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**Welcome to St. Mary’s!**

This Employee Handbook (the “Handbook”) applies to employees of St. Mary’s Health Care System, Inc. and St. Mary’s Medical Group, Inc. and St. Mary’s Highland Hills, Inc. d/b/a St. Mary’s Highland Hills Village and St. Mary’s Foundation, Inc. and Good Samaritan Hospital, Inc., d/b/a St. Mary’s Good Samaritan Hospital (collectively, “St. Mary’s”).

We are pleased that you are joining St. Mary’s and we are confident that your contributions will assist us in continuing to be a leader in the health care community. As a St. Mary’s employee, you will want to know what you can expect from us and what we expect from you. This Handbook will give you information about many of St. Mary’s practices, policies and current employee benefits. We believe you will find it to be a valuable resource during your employment.

**Purpose of the Handbook**

This Handbook is designed to acquaint you with St. Mary’s and serve as a reference to answer many of your questions regarding your employment with us.

There are several things to keep in mind about this Handbook. First, it contains only general information and guidelines. Many topics described in this Handbook are covered in detail in official policy documents. Refer to those documents for specific information. The source documents for St. Mary’s policies are located on the St. Mary’s Intranet site home page or from the department responsible for the policy. This Handbook is not intended to be comprehensive or to address all the possible applications of, or exceptions to, the general policies and procedures described. If you have any questions concerning eligibility for a particular benefit or the applicability of a policy or practice to you, you should address your specific question to your department supervisor or to the Human Resources department. Please note that the terms of the written insurance policies and other benefit plan documents are controlling and override any statements made in this or other documents.

St. Mary’s reserves the right at any time to amend, curtail or to otherwise revise the benefits, policies or regulations outlined in this Handbook. Remember that business conditions change, and this Handbook is only a summary of the policies, employment rules and employee benefits that are in effect at the time we published the Handbook.

Neither this Handbook nor any other St. Mary’s document confers any contractual right (either express or implied) to remain employed with St. Mary’s. Nor does this Handbook guarantee any fixed terms and conditions of your employment. Your employment is not for any specific time and may be terminated at will with or without cause and without prior notice by St. Mary’s, or you may resign for any reason at any time.

**Employee Handbook**

**Acknowledgment and Receipt**

By signing below, I evidence that I understand and agree that –

* This Handbook describes important information about St. Mary’s, but it is only a summary and is subject to change.
* Full copies of any policies and procedures referenced in this Handbook can be accessed through the St. Mary’s Intranet home page or from the applicable responsible department.
* This Handbook and the policies referenced herein supersede and replace any and all prior practices, oral or written representations, or statements regarding the terms and conditions of my employment with St. Mary’s.
* By distributing and/or posting this Handbook, St. Mary’s expressly revokes any and all previous handbooks, policies and procedures that are inconsistent with this Handbook or the policies referenced herein.
* I should consult my supervisor or Human Resources regarding any questions I have.
* I have entered into my employment relationship with St. Mary’s voluntarily and acknowledge that there is no specified length of employment.
* This Handbook is not a contract of employment. Nothing in the Handbook creates or is intended to create a promise or representation of continued employment.
* Employment at St. Mary’s is employment-at-will which means that my employment may be terminated at the will of either St. Mary’s or me at any time, with or without cause, and with or without any notice.
* Except for my employment-at-will status, any and all policies and practices may be changed at any time by St. Mary’s; and, St. Mary’s reserves the right to change my hours, wages and working conditions at any time. Such changes will usually be communicated through official notices or other mechanisms, and revised information may supersede, modify or eliminate existing policies.
* I have received the Handbook, whether in print or by viewing online on St. Mary’s Intranet, and I understand that it is my responsibility to read and comply with the policies referenced in this Handbook and all other policies of St. Mary’s and any revisions made to such policies.

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Employee Signature Date

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Employee Name (Print) Department Name (Print)

**TO BE PLACED IN EMPLOYEE'S PERSONNEL FILE**

**About St. Mary’s**

St. Mary’s is a not-for-profit, faith-based health care ministry whose mission is to be a compassionate healing presence in the communities we serve. Founded in 1906, St. Mary’s today is part of the CHE Trinity Health system of care.  Founded on a bedrock of Core Values, our system includes 196-bed St. Mary’s Hospital in Athens and 25-bed St. Mary’s Good Samaritan Hospital in Greene County. Services include emergency care, intensive care, stroke care, cardiac catheterization, home health care/hospice services, inpatient and outpatient rehabilitation, assisted living, memory care, preventive care, state-of-the art diagnostic and therapeutic services and a growing network of physician practices. Georgia’s Hospital of the Year in 2006 and 2010, St. Mary’s is proud to be the official health care provider for the University of Georgia Athletic Association. St. Mary’s has earned the Joint Commission Gold Seal of Approval for advanced primary stroke care, advanced inpatient diabetes, heart failure care, knee replacement surgery and spine surgery. For more information, visit St. Mary’s website at [www.stmarysathens.org](http://www.stmarysathens.org).

**St. Mary’s Mission**

We, St. Mary’s Health Care System and CHE Trinity Health, serve together in the spirit of the Gospel as a compassionate and transforming healing presence within our communities.

**St. Mary’s Vision**

We will respect the needs and value the dignity of every individual and continually seek to improve the lives of all we serve, including patients, coworkers, physicians and those with whom we partner. We will optimize our clinical performance and will maintain high standards of stewardship and accountability. We will be progressive and responsive to change across the health care continuum and will be considered a vital part of the community.

**St. Mary’s Core Values**

**REVERENCE**

We honor the sacredness and dignity of every person

**COMMITMENT TO THOSE WHO ARE POOR**

We stand with and serve those who are poor, especially those most vulnerable.

**JUSTICE**

We foster right relationships to promote the common good, including sustainability of Earth

**STEWARDSHIP**

We honor our heritage and hold ourselves accountable for the human, financial and natural resources entrusted to our care.

**INTEGRITY**

We are faithful to who we say we are.

**Standards of Behavior**

All St. Mary’s employees are expected to help fulfill our mission to be a “compassionate and transforming healing presence within our communities”. With that goal in mind, a set of performance standards has been developed for all St. Mary’s employees to follow. These standards establish specific behaviors that employees are required to practice while on duty.

**1. Give a good first impression**

* Initiate greetings with a smile, open body language and as appropriate, a handshake or touch.
* Use patient and coworker’s names in conversation. Be genuine.
* Listen attentively and confirm what you have heard to show understanding.
* Acknowledge in a friendly manner patients, visitors and coworkers in hallways and elevators.

**2. Communicate effectively**

* Follow through on all requests and promises in a timely manner.
* Convey clear, concise and accurate information and then confirm the listener’s understanding.
* Whenever you end an encounter ask, “Is there anything else I can do for you?”
* Answer the phone by the third ring with an appropriate greeting in a friendly tone. Ask for permission before placing a caller on hold. When transferring calls announce the caller to the person answering the call before connecting the caller.

**3. Recover service**

* Anticipate and correct problems before they become complaints.
* Follow through on all corrective actions in a timely manner.
* Acknowledge mistakes when they occur, without placing blame.
* Apologize for the mistake, even if you are not at fault.

**4. Provide a safe, healing and calm environment**

* Maintain a safe, neat, clutter-free work environment.
* Pick up litter and throw it away. Report and/or clean up spills immediately.
* Keep your voice down and noise to a minimum, in and around patient care areas.
* Practice safety as a courtesy to your coworkers, patients and others.

**5. Show recognition and appreciation**

* Find ways to appreciate and recognize a coworker.
* Thank patients for the opportunity to serve them.

**6. Appreciate diversity**

* Respect the cultural, ethical, religious and social differences of all patients, visitors and coworkers.
* Be an advocate for all patients.

**7. Provide information and explanations**

* Apologize for delays or inconveniences, without placing blame. Communicate anticipated timelines for procedures and keep family updated.
* Listen and be attentive to patient and/or family concerns.
* Use easily understood and appropriate language when giving information to patients, visitors and coworkers; avoid technical jargon and acronyms.
* Follow through on requests in a timely manner. Keep patient and/or family posted on progress towards resolution of problem or request.

**8. Give directions**

* Make it your job to know where services are located at the facility.
* If someone appears to need directions, offer to help.
* Offer to escort patients and visitors to their destination, take them to someone who can, or show them the way with a facility map.

