environment is fostered through the belief that we all work together for the noble purpose of providing excellent patient care. We have an “Open Door Policy”, and we encourage you to discuss and resolve issues directly with hospital leadership. We are proud of our relationship with each and every one of our colleagues.

Thank you for choosing SCH as your place of employment. We hope that your career with us is an enriching and engaging experience.

Sincerely,

James M. O’Connor

Chief Administrative Officer and Executive Vice President

## Culture of Excellence

### The Past

SCH is a not-for-profit organization that was founded in 1907 with a mission of administering to the physical, mental and spiritual needs of children with severe infirmities. The Daughters of Wisdom, a congregation of Roman Catholic nuns dedicated to caring for the sick and educating the young, was founded in France in 1703 by Saint Louis Marie de Montfort. The dedication of this team of French nuns and the love of Bishop Charles E. McDonnell led to the establishment of SCH as a home for children. During the early years, SCH was noted for opening the first outpatient clinic on Long Island. SCH was nationally known for its research and treatment of polio and played an important role in the development of serum treatment protocol for infantile paralysis.

### The Present

St. Charles Hospital is a 231-bed, acute care community hospital and has served the residents of the Three Village area for more than 107 years. SCH features three centers of excellence: Maternal/Child services, Orthopedics and Long Island's premier center for Rehabilitation. In addition to these core areas, St. Charles offers services in pediatrics, including Long Island's only pediatric inpatient traumatic brain injury program, neonatology, general surgery, radiology, palliative care, neurosurgery, emergency medicine, diabetes, community re-entry, general medical and surgical services, Sleep Disorders Center and an Outpatient Specialty Care Center with specialty clinics for children and adults with disabilities. St. Charles also offers comprehensive medical services through its physician practices, specializing in family/internal medicine, nephrology, urology, and orthopedics.

St. Charles is renowned for its outstanding customer service and scored as one of the top hospitals on Long Island in the delivery of high quality care.

SCH is a member of Catholic Health Services of Long Island (CHS). CHS is the healthcare ministry of the Diocese of Rockville Centre and is one of the largest employers on Long Island.



**CHS Member Hospitals include:** Good Samaritan Hospital Medical Center, Mercy Medical Center, St. Catherine of Siena Medical Center, St. Charles Hospital, St. Francis Hospital, and St. Joseph Hospital

**CHS Nursing Home include:** Good Samaritan Nursing Home, Our Lady of Consolation Nursing and Rehabilitative Care Center, St. Catherine of Siena Nursing Home

**CHS Affiliates include** Maryhaven Center of Hope, Catholic Home Care, Good Shepard Hospice, Sienna Village, CHS Support Services and CHS Services.

### Our Vision:

We are a Team of Healers committed to individualized care and professional excellence. We strive to be a System of enduring quality and financial strength, which people choose for care, where physicians choose to practice, and employees choose to work.

### Our Mission

The mission of CHS is to provide the best of the art and science of health and medicine across the continuum of human life:

- To serve as advocates for the health needs of the community
- To collaborate with others in fulfilling this mission

In this work we are committed to the values of:

- Compassionate care for all we serve
- Justice for all whom we encounter, including our staff
- Integrity in all our business dealings
- Deep respect for the dignity of each person
- Fidelity to the teachings of the church
- Reverence for the traditions of the women religious that inspire and nurture our apostolate



SCH is an accredited organization by The Joint Commission. The Joint Commission is an independent, not-for-profit organization. Its mission is to continuously improve the safety and quality of care provided to the public through the provision of healthcare accreditation and related services that support performance improvement in healthcare organizations. The Joint Commission sets the standards by which healthcare quality is measured in America and around the world. To maintain and earn accreditation, organizations are subject to receive extensive on-site reviews by a team of The Joint Commission healthcare professionals.

## **A SUPPORTIVE WORKPLACE**

The team at SCH works tirelessly to create a supportive workplace environment that values cooperation and mutual respect, nurtures a spirit of community and rewards hard work and dedication. We sustain this atmosphere by recognizing employee accomplishments, actively promoting diversity, providing multiple opportunities for communication and listening and responding to employees.

### **EMPLOYEE ENGAGEMENT SURVEY**



In order to improve our workplace, we are committed to talking and listening to one another. By participating in our confidential employee engagement survey process, employees help make our organization a better place to work. The purpose of this survey is to obtain staff thoughts and input regarding what they like about working here and what they would like to see improved. Administration then develops organizational and departmental action plans for improvement based on the survey responses.

### **COMMUNICATION**

We actively seek to keep employees informed about news, policy changes, new programs and special events and we work to keep the lines of communication open. These are just a few of our formal communication methods:

#### **Employees and their Supervisors**

- Questions and concerns relating to job activities should first be presented to your supervisor. Communication between you and your supervisor should be ongoing and should address concerns, duties and expectations. Supervisors can assist employees achieve their professional goals by providing career development information. However, there may be times employees may wish to discuss questions or concerns with someone other than their immediate supervisor. Employees may raise such matters with either the Human Resources Department or higher levels of management.

#### **Department and Unit Meetings**

- Departments and units meet to communicate goals and objectives and to discuss workplace issues of interest to employees. Employees should check with their supervisor to obtain a schedule of the meetings.

#### **Town Hall Meetings**



The CAO/Executive Vice President and Senior Administrators meet throughout the year with employees to present topics of interest, provide information, answer questions and address concerns. There are two venues for town hall meetings; hospital-wide and department specific. Employees will be invited to participate and can request department-specific town hall meetings via their supervisor or Human Resources.

#### **Birthday Lunches**



The Executive Vice President of SCH hosts bi-monthly birthday lunches with all staff. Each staff member will receive an invitation to dine and celebrate their birthday as well as catch up with what's new at the Hospital. It's a great way for staff to interact with Administration and to learn more about their workplace.

#### **Newsletter**

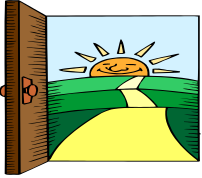
**Happenings** is our in-house newsletter. Be sure to read it to learn more about what's happening now and in the future. **Visit our the SCH Website** to learn more about what's happening at SCH or to inquire about job opportunities. [www.stcharles.org](http://www.stcharles.org).

## **Orientation**

We provide all employees with a comprehensive Hospital-Wide Orientation Program. The purpose of this training is to introduce you to SCH and CHS and to orient you to our culture and overall performance expectations as well as our regulatory policies and procedures. Employees are retrained annually to keep current with all regulatory and quality standards. Department heads will provide specific information such as work assignments, work hours, uniforms and departmental policies.



## **Open Door Policy**



Employees have every opportunity to discuss important issues concerning their employment at SCH. Most of the time, the immediate supervisor is the person best qualified to solve a problem or answer a question. However, there are occasions when employees may wish to discuss a problem with someone other than their immediate supervisor. Employees have the right to bring the matter to the attention of either Human Resources or higher levels of management.

## **A Commitment to Quality Service**

At SCH, we strive to create an environment where extraordinary service is provided to our patients and their families, to our guests and visitors and to each other every day. We measure and report patient satisfaction scores and plan improvement strategies based on the feedback we receive from our patients. Service excellence is a way of life at SCH. It is how we work, how we interact, how we think about our jobs—whether we are providing service directly to patients or to someone who does. To build Service Excellence, we focus on eight Performance Standards that define expectations for all employees.

### **PLEDGE TO SERVICE EXCELLENCE**

I understand that SCH is committed to being the best of the best in care and takes pride in having people on its team who care about people and are inspired in their work by a desire to help others. I also understand that the success of this commitment depends 100% on our individual and cooperative efforts. Therefore I agree to partner with SCH in its commitment to service excellence by abiding by the following performance standards:

### **PERFORMANCE STANDARDS**

**ACCOUNTABILITY:** We are responsible for the outcomes of our efforts. This commitment must show that the work we do is a reflection of ourselves.

**APPEARANCE:** Consideration for our patients' expectations is demonstrated by the manner in which we represent our facility and ourselves. This commitment is reflected in the hospital environment and our personal appearance, manner, expression and concern.

**ATTITUDE:** We are here to serve our customers by meeting their needs with utmost care and courtesy. This commitment is reflected in our positive behavior.

**COMMUNICATION:** We are committed to understanding our patients and customers and effectively communicating their needs. This commitment is reflected in our verbal and non-verbal messages.

**HONOR OUR PATIENTS:** We are committed to providing compassionate care for all we serve.

**PRIVACY:** We ensure our patients' right to privacy and modesty. Maintaining a secure and trusting environment reflects this commitment.

**SAFETY:** We all share in the responsibility of maintaining a safe environment. This commitment is reflected in our actions and attitudes.

