

STAFF **HANDBOOK**

A RESOURCE FOR ST. CLAIRE HEALTHCARE STAFF



Welcome!

Welcome to St. Claire HealthCare! We are delighted you have chosen to join our team of healthcare professionals. We believe our organization is a truly unique place to work, one that treasures its culture and history of providing healthcare of the highest quality.



Your role is critical in enabling us to uphold our mission ... to proclaim God's goodness through a healing ministry to the people of Eastern Kentucky. Together, we can continue to advance medicine and enhance the health of those we serve.

Please feel free to directly contact your department leader or Human Resources to discuss any further questions you may have about our organization, your responsibilities, or policies and practices of St. Claire HealthCare.

Please accept my best wishes for much success in your career at St. Claire.

A handwritten signature in black ink that reads "D H Lloyd II". The signature is fluid and cursive.

Donald H. Lloyd II
SCH President/CEO

About this Guide

We consider the staff of St. Claire HealthCare (SCH) to be our most valuable asset. This handbook has been written to serve as a guide for employment with SCH. It contains general information and guidelines, and summarizes certain policies and benefits. It is not intended to be comprehensive or to address all the possible applications or exceptions. The procedures, practices, policies, and benefits described in this handbook may be occasionally modified or discontinued. Staff will be informed of any changes as they occur and staff are encouraged to check for periodic reviews. Any questions concerning the applicability of a policy or practice can be addressed specifically with department leaders or Human Resources (HR). All SCH policies and benefit summaries are available on the SCH Intranet.

STAFF SERVICES DIRECTORY

St. Claire HealthCare

606.783.6500
www.st-claire.org

Human Resources

606.783.6584

Employee Health

606.783.6649

Facilities Management

606.783.6505

Help Desk

606.783.6565

Environmental Services

606.783.6790

Interpreter Services

606.776.3318

Integrity Hotline

1.877.780.9373

Security

606.783.6767

Stock Room

606.783.6782

Workplace Violence Hotline

1.877.780.9373

www.st-claire.org/reportit

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"Dr. Louise" with her nurse, Susie Halbleib, on their way to one of many house calls.

HISTORY & HERITAGE

In 1947, Dr. Claire Louise Caudill, with her nurse, Susie Halbleib, set up a physician practice in her native Morehead. Visiting patients in their homes and delivering babies occupied much of her time. It has been estimated that during her life, Dr. Louise (as she was called) delivered over 8,000 babies.

Because there was no hospital, patients with more than minor ailments were sent to Lexington, Ashland or Cincinnati. To ensure good medical care for the people of the area, Dr. Louise began her crusade to build a hospital in Morehead.

Through her leadership and determination she gained sponsorship from the Sisters of Notre Dame. Along with the aid of the Northeast Kentucky Hospital Foundation and other farsighted citizens, the hospital concept became a reality. Its doors opened on July 1, 1963 with

expansions in 1972, 1980 and 1994 adding beds and services. The hospital is named in honor of Dr. Caudill.

Today, St. Claire HealthCare continues to strengthen its commitment to providing quality healthcare in a caring environment by living its mission. Along with our Board of Directors, the Sisters of Notre Dame, our administrators, staff, healthcare providers and volunteers, we share a responsibility to live our mission and values in every dimension of life, not only in our strategic decisions, but also in our day-to-day activities.

At St. Claire HealthCare, we are proud to work in partnership with our community and are committed to promoting and improving the quality of life for the individuals and communities we serve; always proclaiming God's goodness.



GOVERNANCE

St. Claire Healthcare is guided by a 15-member Board of Directors and our Administrative Council. The Board's duties include selection and evaluation of the President/Chief Executive Officer, budget approval, strategic planning and initiatives, purchases and sales of property or capital equipment, general oversight of all operations and fiscal responsibility, Articles of Incorporation and By Laws changes, and all other duties associated with corporate governance.

Additional functions of the Board include appointing, reappointing, and granting medical staff privileges; the approval of operating budgets and strategic plans; and reviewing quality initiatives.

ETHICAL & RELIGIOUS DIRECTIVES FOR CATHOLIC HEALTH CARE SERVICES

The stated purposes of the Ethical & Religious Directives are to reaffirm the ethical standards of behavior in healthcare that flow from the church's teaching about the dignity of the human person. The full directives can be found at www.usccb.org.

CORE VALUES

DIGNITY - Because life is a sacred gift from God, we treat each person with courtesy and respect. Christian values influence our decisions and characterize our relationships.

COMPASSION - Our ministry touches the core of life, therefore, we provide service with heartfelt care and concern for patients and for one another.

EXCELLENCE - Because every facet of human life is valued, we provide quality service in a professional and sensitive manner with concern for the whole person. We take pride in our work as we use our talents and skills to improve our ministry.

COMMITMENT - Because of our deep spiritual heritage, we are dedicated to improving the quality of health of communities, especially the poor and underserved. We use our resources responsibly and with integrity.

COLLABORATION - We provide services, address problems, and develop programs with a spirit of cooperation and teamwork with each other, our physicians, the community, and others involved in health care.

MISSION

To Proclaim God's Goodness through a Healing Ministry to the People of Eastern Kentucky.

VISION

Dedicated to a Christian healing ministry, St. Claire HealthCare, in partnership with our healthcare providers, will be distinguished as a trusted health care organization and employer. We will be recognized for:

- Providing clinical and service excellence in a personalized manner;
- Building a leading integrated medical community that provides a seamless system of care and education; and
- Enhancing the quality of life of the individuals and communities we serve by prompting physical, spiritual, social and emotional well-being.

PHILOSOPHY

The philosophy of St. Claire HealthCare, which flows from the conviction that God is the giver of life, is expressed through the hearts and hands of those who minister here.

We believe that life is a sacred gift from God. Every facet of human life, from conception to natural death, is to be valued. Quality service and loving care are provided in support of life and death.

We believe that the needs of the whole person, physical, spiritual and psychosocial, are to be responded to according to professional standards and justice.

- Quality services are rendered in a professional, compassionate manner with respect for the dignity of all.
- Sensitivity and support for the total needs of the person are integral parts of the system of care.
- Support for the poor and disadvantaged is pursued in all aspects of the operation of the health system.

We believe that the task entrusted to us brings responsibilities to share and develop.

- Technological resources and knowledge are applied and shared to promote health.
- Opportunities for growth through education and research are promoted.
- Personal and technological resources are used in an efficient manner for the benefit of all.



CODE OF CONDUCT

SAFETY

I stand for creating an exceptionally safe environment. I will:

- Follow all SCH safety policies.
- Practice safe work habits.
- Look for ways to reduce risks and report unsafe events, incidents, and near misses.
- Maintain a safe and clean environment.
- Know my role in the event of an emergency code.
- Utilize proper ergonomic techniques and patient lift/assist equipment.
- Wear personal protective equipment.
- Always make sure to have the RIGHT patient in the RIGHT place for the RIGHT procedure with the RIGHT equipment. I will perform a “time-out” with the team before every procedure.
- Identify patients by two methods of identification.
- Perform appropriate hand hygiene.

PROFESSIONALISM

I stand for taking ownership and pride in my work. I will:

- Uphold quality standards and a positive image of SCH.
- Wear my identification badge so that it is clearly visible on the outside area of my clothing with my photo facing outward.
- Dress with professional attire and present myself neatly and cleanly in my grooming.
- Respond to others in a timely fashion to ensure satisfaction, comfort, and quality care (call lights, voicemail, email, tasks, clean environment, etc.).
- Discuss organization issues with my management team and not in the presence of a patient.

CONFIDENTIALITY

I stand for honoring the dignity and worth of each person. I will:

- Provide and respect customer privacy and confidentiality.
- Treat all SCH information with the utmost confidentiality, respect, and care to assure it is shared only to those who have a “need to know.”
- Respect customer and team member differences in lifestyles, cultures, and beliefs.
- Respect our patients by providing personal privacy measures – knock and ask before entering; indicate who I am. Ensure their gown is closed properly and they are modestly covered when transporting.
- Refrain from disclosing confidential information in public areas. Never discuss private information in elevators or hallways.

SERVICE

I stand for putting patients/customers first. I will:

- Put patients/customers at the center of what I do.
- Treat all patients/customers, families and co-workers with dignity and respect.
- Identify my patients'/customers' expectations and exceed them.
- Assist/escort patients/customers in need of direction.
- Commit to listening, anticipating, and understanding my patients/customer needs.
- Ask the patient/customer how they like to be addressed and acknowledge them with eye contact.
- Take action to resolve matters brought to your attention.
- Apologize for delays and give an explanation without placing blame.
- Utilize service recovery following the AHEART model – Apologize, Hear, Empathize, Ask, Respond, Thank You.
- Thank my patient/customer for choosing SCH.
- Positively acknowledge and accommodate the needs of patients when there is an opportunity for interaction (elevators, hallways, etc.).
- Use AIDET when communicating with patients/ customers and families – Acknowledge, Introduce, Duration, Explanation, Thank You.

ACCOUNTABILITY

I stand for making a difference. I will:

- Hold myself and others accountable to the values of SCH.
- Accurately and honestly perform my work and not engage in any activity intended to defraud anyone.
- Disclose actual or potential conflicts of interest.
- Immediately report suspected non-compliance or instances of alleged unethical or illegal conduct or violation of policy.
- Set a good example.
- Demonstrate behavior that is even and consistent without being emotionally aroused or upset.
- I will take action to resolve matters brought to my attention. If unable to resolve, I will involve the appropriate person or department.
- Maintain professional development requirements (i.e., competencies, licensures, mandatory in-services, staff meeting, annual requirements, etc.)
- Comply with the SCH vehicle parking and enforcement policies and procedures.
- Adhere to SCH's tobacco-free/smoke-free environment policies and procedures.