**9. Maintain professional image**

* Adhere to the standards set by the dress and appearance policy.
* Maintain an attitude of confidence and proficiency.
* View yourself through the eyes of those you serve.

**10. Demonstrate teamwork**

* Balance personal needs with team and organizational goals.
* Value all team members and their opinions by treating everyone equally and with respect.
* Promptly seek to resolve conflicts in a respectful way directly with the individual(s) involved.
* Share information that others need to perform their job. Express ideas, opinions and reactions constructively.

**11. Respect privacy and confidentiality**

* Knock or announce yourself before entering a room.
* Assure each patient’s physical privacy and dignity by providing appropriate cover at all times.
* Discuss patient information in private, following HIPAA guidelines.
* Maintain confidentiality of written and verbal patient information.
* Respect coworkers by eliminating gossip.

**12. Maintain technical competence**

* Maintain a high level of competence; continue to grow in skill and encourage others to do the same.
* Consistently demonstrate excellent technical knowledge on the job.
* Encourage and contribute innovative ideas and ways of doing things that increase efficiencies.
* Seek out information and share what you have learned.

**13. Practice proper etiquette in elevators, hallways and when transporting**

* Use the elevator as an opportunity to make a favorable impression. Smile and speak to fellow passengers.
* Do not discuss patient care or St. Mary’s business on elevators.
* If escorting someone, walk side by side with them and hold doors open for them where possible.

# Working at St. Mary’s

**As a New Employee**

**Orientation Period**

Your first six months of employment will be a probationary period. During this period of employment, you will:

* Learn about the philosophy and mission of St. Mary’s.
* Become familiar with the responsibilities of your job.
* Receive feedback on your performance and how it measures up to the expectations for your position.

A general orientation program for new or rehired employees is generally held twice a month. This program includes an explanation of St. Mary’s mission and philosophy and a summary of benefits and services available to employees. Safety procedures including fire safety, handling of hazardous materials and the disaster plan are also reviewed.

Department-specific orientation begins as soon as you start to work in your department. You will be oriented to the department, learn your role within the department, specific job duties, policies and procedures, compliance requirements, department emergency procedures, annual education requirements, and many other topics.

**Customer Service Training: AIDET**

It is mandatory that all employees attend St. Mary’s customer service training program, AIDET. This is a customer service program that has been especially designed for health care organizations. Register for AIDET within your first six months of employment. If you are a rehired employee who attended AIDET previously at St. Mary’s it is not necessary to take the course again.

**Job Descriptions**

Job descriptions describing essential functions, responsibilities and requirements are in place for each position at St. Mary’s. These descriptions are used to:

* Familiarize you with your position’s requirements
* Evaluate your performance
* Establish job classifications and salary ranges

You may obtain a copy of your job description from your supervisor.

##### Licenses and Certifications

If your position requires a license or certificate, you must provide a board-issued verification card to the Human Resources Department before beginning employment. A copy of the license will be kept in your personnel file in Human Resources. If you get a new license/certificate during your employment with St. Mary’s – including a replacement because of a name or address change, renewal, or loss of the original – you must provide the new license/certificate to Human Resources and your department supervisor. Human Resources will verify licenses/certificates through the appropriate board or agency. If your license cannot be verified, your employment is subject to termination.

An employee who fails to comply with this requirement prior to the expiration date or whose license, registration, or certification is not renewed, is revoked or suspended will be subject to disciplinary action up to and including termination.

**Background Checks**

Verification of employment, references, professional sanctions, background screening including criminal background checks, motor vehicle reports, education verification and other information on your employment application will be verified by Human Resources to determine your qualifications for a position.

***Refer to St. Mary’s Human Resources Background Screening policy.***

### Personnel Records

Any employee will be subject to termination if at any time after employment it is discovered the employee has provided misleading, false or incomplete information in connection with his/her application for employment, on any St. Mary’s personnel records or forms, or in response to a request for information.

### Immigration Law Compliance

St. Mary’s is committed to complying with the Immigration Reform and Control Act of 1986. This law states that employers can employ only U.S. citizens and non-citizens who are authorized to work in the United States. Each new employee must complete, sign and date an Immigration and Naturalization Service Form I-9 and provide Human Resources with appropriate identification within three days (72 hours) of the first day of their employment. If acceptable identification is not provided within this time frame, the employee will be terminated.

**Driver’s License**

All persons applying for positions which may require that they drive a St. Mary’s vehicle to carry out the job duties of their position will be required to provide information to St. Mary’s Public Safety so that a Motor Vehicle Record can be obtained. Employees who will be driving St. Mary’s vehicles will be required to complete a Defensive Driving course.

All employees who may operate St. Mary’s owned or their own vehicles in the course of their employment are required to report immediately any traffic/motor vehicle citations either while driving a St. Mary’s owned vehicle or a personal vehicle. St. Mary’s employees who drive a St. Mary’s owned vehicle, whether or not it is part of their job description, shall notify their supervisor at any time their Georgia license is restricted, suspended or revoked. Failure to report such citations will result in disciplinary action. Any employee who will be operating their own or a St. Mary’s vehicle as part of their job duties should read and comply with the Vehicle Safety Program policy, available on St. Mary’s Intranet under Policies.

***Refer to St. Mary’s* *Vehicle Safety Program* *policy.***

##### Motor Vehicle Insurance Coverage

Employees who are required by their job duties to operate their personal motor vehicles in carrying out their assigned duties must provide to their supervisor proof of liability insurance coverage on their personal vehicles as required by state law. Any employee whose motor vehicle insurance is canceled or is reduced below the required limits must report such cancellation or reduction in coverage immediately to their supervisor. Failure to report such cancellation or reduction will result in disciplinary action up to and including dismissal of employment.

***Refer to St. Mary’s* *Vehicle Safety Program* *policy.***

**Employee Health Services**

The overall purpose of Employee Health Services (EHS) is to promote a healthy workforce and to oversee the maintenance of a safe and healthful work environment. EHS works with employees as a group and on a one-to-one basis offering assistance and encouraging necessary lifestyle changes aimed at achieving and maintaining a high standard of health. EHS also works with St. Mary’s administration to recommend, implement and evaluate any measures necessary to assure a safe and healthy workplace.

##### On the Job Illness or Injury

### All employees who become ill or are injured at work are to report to their supervisor and then to EHS. The employee health nurse sees the employee for the detection of contagious processes. The employee health nurse follows established medical protocols in providing care for illnesses or injuries occurring during the employee’s duty hours.

No charges will be made for any treatment given to employees in EHS. Records of all treatments administered will be filed in the employee’s health record located in EHS. All employee records will be retained for a period of 30 years after the employee is terminated.

If an employee becomes ill during duty hours and EHS is closed, the employee may choose to be seen in the Emergency Center. In the Emergency Center, a chart will be made and charges will apply. EHS, upon request, will assist the employee with referrals to private physicians.

**Immunizations**

Hepatitis B Vaccine Program: The Centers for Disease Control and Prevention strongly recommends this vaccine for employees who may come in contact with blood or body fluids due to increased risks in their work environment. The vaccine is free to all employees and is available every day during EHS hours.

Influenza Vaccine: Flu shots are available for employees, volunteers and physicians on a voluntary basis each fall as supplies permit. All health care workers are strongly urged to take the vaccine to protect themselves, their patients and their families.

The following vaccines are also available free of charge in EHS: Adult DT (diphtheria-tetanus) and MMR (measles, mumps, rubella)

**Standard Precautions**

It is the policy of St. Mary’s that all necessary precautions will be taken by healthcare workers to minimize the risk of exposure to blood/body fluids. Standard precautions are outlined in the Standard Precautions policy on St. Mary’s Intranet.

***Refer to Standard Precautions policy.***

**Work Related Injury Procedure – Workers’ Compensation**

Employees who sustain accidents, injuries or exposures (potential or known) while on duty must report the incident immediately to the supervisor. The employee must also report to EHS for evaluation and treatment, if necessary. If EHS is closed, the employee may report to the Emergency Center. It is the employee’s responsibility to notify EHS of the incident on the next business day.

If the injured employee needs to see a doctor for treatment of the injury, a selection must be made from the panel of approved Workers’ Compensation physicians. The cost of any medical treatment for the work-related injury will be paid by Workers’ Compensation if the employee follows the procedure for reporting the injury.