**VALUE EACH OTHER:** We are linked by a common purpose: serving our patients and our community. This commitment is reflected in how we work with each other.

**Sometimes the challenges of my daily duties may cause me to question this pledge. I will remember that our patient's welfare depends on what I do. I will extend myself to our patients and other customers in order to provide them with a level of services that exceeds their expectations.**

## **Employment Regulations**

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at SCH will be based on merit, qualifications, and abilities.

### **EQUAL EMPLOYMENT OPPORTUNITY**

It is the policy of SCH to provide an Equal Employment Opportunity to all without regard to race, creed, color, religion, national origin, gender, age, marital status, sexual orientation, veteran's status, military status, genetic predisposition or carrier status, a known disability or any other characteristics protected by law. This policy covers, but is not limited to, recruitment, employment, testing, working conditions, training programs, hospital facilities, promotions, transfers, layoff, terminations, discipline, rates of pay, and all other conditions and terms of employment.

Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their immediate supervisor or the Human Resources Department. Employees can raise concerns and make reports without fear of reprisal. Every effort will be made to maintain the confidentiality of the matter consistent with SCH's need to thoroughly investigate the allegations. Complete confidentiality cannot however be guaranteed. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

### **DIVERSITY**



Diversity means respecting others and enjoying our uniqueness. We believe it makes a more creative, innovative and inclusive workplace. SCH strives for an environment open and respectful of individual differences and where all employees are encouraged to maximize their potential and to exhibit a commitment to provide quality service to customers.

### **NON-DISCRIMINATION AND ANTI-HARASSMENT**

SCH is committed to a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits discriminatory practices, including harassment. Therefore, at SCH it is expected that all relationships among persons in the workplace will be business-like and free of bias, prejudice and harassment.

SCH prohibits harassment of any kind by any employee towards another. This includes sexual harassment or harassment on the basis of gender or because of any other personal characteristic. There is zero tolerance for harassment and employees found to have violated this policy are subject to termination. Unlawful harassment may include actions, words, pictures or jokes based on an individual's sex, race, color, religion, national origin, disability, age, veteran status or other protected characteristic and is unwanted and unwelcome or that creates a hostile or offensive work environment that unreasonably interferes with the recipient's ability to perform his/her job.

Sexual harassment may involve unwelcome sexual advances, requests for sexual favors or other conduct of a sexual nature, which is explicitly or implicitly made a condition of employment or which is used as a basis for an employment decision.

SCH encourages reporting of all perceived incidents of harassment, including sexual harassment, regardless of who the potential offender might be. Any employee, physician, student or volunteer working at SCH, who believes that a violation of this policy has occurred, should immediately report their concerns to their direct supervisor or the Human Resources Director or designee. If the complaint involves the person's immediate supervisor, then he/she should contact the person to whom his/her immediate supervisor reports (such as the Department Head, Human Resources Director or designee, or the Compliance Officer). Incidents and/or complaints that occur on the evening and night shifts may also be reported to the Nursing Supervisor or Administrator on Duty (AOD). You may reach either the Nursing Supervisor or AOD by calling the Telecommunications Department.

Every report of actual or perceived harassment of any kind will be investigated and corrective action will be taken where appropriate. SCH will ensure that no employee is retaliated against for making any good-faith complaint or for cooperating in the investigation of a complaint under this policy. Employees found to have made a malicious report are subject to disciplinary action, up to and including termination. Any employee found to have retaliated against a complaining employee will be subject to disciplinary action, up to and including termination.



### **AMERICANS WITH DISABILITIES ACT (ADA)**

SCH is committed to providing equal opportunities to otherwise qualified individuals with known disabilities, which may include providing a reasonable accommodation. In general, it is your responsibility to notify your supervisor and/or the Human Resources Department of the need for an accommodation. Upon doing so, your supervisor and/or the Human Resources Department may ask you for your input about the type of accommodation you believe may be necessary or the functional limitations caused by your disability. Also, when appropriate, SCH may need your permission to obtain additional information from your physician or other medical rehabilitation professionals. Any questions or concerns regarding this policy should be directed to the Human Resources Department.

### **IMMIGRATION REFORM AND CONTROL ACT (I-9)**

In compliance with the Federal Immigration Reform and Control Act of 1986 (IRCA), as amended, SCH is committed to employing only individuals who are authorized to work in the United States. Each new employee, as a condition of employment, must complete an Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. If an employee is authorized to work in the United States for a limited period of time, the employee will be required to submit proof of renewal employment eligibility prior to the expiration of the period to remain employed by SCH.

## **On the Job**

SCH is committed to providing quality patient care and service. To achieve this goal, SCH seeks to hire individuals best qualified to serve the needs of our patients and customers. This section will summarize important information you will need to know as you start your job, as well as basic policies and procedures. Most of the policies referred to in this section can be found in the Human Resource Policy and Procedure manual. Policies are periodically updated.

### **EMPLOYMENT CATEGORIES**

It is the intent of SCH to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time. Accordingly, the right to terminate the at-will employment relationship at any time is retained by both the employee and SCH.

Each employee will be designated by SCH as either NONEXEMPT or EXEMPT from Federal and state wage and hour laws. In addition to the above categories, each employee will belong to one of the following employment groups:

**Regular full-time** employees are those who are not in a temporary or introductory status and who are regularly scheduled to work the between 37.5-hour and 40 hours per week. Full time employees are generally eligible for SCH's Benefits package, subject to the terms, conditions, and limitations of each benefit program.

**Regular part-time** employees are those who are regularly scheduled to work less than the full time work schedule. Some regular part time employees are eligible for several benefits sponsored by SCH's Benefits of Caring Program and will be subject to the terms, conditions, and limitations of each program.

**Per Diem** employees are used on an "as needed" basis. Individual departments may impose minimum requirements to remain active. All per diem employees are required to meet the same regulatory requirements (employee health, training) as active full and part time employees. Per Diem employees are not eligible for hospital benefits.

**Temporary** employees are hired to work a limited period of time. Temporary employees are not eligible for SCH benefits.

### **CODE OF CONDUCT**

The following are examples of some other the actions that are violations of our policies and procedures and can result in disciplinary action, up to and including termination of employment. This list is not meant to be all-inclusive and there may be additional actions that can, based on the circumstances, result in disciplinary action, up to and including termination of employment:

- Insubordination
- Unauthorized use or possession of intoxicants or drugs on Hospital premises or reporting to work while under the influence of intoxicants or drugs
- Patient neglect or abuse

- Violation of confidentiality of patients, employees or others
- Sleeping on the job or during your work period
- Fighting or threatening behavior towards co-workers or others while on the job
- Willful or careless destruction or damage of Hospital or another's property or equipment
- Unauthorized use or theft of the Hospital's or another person's property
- Unacceptable or inappropriate performance of your job
- Failure to follow safety or operating rules and procedures
- Carrying or possessing weapons of any kind on Hospital property
- Falsification of personal or Hospital records
- Excessive or unexcused absenteeism, tardiness or leaving the job without authorization
- Smoking in "No Smoking" areas
- Failure to participate or cooperate in hospital investigations
- Failure to advise SCH of criminal convictions; disciplinary action taken with respect to your professional license
- Harassment of any kind of a co-worker, patient, visitor or others
- Solicitation
- Unethical behavior

SCH may consider an employee's job performance, prior violation(s) of our work rules and other circumstances to determine whether to counsel, warn, suspend or discharge an employee. It is up to the employee's supervisor and SCH's management to decide what corrective action is appropriate. If you believe that an adverse personnel action is unfair, you can ask to have it reviewed through our Open Door or Complaint Resolution Procedures.

## **ATTENDANCE**

### **Absenteeism**

It is the policy of SCH to expect regular attendance from all employees. Attendance, in addition to being essential to the efficient operation of a department, is also a measure of an employee's overall performance. Regular attendance is essential to providing quality patient care and customer service.

A review of attendance shall be conducted periodically by department supervision. When an employee's unscheduled absenteeism is determined to be excessive, the Department Head shall begin the Progressive Discipline Process with the employee regarding the unsatisfactory attendance record (refer to Progressive Discipline Process for more information).

Unreported or unauthorized Absence constitutes grounds for immediate dismissal. An employee shall be considered to have abandoned their job after an absence of two consecutive days without notification and/or authorization. An employee who abandons their job forfeits the payout of any eligible unused accrued time.

### **Early Departure**

An employee shall not leave his/her workstation before the scheduled close of his/her shift or work period without prior approval from supervision.

### **Tardiness**



The efficient management of SCH depends on the punctuality of every employee. Excessive tardiness can seriously hamper the productivity of any department. Circumstances beyond the individual's control may occasionally cause tardiness. Occasional, isolated instances of tardiness may not seriously affect the efficient operation of a department. However, excessive or chronic tardiness is a serious problem and shall be addressed accordingly.

