

# **Capital Health**

## **EMPLOYEE HANDBOOK**



**capitahealth**

REV. MARCH 1, 2019

**The contents of this handbook are guidelines only and supersede any prior handbook issued by Mercer Medical Center, Helene Fuld Medical Center, Capital Health System or Capital Health. Neither this handbook nor any other organizational guidelines, policies or practices create an employment contract. Capital Health (CH) has the right, with or without notice, in an individual case or generally, to unilaterally revise, rescind or modify any of its guidelines, policies, practices, working conditions or benefits at any time.**

**No one is authorized to provide you with an employment contract or special arrangement concerning terms or conditions of employment unless the contract or arrangement is in writing and signed by the Chief Executive Officer or designee. You or Capital Health may terminate your employment with Capital Health at any time, with or without cause or notice.**

**This notice applies to all employees regardless of date of hire.**

## MESSAGE FROM THE PRESIDENT & CHIEF EXECUTIVE OFFICER

*Dear Employee:*

*At Capital Health, we are committed to providing high quality, compassionate care that improves patient outcomes and exceeds their expectations. To support this commitment, we pledge to work together to create an environment of trust, accountability, recognition and communication.*

*Each and every one of us contributes to the success of Capital Health. We ensure our continued growth as an organization by efficiently utilizing the talents of all our employees and fostering a pleasant and professional atmosphere where your work is recognized and appreciated.*

*We look forward to your contributions to Capital Health and the communities we serve, and are proud that you are a member of our team.*

*Best regards,*

*Al Maghazehe, PHD, FACHE  
President and Chief Executive Officer*

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## **PURPOSE OF THIS HANDBOOK**

This handbook has been prepared for you as an introduction to our policies and procedures and explains both the benefits you will receive and the responsibilities you accept as an employee of Capital Health (CH) or a Capital Health affiliate.

In this handbook we have attempted to answer some of the questions you may have as a new employee or ones that may arise at a later point. Please read these pages carefully and keep this book available as a reference to research any questions that may arise.

If you are covered by a Collective Bargaining Agreement (CBA) you should also refer to your CBA. Where there are differences between the handbook and the CBA, the terms of the CBA will govern and apply to the issues in conflict.

As a health care provider, you are required to follow the rules, regulations, policies or standards pertaining to your profession, including those required by federal or state law or a licensing board or agency. This handbook is not intended to describe these rules, regulations, policies or standards and you should consult the licensing board or agency, or particular standards, rules or regulations directly.

All of your questions may not be fully answered in this handbook. Remember that the best source of information is your immediate supervisor and/or department head. Additionally, employees have access to all policies via CapitaLink. Your supervisor and the Human Resources staff are always available to talk with you to explain or clarify any Human Resources policy or practice.

As new policies are created and revised, the policies will be updated on CapitaLink promptly; your employee handbook will also be updated and a new edition will be distributed periodically.

# CAPITAL HEALTH HISTORY

With more than a century of service to Mercer and Bucks counties, Helene Fuld and Mercer Medical Centers merged in December 1997 to form Capital Health System (now Capital Health), with a vision of advancing that service into the 21<sup>st</sup> century. Today, Capital Health is the region's leader in providing progressive, quality patient care with significant investments in physicians, nurses and staff, as well as advanced technology. Comprising two hospitals (Capital Health Regional Medical Center in Trenton and Capital Health Medical Center – Hopewell), a Hamilton outpatient facility, and the growing number of primary and specialty care practices that make up Capital Health Medical Group, we are a dynamic health care resource accredited by DNV-GL and dedicated to the health care needs of the communities we serve.

## MISSION

We are committed to improving the health and well-being of the populations we serve in urban and suburban communities.

## VISION

Capital Health will be the region's provider of choice, bringing to our community superior clinicians and partners who improve services and quality of care, while maintaining local control.

## VALUES

**Integrity** – We will adhere to an appropriate and effective set of core beliefs, including honesty and serving the greater good. We will not blame others for our own mistakes or misrepresent ourselves for personal gain or protection. Others will perceive us as direct, truthful individuals; we will be viewed as widely trusted, with the ability to present the truth in an appropriate and helpful manner.