If the on-the-job injury results in a Workers’ Compensation claim, the employee, if eligible, may use his/her accumulated PAL hours during the period the employee is unable to report for duty for the first seven days out of work. Should the employee not be eligible for PAL hours or if the employee should elect not to use his/her accrued PAL hours, the only compensation that the employee will receive during his/her loss of time will be compensation as provided by the Workers’ Compensation Act. Such compensation begins on the eighth day of absence. PAL may not be used to supplement payments from Workers’ Compensation. Workers Compensation benefits are determined by the 13 weeks of wages just prior to the employee’s injury. The compensation from Workers Compensation will be 66% of the employee’s salary up to a maximum of $525 per week. Employees may not use PAL hours if receiving Workers’ Compensation pay.

If the absence extends beyond twenty-eight (28) days, the first seven (7) days will be paid retroactively. Human Resources will place the injured individual on a medical leave of absence. The effective date of the medical leave of absence shall be on the first day of continuous absence. The employee shall not be permitted to return to work until the employee health nurse has given clearance. The employee health nurse will work with any injured employee to bring him/her back to work as soon as possible.

**Procedures for Blood/Body** **Fluid Exposures**

Employees sustaining blood/body fluid exposures (needle sticks, splashes, etc.) while on duty must report the incident to their supervisor immediately, complete an Accident Investigation Form and notify EHS. The employee will need to bring the name of the source individual with him/her to EHS. Following this procedure will assure compliance with the OSHA Blood Borne Pathogen Standard.

If EHS is closed, the employee’s supervisor will access the Occupational Exposure Protocol from St. Mary’s Intranet and follow the guidelines to provide care for the employee.

**Initial Employee Health Screening**

All new employees must have a health assessment after accepting a job offer and before beginning work. This screening includes a medical history; laboratory tests for chicken pox, hepatitis, rubella, rubeola and mumps; a TB skin test, and a urine drug screen. A vision screen and/or audiogram may be required for some positions. St. Mary’s Employee Health Services performs the health screening at no cost to the employee. An appointment with a St. Mary’s Industrial Medicine physician will be made for an employee should a further evaluation be deemed necessary by the employee health nurse. This evaluation is free to the employee.

**Annual Health Screening**

All employees will complete an annual health screening during January, February and March of each year. The screening will consist of a TB skin test, Quantiferon testing when appropriate, or pulmonary screening assessment for positive TB responders. Respiratory fit testing and/or visual screening will be completed at the same time as determined by OSHA standards.

**Protecting Your Rights**

### Equal Employment Opportunity (EEO) Statement

St. Mary’s is an Equal Employment Opportunity employer committed to providing equal opportunity in all of our employment practices, including selection, hiring, assignment, promotion, transfer, compensation, discipline, and termination. St. Mary’s prohibits discrimination, harassment, and retaliation in employment based on race; color; religion; national origin; sex (including same sex); pregnancy, childbirth, or related medical conditions; age; disability or handicap; citizenship status; service member status; or any other category protected by federal, state, or local law. Violation of this policy will result in disciplinary action up to and including termination.

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### Anti-Harassment Policy and Complaint Procedure

St. Mary’s 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 unlawful discriminatory practices, including harassment. Therefore, St. Mary’s expects that all relationships among individuals in the workplace will be business-like and free of bias, prejudice and harassment.

It is the policy of St. Mary’s to ensure equal employment opportunity without discrimination or harassment on the basis of race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, genetic information, marital status or status as a covered veteran. St. Mary’s prohibits any such discrimination or harassment.

St. Mary’s encourages reporting of all perceived incidents of discrimination or harassment. It is the policy of St. Mary’s to promptly and thoroughly investigate such reports. St. Mary’s prohibits retaliation against any individual who reports discrimination or harassment or who participates in an investigation of such reports.

**Definitions of Harassment**

Sexual harassment is considered to be a form of discrimination and is illegal under applicable laws. For the purposes of this policy, sexual harassment is defined, as in the Equal Employment Opportunity Commission Guidelines, as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when, for example a) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; b) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or c) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Harassment on the basis of any other protected characteristic is also strictly prohibited. Under this policy, harassment is verbal, written or physical conduct that denigrates or shows hostility or aversion toward an individual because of his/her race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, citizenship, genetic information or any other characteristic protected by law or that of his/her relatives, friends or associates, and that a) has the purpose or effect of creating an intimidating, hostile or offensive work environment; b) has the purpose or effect of unreasonably interfering with an individual's work performance; or c) otherwise adversely affects an individual's employment opportunities.

Harassing conduct includes epithets, slurs or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes; and written or graphic material that denigrates or shows hostility or aversion toward an individual or group and that is placed on walls or elsewhere on the employer's premises or circulated in the workplace or using company equipment via e-mail, phone (including voice messages), text messages, tweets, blogs, social networking sites or other means.

**Individuals and Conduct Covered**

These policies apply to all applicants and employees, whether related to conduct engaged in by fellow employees or someone not directly connected to St. Mary’s (e.g., an outside vendor, consultant, customer or patients and family members and friends). Conduct prohibited by these policies is unacceptable in the workplace and in any work-related setting outside the workplace, such as during business trips, business meetings and business-related social events.

**Complaint Process**

Individuals who believe they have been the victims of conduct prohibited by this policy statement or who believe they have witnessed such conduct should discuss their concerns with their immediate supervisor or Human Resources.

When possible, St. Mary’s encourages individuals who believe they are being subjected to such conduct to promptly advise the offender that his or her behavior is unwelcome and request that it be discontinued. Often this action alone will resolve the problem. St. Mary’s recognizes, however, that an individual may prefer to pursue the matter through complaint procedures.

St. Mary’s encourages the prompt reporting of complaints or concerns so that rapid and constructive action can be taken. Any reported allegations of harassment, discrimination or retaliation will be investigated promptly. The investigation may include individual interviews with the parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge. Confidentiality will be maintained throughout the investigatory process to the extent consistent with adequate investigation and appropriate corrective action.

Retaliation against an individual for reporting harassment or discrimination or for participating in an investigation of a claim of harassment or discrimination is a serious violation of this policy and, like harassment or discrimination itself, will be subject to disciplinary action. Acts of retaliation should be reported immediately and will be promptly investigated and addressed. Misconduct constituting harassment, discrimination or retaliation will be dealt with appropriately. False and malicious complaints of harassment, discrimination or retaliation may be the subject of appropriate disciplinary action.

***Refer to St. Mary’s Human Resources Code of Conduct/Standards of Behavior policy.***

**Americans With Disabilities Act (ADA) and the ADA Amendments Act (ADAAA)**

The Americans with Disabilities Act (ADA) and the Americans with Disabilities Amendments Act, known as the ADAAA, are federal laws that prohibit employers from discriminating against applicants and individuals with disabilities and that when needed provide reasonable accommodations to applicants and employees who are qualified for a job, with or without reasonable accommodations, so that they may perform the essential job duties of the position.

It is St. Mary’s policy to comply with all federal and state laws concerning the employment of persons with disabilities and to act in accordance with regulations and guidance issued by the Equal Employment Opportunity Commission (EEOC). Furthermore, it is our policy not to discriminate against qualified individuals with disabilities in regard to application procedures, hiring, advancement, discharge, compensation, training or other terms, conditions and privileges of employment.

St. Mary’s will reasonably accommodate qualified individuals with a disability so that they can perform the essential functions of a job unless doing so causes a direct threat to these individuals or others in the workplace and the threat cannot be eliminated by reasonable accommodation and/or if the accommodation creates an undue hardship to St. Mary’s. Contact the Human Resources department with any questions or requests for accommodation.

#### About Pay and Promotion

##### Employment Classifications

Based on federal and state law requirements, St. Mary’s classifies all employees as either exempt or non-exempt. Exempt employees are not eligible for overtime pay, while non-exempt employees may receive overtime pay. In addition to exempt and non-exempt classifications, St. Mary’s classifies employees as:

* Full time:A regular full-time employee is one who is in a position budgeted for 64-80 hours per pay period. St. Mary’s management, at its discretion, reserves the right to schedule full-time employees to work more or less than their budgeted work hours should the operating needs of the employee’s department so require.
* Regular part time: A part-time employee is one in a position budgeted for 40-56 hours per pay period.
* Part time no benefits:A part-time no benefits employee is one in a position budgeted for 8-32 hours per pay period. Part-time no benefits employees may or may not work on a regular basis.
* PRN:A PRN employee is one in a non-budgeted position with no guarantee of hours.