### **Notification of Late Arrival and /or Absence**

In all Departments it is required that whenever possible, an employee shall call his/her Department Head or Supervisor at least one hour prior to the start of their assigned shift to advise that he/she is going to be late or absent. In some Departments the requirement is beyond the minimum of one hour. Please defer to your Departmental policies regarding notification of late arrival and absence. A Department Head may excuse an employee's tardiness if in his/her judgment the tardiness was unavoidable.

### **Loss of Time for Tardiness**

In addition to disciplinary action, a non-exempt employee who reports to work late shall not be paid for any tardiness of fifteen (15) minutes or more. An employee shall not be permitted to make up tardiness by working any part of his/her rest or meal period or by working past his/her normal shift time.

### **Inclement Weather**

While it is expected and appreciated that our employees make every effort to come to work during severe/inclement weather, it is understood that there will be instances when it is not possible to do so. When this happens our policy is as follows:

- Employees must call their office manager to let them know they are not able to get to work because of the weather, i.e. ice, snow, or flooding,
- Employees will not be paid for their absence or be permitted to use any accrued time in the event SCH declares a weather emergency and the office remains open.
- When the office closes due to a weather emergency, employees will be permitted to use accrued time to cover the absence.

### **DRESS CODE/UNIFORMS**

SCH must ensure that all employees are well groomed and dressed in a professional manner appropriate to their position and interaction with patients and the public. It is the policy of SCH to maintain a consistent dress code for all employees. Public acceptance of SCH can occur only when the atmosphere within SCH gives the public and patients the confidence that we are “ready to serve”, and the institution maintains a high degree of dignity and professionalism. Employees shall, at all times, be neat and clean in both their person and uniform or civilian dress consistent with their role as healthcare providers and Hospital representatives. Appropriate business clothing, good grooming, neatness and cleanliness are essential.

### **Uniforms**



Within departments where uniforms are considered required Hospital dress, the uniform must be appropriately cleaned and worn during all work shifts.

Within departments where no uniforms are required and only clerical smocks or laboratory coats are issued, the preceding paragraphs shall also apply.

For those positions not requiring a specific uniform, the following manner of dress shall be followed by all employees and be reinforced by supervisory staff:

- a. Male employees shall wear conventional shirts and ties. Shirts are to be tucked in neatly. Exceptions will be determined by supervisor based on title and job function.
- b. Female employees shall wear clothing acceptable in a work environment. Dresses and skirts shall be of conservative length.

Except as required, as part of a uniform, employees are not to wear laboratory coats or scrubs. Laboratory coats and clerical smocks, which are part of the uniform, are to be worn over clothing that is considered appropriate in accordance with the preceding guidelines.

The following styles of dress are inappropriate and are prohibited:

- Jeans, tank tops, shorts, T-shirts, sweat suits, low-cut tops, bare backs, bare midriffs, beach wear, spandex stretch pants, extreme minis and shorts and clothing bearing provocative statements.
- Hats, caps or visors, unless part of a uniform or of religious dress.
- Accessories, such as scarves and jewelry, which may present a safety hazard around hospital equipment or office machinery.
- Employees are not permitted to wear pins, badges, buttons or any other material with slogans, etc. on their uniform unless issued by the Hospital or specifically approved by Administration.

### **Shoes**

Shoes are to be worn at all times. They are to be clean. All those working in patient care areas shall wear rubber-heeled shoes with stockings or socks at all times. Sandals and flip-flops may not be worn with business attire. Sneakers are generally considered to be inappropriate although certain departments, because of the physical nature of their work, may allow them. Although white sneakers with a conservative design are preferred, these departments must set guidelines in a written departmental policy about the kinds and colors of sneakers that are acceptable.

### **Hair**

Employees' hair is to be neat and well groomed at all times. Mustaches, beards and sideburns should be neatly and closely trimmed. Hair accessories should be in good business taste. Nutritional Service employees working in the kitchen and food service areas are required to wear a net or hat. Employees working with machinery or other equipment shall take special measures to ensure that their hair poses no threat to their own safety or to that of coworkers or patients.

### **Jewelry**

1. Rings, necklaces, bracelets, earrings, lapel pins, tie bars or clips, cufflinks and a business-style watch are permitted.
2. Up to three (3) earrings per ear is permitted.
3. Aside from earrings, jewelry may not be worn in any visible body part including, but not limited to, piercing in the tongue, eyebrow or nose.

Fingernails should be kept clean and not exceed a length that impairs the employee from doing his/her job and that distracts customers. The wearing of artificial fingernails, acrylics, press-on, continuous French, extenders, wraps or other artificial fingernail products as defined by the Infectious Control Committee, is prohibited when providing patient care.

### **Tattoos**

Visible tattoos are not permitted on exposed areas such as the face, neck or hands.

### **Disciplinary Action**

Any employee reporting to work in unsuitable attire shall be sent home by his/her supervisor. Non-exempt employees shall be docked for all time away from his/her workstation.

Any employee who does not comply with the dress code policy shall be subject to the appropriate disciplinary action up to and including termination. Supervisory staff shall ensure compliance with this policy.

### **DRUG-FREE WORKPLACE**



It is the intent of SCH to provide a workplace that is safe for all employees, visitors and patients. Since the impairment of an employee could severely impact the safety of patients, visitors, other employees and themselves, SCH strictly prohibits the illegal manufacture, distribution, possession or use of a controlled substance in the workplace. SCH also prohibits impairment due to alcohol or illegal substances while on duty.

Individuals who willfully violate this policy shall be subject to disciplinary action, up to and including termination, which shall include the notification of appropriate Federal and state agencies (as required by law).

Notwithstanding the above, it is our intent to assist in the rehabilitation of those individuals who suffer from drug and alcohol abuse. Employees who feel they may have a problem involving substance abuse should feel free to seek assistance from their supervisor, Employee Health Services or the Human Resources Department. All follow-ups will be held in the strictest confidence.

If employees have reason to believe that substance abuse may be a problem negatively affecting another employee's ability to perform assigned duties, they have an obligation to notify the appropriate supervisor or the Department of Human Resources. All follow-up meetings will be held in strictest confidence.

If an employee admits to having a substance abuse problem, an Administrative Referral to the Employee Assistance Program (EAP) is usually recommended. When made, the Administrative Referral to EAP is a condition of continued employment.

If the employee denies any use of alcohol, drugs or unusual substances, the behaviors that lead to the conference should be reviewed with them. If such an employee tests positive on a drug screen, termination will be seriously considered.

A refusal by an employee to be tested will result in termination of employment.

If the employee is asked to leave the premises and appears to be impaired or upset, he/she should be offered transportation home.

Licensed professionals will be required to surrender their license at the time of conference if the impairment is apparent, documented and testing will result.

Employees will be required to place a call to the Professional Assistance Program (PAP) at (518) 474-3817 extension 480 and request an application for surrender of license. Registered Nurses who surrender their license will be recommended to contact Statewide Peer Assistance for Nurses (SPAN) at 800-724-6976 ext 226 or (718) 667-5851.

### **EMPLOYMENT POSTINGS, PROMOTIONS AND TRANSFERS**



It is the objective of SCH Human Resources Department to fill vacant positions as quickly and efficiently as possible with the most qualified applicants. Once a position is approved, it is typically posted for seven (7) days internally, giving hospital employees priority. If the position is not filled from within SCH, the position will be posted for external applicants. Employees may request a transfer if they have not transferred within the past twelve (12) months or if they are requesting a transfer within the same title and have successfully completed their introductory period. Interested employees must complete a Transfer Application through the Hospital website [www.stcharles.org](http://www.stcharles.org).

Human Resources reviews all transfer requests and endeavors to interview all employees who have applied and meet the minimum requirements. Human Resources also tests employees (if necessary). Human Resources will review all of the employee's personnel records on file and also follow up with the employee's current supervisor /director regarding their present job performance. SCH endeavors to schedule qualified employees for an interview with the department director/NCC with whom Human Resources reviews the employees' file. Both the directors of the transferring and receiving departments will determine the transfer date. The amount of time between job acceptance and transfer usually does not exceed the vacation accrual of the transferring employee's present position. Transferred employees will have a new 90-day introductory period.

### **IDENTIFICATION BADGES**

It is the policy of SCH that all Employees are required to display, in a prominent location, SCH issued identification badge while they are working. All other individuals, including doctors, volunteers, outside agency people, and contractors, are required to display badges in a prominent location at all times while on Hospital grounds.

Lost Badge: If an employee loses their ID badge, they are to report it to the Security Department immediately.

Replacement: In order to replace their ID badge, the employee will submit a written authorization from their Department Supervisor to Security.