COMMUNICATION

I stand for clear and positive communication. I will:

- Communicate clearly and in a positive and professional manner.
- I will actively listen and check for understanding by repeating and asking questions.
- Practice good hand-off and shift-to-shift transitions using clear communication.
- Provide a realistic duration for service/wait time to my patients and team members.
- Demonstrate proper phone and electronic communication etiquette (i.e., calls should be answered in three rings).
- Limit the use of acronyms and abbreviations, and when I use them, I will explain what they mean.

TEAMWORK

I stand for being a respectful and productive member of the team. I will:

- Recognize, respect, and respond to the diversity of others.
- I will work with a spirit of corporation and teamwork.
- Demonstrate a positive attitude and challenge those who do not.
- Demonstrate a willingness to assist and take ownership of each situation or interaction.
- Demonstrate respect and communication with colleagues within my department and interdepartmentally.
- Always remember that I was a new team member at one time and help other new members succeed.
- Recognize and thank individuals when they demonstrate outstanding performance or behaviors.



GENERAL EMPLOYMENT GUIDELINES

AT-WILL EMPLOYMENT

SCH adheres to the “Employment at Will” doctrine recognized by Kentucky courts. Under this doctrine, both the staff member and SCH are free to terminate the employment relationship at any time for any reason. Employment is not for any specific time and may be terminated at will, with or without cause and without prior notice, by SCH. As well, staff may resign for any reason at any time, with the proper notice required.

CONFIDENTIALITY

SCH safeguards against unauthorized access to confidential business information or Protected Health Information (PHI). Staff may have access to PHI, but should not discuss such information in any public space. Staff are not allowed to access or disclose information concerning patients, staff or medical records other than as required for business needs. Staff are also strictly prohibited from sharing SCH network passwords, illegally accessing systems or information to which they do not have access or to which you have no legitimate business interest, or allowing non-authorized personnel to access patient, personnel or business information files. Confidential records of any nature, including information displayed on computer screens, must be safeguarded, and reasonable effort should be made to prevent its viewing by unauthorized persons. Violating this or any policy regarding confidentiality is very serious and could result in discipline up to and including separation of employment.

BACKGROUND INVESTIGATIONS

HR-03-0015 Staff Member Screening

Staff are required to disclose as soon as possible any sanctions of a duly authorized regulatory or enforcement agency of the government or conviction of a crime since their pre-employment background investigation is a condition of employment. Note that each report is addressed individually, and a report being made is not an automatic bar to continued employment.

EQUAL EMPLOYMENT OPPORTUNITY

HR-03-0010 Recruitment & Hiring

St. Claire HealthCare is an Equal Opportunity Employer and does not discriminate on the basis of race, religion, color, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disability, national origin, veteran status, or any other basis covered by appropriate law. All employment is decided on the basis of qualifications, merit, and business need.

JOB POSTING

SCH believes that hiring qualified individuals to fill positions contributes to the overall success of the organization. Positions are generally posted for a minimum of five (5) days and viewable to internal and/or external applicants on the SCH job website. In certain cases, a position may be filled in a more expedient manner for business needs. No job offer may be made until the five (5) day posting requirement has been met.

EMPLOYMENT VERIFICATION REQUEST

To the extent practical and consistent with SCH's operating needs, information about a current or former staff member, other than routine information, is not released to persons outside SCH without the staff member's written authorization to release the information. Unless a staff member provides written authorization, SCH will only provide routine information such as dates of employment, job title, status (full/part time or active/inactive), and salary levels (if the inquirer provides a salary verification). This policy does not preclude the use of staff information by SCH in connection with our operating needs or the release of such information to government agencies, subpoenas, and others in appropriate circumstances.

TRAINING AND DEVELOPMENT

Training and development programs are offered on a regular basis to SCH staff. Annual competency training is required by all SCH staff and courses are provided through our online learning management system. SCH also offers Tuition Assistance benefits for eligible full time staff.

PROFESSIONAL LICENSE, CERTIFICATION, AND REGISTRY

During the course of employment, staff are responsible for maintaining required licenses, certifications and/or registry. Failure to maintain a

current valid license, certification and/or registry may result in disciplinary action up to and including separation of employment. During primary source verification, if disciplinary action and/or active investigations are discovered, further review and investigation will be conducted by Human Resources and appropriate action will be taken.

PERSONNEL RECORDS

HR-03-0013 Release of Staff Information

SCH maintains employment records on all current staff members as prescribed by federal and state regulations. SCH respects the privacy and dignity of all its staff and ensures consistent release of staff information only to those individuals with a legitimate business reason when required by law, or with staff consent.

PROMOTIONS AND TRANSFERS

HR-03-0010 Recruiting and Hiring

Whenever possible, SCH will promote capable staff to more responsible positions, but is committed to hiring the best-qualified candidate for open positions. In order to be eligible for promotion or transfer, staff generally must be employed in their current position for at least six (6) months, no active disciplinary during the past twelve (12) month period and meets the requirements of the position.

EMPLOYMENT OF RELATIVES

SCH accepts applications for employment from relatives or significant others of present staff on an open basis. HR reviews and accesses the nature of the position held by the employed relative/significant other, the organizational and functional relationship between the employed relative/significant other's position and each position for which the applicant is being considered, and whether the potential exists for a conflict of interest or staff relations problem. If no potential conflict of interest is deemed to exist, the applicant may be referred to the hiring manager without restriction. If the potential for a

conflict of interest does exist, the hiring manager is notified. Any decision to hire the applicant must be approved by HR. The applicant is not hired if there is a direct or indirect leader/subordinate relationship between the existing SCH staff member and the applicant.

ANTI-DISCRIMINATION AND ANTI-HARASSMENT

HR-02-005 Anti-Discrimination and Anti-Harassment

SCH does not tolerate or condone any action by any staff member that constitutes any form of harassment. Inappropriate behavior is considered to be that which could be considered disruptive or offensive to a patient, visitor, or staff member. Harassment undermines SCH's deep commitment to a work environment in which staff not only are treated with courtesy, dignity, and respect but are also rewarded based purely on merit and job performance. SCH considers harassment in all its forms to be a serious offense. All complaints of harassment are promptly investigated and remedied in an appropriate manner. The privacy of the charging party and the person accused of harassment are safeguarded to the fullest extent possible. If you believe that you have been subjected to harassment and have questions please consult with your department leader, Human Resources, or SCH's Organizational Integrity Officer. SCH's Integrity Hot Line is available at National Hotline Services, Inc. in Alexandria, Virginia at 1-877-780-9373.

FALSE ACCUSATIONS:

SCH recognizes that false accusations of conduct can have serious effects on innocent persons. If, after an investigation, the investigator believes in good faith, based on the investigation, that a staff member has knowingly made a false accusation of conduct, the accuser will be subject to appropriate discipline, up to and including separation of employment.

NON-RETALIATION

HR-02-004 Non-Retaliation

Staff members who in good faith, report a possible violation of a law, regulation, policy, or procedure are not subjected to retaliation. No staff member is permitted to engage in retaliation or any form of harassment against a staff member for reporting a compliance-related concern. Any department leader who conducts or condones retaliation or harassment is subject to disciplinary action, up to and including separation of employment.

Knowledge of actual or potential wrongdoing, misconduct or violations, by any staff member, vendor, medical staff member, or any other outside party conducting business with SCH must be immediately reported to Human Resources, the Integrity Officer, or SCH's Integrity Hotline at 1-877-780-9373.

DISPUTE RESOLUTION

HR-02-0003 Dispute Resolution

SCH encourages staff to work together to resolve any employment-related issues or disputes. If a staff member has made reasonable attempts but was unable to informally resolve his or her concern, the staff member may elect to proceed with the formal process. To initiate the formal Dispute Resolution process, the staff member must complete and submit a "dispute resolution form." No staff member will be discriminated against because he/she has sought resolution of an issue through the Dispute Resolution process.

The goal of the dispute resolution process is to provide processes that include the exchange and review of information in order to determine whether revision or rescission is warranted of discipline, separation of employment, or other application.



ORIENTATION & PERFORMANCE GUIDELINES

GENERAL ORIENTATION *HR-03-0005 Staff Orientation*

In order to provide staff with appropriate guidance and SCH information, resources, and support for a successful transition to the organization, staff are required to attend General Orientation upon hire within thirty (30) days of hire. New staff will be advised by Human Resources when and where to attend.

DEPARTMENT ORIENTATION

In addition to General Orientation, new staff are provided Department Orientation at the department level within one (1) week of hire or transfer which is intended to supplement General Orientation.

TRANSITIONAL PERIOD

During the first six (6) months of employment, full time or part time staff members are classified as being in a transitional period. The purpose of this period is to provide the staff member with an orientation to the new position and area of work. It also provides the department leader an opportunity to evaluate performance and identify developmental needs in the new position in a focused manner. Any performance or disciplinary problem results in the transitional staff member being separated from employment as determined by Human Resources.