#### Eligibility for benefits depends on your employment status. Full time and regular part time employees are eligible for benefits after successfully completing a waiting period. Part time no benefits and PRN employees are not eligible for benefits with the exception of the 403B plan.

#### From time to time, Human Resources will verify that employees are working their scheduled hours. Should any employee continuously fail to meet their required hours of work, they could be subject to a status change. If your employment status changes for any reason, your eligibility for benefits may also change. You should contact Human Resources for details on eligibility and the benefits available to you.

##### Compensation

The compensation program is a system for determining base pay for each position, as well as differentials, on-call pay, merit increases and pay adjustments. The value of each job is determined by comparing it to third party survey data from health care and other industries if applicable, then to other positions within the health system if necessary.

Each position at St. Mary’s has a pay range with a minimum, mid-point and maximum. Your pay within the range for your position depends on your experience and performance. Performance is reviewed annually and increases may be awarded based on your overall performance rating. The pay you earn is part of your total compensation, which also includes the value of benefits available to you as an employee.

**Performance Reviews**

Generally, you will have a formal, written review of your performance annually. During your performance review, your supervisor will discuss your written evaluation with you in detail, discussing your overall performance and how it measures up to the expectations for your position. You’ll have an opportunity to add comments to your written evaluation. As part of your review, you and your supervisor will set goals for the coming year. Your performance review will be used to determine any merit increase if applicable. Performance reviews are administered at the same time each year, typically in May.

Employees must complete the requirements of St. Mary’s annual mandatory education program no later than December 31st of each year. If your position requires you to maintain any credentials such as a license or certification, it is your responsibility to keep your credentials up to date and to provide a copy to your supervisor during the performance evaluation process.

***Refer to St. Mary’s Human Resources Performance Review Process policy.***

##### Promotions and Transfers

##### St. Mary’s strives to provide an environment where employees have opportunities to move to other positions depending on their skills and career goals. Human Resources maintains a list of open positions on St. Mary’s website. An employee who is interested in transferring to a new position or advancing into a more responsible position may apply for a transfer. Employees are eligible to request a transfer after six months of continuous employment in their present position. Employees who have received written Corrective Counseling action within the prior 12 months are not eligible for a transfer. Transfer request forms are available on St. Mary’s Intranet home page under Human Resources Policies or in the Human Resources office. After completing the transfer request form and obtaining your supervisor’s signature on the form, return it to Human Resources. If your qualifications match the requirements of the open position, you may be selected for an interview. Selection for open positions is based on such factors as qualifications, past performance and the interview process. If you are selected for a transfer, the resignation notice period in effect for your current position will be observed and generally will not exceed four weeks.

***Refer to St. Mary’s Human Resources Transfer policy.***

**Hours of Work**

Hours of work are determined by the employee’s supervisor. Employees should note that their work schedule is subject to change without notice and that they are subject to having to work early or late hours, holidays, weekends, or being called back from off-duty hours should the operating needs of St. Mary’s or the employee’s department so require.

**Recording Hours Worked**

Non-exempt employees are required to keep track of hours worked by clocking in on the appropriate time clock when beginning work, clocking out when finishing work at the end of their shift or when leaving system property for meals or other personal business. If you work in a department which does not have a time clock, you must phone into the timekeeping system to record your actual hours worked, based on the specific times that you begin and end work. Exempt employees who are required to clock in should do so when reporting to work.

Badging in or out on another employee’s badge identification number with or without that employee’s permission is not permitted. If you allow another employee to record your time or if you record time for another employee, disciplinary action up to and including termination may result.

**Shift Differential and On-Call Pay**

Employees who are scheduled to work in certain non-exempt positions may be paid a shift differential for hours worked during the shift. For example, shifts in some departments are designated as 7:00 a.m.-3:00 p.m., 3:00 p.m.-11:00 p.m., 11:00 p.m.-7:00 a.m., or a weekend shift anytime between 7:00 p.m. Friday until 7:00 a.m. Monday. An employee must work at least 4 hours into the shift to be eligible to receive shift differential pay. Employees who are required to be on call as part of their job may receive on-call pay for any hours they are scheduled to be on call. Your supervisor will let you know if you are eligible for shift differential or on-call pay.

**Meal Breaks**

Supervisors are responsible for scheduling meal breaks for their employees. Employees who work at least 5.5 consecutive hours will be provided a meal break. Meal breaks will be 30 minutes in duration and shall not be included in the calculation of the employee’s paid working time. The only exception to this shall be those rare instances when an employee is unable to leave their work area or has to return prematurely to his or her work station during a meal break. In such instances, the employee will immediately advise their supervisor who will make appropriate notation in timekeeping. Neither the lunch period nor the rest break(s) may be used to account for an employee’s late arrival or early departure or to cover time off for other purposes. For example, rest breaks may not be accumulated to extend a meal period.

**Rest Breaks**

During each day, employees may be permitted to take one 15-minute rest break on St. Mary’s time. These breaks shall be scheduled by the employee’s supervisor and may be revoked at any time if abused by the employee.

**Overtime Pay**

All overtime must be approved in advance by the employee’s supervisor. What constitutes overtime will be determined in accordance with applicable state and federal laws. Generally, non-exempt employees will receive overtime pay for hours worked above 40 hours a work week, no matter how many hours are worked in one day. The workweek begins at 12:00 a.m. on Sunday morning and ends at 11:59 p.m. on Saturday night. Paid leave such as holiday, sick or vacation pay does not apply toward work time.

**Pay Day**

You will be paid every other week, or bi-weekly. St. Mary’s requires employees to establich direct deposit accounts. Paychecks will be directly deposited into your designated direct deposit account. You will set up your direct deposit account through Employee Self Serve. You should review your paycheck each pay period for accuracy of wages and deductions. Should you have questions regarding your paycheck, see your supervisor for assistance. If your supervisor is unable to answer your questions, the supervisor should contact Human Resources or the Payroll Department. If the information on the time keeping system is incorrect, the adjustment should be documented and sent to the Payroll Department. The employee’s next paycheck will include the adjusted amount of compensation.

**Payroll Deductions**

Your paycheck stub reflects your gross income, deductions required by law, and any deductions you request. St. Mary’s is legally required to withhold federal and state income taxes, Medicare and Social Security (FICA) taxes from your paycheck. In some cases, St. Mary’s may also be required by law to withhold amounts from your paycheck for tax levies, garnishments, child support payments or Chapter 13 payments.

**More Important Information**

**About Your Employment**

**Employment of Relatives**

“Relatives” for the purpose of this policy are defined to include spouse, child, foster child or stepchild, parent or stepparent, sibling or stepsibling, grandparent, grandchild, and current spouse’s parent. St. Mary’s permits the employment of relatives only under the guidelines listed below:

1. Relatives may not be employed in the same department unless the applicant and the current employee are employed on different units, different shifts, or different days.
2. There must not be a supervisor-employee relationship between relatives.
3. If two employees working in the same department are subsequently married, one of them must either resign or obtain a transfer to another department if a position is available and if the employee is qualified to fill that position. Generally, the employees concerned may decide which one shall transfer or shall resign if a transfer is not possible. If such married employees are unable or refuse to decide for themselves within 30 days of marriage which one will transfer or resign in accordance with this rule, St. Mary’s will generally require the transfer to an existing vacancy or termination of the employee with the lesser length of service. Of course, alternate arrangements may be in order based on such factors as relative qualifications and the operational needs of a department.

**Employee Record Changes**

It is important that your personnel record maintained by the Human Resources department be accurate and up to date. You are required to notify the Human Resources department if any of the following changes in your personal status occur, such as:

* Change in address
* Change in marital status
* Name change
* Change in telephone number
* Change in number of dependents
* Change in beneficiary
* Change in emergency contact

Most changes may be made using our Employee Self Service system. Please contact Human Resoures if you have problems updating any information.

**Employee Parking**

St. Mary’s provides free parking to its employees. Employees are to park in those areas designated for employee parking and are not allowed to park in areas reserved for patients and their families, visitors, or areas reserved for medical staff. Employees are requested to assist in the enforcement of good parking lot security by ensuring their personal vehicles are locked at all times. St. Mary’s does not assume responsibility for the loss, theft, or damage to an employee’s vehicle, or for any property in an employee’s vehicle, while parked on St. Mary’s property.