**Compassion** – We will demonstrate caring and concern for the welfare of others, assisting wherever necessary. We will use understanding and insight when dealing with patients or other customers in all aspects of care or service delivery.

**Excellence** – We will provide the most efficient and effective work processes to meet the needs of our patients and customers, which lead to the highest quality services. We will make sound decisions based upon knowledge, judgment, and experience; others will seek us out for advice and solutions to issues and problems.

**Teamwork** – We will display a professional and collaborative spirit in fulfilling responsibilities and assisting others. We will help to create and maintain positive morale with our team, sharing in successes, working through problems. We will foster open dialogue, and work towards creating an atmosphere where outcomes and successes are beneficial to the team and/or the organization at large.

# **YOUR EMPLOYMENT**

## **EQUAL OPPORTUNITY EMPLOYMENT**

Capital Health is committed to a policy of Equal Employment Opportunity with respect to all employees and applicants. This policy prohibits discrimination on all legally recognized basis including, but not limited to race, creed, color, gender, age, marital status, domestic or civil union status, familial status, citizenship, immigration status, military status, disability including AIDS and HIV infection, religion, affectional or sexual orientation, atypical heredity cellular or blood trait, nationality, origin, veteran status, or liability for service in the United States armed forces, genetic information, or other legally protected status.

It is the intent of Capital Health that equal employment opportunity will be provided in regard to all terms, conditions and privileges of employment including, but not limited to hiring, introductory period, training, placement and employee development, promotion, transfer, compensation, benefits, educational assistance, lay-off and recall, social and recreational programs, employee facilities, termination and retirement.

Capital Health endeavors to recruit, retain and promote persons who, in its best judgment, are most capable of performing all of their job functions. Though technical proficiency is extremely important, the person's attitude toward the care of the sick is an equally important consideration. Selection of new employees is made on the basis of ability, skills, experience, service orientation and other factors related to the job. (HR Policy 1.2)

## **DISABILITY ACCOMMODATIONS**

Capital Health complies with the American with Disabilities Act ("ADA"), as amended by the ADA Amendments Act ("ADAA"), the New Jersey Law Against Discrimination ("NJLAD"), and all applicable local fair employment practices laws, and is committed to providing equal employment opportunities to qualified individuals with disabilities. Consistent with this commitment, Capital Health will make a reasonable accommodation to known physical and mental limitations of a qualified applicant or employee with a disability if the reasonable accommodation would allow the individual to perform the essential functions of his or her job, unless doing so would impose an undue hardship on Capital Health's operations.

Employees are responsible for requesting a reasonable accommodation. Any employee who believes he or she may require such accommodation should contact Human Resources. Capital Health encourages its employees to make any requests for reasonable accommodations in writing and to include relevant information such as:

- A description of the accommodation you are requesting.
- The reason you need an accommodation.
- How the accommodation will help you perform the essential functions of your job.

After receiving your oral or written request, Capital Health will engage in an interactive dialogue with you to determine the precise limitations of your disability and explore potential reasonable accommodations that could overcome those limitations. Capital Health encourages you to suggest specific reasonable accommodations that you believe would allow you to perform your job. However, Capital Health is not required to make the specific accommodation requested by you and may provide an alternative, effective



accommodation, to the extent any reasonable accommodation can be made without imposing an undue hardship on Capital Health. In addition, Capital Health is committed to providing a safe work environment for all employees and patients. Capital Health will take reasonable precautions to ensure that an employee's disability, or any attempted reasonable accommodations thereto, do not present a direct threat to the health and/or safety of the individual employee with a disability or to others in the workplace.

If your disability or need for accommodation is not obvious, Capital Health may ask you to provide supporting documents showing that you have a disability within the meaning of the ADA and applicable state or local laws, and that your disability necessitates a reasonable accommodation. If the information provided in response to this request is insufficient, Capital Health may require that you see a health care professional of Capital Health's choosing, at Capital Health's expense. In those cases, if you fail to provide the requested information or see the designated health care professional, your request for a reasonable accommodation may be denied. Capital Health will keep confidential any medical information obtained in connection with your request for a reasonable accommodation.