PERFORMANCE APPRAISAL *HR-03-0001 Competency Assessment & Performance Appraisal*

We believe it is important to give periodic feedback regarding job performance in order to help staff grow, develop, and achieve career goals. The performance appraisal provides an opportunity for the department leader to communicate with staff regarding performance, evaluate staff job satisfaction and establish plans for future performance and development.

We encourage department leaders to have informal and formal performance conversations ongoing with their staff. Those discussions may include coaching, problem-solving, recognition, and progress reports on projects and assignments, as well as assessment of the competencies and expected work behaviors specific to the job. Staff will have a more formal performance review discussion sixty (60) days from the initial hire date, annually thirty (30) days prior to or following their merit review date. PRN staff will receive a formal performance review upon completion of 750 hours worked (on-going), but not more than once a year.

If staff do not meet performance standards set for their position upon initial sixty (60) day, annual, and throughout the term of employment, the department leader may take the following action: the merit increase may be withheld or held until re-evaluation (may occur at 30, 60, or 90 days) with demonstrated improvement, or a performance improvement plan/goal setting may be collaboratively established.

PROGRESSIVE DISCIPLINARY PRACTICES

HR-02-0002 Conduct and Performance

SCH's progressive disciplinary practices are administered proportionate with the severity and frequency of unsatisfactory staff job performance and/or unacceptable personal conduct. The system is designed to provide an open coaching and development process for correcting and improving performance concerns and unacceptable conduct. Staff will be informed of job and behavior expectations, notified of the consequences of inappropriate performance or behavior, and given guidance to improve when appropriate. The progressive discipline procedure gives staff the opportunity to improve and correct performance and/or conduct when appropriate. The progressive disciplinary practices also provide the department leader with a method to address performance and/or conduct, which

is unacceptable, inadequate, inappropriate, or unsafe. The following steps may be followed by SCH in disciplinary actions:

- **Verbal Warning:** Counseling session that is documented when staff fail to meet performance and/or conduct expectations. The counseling session specifies expected improvement, establishes a time period for improvement and advises that more severe disciplinary consequences will follow if the performance and/or conduct is not corrected.
- **Written Warning:** Follows an unsuccessful verbal warning or addresses new problems that have arisen and advises that more severe consequences will follow if the performance and/or conduct is not corrected.
- **Suspension:** Suspension without pay. The length of suspension varies based on the circumstances.
- **Termination:** When efforts to correct performance and/or conduct issues have failed or when warranted by the circumstances, the staff member may be discharged. All separation decisions must be approved by Human Resources.

All disciplinary actions are considered active for a period of twelve (12) months immediately following its issuance and will be retained in the staff member's personnel file.

Staff members who receive a written warning or suspension may be exempt from receipt of certain eligibilities/privileges for a period of twelve (12) months immediately following the date of disciplinary issuance.

All decisions regarding staff termination(s) must be made in consultation with Human Resources.

SCH reserves the right to forgo any steps in the process or proceed immediately to the separation of employment. All staff members are employed at-will and can be terminated at any time for any reason.



GENERAL GUIDELINES

CONDUCT AND PERFORMANCE *HR-02-0002 Conduct and Performance*

All SCH staff are expected to meet the standards outlined within the Conduct and Performance policy. Adherence to certain rules and expectations governing staff behavior are necessary for the efficient operation of SCH. Violation of the Conduct and Performance policy, cannot be tolerated. It is important to be familiar with these expectations in order to help ensure a positive, productive workplace and the safety and well-being of patients and co-workers.

The standards outlined in the Conduct & Performance policy is by no means all inclusive, and it does not preclude any SCH staff member from being required to comply with additional rules or standards as set out by their department and/or SCH. Appropriate disciplinary measures will be taken as needed.

PROFESSIONAL IMAGE/HYGIENE *HR-03-0002 Professional Image and Hygiene*

SCH recognizes that the presentation of its staff in the workplace contributes to a professional environment and SCH's image to those we serve. SCH staff are expected to present a professional, businesslike image and maintain good personal hygiene. Professional image and proper hygiene convey professionalism in much the same way as the actual services staff perform.

TOBACCO/SMOKE-FREE ENVIRONMENT

St. Claire HealthCare is committed to the promotion of health, which includes prevention as well as treatment of diseases. Smoking-related illnesses (including those related to environmental tobacco smoke) comprise the largest proportion of preventable diseases. For this reason, SCH prohibits smoking of all kinds including, but not limited to, cigarettes, e-cigarettes, pipes, and vape pens, and the use of smokeless tobacco on all St. Claire HealthCare properties. The policy applies to all properties owned and leased by SCH, including all buildings, parking lots, sidewalks, green spaces, and vehicles.

IDENTIFICATION BADGE

HR-03-0011 Identification Badges

All SCH staff must wear an identification badge in a prominent, visible area of their upper chest and/or attached to a lanyard. The staff member's picture, first and last name, title/credentials, and the SCH logo should be visible and not covered up with decals, stickers, pins, or any other attachments. No ribbons, stickers, buttons, or badges should be affixed to the identification badge unless authorized through a formalized SCH Recognition Program. Staff are responsible for contacting security if they are made aware of anyone working without a badge. The primary reason for wearing an identification badge is to identify you to patients and visitors.

In the event, a staff member does not have their badge or it has been lost or stolen, they must report to HR during business hours to have a new one printed. If staff are within reasonable proximity to their badge, they may be asked to retrieve it before starting their shift. Security will have access to print badges after normal business hours. Verification of identity and status must be obtained by the Nursing Coordinator or the Administrator on Call before a badge is issued. There is a \$25 fee to replace any lost or stolen badges.

INTERNET USAGE

SCH provides electronic mail (e-mail) capability and access to the Internet to the staff at the

discretion of management. E-mail and the Internet are provided for the purpose of furthering the business and professional goals of the organization. SCH utilizes e-mail technology to enhance communications throughout the facility and with contacts outside of SCH. Staff are encouraged to keep the personal use of the system to a minimum. SCH reserves the right to periodically review, audit, intercept, access, and disclose all messages created, received, or sent over the electronic mail system for any purpose at any time. Internet access comes with the responsibility to use the technology in a manner consistent with the values of SCH. Staff members are prohibited from viewing any sites which contain pornographic, sexually explicit materials or any other unlawful, unethical, or inappropriate pictures or information. Some personal use of the Internet is permitted; however should not interfere with your normal job duties or impede your productivity otherwise causing distractions to patient care, you, or your coworkers. If you are using the Internet in a manner inconsistent with SCH policies you may lose Internet privileges and will be subject to corrective action.

TELEPHONE/CELL PHONE/ ELECTRONIC DEVICES COURTESY

SCH telephones should be reserved for business use only. All personal calls (including your cell phone) and texting should be kept brief and to an absolute minimum. Additionally, social media should be avoided during work time.

FACEBOOK/SOCIAL MEDIA

SCH realizes that many staff members utilize Facebook and other sources of social media to communicate. While many people post events that occur in their daily lives, staff members should refrain from posting any information protected by HIPAA laws related to any aspect of patient care they have witnessed, heard about, or been involved with while working at SCH.

Staff members should refrain from the use of social media to post or display comments about coworkers, supervisors, or SCH that are vulgar, obscene, threatening, intimidating, harassing, or a violation of SCH's workplace policies.

SUBSTANCE ABUSE

HR-04-0001 Substance Abuse

SCH is committed to providing a work environment that is safe and healthy for all staff, patients, and the general public. Consistent with these goals and commitments, it is vitally important that every staff member recognizes that the principle of fitness for duty must never be compromised. Freedom from drugs and alcohol is an essential part of being fit for duty.

Accordingly, it is the policy of SCH to maintain an environment that is free of impairment related to the use or abuse of drugs or alcohol. This may include legal prescription drugs if they negatively affect a staff member's performance or behavior. It is the responsibility of every staff member to report any incident where another staff member appears to be impaired from performing job responsibilities.

A staff member may be required to submit to a drug and/or alcohol testing if causes exist to indicate that the ability to perform work might be impaired and gives reasonable suspension to believe that a staff member is using, selling, distributing, in the possession of, or under the influence of alcohol or drugs. If a screening yields

a positive result or the staff member refuses to submit to testing, the staff member will be subject to correction/disciplinary action up to and including separation of employment.

A staff member involved in an SCH motor vehicle accident or an accident that causes damage to machinery, equipment, or property will be required to submit to drug and/or alcohol testing.

CONFLICT OF INTEREST

Generally, a conflict of interest arises when staff directly or indirectly:

- Stand to gain because of a transaction in which SCH engages (i.e., the purchase of goods or services from a member of your immediate family or yourself)
- Have an opportunity to engage in a transaction in which SCH might engage if it were given the opportunity

While it is impossible to list all circumstances that could be considered conflicts of interest, below is a list of guidelines. If any of these should ever apply, staff should discuss them immediately with their department leader, Human Resources, or SCH's Integrity Officer.

Outside employment or activities that interfere with your ability to do your job at SCH; holding directly or indirectly a position of significant financial interest in an outside company or organization that provides goods or services to SCH or that competes with SCH; competing directly or indirectly with SCH in the purchase or sale of property rights, interests, or services; providing directive, managerial, or consulting services to any outside organization that does business with or competes with SCH; providing any other services that compete with SCH; accepting gifts, excessive entertainment, or other favors if it might appear that such actions were intended to influence a business transaction.