Employees who do not park in those areas designated for employee parking may be subject to disciplinary action. Security personnel may grant temporary approval for extenuating circumstances on a per shift basis.

**Tobacco-Free Environment**

It is the policy of St. Mary’s to promote a tobacco-free environment.  The use of any and all forms of tobacco products is prohibited anywhere in or on all St. Mary’s campuses. This policy shall apply to all staff, patients and visitors while on St. Mary’s campuses. Compliance with this policy is expected based upon the importance of the message this conveys to our patients as well as the implications the policy has on the health and well-being of our staff, patients and visitors.

***Refer to St. Mary’s Security Tobacco-Free Environment policy.***

**Employee Identification Cards**

Employee ID badges are an important part of customer service, identifying employees to patients, physicians, clients, visitors and coworkers. These badges also promote security within the health system by helping to ensure that only authorized employees are in work areas. You’ll receive an ID badge upon your first day of employment showing your name, position or credentials and department. All employees must wear their badges while on duty. Badges must be worn so that the employee’s picture and name are readily visible. Your badge entitles you to certain discounts in the cafeteria and also in the gift shop.

The Public Safety department is responsible for issuing ID badges. You should not wear another employee’s ID badge or lend your badge to anyone. Also, do not deface or alter your ID in any way. Do not place any type of pin through the ID badge itself.

**Inspection of Packages**

Any parcel or package (including handbags, purses or backpacks) that is brought into or taken from St. Mary’s facilities is subject to unannounced inspection by any member of St. Mary’s Public Safety Department. No employee shall be exempt from this inspection. Refusal may result in disciplinary action up to and including discharge.

**Charitable Contributions by Payroll Deductions**

Each year various agencies conduct drives that are designed to provide support to the many charitable and civic organizations in the community. As everyone benefits from the services provided by these organizations, St. Mary’s will permit employees to participate in charitable organization campaigns by arranging a payroll deduction from their payroll check each pay period, which will be forwarded to the charity designated by the employee. Employees who wish to support charitable organizations through this means should submit a signed payroll deduction form to payroll.

**Employee Giving Campaign**

The mission of St. Mary’s Foundation is to improve and enhance services provided by St. Mary’s by providing opportunities for giving within the community. The Foundation’s purpose is to raise the funding necessary to ensure that St. Mary’s mission thrives for decades to come.

Our employees are one of our greatest resources.  The L.I.G.H.T.S. (Lifelong Giving Helps The Spirit) Employee Giving Campaign provides significant funding for St. Mary’s each year. Employees may contribute by payroll deduction or other giving options, and they can designate their gift to a specific area for support or to the unrestricted fund, which benefits St. Mary’s as a whole and is used in the areas of greatest need.  All donating employees are recognized by a sticker on their identification badge and are listed in the annual Foundation publication and on the Employee Giving donor panels in the hospital lobbies.  We encourage our employees to be a part of our employee giving program.

**Legal Papers**

Employees while on duty are not allowed to witness wills, living wills, or any other legal papers except prescribed St. Mary’s consent and other forms.

**Problem Resolution Process**

Any employee who has a question regarding one or more of the following may use the problem resolution process to have the concern addressed.

* Interpretation or application of a policy;
* A disagreement with a co-worker or supervisor;
* Complying with a request made by a supervisor, or disagrees with an action taken by a supervisor, or feels that he or she has been treated unfairly or inequitably, or has some other concern that has not been resolved.

For issues other than a Level 3 corrective action or Level 4 discharge action, the employee follows the chain of command up to their Vice President. To appeal Level 3 corrective actions or Level 4 discharge actions, employees may request a meeting with the Vice President of Human Resources or his/her designee.

***Refer to St. Mary’s Human Resources Problem Resolution policy.***

**Workplace Expectations**

**Attendance and Punctuality**

St. Mary’s relies on each employee’s daily efforts as part of providing excellent care. Because the job you do is important, good attendance and punctuality are crucial parts of doing your work well. Although everyone may have unexpected absences from time to time, it is important that unscheduled absences don’t become excessive. Employees are expected to call in each day they are absent, and are expected to be ready to begin work at their scheduled starting time. Unscheduled absences, tardiness, clocking in early or out late and improper notification of absence or tardiness may result in disciplinary action up to and including termination. The entire Attendance Policy is found on St. Mary’s Intranet home page.

**Unscheduled Absences**

All absences of employees from their shifts are considered unscheduled if the employee fails to work their assigned shift. Unless the employee is on an approved Family Medical Leave of Absence, an absence due to illness is an unscheduled absence. This is true even if the employee has a note from a physician indicating the reason and extent of the illness. An absence for one or more consecutive days is counted as one occurrence.

#### Tardiness/Clocking In Early/Out Late

An employee is considered tardy for his/her scheduled shift if he or she reports to work at any time after the scheduled start of the shift. Clocking in earlier or out later than the scheduled start or end of a shift must be supported by documentation indicating the need for that employee to extend their normal shift. It is the responsibility of the employee to ensure that the hours are approved before the episode is reported in the biweekly payroll.

#### Notification of Absence or Tardiness

If an employee finds that he/she will be late for work or unable to report for a scheduled shift, it is his/her responsibility to personally contact his/her supervisor or the supervisor on duty at the time the employee is scheduled to report. The employee must notify the appropriate supervisor in advance of the employee’s scheduled reporting time. The amount of advance notice required is as follows:

* 7-3 shift: Call before 5:00 a.m.
* 3-11 shift: Call before 12:00 noon
* 11-7 shift: Call before 6:00 p.m.
* 7 am-7 pm shift: Call before 5:00 a.m.
* 7 pm-7 am shift: Call before 3:00 p.m.
* All other shifts or schedules: Call a minimum of two hours before the scheduled shift begins.

If an employee is unable to notify his/her supervisor due to an emergency, the employee must call in as soon as possible and report his/her absence or tardiness. It is not acceptable for the employee to relay such a message through another employee, nor is it acceptable for anyone other than the employee to notify the supervisor.

***Refer to St. Mary’s Human Resources Attendance policy.***

**Dress and Appearance**

The personal appearance of St. Mary’s employees and the impression that is made on patients and the public is important. Each employee conveys an image of St. Mary’s through contact with others. St. Mary’s expects all employees to comply with the dress and appearance policy in order to make a positive impression. Therefore, employees are expected to be neat, clean and presentable at all times. Attire and grooming are to be business-like and project an image of professionalism. St. Mary’s employees should be particularly sensitive to what patients and visitors believe to be appropriate attire and grooming. Consequently, St. Mary’s tendency is toward conservative appearance.

The designated uniform for each department must be worn at all times while on duty, when representing St. Mary’s at outside events (such as career or health fairs), or attending a St. Mary’s training class including but not limited to customer service training, BLS, ACLS and any other St. Mary’s sponsored or departmental training session. New employees must be in uniform or business attire specific to their position while attending general orientation.

The entire St. Mary’s Dress and Appearance policy is found on St. Mary’s Intranet. Employees are to refer to the policy for specific requirements, and will be expected to comply with the policy at all times.

***Refer to St. Mary’s Human Resources Dress and Appearance policy.***

**Corporate Compliance Plan**

### St. Mary’s is dedicated to abiding by high legal and ethical standards in connection with the delivery of health care services. It is the responsibility of every St. Mary’s employee to report incidents of non-compliance and/or unethical or unprofessional conduct. Any employee who has concerns regarding any compliance or privacy issue should immediately contact his /her supervisor, the Compliance Officer or the System’s Compliance Helpline. Should any employee who reports a compliance issue to his/her supervisor not receive a satisfactory response, the employee should report the issue directly to the Compliance Officer or the System Compliance Helpline. During new employee orientation, each employee will receive a copy of the Corporate Compliance Plan summary booklet including the Standards of Conduct and Code of Ethics, which outlines the responsibilities of the employee.

**Compliance Helpline Number:**

**706-355-7243 or 800-472-9071**

Information provided to the Helpline is treated as confidentially as possible and is privileged to the extent permitted by applicable law.