### **LICENSURE, REGISTRATION & CERTIFICATION**



- It is a requirement that all staff, whether mandated by law and/or the position's responsibilities and duties maintain the required current valid license, registration and/or certification.
- Human Resources shall validate the current license, registration and/or certification documentation for all personnel, including per diem and agency staff, with the exception of agency staff employed by the Nursing Department.
- The Nursing Department shall validate the current license, registration and/or certification of all their agency staff. In addition, Human Resources shall maintain for all currently employed staff a photocopy of the validated original license, registration and/or certification.
- Validation shall be established by primary source verification. A presentation and/or submission of an original document/license by the staff member are not acceptable alone for purposes of this policy.
- The department, which validates the original document, i.e., the Human Resources Department or Nursing Department, shall maintain a photocopy of the license, registration and/or certification for all new employees in the staff file and may, as

necessary, provide a photocopy to the appropriate department head to be included in department files. In addition, the validating department shall verify the authenticity of the documentation provided with the appropriate issuing agency.

### **Continuing Validation**

- The staff member is responsible and required to renew the professional license, registration and/or certification prior to expiration.
- All expiration/renewal dates except for nursing agency staff shall be tracked continuously by the Human Resources Department. Sixty days prior to the expiration date, the Human Resources Department shall notify the Department Head and request an updated renewal.
- The staff shall present the original document(s) to their supervisor prior to expiration of the license, registration and/or certification. A copy of the validated renewed document shall be included in the appropriate staff file. The Department Head shall submit an attested photocopy of all document renewals to Human Resources for their file.

### **Failure to Maintain Current Licensure Status**

- If the staff member fails to provide such documentation the Human Resources Department shall notify the staff member and Department Head that he/she is taken out of service immediately.
- The staff member is required to advise the department head immediately and in writing of any expiration, suspension or revocation of professional license, registration and/or certification.
- The department head shall immediately advise, as appropriate, Human Resources or Medical Affairs of any change in license, registration and/or certification status.

### **INTRODUCTORY PERIOD**



The introductory period is intended to give new employees as well as transferred employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. SCH uses this period to evaluate employee capabilities, work habits, and overall performance. Either the employee or SCH may end the employment relationship at will at any time during or after the introductory period, with or without cause or advance notice.

All new and rehired full time employees complete an introductory period for the three months after their date of hire, excluding time lost for illness. Any significant approved absence will extend an introductory period by the length of the absence. If SCH determines that the designated introductory period does not allow for sufficient time to thoroughly evaluate the employee's performance, the introductory period may be extended for a specified period. In no event may the introductory period exceed nine months.

Upon satisfactory completion of the introductory period, employees enter the "regular" employment classification. Neither this policy nor the successful completion of the introductory period changes the nature of the at-will employment relationship that can be terminated by SCH or the employee. The successful completion of the introductory period does not guarantee employment for any period of time thereafter.

During the introductory period, new full time employees are eligible for those benefits that are required by law, such as workers' compensation insurance and Social Security. They may also be eligible for other SCH-provided benefits, subject to the terms and conditions of each benefits program. Employees should read the information for each specific benefits program for the details on eligibility requirements.

### **PERFORMANCE APPRAISALS**

SCH requires regular formal discussions between employees and their supervisor and/or department directors. The purpose of Performance Appraisal is to provide an opportunity for discussion between employees and supervisors of work-related expectations and goals for improved performance and to create a record concerning performance, which may be considered in promotions, transfers or other human resource decisions. Performance appraisals will be based on hospital and department policies and procedures, as well as position descriptions.

### **Introductory Performance Appraisal**

At the end of the employee's introductory period their supervisor will meet with them to discuss his/her job performance. If the performance has been satisfactory, the employee will have passed their introductory period. If not, the employee will either be

terminated or their introductory period will be extended to a maximum of nine months from the date of hire. The successful completion of the introductory period does not guarantee employment for any period of time thereafter.

### **Annual Performance Appraisal**

On or about the anniversary of the employee's hire date, he/she will meet with their supervisor to evaluate the competence of the prior year's performance and discuss the next year's performance program. SCH will endeavor to complete a performance appraisal every 12 months.

### **SMOKE FREE ENVIRONMENT**

Smoking by patients, visitors, employees, volunteers, clergy, contract or vendor personnel, students, fire, ambulance, police, government officials and medical staff is **PROHIBITED** on the campus of SCH, off-site locations, as well as in vehicles owned, or leased, by SCH. Non-compliance with the smoke free environment is a violation of hospital policy and warrants disciplinary action up to and including termination.

### **TIME RECORDS**

Each employee is responsible for recording h/her time worked. The hours worked are noted on the time record and are the basis for payment. At the conclusion of each pay period, the time record is forwarded to the Payroll Office for processing. Employees are expected to cooperate fully and promptly in reporting and/or documenting their actual work time.

### **WORKING HOURS & BREAKS**

It is the policy of SCH that employees will be given appropriate rest periods during their work shifts, when operationally practical. Employees may be entitled to a 15 minute break after every 4 hours of work. Your supervisor will notify you of your scheduled break period. Employees working in excess of six hours are also entitled to one ½ hour unpaid meal break.

### **Lactation Breaks**

In support of breastfeeding employees, SCH has implemented a company-wide program enabling employees who are nursing to express breast milk during working hours. Employees that wish to avail themselves of this benefit must give advance notice to their department director/ manager prior to their return to work following the birth of their child. The lactation support program applies to breastfeeding employees, and provides employees who are nursing with unpaid break time to express milk. Hospital lactation consultants are available to assist breastfeeding employees and can be reached at 476-5572. Prenatal breastfeeding classes and a post-partum breastfeeding support group are also available. No employee will be subject to discrimination for exercising her rights under this policy.

### **PROGRESSIVE DISCIPLINE**



SCH's policies and regulations are intended to facilitate productivity and satisfactory working relationships based on trust, self-discipline, and respect for the rights of others.

Therefore when an employee violates SCH or departmental standards, his/her supervisor is responsible for acting promptly to correct the situation and to prevent further occurrences for mutual benefit. Depending on the gravity of the situation and whenever possible and feasible, SCH will work with an employee through a "progressive disciplinary" process which means that the least severe level of discipline applicable to the situation will be explored before invoking more harsh levels of discipline. The goal of progressive discipline is to retain employees and to improve an employee's performance while at the same time documenting the efforts of the employer in the event of discharge. The following are approved progressive disciplinary steps:

- \* Verbal Warning
- \* Written Warning
- \* Suspension
- \* Termination

Any and all of these steps may be omitted, as we deem appropriate upon review of the circumstances. There may also be offenses, which are deemed sufficiently serious to result in immediate termination. These may include, but are not limited to, acts of violence, fighting, theft, abandonment of position, breach of confidentiality, carrying weapons of any sort, falsification of records, and the possession, use, sale, purchase, or distribution of any illegal drug(s)/substance(s), drug paraphernalia, or alcohol.



In addition, we will consider the facts surrounding a current arrest, a criminal complaint, a summons to answer a criminal charge, an indictment, criminal information, or any other criminal charge or conviction of an employee as a basis for disciplinary action. Employees are required to report any arrests, indictments or convictions to Human Resources immediately upon notice. If the particular circumstances and the offense charged, in our judgment, present a potential risk to the safety and/or security of our patients, employees, premises and property, such events may result in disciplinary, up to and including termination.

The severity of the employee infraction and the amount of time between infractions may cause one or more of the steps to be ignored or repeated. If that is the case, the department director should consult with the Human Resources Director.

Continued substandard performance, insubordination, misconduct, and other serious offenses or behavioral problems that continue after other disciplinary actions have been taken may result in discharge from SCH.

Discharge also may occur immediately and without notice and/or without pay in lieu of notice.

### **GRIEVANCE PROGRAM**

SCH is committed to fair and consistent employment practices and procedures, and is committed to providing procedures whereby employee issues are resolved internally in a timely, efficient and fair manner. If an employee experiences a work-related problem or questions a Hospital or departmental policy, the employee should refer the matter to his/her supervisor who shall attempt to resolve the matter with the employee. If the employee is not satisfied with his/her supervisor's resolution of the problem, the employee may appeal to the Director of Human Resources or his/her designee. If still dissatisfied, the employee may appeal to his/her Department Vice President and then the Executive Vice President. All appeals will be handled in a confidential manner and as promptly as possible. Every effort will be made to find a resolution, which is reasonable and fair. The grievance procedure may not be used for performance appraisals or involuntary terminations of employment. Please refer to the Human Resources Grievance Policy to review the appeal process dates and expectations.