Capital Health makes determinations about reasonable accommodations on a case-by-case basis considering various factors and based on an individualized assessment in each situation.

Capital Health strives to make determinations on reasonable accommodation requests expeditiously, and will inform the individual once a determination has been made. If you have any questions about a reasonable accommodation request you made, please contact Human Resources.

Individuals will not be retaliated against for requesting an accommodation in good faith. Capital Health expressly prohibits any form of discipline, reprisal, intimidation, or retaliation against any individual for requesting an accommodation in good faith. Capital Health is committed to enforcing this policy and prohibiting retaliation against employees and applicants who request an accommodation in good faith. However, the effectiveness of our efforts depends largely on individuals telling us about inappropriate workplace conduct. If employees or applicants feel that they or someone else may have been subjected to conduct that violates this policy, they should report it immediately to the Human Resources Department. If employees do not report retaliatory conduct, Capital Health may not become aware of a possible violation of this policy and may not be able to take appropriate corrective action.

## **POLICY AGAINST SEXUAL HARASSMENT**

It is Capital Health policy to prohibit harassment of any employee by an executive, department head, supervisor, employee, business invitee, staff physician, or visitor on the basis of sex or gender. The purpose of this policy is not to regulate personal morality within the organization. Rather, it is to ensure that all employees in our organization are free from harassment on the basis of sex or gender and are provided with a professional, non-hostile work environment. While it is not easy to define precisely what sexual harassment is, examples of prohibited behavior include unwelcome sexual advances, requests for sexual favors and other conduct of a sexual nature or sexually-related comments, pictures or communications. Depending upon the circumstances, harassment can also include unwelcome joking, teasing or other conduct directed toward a person because of his or her gender; such behavior can be sufficiently severe or pervasive to create an unprofessional and hostile working environment.

Anyone who feels that he or she has witnessed or been subjected to sexual harassment should immediately report the matter to his or her supervisor, director, vice president, the Director of Human Resources Operations or the Vice President of Human Resources. Every report of perceived harassment will be thoroughly and discreetly investigated by members of management who are not involved in the alleged harassment and corrective action will be taken where appropriate. For Capital Health to be able to remedy

alleged harassment, it is imperative that claims be brought to the attention of management. Failure to report claims of harassment hampers Capital Health's ability to take the necessary steps to remedy such situations. In addition, we will not allow any form of retaliation against individuals who report unwelcome conduct to management or who cooperate in the investigation of such reports in accordance with this policy. Violation of this policy will result in disciplinary action, up to and including discharge. (HR Policy 6.9)

### **POLICY AGAINST OTHER FORMS OF HARASSMENT**

It is Capital Health's policy to prohibit the harassment of an employee by an executive, department head, supervisor, another employee, management representative, staff physician, business invitee or visitor including, but not limited to, harassment on the basis of age, race, color, disability, national origin, gender, religion, sexual orientation, ancestry or any other characteristic protected by law. While it is not easy to define precisely what harassment is, it certainly includes slurs, epithets, threats, derogatory comments, unwelcome jokes, teasing and other similar verbal or physical conduct.

Any employee who has witnessed or feels that he/she has been subject to harassment should immediately report the matter to his/her supervisor, manager or to any other member of management. All reports of harassment will be thoroughly and discreetly investigated by members of management who are not involved in the alleged harassment. For Capital Health to be able to remedy alleged harassment, it is imperative that claims be brought to the attention of management. Failure to report claims of harassment hampers Capital Health's ability to take the necessary steps to remedy such situations. In addition, we will not allow any form of retaliation against individuals who report unwelcome conduct to management or who cooperate in the investigation of such reports in accordance with this policy. Violations of this policy will not be permitted and may result in discipline up to and including discharge. (HR Policy 6.9)

### **POLICY PROHIBITING DISCRIMINATION**

Capital Health will not tolerate discrimination on the basis of any characteristic or trait protected by law in recruiting, hiring, promotion, termination, or any of the terms and conditions of employment. Any employee who has witnessed or feels that he/she has been subjected to discrimination should immediately report the matter to his/her supervisor, manager or to any other member of management. All reports of perceived discrimination will be thoroughly and discreetly investigated by members of management who are not involved in the alleged discrimination. For Capital Health to be able to remedy alleged discrimination and to fulfill its Equal Employment Opportunity policies it is imperative that claims be brought to the attention of management. Failure to report claims of discrimination hampers Capital Health's ability to take necessary steps to remedy such situations. In addition, we will not allow any form of retaliation against individuals who report perceived discrimination to management or who cooperate in the investigation of such reports in accordance with this policy. Violations of this policy will not be permitted and may result in discipline up to and including discharge.