**Non-Solicitation**

To prevent inconvenience to any employee or interference with anyone’s work, St. Mary’s restricts solicitations or distribution of materials. Employees may not sell merchandise, ask for donations, collect funds, seek signatures or support for any promotion, cause or group, or solicit for any purpose either while they are on working time, or at any time, whether or not on working time, when they are in an immediate patient care area. Employees may not distribute literature or other materials on working time and at any time in working areas or in immediate patient care areas.

Persons who are not employed by St. Mary's are prohibited at all times from distributing materials or soliciting, for any purpose and at any time, within the buildings of St. Mary's or anywhere on its property.

Employees may not use St. Mary’s communication systems including e-mail, Intranet, telephone system or fax machines for distributing solicitations or offers to buy or sell goods. St. Mary’s may authorize a small number of solicitations such as for the United Way for a limited time each year. No such solicitation shall be conducted without the approval of St. Mary’s senior leadership.

***Refer to St. Mary’s Human Resources Non-Solicitation policy.***

**Information Security**

Employees who have access to CHE and/or St. Mary’s information resources are expected to understand and comply with information security standards. The term “information resources” includes but is not limited to data; desktop/laptop computers; voice mail and telephone systems; external media storage (such as portable hard drives, thumb drives, CD/DVD, etc.); any personally-owned device that connects to the network; personal digital assistants; BlackBerry or similar devices; servers; printers, scanners and fax machines.

Employees are granted access to information resources based on their role and job duties. The responsibilities which are associated with this access include the following:

* Use the information systems and resources responsibly, ethically and lawfully.
* Be responsible for the security of the information and systems. Notify your supervisor or the CHE Compliance Helpline if you suspect that security may have been compromised in any way.
* Never access the network using another user’s account, login or password. Log off or lock the workstation when away from the work area.
* Employees must safeguard their passwords. Individuals who believe their password has been compromised should inform their supervisor or contact the CHE Customer Support Center.
* All CHE and St. Mary’s information accessed is confidential, and should only be accessed or shared with another authorized employee when there is a defined business purpose to access such information.

The information systems, access rights and user accounts are the property of CHE and/or St. Mary’s. Employees should have no expectation of privacy in anything created, stored, sent, accessed or received using CHE information systems, including phone systems. Management reserves the right to monitor system activity, electronic communications, network traffic and telephone calls at any time and without prior notice.

Employees are expected to use information resources appropriately and in a manner consistent with St. Mary’s core values. Activities to be avoided include, but are not limited to, the following:

* Material that is fraudulent, harassing, embarrassing, sexually explicit, profane, obscene, intimidating, defamatory, unlawful, or otherwise inappropriate may not be sent by e-mail or any other form of electronic communications, or stored on any CHE information system.
* In the event employees encounter offensive or inappropriate material while accessing the Internet, they will disconnect from the site promptly and notify their supervisor.
* CHE information systems will not be used for the dissemination or storage of commercial or personal advertisements, solicitations, promotions, non-CHE licensed programs, destructive programs, distribution of political material, or any other use identified as inappropriate or prohibited in this policy.
* Employees will not deliberately perform acts that waste information resources or unfairly monopolize information resources. These acts include, but are not limited to: Sending non-business related mass distribution e-mails; sending chain letters; subscribing to non-business related mailing lists; spending excessive amounts of time on the Internet; using CHE information resources to conduct non-CHE business other than normal personal use; downloading or playing games; engaging streaming audio or video files for non-business related purpose.
* Unless included in employees’ normal responsibilities, sending, transmitting or otherwise disseminating confidential information including medical records and/or protected health information as defined by HIPPA is strictly prohibited. If transmitting the before-mentioned information is part of the employee’s normal responsibilities, the employee must type the word ‘secure’ anywhere in the subject line.
* Communication of business information through the use of Internet mail, chat rooms, instant message or other “peer-to-peer” applications is prohibited.

**Social Media Communication**

Social media shall be used in such a way as to promote St. Mary’s ministry and values. When an employee participates in St. Mary’s sponsored social media forums or talks about St. Mary’s using social media tools, the audience presumes that the employee represents St. Mary’s. Professional conduct is expected. When using social media, expectations for employee productivity and efficiency remain the same. As a rule, only work-related use of social media may occur during work hours. Social media creates new opportunities for communications and collaboration, but it also creates new responsibilities for individuals.

This policy applies to employees using social media for work-sponsored activity, as well as personal use when the employee’s St. Mary’s affiliation is identifiable or known. It does not apply to content that is non-health care related or is otherwise unrelated to St. Mary’s. This policy is not meant to infringe on your personal interactions or commentary online, inasmuch as it does not pertain to St. Mary’s or create a negative image for St. Mary’s, its employees, patients, vendors, and other such parties.

***Refer to St. Mary’s Human Resources Social Media Communication policy.***

**Discipline Policy**

As an employee of St. Mary’s, you are required to follow rules and regulations that are established for your well-being and the well-being of your coworkers, our patients and visitors. Any violation of the rules will result in appropriate discipline or corrective action.

It is St. Mary’s philosophy to identify and correct improper employee behavior or performance through the use of coaching and progressive counseling actions whenever appropriate. However, when serious misconduct or patient negligence/abuse warrants, discharge may occur with or without prior counseling.

Where misconduct does not result in immediate dismissal, the use of progressive counseling actions may be initiated at the level judged appropriate by management for the severity of the problem. The level of counseling action increases in severity as problems continue (the same or other problems) or the impact of the misconduct negatively affects the organization, quality of patient care or the employee’s job performance.

**Progressive Counseling Actions**

A sequence of documented written warnings may be initiated which identify problems, steps to correct the problems and outcome if the problems are not corrected. Depending on the severity and level of the violation/problems, any one or all documented counseling actions may be skipped. Corrective Counseling Actions range from Level 1 – Level 4 (discharge).

St. Mary’s Discipline policy describes examples (not intended to be all inclusive) of behaviors which may result in corrective action up to and including immediate discharge.

***Refer to St. Mary’s Human Resources Discipline policy.***

**Confidentiality of Patient Information**

It is the policy of St. Mary’s that all information concerning patients is strictly confidential and that every employee, upon employment, assumes the responsibility to maintain that confidentiality. Employees should never discuss a patient or his/her personal affairs with anyone who is not directly concerned with the patient. Confidential information should never be discussed in any public area. Employees are expected to comply with HIPAA policies and procedures. Violations of patients’ rights under HIPAA by an employee could result in disciplinary action up to and including termination. In addition, all St. Mary’s communications, whether verbal, written, or electronic, are the property of St. Mary’s and are subject to inspection. This helps us assure that we are protecting the privacy of our patients and the business interests of St. Mary’s. Breaches of patient confidentiality should be reported to your immediate supervisor or the System Privacy Officer.

***Refer to Health Information Management HIPAA Privacy and Security policies.***

**Conflicts of Interest**

St. Mary’s respects the rights of employees to participate in activities outside their employment that are private in nature (e.g., social, community, political or religious activities). However, each employee is expected to maintain the confidentiality of proprietary information.

St. Mary’s guidelines regarding conflicts of interest include the following:

* Do not disclose or use information about the System’s business for personal profit or advantage for yourself, your immediate family or your business associates or affiliates.
* Do not accept gifts or entertainment from any person or company who is conducting business with the System unless the gift or entertainment complies with the policy on gifts, gratuities and entertainment.
* Do not solicit anything of value from any person or company that does or is seeking to do business with the System.
* Do not be involved in transactions of System business where you or your family could make financial gain by securing goods or services.
* Do not compete directly or indirectly with the System in the purchase or sale of property or property rights, interests or services.
* Do not furnish managerial or consulting services to any outside concern that does business with or competes with the services of the System.

***Refer to St. Mary’s Corporate Compliance Code of Conduct.***

**Acceptance of Tips**

The acceptance of cash tips from patients, relatives, friends of patients, vendors, business partners or any other persons for any services rendered is strictly prohibited and may lead to disciplinary action including termination.