## **Employee Rights & Responsibilities**

The general standards of conduct to which employees will be held to are outlined in this section. This section does not explain every law or regulation a person must follow as part of his or her duties. However, it is the responsibility of every individual to learn, understand, and obey the law. If you are unclear about the right thing to do, it is your responsibility to ask. You are also required to report any potentially unethical or illegal conduct to the Compliance Officer.

### **COMPLIANCE PROGRAM (standards of conduct)**



SCH has a Compliance Program (Program). As part of that Program, SCH has instituted various policies and procedures which are set forth in the Compliance 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 SCH, and to promote ethical and lawful conduct. All employees receive a copy of the Compliance Handbook as part of the orientation process, through the compliance training program or may obtain a copy from SCH's intranet site.

SCH is committed to ensuring that all billings to Medicare, Medicaid and other third-party payors on behalf of SCH 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 SCH's Compliance Program which includes the following general standards of conduct:

#### **Employees must:**

- **Obey the law** when conducting business on SCH's behalf, including checking with a supervisor or the Compliance Officer before undertaking any action that an individual feels may not be lawful;
- **Be honest and truthful** in all of their dealings with one another and with people or organizations that do business with SCH healthcare entities;
- **Participate in SCH's Compliance 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 SCH must abide. The Federal and New York State False Claims Acts 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 SCH Whistleblower Protection Policy, which can be found on SCH's intranet site. This and other compliance policies can be found on SCH's intranet.

### **GUIDELINES FOR FINANCIAL FRAUD, WASTE AND ABUSE AND WHISTLEBLOWER PROTECTION FOR REPORTS**

SCH is committed to preventing and detecting fraud, waste and/or abuse, including the submission of false claims to the federal government for matters covered by Medicare and Medicaid. SCH's internal policies, as well as two federal laws, the False Claims Act and the Program Fraud and Civil Remedies Act, all prohibit making false claims to the federal government.

Examples of fraud, waste, abuse and/or submission of a false claim include the following:

- Filing a claim for medical or other services that have not been rendered to one of our patients;
- Filing a claim for medical or other services that are not medically necessary;
- Submitting a claim with information that is known to be false; and
- Billing for inadequate or substandard care.

Accordingly, SCH strictly prohibits fraud, waste, abuse and/or the submission of false claims by any of its employees, officers, vendors or contractors. Anyone who has knowledge of or a good faith suspicion as to the existence of, fraud, waste, abuse or the submission of a false claim by an employee, vendor, or contractor must immediately report it to a direct supervisor or to our Compliance Officer at Extension 5534. For anyone that is uncomfortable reporting such a matter to a supervisor or the Entity Compliance Officer directly, he/she is required to file a report leaving a message on the Compliance Helpline



**The Confidential Compliance Helpline number is: 1-866-272-0004**

Reports of fraud, waste or abuse will be investigated fully and promptly. SCH will take corrective and/or disciplinary action as appropriate and necessary. Our investigation will preserve confidentiality to the fullest extent possible and practical, in accordance with law. Any employee who is found to have engaged in fraud, waste, abuse and/or to have filed a false claim is subject to discipline up to and including termination of their employment. Similarly, any employee who assists another employee or who tolerates condones or fails to report another employee's fraudulent, wasteful or abusive actions is subject to discipline up to and including termination of their employment.

### **Non-retaliation**

Under the False Claims Act, private persons may bring an action in the name of the United States against entities that have submitted false or fraudulent claims to the Federal government. Employees who make a good faith report of fraud, waste, abuse or a false claim or who lawfully act in furtherance of an action under the Federal laws described above, have "whistleblower" status and are protected from all retaliatory and adverse employment action that is related to his/her good faith report or participation in an investigation of that report. Accordingly, SCH and Federal law strictly prohibit retaliation or reprisal against such employees and any employee who engages in retaliatory acts is subject to discipline up to and including discharge.

### **CONFLICT OF INTEREST/GIFTS & TIPS**

All employees and others providing services to or on behalf of SCH must act in the best interest of SCH and CHS at all times. A conflict of interest may exist whenever an employee is in a situation in which his or her decision-making abilities, on behalf of the SCH Compliance Program may be impaired or compromised based on his or her relationship (or the relationship of his or her family). **Gifts** can never be given or received for the purpose of influencing the business decision of a staff member. All employees have a duty to:

- Report potential conflicts of interest to the Compliance Officer;
- Not use their positions, or the knowledge they gain from being in such positions, for personal advantage.

### **HIPAA PRIVACY/SECURITY**

Confidentiality of information concerning patients, or patient records (health records or financial data) is ensured by SCH's Health Insurance Portability and Accountability Act (HIPAA) compliance policies. Similar confidentiality is expected for employees and their families. Disclosure of such information by an employee to any unauthorized person is cause for disciplinary action, up to and

including termination of employment. Confidential information should not be discussed in public areas, such as elevators, corridors, cafeteria, or on patient units.



Patient privacy is essential to our mission and it's important to our patients. As you perform your job, it is a requirement that you protect patient privacy. Patients receiving medical care expect privacy whether they are in SCH, physician's office, lab or other healthcare setting. They expect to interact with their healthcare providers away from the public whenever possible, and they expect that their private health information will not be shared with those that don't have a need to know. Protected Health Information (PHI) is anything you see or hear that lets you know about the health or identity of a specific patient.

Protecting patient information is the responsibility of everyone at SCH, regardless of position. Information you have access to must not be the subject of conversation with coworkers (not involved in the care of the patient), family, friends or neighbors. Do not divulge any patient information when in an informal atmosphere or social setting.

The implications of non-compliance are very serious. Non-compliance could lead to:

- Lawsuits, fines up to \$250,000
- Up to 10 Years in prison
- Disciplinary action including possible job loss

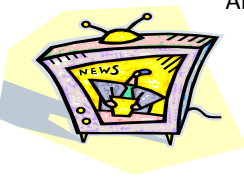
You are expected to report a concern if you see anything that you think violates SCH's privacy policies and procedures.

Tell your department director your concerns. Your director is required to report them to the Privacy Officer. If you would prefer to report your concerns anonymously, please do so via the compliance helpline.

#### **Tape Recordings**

SCH prohibits its employees from secretly recording or directing others to secretly record, by audio or video tape or other electronic means, discussions or meetings between or among employees, patients, doctors, or visitors to SCH while on SCH premises, and/or between or among employees while outside the Hospital on Hospital business without the prior express written approval of Hospital Administration. Anyone violating this policy will be disciplined up to and including termination.

#### **Statements to the press or others**



Any media calls, including newspaper reporters and TV reporters, should be directed to the hospital spokesperson/Public Affairs Office. Media should be escorted at all times by either someone from the Public Affairs staff or by Security. If you see reporters or camera crews in the hospital unescorted, call Security. Employees may not give out statements that in any way involve SCH, its policies or our patients without prior clearance from Administration and/or the Public Affairs Office. Remember, you should not provide any information to media, including acknowledging the presence of an individual in the hospital.

#### **SCH ACCEPTABLE USE POLICY (AUP)**

It is each employee's duty to use SCH's resources responsibly, professionally, ethically, and lawfully. This policy is detailed in the Acceptable Use Policy (AUP). Each employee must sign an Acceptable Use Policy Acknowledgement Form and is therefore responsible for the security of the Information Environment.

Key points of the AUP are included but not limited to the following:

- Employees do not have an expectation of privacy in anything users create, store, send, or receive on SCH Resources.
- Resources belong to SCH and are to be used solely for the purpose of SCH business
- The following activities are prohibited:
  - a. Inappropriate or Unlawful Material
  - b. Waste of IT Resources
  - c. Communication of Confidential Information Altering Identity (Spoofing)
  - d. Personal Software and Copyright Violations
  - e. No Forwarding Policy

Employees are responsible for safeguarding their passwords for access to SCH Resources. Individual passwords should not be printed, stored online, or given to others. Users are prohibited from using or disclosing another User's password. Any information

developed or compiled by the User, including documents such as writings, diagrams, spreadsheets, databases, that results from the use of SCH Environment by the employee shall be the exclusive property of SCH.

### **PERSONNEL RECORDS**

Current employees may review their personnel file with a member of Human Resources upon request by appointment. They must present their ID at the time of the request. Since the individual personnel files are the property of SCH and former employees no longer have a relationship with SCH, permission to review the personnel file is not granted to a former employee.

### **CHANGES TO PERSONNEL INFORMATION**

Accurate, current information is essential; therefore, any change to the personal information in an employee's personnel record should be reported immediately. The information should be sent to Human Resources in writing. Of particular importance are changes of name, address, telephone number, marital status, dependents, and beneficiaries.