SOLICITATION AND DISTRIBUTION

HR-05-0004 Solicitation and Distribution

Soliciting or distributing, in any form by staff or anyone else, is not permitted on SCH premises during working time, without prior approval by Administration. SCH reserves the right to approve certain fundraising and/or promotional activities that either directly benefit, or directly relate to the mission, values, and philosophy of SCH.

LOITERING

Staff are not to be on SCH premises or property if not actively working and performing their duties. When staff are finished with their shift they are expected to clock out and leave, unless they are visiting patients, receiving medical treatment, or completing functions associated with employment. No loitering on SCH premises or property is permitted at any time.

ATTENDANCE

HR-02-0001 Attendance and Punctuality

Timely and regular attendance is an expectation of performance for all SCH staff. To ensure adequate staffing, positive morale, and to meet expected productivity standards throughout the

organization, staff will be held accountable for adhering to their workplace schedule. In the event a staff member is unable to meet this expectation, he/she must obtain approval from their department leader in advance of any requested schedule changes. This advance approval includes requests to use Paid Time Off (PTO), as well as late arrivals to or early departures from work.

SCH's Attendance policy is based upon the number of occurrences of unscheduled time off or tardiness within a rolling twelve (12) month period. Absenteeism occurs when a staff member does not report for work as scheduled. Tardiness occurs when a staff member does not report for work at the scheduled time.

All written disciplinary actions related to attendance will be retained in the staff member's personnel file. The disciplinary action is considered active for a period of twelve (12) months immediately following its issuance. While disciplinary action associated with attendance remains active for a period of twelve (12) months, a staff member's overall attendance history may be given consideration in the determination of disciplinary action associated with the Conduct & Performance policy.

Staff members who receive a written warning or suspension may be exempt from receipt of certain eligibilities/privileges for a period of twelve (12) months immediately following the date of disciplinary issuance. Such exemptions may include salary increases, transfers or promotions, and tuition assistance.

NOTIFICATION OF ABSENCE

Staff members who are unable to report for work as assigned must personally notify his/her department leader or other designated staff member as defined by departmental policy.

Such notice must be given at least two (2) hours prior to the time the staff member is scheduled to report to work, or as defined by departmental policy.

Four (4) incidents of failure to timely provide proper and timely notification within a twelve (12) month period will be subject to disciplinary action up to and including immediate separation of employment.

Staff members who fail to notify their department leader of their inability to report to work as scheduled for two (2) consecutive shifts, or two (2) separate shifts within a twelve (12) month period will be subject to disciplinary action up to and including immediate separation of employment.

TARDINESS

Staff members are expected to be prepared for work and at their work station at their scheduled starting time. Failure to report for a scheduled work shift within five (5) minutes or as defined by departmental policy, of the beginning of the shift is considered tardiness.

SCHEDULED TIME OFF/ UNSCHEDULED TIME OFF

HR-01-0003 Paid Time Off (PTO)
HR-03-0009 Leaves of Absence

Scheduled time off is defined as time off that

has been requested by a staff member with no less than twenty-four (24) hours advance notice and is approved by the staff member's department leader. All scheduled time off is paid as outlined in the Paid Time off (PTO) policy.

Time off is considered unscheduled when the request is made less than twenty-four (24) hours in advance and is not approved by the department leader, no matter how far in advance the request is made. Staff unable to report to work as scheduled for ANY reason must report each absence and/or tardy by notifying their department leader using the procedures established for their department. In an emergency situation, staff are expected to notify their department leader within a reasonable time. Unscheduled time off should be used only in cases of illness and emergencies. It is the staff member's responsibility to be aware of their department's call-in procedure.

Periods of unscheduled time off may not result in an occurrence of unscheduled time off providing the absence occurs in accordance with an approved SCH leave.

If a staff member arranges for another staff member to work a shift for him/her and receives advance approval from his/her department leader prior to the scheduled work shift, per departmental policy, then the absence does not count as an occurrence of unscheduled time off.

ADVERSE WEATHER CONDITIONS

HR-02-0001 Attendance and Punctuality

SCH needs to provide essential services to our patients during emergency weather conditions. Any staff member scheduled to work during a declared state weather emergency is expected to make every reasonable effort to be at work and/or remain at work until their relief arrives.



COMPENSATION

PAY PERIODS *HR-01-0010 Compensation - Premium Pay*

Staff are paid every other Friday. The pay periods run from 7:00 a.m. on Sunday to 6:59 a.m. on Sunday two (2) weeks later. SCH has 26 bi-weekly pay periods each year. Payroll deductions for insurance plans, are taken from the two (2) checks each month. Each year, there are two months in which three payrolls occur and insurance plan deductions do not occur on the third payroll (exception - medical/dependent care accounts and retirement).

DIRECT DEPOSIT

Paychecks are direct deposited into bank accounts every other Friday at the financial institution of the staff member's choice. Staff are able to retrieve a detailed summary of their pay via Employee Self Service. Staff must notify HR and/or Payroll immediately if there are any discrepancies on their earnings statement. We commit to correct any legitimate issue within a reasonable time frame.

MEAL AND REST BREAKS

Staff are entitled and required to take a 30-minute meal break if they work a shift of five (5) or more consecutive hours. All non-exempt staff members will need to clock out if they are leaving the premises and clock back in once they have completed their meal period and are ready to resume their work activities. Due to the possibility of emergencies, clinical staff are requested to take meals on the premises unless prior approval has been obtained from their department leader.

Under normal circumstances, staff are entitled to one 10-minute rest break for every four (4) hours worked. Regular rest breaks are intended for those staff who cannot easily get away from their work area as needed. Typically, exempt (salaried) staff members can normally take a break when necessary and therefore are not automatically entitled to a rest break. However, there are exceptions depending on your particular job responsibilities. Staff should consult with their department leader regarding meal and break schedules. Combining breaks for extended periods away from your work area or station is prohibited.

RECORDING OF WORK TIME

Non-exempt (hourly) staff are required to clock in and out of the system at a time clock closest to their work area at both the start and end of their assigned shift. Staff are required to clock in no earlier than nine (9) minutes before the start of their shift, and clock out no later than (9) minutes following the end of their shift, unless specifically requested to do so by their department leader.

Unpaid meal breaks of 30 minutes are automatically deducted. Any deviations from regular work schedules must be documented and authorized by department leaders.

Falsification of time records is a serious offense and may result in disciplinary action up to and including separation of employment. This includes clocking another SCH staff member in or out on the Time and Attendance System.

LEAVING THE PREMISES DURING A WORK SHIFT

If staff need to leave their work area for any reason other than a scheduled meal break, they must get permission from their department leader.

PREMIUM PAY

HR-01-0010 Compensation - Premium Pay

SCH recognizes that certain work-related circumstances call for additional compensation in the form of premium pay in addition to an individual's base salary. The purpose of premium pay is to identify those circumstances, the criteria to qualify for the premium payments, the amount of premium payments, and the general guidelines for administering the premium pay.

On-Call Pay - On-Call pay compensates non-exempt staff who are required to be available and return to the hospital within a specific period of time to cover for an emergency or staffing situation.

Call-Back Pay - Call-Back pay compensates non-exempt staff members that are on-call and called to report back to work.

Charge Pay - Charge pay is a differential added to a staff member's regular pay rate for hours worked in a charge role or lead position.

Weekly Overtime - All non-exempt staff members are eligible for Weekly Overtime pay. Weekly overtime is paid for hours you actually work in excess of 40 hours in any work week.

Weekend Differential - Weekend Differential is available to non-exempt staff regularly required to work weekend hours in an eligible department and position. Eligible staff members receive a flat dollar amount in addition to their base hourly rate and any other differentials for eligible worked weekend hours.

Holiday Premium Pay - Holiday Premium pay is available to non-exempt staff members who are required to work hours on holidays as designated by SCH. Holiday Premium pay is provided for the following designated holidays: Thanksgiving Day, Christmas Eve, Christmas Day, and New Year's Day.

Shift Time Differential - SCH recognizes the demands and inconveniences of working an evening or night shift. In order to help compensate staff for this inconvenience, SCH provides shift differentials opportunities for eligible staff who work in departments with regular operating hours of at least two (2) shifts. Eligible staff receives a flat dollar amount in addition to their base hourly rate. Shift differential becomes applicable only when the eligible staff member:

- Clocks in after 10:00 am and works past 3:00 pm
- Works a minimum of three (3) hours within a shift that differential applies

If the above criteria is met, the staff member receives shift differential for all hours worked between 3:00 p.m. and 6:59 a.m.

Shift Differential Pay Provisions - There are two (2) categories for shift differential, professional and nonprofessional. Professional

shift differential is \$2.00 per hour in addition to the base hourly rate of pay. The nonprofessional differential is \$1.00 per hour in addition to the base hourly rate of pay. Shift differential is paid in addition to any other applicable differentials for the same time period. Shift differential is not included as part of a staff member's paid benefit time.

Extra Shift Bonus (Nursing) - In addition to a staff member's base hourly rate, Overtime Pay, Shift and/or Weekend Differentials, SCH pays an additional Extra Shift Bonus (ESB) to eligible RNs and LPNs when they work an extra shift(s) or partial shift(s) in excess status hours.

Surge Pay - Staff members are eligible to receive Surge Pay for working additional time in designated patient care areas during periods of high volume. Human Resources will determine the job codes that are eligible and the applicable rate of pay when a Surge Pay plan is activated. The applicable rate will be communicated to eligible staff upon approval.