Employees are required to comply with Capital Health's policies prohibiting sexual and other forms of harassment and non-discrimination policies in their treatment, care and interactions with patients and visitors. Violation of these policies will subject the offending individual to discipline and other sanctions.

During the course of your employment, you may, from time to time, be required to attend or participate in Capital Health-sponsored training courses or seminars designed to educate employees and other health care providers at Capital Health about Capital Health's policies against sexual or other forms of harassment and its non-discrimination policy and reporting procedures. Attendance at these training sessions may be mandatory and required for your employment or affiliation with Capital Health.

## **CORPORATE COMPLIANCE**

Capital Health is committed to conducting business lawfully and ethically. The reputation of Capital Health is dependent upon your good judgment, ethical standards, and personal integrity. There are many rules and regulations that govern the way we deliver healthcare services to our patients. In response to these rules, Capital Health has established a Corporate Compliance Program and a Code of Ethics. The purpose of the Corporate Compliance Program is to ensure that Capital Health follows all of the laws and regulations that apply to it, especially those related to participation in Federal Healthcare Programs such as Medicare and Medicaid. Capital Health's Code of Ethics establishes rules that are applicable to you and everyone at Capital Health. By following these important rules, you help promote Capital Health's compliance and avoid personal liability for violating the law.

Capital Health's Corporate Compliance Program is designed to detect and prevent fraud, waste and abuse, during Capital Health's participation in Federal and State healthcare programs. The program includes policies, procedures, technical and administrative controls as well as regular monitoring and auditing activity that reduce the risk of potential legal violations.

All Capital Health employees should read and be familiar with Capital Health's Code of Ethics and follow the rules contained in the Code, as well as all Corporate Compliance Policies and Procedures. Rule violations will be investigated utilizing the Just Culture algorithm as outlined in HR Policy 6.17 Employee Accountability.

These policies and procedures can be accessed by all employees through Capital Health's intranet, CapitaLink. Questions regarding Capital Health's Corporate Compliance Policies, or its participation in Federal and State healthcare programs, should be directed to Capital Health's Chief Compliance Officer at (609) 394-6105.

### **Participation in Federal and State Healthcare Programs**

Capital Health participates in Federal and State healthcare programs, including the Medicare and Medicaid Programs. As an ethical healthcare provider, Capital Health is committed to ensuring that the claims for payment it submits to these programs are accurate, complete and truthful in every respect. The following is a brief description of Federal and The State of New Jersey statutes that prohibit fraud, waste and abuse. **Additional information is provided in the Corporate Compliance Program's Code of Ethics Policy CCP-CO-001.**

#### ***Federal False Claims Act, Program Fraud Civil Remedies Act***

The Federal False Claims Act (FCA) and the Program Fraud Civil Remedies Act (PFCRA) outline the liability for individuals who file or cause to be filed claims that the individual knows to be false ("false claims").

The FCA also has what is known as "whistleblower protections". Individuals with specific knowledge of false claims submissions have the right to file a civil claim and will be protected under both the Federal and the State False Claims Act for doing so. Under Capital Health's Corporate Compliance policy, employees are required to report suspected or known violations directly to the Chief Compliance Officer.

***New Jersey Medical Assistance and Health Services Act -Criminal Penalties N.J.S. 30:4D-17(a)-(d), and -Civil Remedies N.J.S. 30:4D-7h.; N.J.S. 2C:21-4.2 and 4.3; N.J.S. 2C:51-5***

The New Jersey Medical Assistance and Health Services Act makes it a criminal offense for individuals and entities to engage in fraud or other criminal violations relating to Federal Healthcare programs, including the Medicare, Medicaid and Tri-care programs.