### **SOLICITATION**

Solicitation or distribution of literature by EMPLOYEES OR PERSONS WHO ARE NOT EMPLOYED BY SCH are prohibited at all times on all Hospital property, including, but not limited to, SCH's buildings, parking areas, service buildings, office and administrative buildings and other off-site centers. All salespeople or vendors desiring to do business with the Hospital are to be directed to Administration. All unauthorized vendors will be asked by Security to leave the premises. It is the policy of SCH that solicitation, distribution or posting of personal or advertising material, handbills, printed or written literature of any kind by EMPLOYEES OF SCH are prohibited in all immediate patient care areas at all times.

In addition, solicitation and/or distribution by an employee of another employee are prohibited if either is on working time. For purposes of this policy, "working time" does not include meal periods or other break and rest periods when employees are not engaged in the performance of their work tasks. Violators of this rule will be subject to appropriate discipline up to and including termination.

## **Benefits and Services**

SCH recognizes that our employees are the most important resource in our efforts to realize our vision. SCH provides our employees access to a diversified range of high-quality, affordable benefits, we ensure that employees will have the peace of mind that the health and wellness needs for themselves and their families are being met. To lower the costs to you, SCH pays a major portion of the premiums. Because the exact coverage and premium costs are variable, they are not included in this handbook. Further, the descriptions of the benefits contained in this handbook are merely highlights of the programs and benefits provided. These plans are more fully described in the information provided by the Human Resources Department and in the official plan documents. In the event of any conflict, the official plan documents will govern. SCH retains full authority to interpret, modify, discontinue and administer the benefits or programs it currently provides, as well as adjust the cost to employees of such benefits and programs.

### **Eligibility for coverage**

To be eligible for benefits, employees must be budgeted to work 18.75 hours or more per week. After enrolling and meeting our eligibility requirements, benefits begin on the first of the month following a 60-day waiting period, and are actively working when coverage is scheduled to begin. For employees that are transferring their position to a benefit eligible position, eligibility for benefits begins the first of the month following the start of the new position.

### **Benefits available to every SCH employee (regardless of Employment Category – full time, part time, and per diems)**

- Employee Assistance Plan for support balancing work and family issues;
- Social Security, Workers' Compensation and New York State Short Term disability;
- Tax-Deferred Annuity Program (403(b)) that provides a tax-efficient way to save for retirement.
- Long Island Community Credit Union to provide savings opportunities and loans at favorable rates

### **Benefits available to eligible employees:**

- Medical insurance with several options for employees and eligible family dependents
- Dental insurance, which includes orthodontia coverage
- Basic Life Insurance (at no cost to employee)
- Supplemental life insurance for employees and/or eligible family dependents
- Supplemental short term disability

- Long term disability insurance
- Vision Plan
- Optional Cancer Care coverage, National Group Legal Plan, Critical Illness Insurance
- Flexible Spending Accounts that allow reimbursement for eligible healthcare and/or dependent care expenses with before-tax dollars. Eligible employees may enroll in this plan only during Open Enrollment

**When to join benefits:**

**New Hires:**

Eligible employees must sign up for benefits during 60 days of initial employment. Employees, who do not join during the first 60 days, will be allowed to join only during an Annual Open Enrollment period, which will be announced by SCH. Other Occasions of Eligibility:

**Transfers:**

Employees can enroll immediately following a status change to full time or a part time position that is benefit-eligible. When transferring positions, the benefits become in effect the first of the month following the change to a benefit-eligible position.

**Qualified Status Changes:**

Employees may enroll or change coverage re: during the 30-day period immediately following a qualified status change. Qualified status changes include: marriage, divorce, legal separation, death of a spouse, enforcement of qualified medical support order, or becoming ineligible for coverage under your spouse’s insurance plan. This is not an all-inclusive list; please contact Human Resources for more examples of qualifying events.

**Medical/Dental Insurance**

Eligible full time and part time employees as outlined above are eligible for group medical and dental insurance. Employees will receive information outlining the available plans before completing the enrollment form.

**Life Insurance**

All benefit eligible employees are eligible for life insurance and short and long term disability insurance. At the time of enrollment, each employee will receive a booklet describing the policies and explaining the benefits in more detail. The life insurance provided at no cost is equal to the employees’ annual salary, rounded to the next higher \$1,000. Minimum coverage for full time employees is \$20,000, part time employees \$5,000. Supplemental coverage of your salary between one and six times the annual base salary is available as well as dependent coverage for your eligible dependents.

**Supplemental Short-Term Disability**

You may purchase Supplemental Short-Term Disability for coverage in the event an employee becomes disabled and is unable to work. This benefit is in addition to the NYS–mandated Short-Term Disability coverage provided by the Hospital.

**Long-Term Disability**

Employees may purchase Long-Term Disability insurance. Benefits begin after 180 days of disability.

**Pension Plan**

SCH is a participant in the pension plan established by the Diocese of Rockville Centre. Employees must be budgeted to work at least 20 hours/week and be at least 21 years of age in order to be eligible for the plan. Employees are vested after 5 years of continuous service. SCH contributes on behalf of the employee based on annual wages. Participation in the plan begins the first of the month following the completion of 1 year of continuous service with a participating employer within the Diocese.



**Tax Deferred Annuity Plan (403(b))**

Employees (including per diem employees) may voluntarily contribute to our 403(b) tax deferred annuity plan with no waiting period. Several options are available; please review materials, which are available in Human Resources before enrolling.

## Tuition Assistance



SCH sponsors a Tuition Assistance Program to enable employees to receive additional education in areas related to their position responsibilities or entity operations.

All regular full and benefit-eligible part time employees are eligible for tuition assistance after 6 months of employment. All temporary, per-diem, on-call, or contract employees are not eligible for this benefit.

### **Maximum Amount per Calendar Year**

Full time	Maximum - \$3,600/year for credits.
Part time (.4 FTE)	Maximum - \$1,800/year for credits.

- Eligible courses may be job related or may lead to a position of greater responsibility at SCH.
- The employee must be enrolled at an accredited college or university in an approved degree program and receive a passing grade of a “C” or better.
- Reimbursement applies to tuition credit or course charges only. No payment will be made for college fees, lab fees, activity fees, travel expenses, etc.
- Reimbursement is based on employment status at time of the course commencement. Employees must be actively employed as a full time or part time employee when the course is completed.
- Employees must obtain prior approval from their Department Head and from Human Resources.
- Applications available in Human Resources must be completed by employees prior to course commencement. Reimbursement will be paid upon receipt of grades and proof of payment. Grades must be submitted within 60 days of completion of course.
- At present we have a Prepaid Tuition Assistance Program with St. Joseph’s College, Molloy College and Adelphi University. The Hospital will pay tuition (up to the limits of this policy) directly to one of these colleges after the courses have been completed. The tuition amount will be made payable to the school after successful completion of the course with a grade of “C” or better.
- All completed pre-paid tuition assistance applications must be filed with Human Resources 30 days prior to course commencement.

## Continuing Education

The Tuition Assistance Program does not include paying for conferences, seminars or CEUs-that would be considered Continuing Education. To apply for Continuing Education, requests should be made to your Department Director or Supervisor.

## HOLIDAYS

Benefit eligible employees will earn 8 holidays per year, which include:

- New Year’s Day      Good Friday      Memorial Day
- Independence Day      Labor Day      Thanksgiving Day
- Christmas Day      One floating holiday

Employees will begin to accrue holiday time upon date of hire and will accrue the holiday the pay period before the date of the holiday. The floating holiday will accrue on January 1 of each year. Holiday accruals are prorated for part-time employees.

During the first year of employment, employees hired prior to October 1<sup>st</sup> will accrue the floating holiday. Those hired after October 1<sup>st</sup> will accrue their first floating holiday on January 1.

- Employees may not carry-over more than 2 holidays in their bank.
- Holiday time will count as hours worked for purposes of calculating overtime.
- Accrued, but unused holiday time will not be paid upon separation of employment.
- Employees who work on a recognized holiday will receive another day off with pay.
- Time worked on a holiday will be paid at time and one half, with the exception of Good Friday and the floating holiday, which are paid at straight time.
- If a recognized holiday occurs within a scheduled vacation, this holiday may be rescheduled or used rather than a PTO day.

**PAID TIME OFF (PTO)**

It is the policy of CHS to provide paid time off to eligible employees. Eligible employees are defined as those budgeted .5 FTE. Accruals are pro-rated for part-time employees. Temporary and per-diem employees are not eligible for PTO.

- PTO days may be used for vacation, personal time or illness.
- PTO must be scheduled in advance and approved by your supervisor, except in the case of illness or emergency.
- PTO does not cover holidays, time off for jury duty or bereavement leave.
- PTO is not considered time worked for purposes of computing overtime pay.
- Employees may carry-over a maximum of one year’s PTO accrual. Any remaining days will be added to a reserved sick bank (RSB) to be used in the event of an extended illness.
- Upon separation of employment, an employee will be paid for any accrued, unused PTO time up to 75% of one year’s accrual. For example, a full-time employee accruing 18 PTO days annually would be paid accrued and unused PTO time up to 13.5 days.