RN PRN Plus Program - PRN RN staff working three (3) or more shifts are eligible to receive a higher base rate depending on the days worked. Only PRN staff working 12-hour shifts in inpatient areas are eligible. Staff in their orientation period are not eligible for the PRN Plus Program pay.

Unit Premium Pay (Registered Nurse/LPN) - In order to maintain adequate staffing, SCH pays Unit Premium Pay for the Medical/Surgical (\$200 per shift RN/\$100 per shift LPN) and ICU (\$300 per shift) units if the following criteria is met:

- Must be in a full time status.
- Must work a minimum of seven (7) shifts per pay period and complete assigned weekend and holiday rotation shifts.
- Any absences in any given pay period would forfeit Unit Premium Pay.



STAFF CLASSIFICATION

HR-03-0003 Staff Classifications

FULL TIME (FT)

Staff who are in a status to work a minimum of 30 hours or more per week are designated as FT. FT staff are eligible to participate in SCH sponsored benefit plans subject to the provisions of each separate policy.

PART TIME (PT)

Staff who are in a status to work 16 up to 30 hours per week are designated PT. PT staff are eligible to participate in SCH sponsored benefit plans subject to the provisions of each separate policy. If a PT staff member routinely works over 30 hours per week, over a 90 day period, their status should be reclassified to FT.

PRN

PRN staff work on a contingency or “as needed” basis and must work a minimum of two (2) days per month which may include weekends and/or holidays as determined by the department leader. Failure to adhere to the PRN schedule may result in separation of employment. PRN staff are not eligible to participate in SCH sponsored benefit plans or annual merit increases. If meeting eligibility, PRN staff will be included in the retirement plan for each calendar year they work 1,000 or more hours. If changing to PT or FT status from PRN status the staff member receives a hire date reflecting the effective date of their change of status, as temporary employment is not included in total SCH service time. Length of service as a PRN staff member is not credited toward benefit accrual in the event the individual changes to PT or FT status. If a PRN staff member routinely works over 16 hours per week, over a 90 day period, their status should be reclassified to PT/FT. The established standards of conduct per SCH’s Conduct & Performance Policy will apply to PRN staff, however, the grievance and appeals processes included in SCH’s Dispute Resolution Policy will be reserved for PT and FT staff.

TEMPORARY

Temporary staff are hired into a PT or FT position for a specified period of time not to exceed twelve (12) months. Temporary staff are not eligible to participate in SCH sponsored benefit plans. The established standards of conduct per SCH's Conduct & Performance Policy and the Dispute Resolution Policy do not apply to temporary staff. Any performance or disciplinary problem results in the temporary staff member being separated from employment as determined by the department leader in consultation with Human Resources. Temporary staff applying for PT or FT positions will be considered an "external applicant". If changing to PT or FT status from temporary status the staff member receives a hire date reflecting the effective date of their change of status, as temporary employment is not included in total SCH service time. Length of service as a temporary staff member is not credited toward benefit accrual in the event the individual changes to PT or FT status.

TRANSITIONAL

During the first six (6) months of employment, FT or PT staff members are classified as being in a transitional period. The purpose of this period is to provide the individual with an orientation to the new position and area of work. It also provides the department leader an opportunity to evaluate performance and identify developmental needs in the new position in a focused manner. Any performance or disciplinary problem results in the transitional staff member being separated from employment as determined by Human Resources.

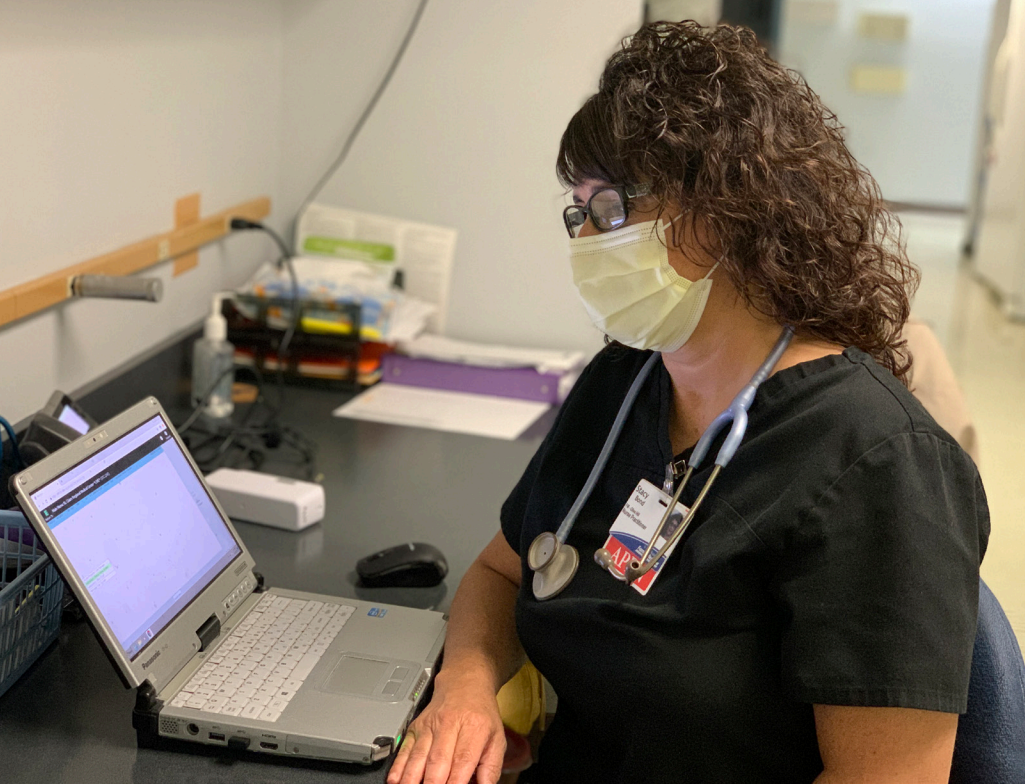
RE-EMPLOYMENT

HR-03-0010 Recruitment and Hiring

A staff member's service date will be bridged if a staff member meets two (2) criteria.

- Completed at least two (2) consecutive years of service in a full time or part time position immediately prior to last separation.
- Must have returned to full time or part time position in less than twelve (12) months.





SCH BENEFITS INCLUDE:

- Paid Time Off (PTO), a comprehensive program for flexible scheduling of time away from work
- Retirement Plan, a 401(k) program that includes a discretionary SCH contribution
- Educational funding
- SCH cafeteria discount
- Employee Assistance Program (EAP)
- A one-time, 20% discount for staff at the Gift Shop during their birth month
- Access to cardiac rehab exercise equipment
- Membership in the Morehead Community Federal Credit Union
- Medical, dental, and vision insurance coverage options
- Discounts for SCH services with SCH health plan coverage, including medical, surgical, and dental office visits
- Life and accidental death and dismemberment insurance options
- Long term disability insurance options
- Medical reimbursement and dependent care account
- Supplemental insurance options also available

BENEFITS

HR-01-0001 SCH Sponsored Benefits

St. Claire HealthCare provides consistent procedures for staff enrollment, continuation, and termination of sponsored insurance and benefit plans and programs.

SCH offers health, dental, vision, supplemental insurance, and flexible spending accounts for full time and part time staff (part time excludes health insurance). All health, dental and vision premiums, and flexible spending account deposits are not included in the taxable gross income of the staff member, as part of a cafeteria plan in compliance with Section 125 of the Internal Revenue Code. Other supplemental premiums may or may not be included in the taxable gross income at the staff member's discretion and in compliance with IRS regulations.

Eligible staff who complete enrollment within thirty (30) days of eligibility will be enrolled in coverage effective the first day of the month after thirty (30) days of eligibility. This also applies to staff who become newly eligible with a change of job status. Staff who have a qualifying event in family status (e.g. birth of a child, marriage, divorce, etc.) can change benefit elections within thirty (30) days of the event.

Each year during the annual open enrollment period, eligible staff elect benefits for the following plan year.

PTO (PAID TIME OFF)

HR-01-0003 Paid Time Off (PTO)

PTO is a flexible program made up of two (2) components; Occasional Time Off (OTO) and Personal Disability Leave (PDL). OTO combines vacation and holidays, as well as sick days for occasional short-term illness. PDL is a bank of time intended to help reduce a staff member's financial hardship during an extended illness before long-term disability benefits (if applicable) begins. Staff accrue PTO each pay period based on their length of service and paid hours for the pay period. PTO carries over from year to year, up to the maximum accumulation level. In addition to vacations, holidays, and sick days, OTO can be used for personal use. OTO can also be used for "called off" time - this is time the staff member takes off work or is sent home early, at the request of SCH. All PTO (both OTO and PDL) is paid at 100% of the staff member's current base rate of pay, excluding all differentials and other pay premiums.

OTO (OCCASIONAL TIME OFF)

HR-02-0001 Attendance Policy

HR-03-0009 Leaves of Absence

OTO is a bank of time that is normally used for an occasional time off away from work: vacation days, holidays, personal days, occasional sick days. All full time and part time staff may begin using OTO after successfully completing 60 days of employment. PRN and Temporary are not eligible for OTO.

PDL (Personal Disability Leave) is a bank of time that is used if you are on an extended approved leave for your own medical condition and is intended to help reduce the financial hardship during a leave. Full time or part time staff may begin using PDL after successfully completing twelve (12) months of service and receiving approval for the staff member's own medical condition. PRN and Temporary are not eligible for PDL.