***Healthcare Claims Fraud Act, N.J.S. 2C:21-4.2 and 4.3; N.J.S. 2C:51-5***

This New Jersey Healthcare Claims Fraud Act provides criminal penalties for healthcare fraud, including the submission of false claims to programs funded in whole or in part with state funds.

***New Jersey False Claims Act, P.L. 2007, Chapter 265, enacted January 13, 2008, and effective 60 days after enactment, adding N.J.S. 2A:32C-1 to 2A:32C-17, and amending N.J.S. 30:4D-17(e)***

Similar to the Federal False Claims Act, this law prohibits the submission of false, fictitious or fraudulent claims for healthcare services to the State of New Jersey through the New Jersey Medicaid program or other State funded healthcare programs. The law contains whistleblower protections similar to the Federal False Claims Act and establishes that violations of the NJ False Claims Act also give rise to liability under the NJ Medical Assistance and Health Services Act.

***Conscientious Employee Protection Act, N.J.S. 34:19-1 et. seq.***

New Jersey law includes protections for employees who report violations of law, who provide information to public bodies investigating potential violations of law, and who refuse to participate in activity they reasonably believe violates the law. In general, to be protected from retaliation, the employee must notify the employer in writing that the employee believes the employer is violating the law and give the employer a reasonable opportunity to correct the activity. Disclosure to the employer is not required where the employee fears physical harm as a result of the disclosure and the situation is emergent in nature.

The law protects employees from retaliation by their employer when the employee objects to, or refuses to participate in, activities which the employee reasonably believes violates a statute or regulation, including activity that is fraudulent or criminal. The law also protects licensed or certified healthcare professionals when they object to or refuse to participate in activity that they reasonably believe constitutes improper quality of patient care.

Capital Health policy requires employees to report to the Chief Compliance Officer when they reasonably suspect that Capital Health may be in violation of law. This policy also prohibits Capital Health employees from taking retaliatory action against employees who report potential violations. Employees who believe that they have been the subject of retaliatory action should report the violation as soon as possible to the Chief Compliance Officer. Capital Health policy supports the confidentiality of, and prohibits any form of retaliation against, individuals who make good faith reports of suspected wrongdoing or non-compliance.

**If you have questions or concerns regarding the Code of Ethics or Corporate Compliance please call the Corporate Compliance Hotline anonymously via telephone at (609) 815-7494 or (877) 482-2908 or via anonymous e-mail at CapitaLink's Corporate Compliance Home Page.**

## **ORIENTATION**

**General Orientation:** In order to help you become more readily acquainted with Capital Health, you will be scheduled to attend a General Orientation Program. Participation in this orientation program is *required* as it provides you with valuable information about Capital Health policies, procedures and benefits.

**Department-Specific Orientation:** Your supervisor will provide you with detailed orientation and training to your specific job duties, as well as departmental policies and procedures. If you are a member of Patient Services or Clinical Services Division, you may receive specific job-related instruction from the Clinical Education Department during scheduled orientation classes and receive clinical instruction from your assigned preceptor or other resource personnel.

## **INTRODUCTORY PERIOD**

Your first few months in your new position are a period of orientation and introduction. As a new employee, you have a 90-day introductory period. During this time, you have the opportunity to evaluate Capital Health as a place to work and management has its first opportunity to evaluate you. This is the time you should ask questions and work closely with your co-workers and supervisor to learn about your job and what is expected of you. It is also a chance for your supervisor and co-workers to provide you with support, guidance and feedback. If you are unsure about how to perform a specific job duty, or if you feel that you need more help or feedback from your supervisor, please ask. Good communication between you and your supervisor is one of the most important parts of a successful work relationship.

During this introductory period, both you and Capital Health have the right to terminate employment at any time without notice or cause; such rights constitute at-will employment. Successful completion of the introductory period in no way changes your status as an at-will employee. Further, there is no guarantee that you will remain employed during the entirety of the ninety-day introductory period. Your introductory period may be extended at the discretion of your supervisor for a fixed period of time. Upon satisfactory completion of the introductory period, you will receive a performance review.