**PTO will be accrued as follows:**

**Clinical/Clerical Support Staff**

Years of Employment	Annual PTO days
0-5	18
5 up to 10	20
10 up to 20	22
20 or more	24

**Professional/Licensed & Professional/Manager**

Years of Employment	Annual PTO days
0-5	28
5 up to 10	30
10 up to 20	32
20 or more	34

PTO and holiday accruals during an approved leave of absence will be handled in accordance with the CHS leave of absence policy. If an employee has accrued, unused PTO or holiday time in their bank, they may not take time off without pay. PTO and holiday time must be used.

**DONATION OF TIME**

SCH is committed to the values of compassion and charity, not only for the patients for whom we serve, but for our employees as well. This donation program provides a means of care and concern to a fellow employee. Any full time or part time employee that has completed at least 6 months of continuous service, who is on an approved leave of absence may receive donated accrued PTO time from another full or part time employee.

Employees who wish to donate accrued and unused PTO time must do so on a strictly voluntary basis. The maximum amount of accrued and unused PTO time that an employee can donate is 37.5 hours per year on a pro-rated basis. Employees can donate only accrued time in full day increments. Employees who elect to donate accrued PTO time must complete a “Donations of Hours” form and submit it to Human Resources.

Donations of time are never credited to the employee as cash nor will the time be adjusted and prorated by the donor’s salary.

Donated days are kept in a bank for the designated employee. Donated days are used in the order they are received by Human Resources and taken only as needed. Unused donations of time are not deducted from the donor. Employees on an approved leave of absence must exhaust all of their own PTO or RSB before donated hours are transferred to his/her accrual bank.

**RESERVE SICK BANK**

Reserve sick bank (RSB) time may be used for illness in excess of five days and when an employee is on an approved leave of absence due to their own illness. If an employee is on a leave of absence due to their own illness and they have no RSB time, they

must use accrued, unused PTO and holiday time. Any absence due to illness of five days or less must be charged to PTO. RSB time will not count as time worked for purposes of computing overtime pay.

RSB time will not be paid upon separation of employment.

## **LEAVES OF ABSENCE**

### **Educational Leave**



Educational leave of one semester will be considered for an employee to pursue a bachelors or masters degree, approved by SCH for courses directly related to his or her job. Approval for an educational leave is subject to operational needs and supervisor consent. An employee must have one year of continuous employment to be eligible for this leave. This leave may be requested once every 3 years. Employees must use all accrued time during this leave.

### **Bereavement Leave**

- All regular full time and part time employees budgeted at 0.4 FTE or greater shall be eligible for paid bereavement leave upon hire. An employee shall otherwise have been on active duty status for the period for which the leave is requested. For this purpose, an employee on an approved leave of absence is not considered on active duty status. A temporary employee shall be eligible for unpaid bereavement leave in the same manner as regular full time and part time employees.
- Eligible employees may receive paid time off in the amount of up to three (3) days with a maximum of 24 hours taken in full shift increments. Paid time off will be granted to allow the employee time to grieve, attend the funeral and make any necessary arrangements associated with the death of an immediate family member. Employees requiring more than three days off may request to use PTO accrued time.
- For purposes of this policy, an immediate family member is defined as a spouse, child, parent, sibling, grandparent, or grandchild and in-laws (parent, sister or brother, son or daughter). Special consideration, with the approval of Human Resources, will also be given to any other person whose association with the employee was comparable to that of the above relationship.
- Employees are required to notify their immediate supervisor, as soon as possible, of the need to take bereavement time.

### **Jury Duty**

If you are summoned to Jury Duty, notify your Supervisor immediately and submit the Jury Duty notice to your Department Head. All regular full time and part time employees – upon employment are eligible. Eligible employees who are selected to be jurors will be paid their regular salary for a maximum of 10 working days within a 12-month period. Employees are required to notify their immediate supervisor, as soon as possible, of the need to take jury duty time off. The immediate supervisor must ensure that a copy of the Jury Duty Notice is included in the potential juror's employee file.

### **Voting Leave**

SCH believes that every employee should have the opportunity to vote in any state or federal election, general primary or special primary. Any employee whose work schedule does not provide him/her four consecutive hours to vote while polls are open will be granted up to two paid hours off in order to vote. Any additional time off will be without pay. Exempt employees may be provided additional time off with pay when necessary to comply with state and federal wage and hour laws. Notify your supervisor of the need for voting leave at least two days before the election.

### **FMLA/LOA**

Leaves of Absence are administered by the CHS Leave of Absence Service Center, located in Rockville Centre. The service center can be reached by phone (516) 705-MYHR or fax (516) 705-2828.

- ❖ When requesting a leave, you must advise your Department Manager as soon as possible and at least 30 days in advance if it is a foreseeable leave.
- ❖ After notifying your Department Manager, you should call a Leave of Absence Specialist, at the telephone number above, who will determine your eligibility and advise you of your rights and responsibilities.

When you return from a medical Leave of Absence, you must obtain clearance from St. Charles Hospital Employee Health Services prior to returning to work.

## **AWARDS AND RECOGNITION**

### **Service Awards**

SCH recognizes and honors all regular employees who complete five years of continuous service and every five years thereafter at an annual service awards program. Hospital employees who are regular full time or part time employees are recognized each May during National Hospital Week. These awards are given each year to those who completed the required years of service by April 30th of that year.

### **Employee of the Month**

Every month we seek to honor and recognize one employee for outstanding performance with the Employee of the Month Recognition Program. This Program highlights the talented and dedicated employees of SCH. Anyone affiliated with SCH may submit a nomination form, which can be obtained from the Human Resources department.

- ✓ Completed Nomination Forms are sent to Human Resources.
- ✓ Senior Leadership chooses recipients monthly.

### **Sister Martha Winum**

Each year, the SCH Board of Trustees recognizes an extraordinary employee whose actions and attitude exemplify the mission and values of our hospital. The Sister Martha Winum Mission & Ministry Award recognizes the individual's dedication to healthcare as a ministry, not just a career. The selected employee must exemplify the spirit of Sr. Martha and our founders and sponsors, the Daughters of Wisdom, by providing compassionate care while demonstrating a living commitment to the values of Catholic healthcare. The award is presented to the selected employee at the Annual Board of Trustees' Dinner in November.

- ✓ An employee who symbolizes the mission and ministry of SCH and values the traditions of the Daughters of Wisdom who inspire and nurture our apostolate.
- ✓ A person who has demonstrated respect for the dignity of each individual person, including patients, families and co-workers.
- ✓ Someone who has shown consideration for the physical, psychological and spiritual needs of the people we serve.
- ✓ An individual who represents the special needs of the underserved and seeks to contribute to the common good.
- ✓ Someone who has demonstrated outstanding integrity in his/her work and fidelity to the ethical principles and values of SCH.

## **Compensation**

### **WAGE & SALARY POLICY**

The SCH compensation program is designed and administered in such a way to comply with all applicable laws and to provide fair and equal treatment for all employees. A pay range is established for each of the organization's jobs and the Human Resources Department periodically reviews these ranges. This review consists of analyzing job descriptions and establishing salary levels with the objective of making salary levels consistent internally and externally competitive. The position of each employee's salary within the range that has been established for his or her job will be determined primarily by the employee's relevant experience and job performance. Market Adjustments to salary ranges may occur outside of the annual review when market demand has resulted in an increased rate of pay for a particular job or job family.

### **PAY PERIODS & PAYROLL DEDUCTIONS**

You will be paid on Fridays on a bi-weekly basis. All required deductions, such as federal, state and local taxes, and all authorized voluntary deductions, such as health insurance contributions, will be withheld automatically from your paycheck. Your paycheck can be automatically deposited into your bank through "Direct Deposit" at no cost to you. Obtain a Direct Deposit form in Human Resources or Payroll. Your supervisor will inform you of your paycheck/stub distribution procedures.

### **OVERTIME**

It is the objective of SCH that overtime will be paid for hours worked beyond a regular workweek. All non-exempt employees are entitled to overtime pay in accordance with federal and NYS wage and hour laws. Employees are required to obtain supervisory approval prior to working overtime.



## **GARNISHMENTS**

As required by law, SCH must honor garnishment orders against your salary. If this should occur, the Payroll Department will notify the employee and will ensure that appropriate deductions will be made automatically from the paycheck each payroll period.