Staff meeting certain eligibility requirements

may cash out OTO in order to prevent reaching the maximum balance and stop accruing OTO benefits. OTO must be scheduled in advance and approved by the department leader. Staff must notify their department leader of planned vacation and holiday time off according to the standard procedures of their department. In no circumstance should staff give less than a 24-hour notice when requesting a scheduled day off work, OTO benefits will not be provided to a staff member whose requested time off has not been approved.

Any unapproved time off may be subject to disciplinary action. Total OTO/PDL paid in a single week cannot exceed the normal workweek up to a maximum of 40 hours.

OTO/PDL PAY DURING MEDICAL LEAVE

The first normal workweek of approved leave is paid from OTO. If not enough OTO time is available the remainder of that week is unpaid. If the leave is for the staff member's own serious health condition, after the first normal workweek or upon qualifying for the PTO hospitalization exception, the staff member must use available PDL, then OTO for the remainder of the leave. If not enough PDL or OTO is available then the remainder of the leave is unpaid. If hired before January 1, 1997, and the staff member has available Long Term Bank Hours (LTB) they must use this before any available PDL. In the event that inpatient hospitalization occurs within the first normal workweek of an approved Leave of Absence, PDL may be applied for that entire period.

OTO CASH OUT

HR-01-0003 Paid Time Off (PTO)

Staff with 15 years of service have the opportunity to cash out up to 80 hours annually of their accrued OTO time. You must have a minimum balance of 472 hours and the request must be made during the staff member's birth month.



Hannah
Taylor
Health Information Management
Health Record Technician
St. Claire Regional
Medical Center
COVID-19
Vaccinated

OTO/PDL RATES OF ACCRUAL:

	LENGTH OF SERVICE			
	0 - 1 yr.	1 - 5 yrs.	5 - 10 yrs.	10 yrs. & Up
Occasional Time Off (OTO) ACCRUAL RATE	.0616	.0847	.1039	.1231
Occasional Time Off (OTO) MAX. ANNUAL ACCRUAL	128 HOURS	176 HOURS	216 HOURS	256 HOURS
Occasional Time Off (OTO) MAX. ACCUMULATION	128 HOURS	352 HOURS	432 HOURS	512 HOURS
Personal Disability Leave (PDL) ACCUMULATION RATE	.0462	.0462	.0462	.0462
Personal Disability Leave (PDL) MAX. ANNUAL ACCUMULATION	96 HOURS	96 HOURS	96 HOURS	96 HOURS
Personal Disability Leave (PDL) MAX. TOTAL ACCUMULATION	96 HOURS	480 HOURS	480 HOURS	480 HOURS
Total Paid Time Off (PTO) MAX. ANNUAL ACCUMULATION	224 HOURS	272 HOURS	312 HOURS	352 HOURS
Total Paid Time Off (PTO) MAX. ACCUMULATION	224 HOURS	832 HOURS	912 HOURS	992 HOURS

CARRYING OVER

Unused OTO and PDL time carry over from year to year, up to the maximum amounts shown in the rates of accrual table. Upon leaving employment, staff are paid out their OTO balance at their current hourly rate of pay on the payroll following the final payment of active hours. Full time and part time staff changing to PRN status will be paid out any OTO balance on the payroll following the final payment of hours in their full time or part time status. Unused PDL time is not paid out upon separation and is forfeited upon moving to an ineligible status such as PRN. Unused LTB time is paid out upon separation to staff who have had 20 or more years of full time service with SCH.

ST. CLAIRE HEALTHCARE STAFF BENEFIT ELIGIBILITIES & PROGRESSIONS

1st Day of Employment

- OTO Accrual begins @ .0616/hr **
- PDL Accrual begins @ .0462/hr **
- 401K Staff contribution opportunity begins - all staff
- 403B Staff contribution opportunity begins - all staff
- 401K SCH 1 year of employment begins for plan entry eligibility
- 401K SCH contribution - vesting time begins
- Jury duty leave eligibility begins
- Military leave eligibility begins
- Primary care discount available
- Cafeteria discount available
- Credit union eligibility begins
- EAP eligibility begins - all staff

1st Day of the Month Immediately After 30 Days of Employment - **REQUIRES ENROLLMENT**

- Health insurance becomes effective (FT)
- Dental insurance becomes effective (FT & PT)
- Vision insurance becomes effective (FT & PT)
- Supplemental insurance becomes effective (FT & PT)
- Flexible spending accounts become effective (FT & PT)

After 60 Days of Employment

- OTO becomes available for use (FT, PT) **
- Initial 60-Day Competency Assessment performed
- Medical (Non-FMLA) leave eligibility begins

After 90 Days of Employment

- Bereavement leave eligibility begins

After 6 Months of Employment

- Transitional employment status ends
- Tuition assistance eligibility begins (FT)

1st Day of the Month Immediately After 6 Months of Employment

- Long term disability insurance coverage begins (FT)
- Life insurance/ADD coverage begins (FT & PT)

After 12 Months of Employment

- Annual Competency Assessment performed; consideration for pay increase
- PDL eligibility begins **
- Eligible for retirement plan entry
- FMLA leave eligibility begins
- Personal leave eligibility begins
- Educational leave eligibility begins
- OTO accrual increases to .0847/hr **
- 401K SCH contribution - vested at 20%*

1st Plan Entry Date After 12 Months of Employment

- Entry dates of January 1, April 1, July 1, and October 1 - earnings after plan entry are considered for SCH contribution.

After 2 Years of Employment

- 401K SCH contribution - vested at 40%*

After 3 Years of Employment

- 401K SCH contribution - vested at 60%*

After 4 Years of Employment

- 401K SCH contribution - vested at 80%*

After 5 Years of Employment

- OTO accrual increase to .1039/hr **
- 401K SCH contribution - vested at 100%*

After 10 Years of Employment

- OTO accrual increase to .1231/hr **

After 15 Years of Employment

- OTO cash-out option available up to 80 hours. Must be taken during your birth month.

*For "vesting" purposes "one (1) year of service" requires a minimum of 1,000 hours worked on a calendar year basis.

**Note: Your individual contract may contain specific vacation and sick time benefits that may substitute for the Paid Time Off (OTO – Occasional Time Off and PDL – Personal Disability Leave) benefits illustrated above.

This document is for informational and illustrative purposes only. All respective relevant and in effect SCH Policy & Procedures, Plan Documents and/or insurance policies govern the administration of any and all actual circumstances.

LEAVES OF ABSENCE

HR-03-0009 Leaves of Absence

SCH will afford staff members family and medical leave guaranteed by federal and state law under the Family and Medical Leave Act (FMLA), the National Defense Authorization Act (NDAA), the American's with Disability Act, and the Veterans Reemployment Act.

SCH is committed to providing a work environment that meets the needs of our staff. We recognize that from time to time staff may need to request periods of time away from work for reasons other than typical vacation or holiday time off.

SCH Leaves of Absence types:

- Family Medical Leave Act (FMLA)
- Medical Leave (Non-FMLA)
- Personal Leave
- Educational Leave
- Bereavement Leave
- Jury Duty Leave
- Military Leave

HEALTH INSURANCE

Full time staff can choose from several health plan options. These plans are offered in 4 tiers: employee only, employee/children, employee/spouse, and family. A significant portion of this premium is paid by SCH.

DENTAL INSURANCE

SCH offers Full Time and Part Time staff several dental plan options. One plan is offered in 3 tiers: employee only, two-person, and family. The second plan is offered in 2 tiers: two-person and family. A significant portion of this premium is paid by SCH.

VISION INSURANCE

SCH offers voluntary vision coverage for full time and part time staff. This plan is offered in four (4) tiers: employee only, employee/children, employee/ spouse, and family.

MEDICAL REIMBURSEMENT & DEPENDENT CARE ACCOUNTS

SCH offers voluntary Flexible Spending Account (FSA) and Dependent Care Accounts (DCA) for Full time and part time staff. These accounts allow savings up to 30% on eligible healthcare and/or dependent care expenses every year by using pretax dollars. FSA and DCA contributions are deducted from taxable pay on a pretax basis before federal, state and Social Security (FICA) taxes are taken out.

RETIREMENT PLAN 401(K)

SCH offers a 401(k) program that includes a discretionary SCH contribution for eligible staff (employee participation not required). Staff also have the opportunity to add pre-tax contributions. These pre-tax elective contributions are subject to a combined (401K & 403B) maximum contribution level set by the IRS each year for employees under age 50 and an additional amount per year set by the IRS for employees age 50 and above. Employer contribution eligibility criteria; age 21 or older, one year employed, 1000+ worked hours, quarter plan entry dates.

LIFE INSURANCE/ADD

SCH offers full time & part time staff paid life insurance covering death due to accident or sickness equal to one time annual salary to a maximum of \$200,000.

Accidental Death Benefit (ADD): additional one-time's annual salary (additional \$200,000 maximum).

LTD (LONG TERM DISABILITY)

SCH offers full time staff paid long-term disability covering disabilities caused by accident or sickness. This benefit covers sixty percent of monthly gross pay to a maximum of \$6,000/month.

SUPPLEMENTAL INSURANCE

SCH currently offers full time and part time staff voluntary employee benefits. Current products include Accident Coverage, Cancer Coverage, Disability Coverage, Critical Illness Coverage, Universal Life Insurance, and Term Life Insurance.