## **PERFORMANCE EVALUATIONS**

In order to assist you in your career development, your supervisor will evaluate your work performance on a regular basis. The purpose of a performance evaluation is to give you a timely, thoughtful understanding of your job performance. The evaluation will focus on your areas of strength and your areas of needed improvement.

Under normal circumstances you will be evaluated on a yearly basis. However, your performance may also be evaluated at other times, such as following the introductory period or as part of a counseling effort.

## **EMPLOYEE CLASSIFICATIONS**

Many types of employee classifications are utilized at Capital Health. At the time of hire you are informed of your scheduled hours, employment status and classification under the Fair Labor Standards Act and New Jersey Wage and Hour Laws classification, both of which may change during the course of your employment by Capital Health. Please consult your supervisor or a Human Resources representative for details and answers to your employment classification questions.

The most common terms are listed below: (HR Policy 2.13)

### **EMPLOYMENT STATUS**

**Regular:** Employees in this status have successfully completed the introductory period.

**Temporary:** Employees in this category are hired for a specific task or project for a specific period of time, usually not to exceed three months.

### **SCHEDULED HOURS STATUS**

**Full Time:** Employees in this category work a regular budgeted schedule of at least 70 hours biweekly, or 35 or more hours during a regular work week. Full time employees are eligible for all Capital Health benefits once applicable waiting periods are met subject to the terms and conditions of each employee benefit plan.

**Part Time:** Employees in this category work a regular budgeted schedule of at least 40 hours biweekly, or 20-34 hours during a regular work week. Part time employees may be eligible for some Capital Health benefits in accordance with applicable waiting periods and subject to the terms and conditions of each employee benefit plan.

**Very Part Time:** Employees in this category work a regular budgeted schedule of less than 40 hours biweekly, or less than 20 hours during a regular work week. Very part time employees are not eligible for health benefits.

**Per Diem:** Employees in this category are hired to work on a “relief” basis and, therefore, have no regularly scheduled hours. Per Diem employees may be eligible for some Capital Health benefits in accordance with applicable waiting periods and subject to the terms and conditions of each employee benefit plan.

### **FAIR LABOR STANDARDS ACT AND NEW JERSEY WAGE AND HOUR LAWS CLASSIFICATION**

**Non-Exempt:** Employees in this category are eligible to receive overtime compensation after working 40 hours in a work week.

**Exempt:** Employees in this category are salaried and their work duties exempt them from overtime compensation.

### **DRESS CODE**

You are expected to be dressed and groomed in accordance with the requirements of the position you hold. Attire should always be professional and create a favorable impression on patients, visitors, guests and co-workers. Individual departments may establish more restrictive and detailed requirements in accordance with the demands of care, patient or public contact and the traditions of the professional group involved.

While we recognize and respect your rights to express your social, religious, cultural and ethnic personality in your mode of dress and grooming, Capital Health has a business need to present a professional appearance to the community it serves. Therefore, Capital Health maintains the right to determine and establish standards of dress and grooming dictated by such job-related business needs, the nature of work, safety, exposure to patients and visitors, modesty, and common sense. (HR Policy 6.14)

## **LICENSE AND REGISTRATION**

If your position requires a valid, professional license, registration or certification, it is your responsibility to submit the original documents for inspection by a representative of Capital Health Human Resources at the time of hire, and to submit subsequent renewals to your supervisor for verification. If you do not provide current information, you will not be allowed to continue to work. If you are required to have a license or registration and it is suspended or limited in any way, you must notify your supervisor immediately. (HR Policy 2.6)

Should you fail to keep your license up-to-date, or in the event that your license is deactivated, you may be subject to unpaid suspension or termination. Your return to work, if applicable, may be conditioned by Capital Health by the specific facts and circumstances of your license suspension or limitation, or as required by any licensing agency or board.

## **IDENTIFICATION BADGE**

At the time of hire, you will be issued a photo identification badge from a representative of the Security Department that allows you to have access to Capital Health buildings during the course of your workday. The photo badge is to be worn above the waist in plain view with the picture and name facing outward while on duty. Lost badges are to be reported to the Security Department and a new one will be issued. If you terminate your employment, you must return your photo identification badge to your supervisor.