**A Safe Workplace**

A safe, healthy workplace is important to all employees and to our health system. Safety is a top priority whether your job is in an office or in the Emergency Center. You can help keep the workplace safe by following all safety rules. If you have ideas for making the workplace safer, please contact your supervisor. St. Mary’s welcomes employee ideas. You should also contact your supervisor immediately if you see a potentially hazardous situation or are injured on the job. General safety rules throughout St. Mary’s are to be continually observed. These rules are:

* Be alert for fire hazards.
* Know the location and use of fire-fighting equipment.
* Be aware of fire alarm locations.
* Avoid accidents by eliminating hazards such as water spills, broken glass, flower petals and other small objects on the floor.
* Report immediately any unsafe condition such as wet floors, exposed wiring, defective equipment or equipment left in hallways.
* Never operate any equipment unless properly instructed and authorized in its use.
* Be alert constantly for safety factors in the use of wheel stretchers, wheelchairs, food carts, beds, or other equipment used throughout St. Mary’s.

**Security**

St. Mary’s security personnel regularly inspect the buildings, monitor cameras and patrol the parking areas. They are also available to handle disturbances or investigate incidents within the health system.

**In an Emergency**

You should know how to respond if St. Mary’s faces an emergency. Take a few minutes to look up your department’s duties on the Intranet home page under Emergency Plan. Your first duty is to know what the announced codes mean:

* **Code 10-33**: Violent person or situation. Stay clear unless you are required by your job duties to respond.
* **Code Amber:** Missing patient.
* **Code Blue**: Respiratory/cardiac emergency. Stay clear unless you are a member of the response team.
* **Code Gray Alert**: Bomb threat. Check your area for suspicious objects/packages. If you find something suspicious, don’t touch it! Call 111 or 911 immediately.
* **Code Gray Verified:** Internal explosion or structural damage.
* **Code Pink**: Abduction of baby/kidnapping. Monitor your area for suspicious activity. Do not attempt to stop a kidnapper; call 111 immediately.
* **Code Purple**:Neonatal Code – NICU and Respiratory response only.
* **Code Orange**: Chemical, biological or radiological event.
* **Code Stroke**: Possible stroke/medical emergency.
* **Code Red**: Fire. Remember to RACE: Rescue. Alarm. Confine. Extinguish.
* **Code Triage**: Community disaster.
* **Tornado**: Watch/Warning/Take Cover.

**Fire Prevention and Safety**

It’s very important for all employees to become familiar with the fire prevention and safety program. St. Mary’s Fire Plan contains instructions to each employee as to the appropriate response to such an emergency situation, and includes information on fire prevention. The fire plan is available on St. Mary’s Intranet and will be covered in your departmental orientation by your supervisor. General fire safety procedures are explained during the general orientation program.

If an employee discovers a fire, they should take the following steps, described by the acronym R.A.C.E:

R – Rescue anyone in immediate danger

A – Alarm – activate the fire alarm system

C - Contain the fire

E – Extinguish the fire

If an employee hears a fire alarm and the fire is not in their area, the employee is to close all doors and stand by for further instructions that will come via the public address system or from the employee’s supervisor.

**Disaster Plan**

Each employee is required to have full knowledge of the disaster plan and his or her responsibility in the event of a disaster. Employees must respond to disaster drills and actual disasters when called by St. Mary’s. St. Mary’s Disaster Plan is available on St. Mary’s Intranet, and will be covered in your departmental orientation by your supervisor.

**Infection Control**

Prevention and control of infectious diseases are an important part of quality care while making the St. Mary’s a safer environment for employees. St. Mary’s infection control program involves education, surveillance, consultation, investigation and evaluation of infection prevention and control measures. St. Mary’s takes seriously the responsibility to provide a clean environment, appropriate equipment, approved procedures and adequate staff for the prevention of infection.

**Substance Abuse**

St. Mary’s maintains a Drug and Alcohol Policy to help guarantee employees a safe workplace, to meet the demands of our patients, and to comply with all applicable federal and state laws. Unlawful drug use and alcohol abuse are not conducive to a healthy, productive work environment.

As a condition of employment all employees must report to work and perform their duties without the presence of unlawfully used drugs or alcohol in their systems. All new hires must pass a drug screening test prior to beginning employment.

St. Mary’s Drug and Alcohol Policy specifically prohibits:

* Possessing or drinking alcohol or having alcohol in one’s system while at work or while operating vehicles used to conduct St. Mary’s business.
* The use of or presence in one’s system of unlawful drugs while performing work duties.
* Misuse of prescription drugs.
* Bringing illegal, non-prescribed drugs or alcoholic beverages to work.
* Testing positive for illegal drugs or alcohol while at work.
* Dispensing, distributing or diverting patient medication.
* Conviction for the unlawful use, possession, manufacture, distribution or arranging for distribution of illegal drugs.

If an employee is suspected of breaking these rules, St. Mary’s may direct a search of St. Mary’s premises, vehicles or any item on St. Mary’s premises, including the contents of any locker, desk, personal vehicle or other areas to which the employee has access. To enforce the policy, St. Mary’s may at any time where lawful require an employee, as a condition of employment, to submit to a urine test, blood test, breathalyzer test, or any other similar examination. Such tests may be called for after an accident or on-the-job injury, as part of a random drug testing program, during any job-related physical examination required by St. Mary’s, when an employee returns from a leave, when an employee is participating in a rehabilitation or counseling program, or when management has reasonable suspicion to believe that an employee has drugs or alcohol in his/her system or is believed to have violated the Drug and Alcohol Policy.

If an employee wants to seek help for drug or alcohol problems prior to being suspected of violating St. Mary’s Drug and Alcohol Policy or being asked to undergo a test, the employee may seek information from his/her supervisor or Human Resources.

Discipline up to and including discharge may result from any policy violation or interference with the Drug and Alcohol Policy including testing positive, refusing to submit to testing, refusing to allow a search and/or refusing to otherwise cooperate in an investigation.

***Refer to Human Resources Drug and Alcohol policy.***

**Separation of Employment**

Separation of employment can occur for several different reasons. This section contains information you need to know should you leave your employment with St. Mary’s for any reason.

**Resignation**

Although we hope your employment with us will be a mutually rewarding experience, we understand that varying circumstances cause employees to voluntarily resign employment. Resigning employees are required to provide notice, preferably in writing. The amount of notice required shall be established by each department. Check with your supervisor regarding the amount of notice for your position. Failure to give proper notice will jeopardize your eligibility for rehire and your eligibility for certain benefits.

**Job Abandonment**

Employees who fail to report to work without contacting their supervisor for three consecutive work days will be considered to have abandoned the job without notice. The employees’ termination will be effective at the expiration of the third day. Employees who are separated due to job abandonment are inelgible for rehire.

**Termination**

Employees are employed on an at-will basis, and St. Mary’s retains the right to terminate an employee at any time.

**Return of Property**

Separating emloyees must return all St. Mary’s property including ID badges, keys, tools, phones, computers and all other property to the employee’s supervisor on or before the last day of work.

**Exit Interviews**

An employee who terminates his/her employment may be asked to complete an exit survey, which asks why the employee is leaving and gives the employee an opportunity to comment on any aspect of employment at St. Mary’s. The exit survey is available on St. Mary’s Intranet or through Human Resources.

**Final Paycheck Procedures**

Final paychecks will be deposited into the employee’s direct deposit account. Remaining Personal Annual Leave will be paid to full time or part time benefits employees who were employed at least one full year prior to separation.

**Rehires**

Former employees who left St. Mary’s in good standing and were classified as eligible for rehire may be considered for reemployment. An application must be submitted to the Human Resources department, and the applicant must meet all minimum qualifications and requirements of the position. Rehired employees begin benefits just as any other new employee. Previous tenure will not be considered in calculating longevity, leave accruals or any other benefits.

Former employees who were involuntarily terminated, resigned without proper notice, or who resigned in lieu of termination are not eligible for re-employment.

**An Overview of Your Benefits**

St. Mary’s provides a competitive package of pay and benefits to employees. This package makes up an important part of the overall value of your total compensation. Your eligibility for specific benefits depends on your employment status and length of service. Detailed information about the benefits available to you is available from Human Resources.

**Employee Assistance Program**

St. Mary’s provides an Employee Assistance Program (EAP) at no cost to employees. The EAP provides confidential counseling for difficulties such as family problems, financial and legal difficulties, job concerns and substance abuse. Information about EAP may be found under Employee Resources on St. Mary’s Intranet home page, or from Human Resources.

**Tuition Reimbursement**

Employees in full time status are eligible for tuition reimbursement after six months of employment; part time benefits employees are eligible after twelve months of employment. Reimbursement occurs after your academic term ends and when satisfactory grades and receipts are provided to Human Resources.