TERMINATION OF BENEFITS (COBRA)

Termination of insurance benefits will be continued through the last day of the month of termination (contingent upon premium collection). Coverage may be extended under the group policy for a period allowed by Consolidated Omnibus Budget Reconciliation Act (COBRA) legislation, if certain requirements are met.

COBRA coverage may also be available for dependents. Human Resources can provide additional details regarding COBRA coverage. Be sure to notify HR of any changes in your marital status or your dependents reaching an ineligible age for group insurance coverage within 30 days of the life event. To maintain COBRA coverage, participants will be required to pay the full monthly premium as determined by Human Resources.

EMPLOYEE ASSISTANCE PROGRAM (EAP)

HR-01-0011 Employee Assistance Program

This program is provided free of charge to staff for assistance with personal problems, including marital and family distress, and alcohol and drug dependency.

EDUCATIONAL FUNDING

HR-01-0007 Tuition Assistance Program

Full time staff having completed six (6) months of full time employment are eligible for tuition assistance. This assistance is provided in advance up to the funding maximum.

All full time staff are eligible for consideration of additional SCH-funded scholarships and continuing education programs in pursuit of several clinical programs. Human Resources reviews and determination final approval of all requests.

STAFF HEALTH DISCOUNTS

SCH Medical, Surgical and Dental patient costs for office-based charges are discounted by \$15 (but no more than the patient's cost) at SCH providers. SCH staff, their spouse, and dependent children are eligible. Staff and family members covered by an SCH health plan are eligible for additional discounts at SCH for: Outpatient Laboratory Services, Diagnostic Imaging (X-Ray, MRI, CT, Mammography and Ultrasound), Outpatient Therapy Services and Fast Track at SCH Emergency Department. Please refer to the Benefit Enrollment Guide for detailed information. SCH staff also receive a 20% discount on retail items including scrubs, shoes, etc., at St. Claire Family Medical Supply.

STAFF RECOGNITION/AWARDS

SCH offers various forms of SCH staff member recognition and award programs. Staff having over ten (10) years of continuous employment with SCH are presented service awards at the annual Staff Recognition Celebration and will continue to be recognized in increments of five (5) years while employed at SCH.

PARKING

Free parking is provided. Please refer to SCH's parking map located on the following page.

Parking Map

Building Locations

A	St. Claire Regional Medical Center 222 Medical Circle - 606.783.6500 Use Light #13 Entrance
B	Medical Services Pavilion 245 Flemingsburg Rd. - 606.780.5500 Use Light #13 or #14 Entrance
C	St. Claire/UK Education Annex 234 Medical Circle
D	St. Claire Foundation 227 Allen Avenue - 606.783.6512
E	SCH Resident Apartments
F	Family Medicine—Morehead 316 W. Second Street - 606.784.3771
G	CHER (Ctr. for Health, Edu and Research) 316 W. Second Street - 606.783.6506
H	UK - Markey Cancer Treatment Ctr. 238 W. Second Street - 606.784.3443
I	Hospice & Palliative Care 201 Lyons Avenue - 606.783.6812
J	Home Health 135 N. Hargis Avenue - 606.784.8403
K	Family Medical Supply 244 Kroger Center - 606.784.2414
L	St. Claire Counseling 445 Clinic Drive - 606.783.6805
M	SCH Administration Annex 400 Clinic Drive - 606.784.6961
N	Pediatrics 716 W. Main Street - 606.780.5364
O	Outpatient Center 1028 E. Main Street - 606.783.6866
+	Emergency Department

Patient Lots	
P1	Main Hospital
P2	Helipad
P3	KY 32
P4	Main Pavilion
P5	Family Medicine Morehead
P6	UK - Markey Cancer Trt. Ctr.
Staff Lots	
S1	North Hospital
S2	KY 32 Staff
S3	Knapp Ave.
S4	2nd Street
S5	Lyons Ave.
S6	Methodist Church
S7	Sun Street
S8	Daniels Ave.
Restricted Lots	
R1	Central Plant
R2	Hosp. Rear Entrance
R3	Allen Ave.

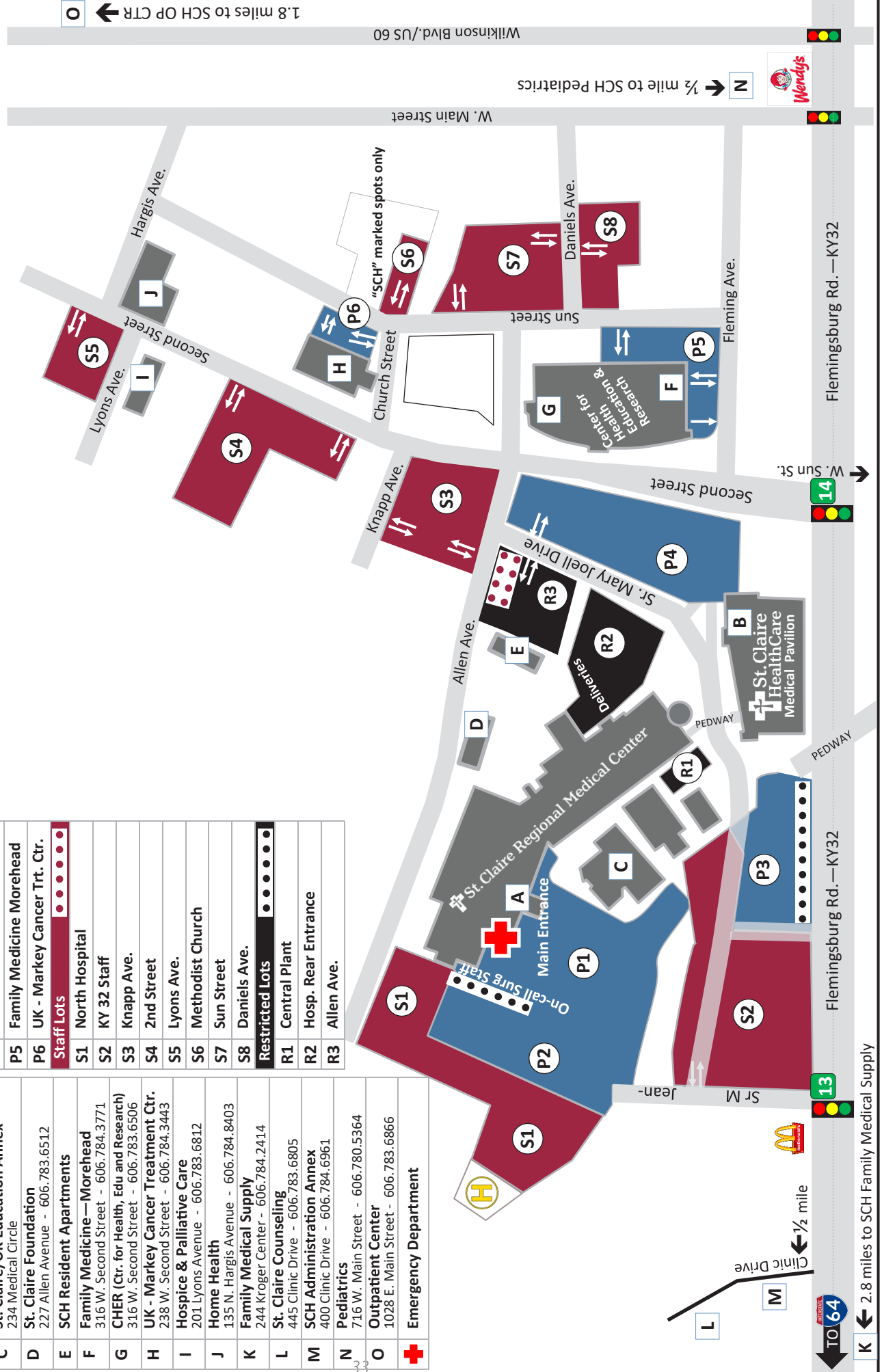
Parking Lot Locations

SCH Staff: must register their vehicles at www.schstaff.org and have their parking tags visible at all times.

AHEC Students/Residents: must register their vehicles at AHEC Suite 203 - or call CHER/GME Coord ext.6455.



06/29/2018



TO 64 ← 2.8 miles to SCH Family Medical Supply

← 1/2 mile ← Clinic Drive

← 1/2 mile to SCH Pediatrics

← 1.8 miles to SCH OP CTR

W. Sun St. →

Flemingsburg Rd. — KY32

Flemingsburg Rd. — KY32

Flemingsburg Rd. — KY32



HEALTH & SAFETY

SECURITY

SCH maintains security staff for the protection of patients, visitors, and staff, as well as the buildings and equipment. Our goal is to prevent criminal incidents and avoid accidents. If you are coming and going at times other than normal change of shifts and cannot leave the facility in groups, or you have other reasons for concern, you may want to contact the security officer on duty to escort you. The Security department is located on the 1st floor. If you need immediate assistance from security personnel while working at SCH call ext. 6767 (24 hours a day).

SAFETY

Providing a safe environment for every patient, visitor, and staff is the responsibility of each staff member. It is very important for you to be alert to unsafe conditions, equipment, or operations. Take corrective action immediately when possible (e.g. broken glass, spills, obstructed walkways or hallways, etc.) or report them immediately to Environmental Services, Facilities Mgt., Bio-Medical, your department leader, or a member of the SCH Environment of Care Committee. Broken, malfunctioning or defective equipment or supplies must be labeled and taken out of use immediately and reported to Bio-Med. Report any unusual event to your department leader.