# **GENERAL EMPLOYMENT**

## **JOB POSTING**

Employment vacancies are posted on Capital Health's intranet and external website for a minimum of five days. Employees may apply for internal opportunities if they are in good standing with a satisfactory performance review if they have been in their current position for at least six months, and if they have no disciplinary actions during the previous 12-month period. To apply for an internal position, an employee can complete a Transfer Request on-line via the Capital Health internal or external website. All qualified candidates are reviewed through the usual recruitment and interview process.

## **EMPLOYMENT OF RELATIVES**

In order to avoid potential conflicts of interest, it is Capital Health policy to prohibit employment of relatives in any supervisor/subordinate relationship. If two employees become relatives (whether by marriage or other legal action), both are eligible to keep their jobs, so long as one does not supervise the other or one is not the supervisor of the other's supervisor. In circumstances where such conflicts arise, efforts will be made to accommodate a transfer of one affected employee, subject to existing business considerations. One accommodation would be to offer the employees the opportunity for one of them to transfer to another department. Where such accommodations cannot be reached, necessary steps will be taken, up to and including termination of one of the two affected employees. Capital Health retains the right to make the final decision in such a case.

## **EMPLOYMENT OF MINORS**

Part time employment may help students to develop personal responsibility, a strong work ethic and leadership skills. All minors (under age 18) must have employment certificates or "Working Papers" to be

employed. State and federal laws protect children by limiting the hours they can work during the school year.

## **OPEN COMMUNICATIONS**

Maintaining good communications is important to all of us at Capital Health because we stand to learn from each other's ideas, opinions and suggestions. Supervisors maintain an open-door policy and are always interested in discussing problems and opportunities with employees.

You are encouraged to speak up in a professional manner any time you have constructive criticism or comments; your willingness to voice comments allows us to understand each other better. Individual consideration in employee-supervisor relationships provides the best environment for your development and creates a climate for teamwork necessary to attain our mutual goals.

## **EMPLOYEE DATING**

Capital Health strongly believes that an environment where employees maintain clear boundaries between employee personal and business interactions is most effective for conducting business. When a relationship does occur between co-workers, there are very clear boundaries as to how the relationship can develop during working hours and in the working environment.

Individuals in supervisory or other influential roles are subject to more stringent requirements due to their status as role models, their access to sensitive information, and their ability to influence others.

Guidelines to employee dating apply regardless of the sexual orientation of the parties involved. (HR Policy 6:16)

## **EMPLOYEE REFERRAL BONUS**

From time to time, Capital Health provides a financial reward for your efforts to help recruit individuals in the community. All Capital Health employees are eligible to qualify for a bonus by recruiting a new employee into a position for which a bonus is offered. Human Resources will communicate all bonus opportunity programs as they are implemented. (HR Policy 2.10)

Certain Capital Health personnel will not be eligible for the referral bonus:

- Human Resources management staff
- Recruiters
- Department director, nurse manager and department manager
- Non-employees such as physicians, board members and volunteers/auxiliaries
- Capital Health employees who refer Capital Health rehired employees within nine months of separation



## **EXCUSALS FROM PROVIDING PATIENT CARE**

Capital Health provides patient care in accordance with the prescribed professional, ethical and legal standards of our community. We try to recognize, respect, and resolve any differences which would prevent you from providing holistic quality care to the patient as a result of your belief that an ethical, moral, cultural and/or religious conflict exists.

You may request excusal from a particular aspect of patient care due to values, ethics and/or religious beliefs. It is your responsibility to notify your supervisor/department head in writing as soon as reasonably possible, including the specific aspect of care/treatment and reasons to be excused from providing such care. Despite our efforts to accommodate, Capital Health may require an employee to perform certain procedures until alternative arrangements can be made. (HR Policy 6.3)

## **INCLEMENT WEATHER**

Capital Health is responsible for providing comprehensive 24-hour care to our patients. It is expected that you be present at your job on time in spite of inclement weather conditions. Administration may declare a weather or transportation emergency when the severity of such a crisis creates major transportation problems making it difficult for you to report to and from work as scheduled. (HR Policy 6.15)