***Refer to St. Mary’s Human Resources Tuition Reimbursement policy.***

**Credit Union**

All employees are eligible to participate in savings, loan and checking programs.

**Cafeteria**

All employees are eligible for a discount on certain items in the cafeteria. You must show your ID badge to receive your employee discount. Employees may use payroll deduction to pay for cafeteria purchases.

**Gift Shop**

All employees are eligible for various pricing specials and purchasing incentives in St. Mary’s Gift Shop, as determined by the Gift Shop Manager and Human Resources, and may use payroll deduction to pay for purchases.

**Wellness Center**

All employees are eligible for special rates at St. Mary’s Wellness Center on general memberships and certain services. Services eligible for discounts are subject to change.

**Time Off**

St. Mary’s understands that taking time off is important to your mental and emotional well-being, allowing you to spend time with family and friends, travel or to take care of personal matters. This section describes paid and non-paid leave.

**Personal Annual Leave (PAL)**

Full time and part time employees are eligible for Personal Annual Leave (PAL) benefits which may be used for time off with pay for vacation, holidays, personal illnesses or injuries, as well as for other personal and family needs.  While the employee is eligible to use PAL time as needed, the scheduling of PAL time must be done within existing company and departmental policies and procedures. Employees classified as full time or part time begin to accumulate PAL benefits on their fifth payroll cycle.  Please see the PAL Policy regarding the amount of time accumulated based on status and years of service.

# *Refer to St. Mary’s Human Resources PAL policy.*

### Leaves of Absence

St. Mary’s provides leaves of absence under the Family and Medical Leave Act (FMLA) and the Uniformed Services Leave Act (USERRA) covered by federal law. In addition, St. Mary’s may consider leaves for other reasons, including education, medical and personal leave.

**Requesting a Leave of Absence**

You should give your supervisor a written request for a leave of absence at least 30 days in advance if the leave is expected. Along with your written request, include any supporting documents such as a physician’s certificate of illness or military orders. Decisions on eligibility for all types of leave will be made on a case-by-case basis.

**Family and Medical Leave Act**

Effective August 5, 1993, certain absences will be treated in the manner required by the Family and Medical Leave Act of 1993 (“FMLA”). An employee is eligible for such leave if he/she, at the time the absence commences, has been employed by St. Mary’s at least 12 months and has within the 12 months preceding the commencement of the leave worked at least 1250 hours. The Act provides that employees may be granted up to twelve weeks of job-protected leave during a 12-month period. An employee not eligible for FMLA may be eligible to take time off from work, but his/her job position is not protected under FMLA.

The following reasons qualify for FMLA:

1. For the birth of a son or daughter and to care for the newborn child.
2. For placement of a son or daughter for adoption or foster care.
3. To care for an employee’s spouse, child or parent with a serious health condition.
4. Where the employee’s own serious health condition renders the employee unable to perform one or more of the essential functions of his or her job.

FMLA approval must be obtained from Human Resources. Contact Human Resources if you have questions about the Family and Medical Leave Act.

**Military Leave of Absence**

St. Mary’s is committed to protecting the job rights of employees absent on military leave. In accordance with federal and state law, it is St. Mary’s policy that no employee or prospective employee will be subjected to any form of discrimination on the basis of that person's membership in or obligation to perform service for any of the Uniformed Services of the United States. Specifically, no person will be denied employment, reemployment, promotion or other benefit of employment on the basis of such membership. Furthermore, no person will be subjected to retaliation or adverse employment action because such person has exercised his or her rights under applicable law or company policy. If any employee believes that he or she has been subjected to discrimination in violation of this policy, the employee should immediately contact Human Resources.

Employees taking part in a variety of military duties are eligible for benefits under this policy. Such military duties include leaves of absence taken by members of the uniformed services, including Reservists and National Guard members, for training, periods of active military service and funeral honors duty, as well as time spent being examined to determine fitness to perform such service. Subject to certain exceptions under the applicable laws, these benefits are generally limited to five years of leave of absence.

Employees requesting leave for military duty should contact Human Resources to request leave as soon as they are aware of the need for leave.

Rights and benefits accruing to employees on military leaves of absence and family and medical leave of absence shall conform to the applicable law. Should any questions arise concerning such employees, contact Human Resources.

**Judicial Proceedings**

St. Mary’s encourages and promotes community service by its employees, including serving as a juror. Accordingly, St. Mary’s will pay the difference between an employee’s normal dailyrate and any pay that the employee receives while serving as a juror. The employee’s normal daily rate is defined as the employee’s regular base rate of pay times the number of hours they were scheduled to work.  Supplementary pay will only be paid for those days of compulsory service on which the employee was scheduled to work. A copy of the check received by the juror must be provided to Payroll, and the amount will be deducted from the employee’s paycheck. Employees must advise their supervisor immediately when they become aware that they will miss work due to jury duty. Employees eligible for jury duty pay under this policy must provide to their supervisor appropriate documentation establishing that they are required to attend the judicial proceedings, the required length of absence and any amounts of pay received for such attendance or service. Employees who are released from the judicial proceeding are to report for duty upon such release.

Employees who are required by St. Mary’s to attend a judicial proceeding, such as a hearing or a trial, as a witness in a St. Mary’s-related case may be paid for their time missed from work. These hours would be paid as non-productive time. Supplemental pay is not provided to employees who attend judicial proceedings in connection with their own criminal charges or for employees attending judicial proceedings, such as civil suits and divorce claims, where the employee’s attendance is not compulsory.

**Bereavement Leave**

Full time employees will be provided up to three consecutive days of leave with pay at the time of death of an immediate family member. These three days must be consecutive calendar days that begin within a week (7 calendar days) of the death. Utilization of the bereavement benefit may be extended beyond 7 calendar days with prior approval of the Vice President of Human Resources and the employee’s director. Payment for bereavement leave will replace the hours the employee is previously/normally scheduled to work for the time they request off. Immediate family, as defined for the purposes of this policy, shall include spouse, child, foster child or stepchild, parent or stepparent, sibling or stepsibling, grandparent, grandchild, and current spouse’s parent. Employee should notify their supervisor as soon as possible when the death of an immediate family member necessitates use of bereavement leave. Bereavement leave will be paid for all hours scheduled to work during the time of the leave and will be used in place of PAL. Payment will not include shift differentials. St. Mary’s may request proof of relationship and/or proof of attendance at the funeral, such as an obituary clipping, funeral card, or other similar document.

***Refer to St. Mary’s Human Resources Bereavement Leave policy.***

For All Your Work-Related Questions

Members of the Human Resources Department are available to help employees with work-related questions, including policies, conflicts and career opportunities. You can contact Human Resources at (706) 389-2090, Monday through Friday, 7:30 a.m. to 4:00 p.m., with questions about any of the policies in this Handbook or any other issues related to your job. The Human Resources Department is also available to help you with confidential issues you don’t feel comfortable discussing with your supervisor.

**Quick Guide**

To report any emergency

In St. Mary’s hospital 111 Outside St. Mary’s hospital 911

Code 10-33 Potentially violent situation

Code Amber Missing patient

Code Blue Cardiac arrest/medical emergency

Code Gray Alert Bomb threat

Code Gray Verified Internal explosion or structural damage

Code Orange Chemical, biological or radiological event

Code Pink Kidnapping/infant abduction

Code Red Fire (Rescue - Alarm – Confine – Extinguish)

Code Triage Community disaster

Tornado Watch/Warning/Take Cover

*When calling a code, give the code and location.*

**Corporate Compliance Help Line – (706) 355-7243 or (800) 472-9071**

**Fire response - RACE**

* Rescue – rescue anyone in immediate danger
* Alert – pull alarm and dial 111 or 911 outside the main facility
* Confine – close doors and windows
* Extinguish/evacuate – Fight fire, if safe. If not, evacuate

**Fire extinguisher operation - PASS**

* Pull ring pin
* Stand 6 to 8 feet away
* Aim at base of fire
* Squeeze handle
* Spray in a sweeping motion

**Chemical/biohazard spills**

* Notify people in immediate area
* For chemical spills, call Engineering
* For biohazard spills, call Environmental Services
* Report location, amount spilled, and what has spilled (if known)
* Block off area. Direct people to leave
* Stand at safe distance to keep others away until response personnel arrive