VALUABLES

SCH is not responsible for lost or stolen items. Staff members must protect and secure their own personal items. Please report all lost or missing items to your department leader and security.

INSPECTIONS

A function of security, as well as safety and risk management, is the prevention of loss whenever possible. SCH reserves the right to inspect a staff member's belongings (e.g. packages, badges, purses, boxes) upon suspicion. Failure to consent to the search may be grounds for separation of employment. All lockers, desks, cubicles, etc. are the property of SCH and are subject to inspection at any time for any reason. All computers, media and other data are property of SCH, and are to be used only for business purposes, and are subject to inspection at any time. Staff members should not have any expectation of a right to privacy in SCH property. Inspections of SCH property may occur without notice to or consent of staff members.

SCH PROPERTY

Removal of SCH property from the premises without proper authorization may result in disciplinary action up to and including separation of employment. To leave the premises with SCH property or equipment, staff must first obtain approval from their department leader.

WEAPONS

Possession of any weapons on SCH premises or in facility-owned vehicles, with the exception of those kept in locked privately owned vehicles parked on facility premises, is strictly prohibited.

FIRE SAFETY

Staff should be knowledgeable and follow all fire safety regulations as it is a critical part of their job. The well-being of patients, visitors,

and the staff depends on staff's knowledge of fire precautions and their ability to implement proper procedures during emergencies. Properly maintained smoke-detection systems, fire-suppression systems, and smoke compartments throughout our buildings are specifically designed to ensure that occupants will be safe from fire and protected from combustible materials.

Department leaders will review the fire safety plans for each work area, including the location of fire extinguishers. Staff should be familiar with the plan for their area and understand the responsibility in the event that a fire occurs.

RACE

Rescue - Remove anyone in immediate danger from the area of the fire.

Alarm - Activate the fire alarm system by dialing 911 from any location, and activate the nearest fire alarm pull box.

Confine - Close as many doors as possible to compartmentalize the fire and stop the spread of toxic smoke and gases.

Extinguish - Extinguish the fire, if you feel you are able to safely.

PASS

Follow these steps to activate a fire extinguisher.

Pull - Pull the ring pin on the fire extinguisher.

Aim - Aim the extinguisher directly at the base of the fire.

Squeeze - Squeeze the handles together.

Sweep - Sweep the extinguisher from side to side.

Fire drills are periodically conducted to prepare staff for proper action in the event of an actual fire. These drills are required by city and state fire codes, and staff participation is essential.

EMERGENCY CODES

CODE	EVENT
RED	Fire
BLACK	Bomb Threat
YELLOW	Disaster
ORANGE	Hazardous Material
SILVER	Shooter/Hostage Situation

CODE	EVENT
WHITE	Combative/Violent Patient
BLUE	Medical Emergency
ADAM	Infant/Child Abduction
911	Threatening Behavior (Non-Patient)
GREEN	Patient Elopement

HAZARD COMMUNICATION

The Occupational Safety and Health Administration’s (OSHA) Hazardous Communications Standard, also known as the “Right to Know” regulation. Safety Datasheets (SDS) serve to safeguard staff by informing them of any chemicals or material with which they work that may pose a risk. SCH maintains an accurate and current listing of all SDS sheets.

 **SDS Online**

WORKER’S COMPENSATION

HR-04-0002 SCH Work-Related Incident Reporting

If a staff member is injured on the job, the staff member must notify their department leader immediately regardless of how minor the injury, and must complete a “First Report of Work Injury” form located on the Intranet. Staff are protected by the Worker’s Compensation Program at SCH for on-the-job injuries or illnesses. Questions pertaining to the Worker’s Compensation Program should be referred to Human Resources.

SUBSTANCE ABUSE

HR-04-0001 Substance Abuse

In order to establish and maintain a safe and healthy working environment for all patients,

staff and the general public, and to protect the reputation of SCH, all staff must abide by the Substance Abuse policy. Any violation, of any provision, of the substance abuse policy will subject the staff member to immediate disciplinary action, up to and including immediate separation of employment.

END OF EMPLOYMENT

HR-03-0007 Separation of Employment

It is the policy of SCH to ensure that staff terminations, including voluntary and involuntary, are handled in a professional manner with minimal disruption to ongoing work functions.

- Hourly paid staff are required to give at least a two (2) week working notice.
- Salaried staff are required to give at least a one (1) month working notice.

When a staff member ends employment with SCH the department leader is responsible for retrieving any SCH property such as: ID badge, access cards, credit/gas cards, pager, parking tag, keys, uniforms/scrubs, computer equipment (make arrangements to retrieve any IS/IT equipment that may be at home or off-site), telephone, etc. and contact HR, IS, Accounting, Employee Health and Education to remove any additional access and authority.

We're
here to
support
you.



VIOLENCE IS NOT PART OF THE JOB.

Report all incidents of verbal or physical abuse.

In a recent survey of St. Claire HealthCare staff, we discovered nearly 70% of verbal and physical assaults against our staff went unreported. Results also showed 34% of respondents have been hit, punched, or slapped while on the job, yet most were reluctant to report it.

Help us make our healthcare system a safe zone for all staff. Report incidents of verbal or physical abuse using the anonymous hotline below or visit **www.st-claire.org/ReportIt**.

HR-02-0006 Workplace Violence



1.877.780.9373
Anonymous Workplace Violence Hotline

EMPLOYEE HEALTH SERVICES

The Employee Health Department provides employee health services to all staff of SCH. These services include screenings, immunizations, exams, training, education, and monitoring required by various agencies and regulatory guidelines. Staff that experiences the onset of an illness or infectious disease while at work should report immediately to Employee Health. Staff with injuries or an illness of a serious nature should immediately report to the Emergency Department. All exposures to blood-borne pathogens, including sharps injuries, must be reported immediately to Employee Health at 6649 or 7512, or the Nursing Coordinator.

TUBERCULOSIS MONITORING

All staff are required to have an annual TB risk assessment performed in their birth month. Staff required to receive the TB skin test based on their risk assessment will have the test read prior to the end of their birth month. Staff that have had a previous positive skin test will be evaluated for signs and symptoms of TB.

IMMUNIZATION REQUIREMENTS

SCH requires new staff to provide written documentation regarding immunity to certain infectious diseases. Current staff members may need to meet other immunization requirements as determined by the Infection Control Team and/or appropriate regulatory agencies.

If staff cannot obtain required proof of immunity, they may obtain injections free of charge from Employee Health or have corresponding lab tests completed to determine immunities. Staff will not be allowed to work until the verification of required immunizations are complete. Continued noncompliance with this requirement may result in disciplinary action up to including separation of employment.

POLICY REFERENCE:

Compensation and Benefits

- HR-01-0001 SCH Sponsored Benefits
- HR-01-0002 Reduction in Force
- HR-01-0003 Paid Time Off (PTO)
- HR-01-0007 Tuition Assistance Program
- HR-01-0010 Compensation – Premium Pay
- HR-01-0011 Employee Assistance Program

Staff Relations

- HR-02-0001 Attendance and Punctuality
- HR-02-0002 Conduct and Performance
- HR-02-0003 Dispute Resolution
- HR-02-0004 Non-Retaliation
- HR-02-0005 Anti-Discrimination and Anti-Harassment
- HR-02-0006 Workplace Violence

Employment

- HR-03-0001 Competency Assessment and Performance Appraisal
- HR-03-0002 Professional Image and Hygiene
- HR-03-0003 Staff Classifications
- HR-03-0005 Staff Orientation
- HR-03-0007 Separation of Employment
- HR-03-0009 Leaves of Absence
- HR-03-0010 Recruitment and Hiring
- HR-03-0011 Identification Badges
- HR-03-0013 Release of Staff Information
- HR-03-0015 Staff Member Screening (Employed Non-Employed)

Health & Safety

- HR-04-0001 Substance Abuse
- HR-04-0002 SCH Work-Related Incident Reporting

Other

- HR-05-0004 Solicitation-Distribution
- HR-05-0005 Procedures Related to OSHA's COVID-19 ETS

Employee Health

- EH-01-0001 Employee Health Screening
- EH-01-0002 Tuberculosis Screening and Assessment
- EH-01-0003 Management of Health Care Workers Exposed to Blood or Body Fluids of Patients
- EH-01-0004 Employee Health Guidelines for Hospital Personal Regarding Hepatitis B
- EH-01-0005 Mandatory COVID-19 Vaccination
- EH-01-0006 Guidelines for Hospital Personnel Regarding Varicella
- EH-01-0007 COVID-19 Care Pathway Clearance Guidance
- EH-01-0008 Mini Respiratory Protection Plan
- EH-01-0009 Mandatory Influenza Vaccination



STAFF ACKNOWLEDGMENT

By my electronic signature, I hereby acknowledge that:

- I agree to thoroughly read the contents of this Handbook and to acknowledge my responsibility for following all of the policies and procedures described with-in.
- I understand that the Handbook is only intended as a guide to the work rules, policies and procedures at SCH and that SCH may change these at any time.
- I understand that nothing contained in this Handbook is intended to create an expressed or implied contract between SCH and myself for either employment or the provision of any benefits.
- I understand that I remain an at-will employee.

Proclaiming
**GOD'S
GOODNESS**
through a
**HEALING
MINISTRY**
to the people of
**EASTERN
KENTUCKY.**

- O U R M I S S I O N -



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