## **Health, Safety & Security**

It is the goal of SCH to provide a safe, functional and effective environment for patients, employees, and visitors. To achieve this goal, we have policies and procedures in place to promote the health and productivity of employees by the prevention and management of occupational and environmental injuries, illnesses and disabilities. There are multiple options for reporting and resolving quality-of-care and safety concerns.

## **EMPLOYEE ASSISTANCE/WORK-LIFE BALANCE**

Through this program, licensed professional counselors provide crisis counseling and referrals to employees and their dependents including assistance with:

- Balancing Work and Family Life
- Crisis Management
- Stress Management
- Conflict Resolution
- Marital & Family / Relationship Issues
- Parenting Skills & Support
- Domestic Violence
- Grief, Anxiety, & Depression
- Alcohol & Substance Abuse
- Gambling, Internet, & Other Addictions
- Child & Eldercare
- Legal & Financial
- Debit & Credit Counseling

Employees and their dependents are encouraged to take advantage of this confidential service by calling Corporate Counseling Associates (CCA) at 1-800-833-8707.

## **EMPLOYEE HEALTH SERVICES (EHS)**



Employee Health Services promotes positive health practices through in-service education and safety principles. The goal of EHS, which is mandated by the New York State Department of Health, is to ensure that all employees can perform his/her duties to the full extent without subjecting any patients or fellow personnel to any potential risks, injuries or illnesses.

Performing annual health reassessments of all personnel, certifying immunity against certain diseases and providing annual tuberculin skin testing accomplishes this. Your health and well-being are important to us. Therefore, several programs are available free or at minimal cost. These include the following:

- Immunization programs without cost for protection against some diseases for employees working in high-risk areas;
- Pre-employment physical examinations for Hospital employees at no cost (satisfactory completion of pre-employment physical evaluation is a condition of employment);
- An Emergency Department for treatment of on-the-job injuries/illnesses; and
- Annual Health Assessments. EHS will inform each employee that they need to schedule appointments for the periodic health reassessment. Employee selection will be based on hire date. Employees must immediately contact the EHS to schedule an appointment. If the Employee Health Service provider finds an abnormality as a result of the reassessment, the employee shall be referred to his/her own private physician for a follow up. Department Heads will be advised if such findings affect the individual's employability. Annual Health Assessments are mandated by the Department of Health and the policies and procedures of SCH. Disciplinary action may be imposed if employees fail to make and keep an appointment.

## **Occupational injury/exposure**

No matter how small an accident, all job-related injuries must be reported IMMEDIATELY to the injured employee's supervisor. Employees, who become injured and are in need of immediate first aid, should be escorted or taken to the Emergency Department

(ED) for treatment. It is the supervisor's responsibility to complete an incident report with the employee and send the employee with the incident report to EHS or Emergency Department if EHS is closed.



### **Workers' compensation**

Workers' compensation is provided by SCH without cost to employees under the Workers' Compensation Law.

EHS will process all Workers' Compensation Claims and must approve all lost time and restricted duty. The Emergency Department doctors may recommend work or restricted duty but cannot approve work or restricted duty. Employees may also have to file a claim. Each case is evaluated by the Workers' Compensation Board to determine if a compensable injury has occurred.

Workers' Compensation payments begin on the sixth day (or eighth calendar day) after the onset of an on-the-job accidental injury or occupational illness, an injury which occurs at a hospital-sponsored event, or that occurs while the employee is on hospital business. During the 5-day waiting period before Workers' Compensation payments begin, employees may choose to use accrued sick days, accrued vacation days or accrued holidays.

An employee cannot receive Workers' Compensation and short-term disability benefits simultaneously. If Workers' Compensation denies a claim, then the covered employee can file for short-term disability. Employees receiving Workers' Compensation payments continue to be eligible for medical, dental, and life insurance for the first three months while they remain on active status.

The compensation benefits will be based upon a percentage of your average weekly wages, up to a maximum specified by law. Failure to immediately report injuries could result in a delay in processing any entitled benefits.

### **Exposure to bloodborne pathogens**

In the event of a needle stick or splash to the skin, you should wash the wound with soap and water and then go to the Emergency Department. For eye splashes – rinse with water or normal saline and then go to the ED to have eyes irrigated. In all cases, employees should then follow up with Employee Health Services.

### **DISABILITY INSURANCE**

Non-occupational injuries and illnesses may be covered by New York State Disability insurance. If you incur such a disability, you may apply through the Human Resources Department for coverage. Disability Insurance begins on the 8<sup>th</sup> day of absence from work, the first 7 days are considered a waiting period. However, if you are entitled to paid sick leave, you must first use this benefit prior to the commencement of your disability benefits. Unless you complete the paperwork within 20 days from your first day of absence, you may lose this benefit.

### **WORKPLACE VIOLENCE PREVENTION**

SCH is committed to supporting safety in the workplace for its patients, visitors, and staff. SCH provides whatever resources are needed to prevent or deter violence from occurring in its facilities and on its campuses. SCH believes that all employees are entitled to a non-threatening workplace where the basic safety of each staff member is promoted. Based on these beliefs, any form of violence, whether actual or perceived will not be tolerated. The workplace is defined as all Hospital properties; including parking lots, break rooms, and all public areas such as lobbies and restrooms.

SCH has set up a complaint procedure for all employees to follow. Complaints of violence or of intimidating behavior should immediately (or as soon as reasonably possible) be brought the attention of their department head or the administrator on duty, the manager of Security and the Human Resources Director. All complaints received will be thoroughly investigated to gather all the pertinent facts. This policy strictly prohibits retaliation against any staff member who brings a complaint of violent or intimidating behavior. Any employee who is found to be in violation of the "Workplace Violence Policy" will be subject to disciplinary action up to and including termination of employment.

### **VALUABLES**

SCH is not responsible for lost or stolen items. Each employee must protect and secure items such as, but not limited to, cellular phones, Laptop computers, electronic organizers, cameras, purses and wallets brought into the workplace. Please report all incidents involving lost or stolen items to your supervisor and Security.

## **TERMINATION**

SCH believes in and adheres to the doctrine of employment at will, unless or except as modified by applicable law. Just as employees may leave a job for any reason without legal obligations, SCH reserves the right to terminate employees at any time for any reason in accordance with Hospital policy.

### **VOLUNTARY RESIGNATION**

An employee wishing to resign in good standing shall submit to their supervisor a resignation letter dated and signed stating the effective date of the resignation. The employee is expected to give such written notice to his/her supervisor equivalent to the employee's PTO entitlement. After providing notice of resignation an employee is expected to be available to work the remaining notice period. Employees will not be paid for absences that occur occurring during the notice period. An employee who fails to comply with this requirement shall have such failure documented in their personnel file and may be considered ineligible for re-hire.

Exit Interviews with Human Resources are encouraged for all voluntary terminations.

On your last day of work you are expected to surrender your Hospital Identification Badge and any other hospital issued items such as beepers, cell phones, laptops, etc. Until this is done, you will not receive any accruals due to you.

### **DISCHARGE**

The supervisor, in collaboration with the Human Resources Department, is responsible for the documentation of the discharge and disciplinary action. This documentation should be filed in the employee's personnel file. Failure to work, for any reason, for a period of three months will be cause to discharge employees, with the exception of leaves of absence governed by applicable federal or state laws. An employee who is discharged for disciplinary reasons may be ineligible for rehire.

### **BENEFITS UPON SEPARATION OF EMPLOYMENT**

#### **PTO Accrual**

Upon separation of employment, an employee will be paid for any accrued, unused PTO time up to 75% of one year's accrual. For example, a full-time employee accruing 18 PTO days annually would be paid accrued and unused PTO time up to 13.5 days

#### **Reserve Sick Bank (RSB)**

Time remaining in the RSB will not be paid upon separation of employment.

#### **Holiday Accrual**

Accrued, but unused holiday time will not be paid upon separation of employment.

#### **Insurance Plans**

Medical and dental benefits are continued for eligible employees until the last day of the month in which they were employed. Eligible employees may continue medical and dental coverage in accordance with SCH's COBRA policy.

### **REEMPLOYMENT**

If you terminate your employment and are rehired less than one year after termination, any previously accrued benefit time will be reinstated, as well as your prior hire date. You will be benefit-eligible immediately.

### **UNEMPLOYMENT COMPENSATION**

SCH provides unemployment compensation at no cost to you. You should be aware that voluntary terminations or discharges for cause are not normally covered by unemployment compensation. Specific qualification requirements for benefits may be obtained from:

NYS Department of Labor  
W. Averell Harriman State Office Campus  
Building 12  
Albany, NY 12204

For information on unemployment insurance benefits please visit <http://www.labor.state.ny.us/ui/faq.shtm>

or

send an e-mail to [uidivision@labor.state.ny.us](mailto:uidivision@labor.state.ny.us)