# **HEALTH, SAFETY AND SECURITY**

## **SMOKING**

Capital Health is a smoke-free workplace. Smoking and the use of tobacco products are prohibited at all campuses of Capital Health, inside and outside of all Capital Health owned or leased buildings, grounds, parking lots, vehicles and sidewalks adjacent to Capital Health facilities. (HR Policy 2.30)

## **DRUGS AND ALCOHOL**

At Capital Health we have a vital interest in assuring a safe, healthy and efficient working environment for our employees and our patients. The unlawful or improper presence or use of controlled substances or alcohol in the workplace or while on work assignment presents a danger to everyone. Drug and alcohol testing is an integral part of our policy and applies to all applicants of Capital Health. Current employees are subject to testing under the guidelines of the Substance Abuse Policy.

Consistent with its fair employment policy, Capital Health maintains a policy of non-discrimination and will endeavor to make reasonable accommodations to assist recovering addicts or alcoholics. We encourage employees to seek assistance before their drug and alcohol use renders them unable to perform their essential job functions or jeopardizes the health and safety of themselves or others. (HR Policy 6.12)

## **WORKER FATIGUE**

The link between health care worker fatigue and adverse events is well documented, with a number of studies indicating that the practice of extended work hours contributes to high levels of worker fatigue and reduced productivity. Fatigue increases the risk of adverse events, compromises the ability to care for patients, and increases risk to personal safety and well-being.

Common effects of fatigue are: desire to sleep, lack of concentration, temporary memory loss, slowed reaction times, irritability, headaches, general body aches, mood swings, reduced hand-eye coordination, poor judgment, reduced physical strength and capabilities, loss of appetite, weight loss, and reduced immunity.

You have a responsibility to manage your personal/professional life so you do not create a situation where fatigue affects you at work.

You should be familiar with the common fatigue indicators. They are: a drowsy feeling, blurred vision, difficulty keeping eyes open, head nodding, and excessive yawning.

If you are found to be excessively fatigued, the supervisor will determine the proper remedy for the fatigue, including being sent home.

## **PARKING**

Parking is at your own risk. Capital Health cannot be responsible for any losses, damages, or thefts. At the time of employment, a representative of the Security Department will issue you a parking permit to adhere to your vehicle. Please be sure to park in designated areas on each campus. You may get additional permits from a Security representative as needed.

## **INSPECTION OF PROPERTY AND LOCKERS**

To protect all employees and Capital Health, Capital Health reserves the right to inspect employee and/or Capital Health property when there is reason to believe that such a search may indicate that a law or policy has been violated.

## **NON-SOLICITATION**

To prevent disruption in Capital Health operations, interference with patient care and inconvenience to patients and visitors, Capital Health prohibits solicitation and distribution on its premises.

Solicitation by an employee of another employee is prohibited while either is on working time. Working time is all time when an employee's duties require that he or she be engaged in work tasks but does not include an employee's own time, such as meal periods, scheduled breaks and time before or after a shift. In addition, soliciting is prohibited at all times in working areas and in immediate patient care areas.

Non-employees are prohibited from engaging in solicitation or distribution in any form without prior written permission. These prohibitions apply to all properties owned or operated by Capital Health.

A representative of the Human Resource Department and/or Administration may approve, in advance, certain events in which an employee or non-employee may engage in soliciting or distributing on Capital Health properties. There is no obligation to grant permission. (HR Policy 6.10)

# WORKING AS A TEAM

## JUST CULTURE

A *Just Culture* recognizes individuals should not be held accountable for system or process flaws which they have no control over. In a *Just Culture*, staff is encouraged to report system flaws, safety related information and mistakes. This allows both individuals and the organization to recognize safety concerns and learn from mistakes. This does not mean a “no blame, no accountability” culture exists at Capital Health. Rather, a *Just Culture* does not tolerate conscious disregard of clear risks to patients or gross misconduct. In a *Just Culture*, open reporting and participation in prevention and improvement is encouraged. However, there is recognition that errors are often system failures (not personal failures) and a focus on understanding the root of the problem allows for learning, process improvement, and changes to design strategies and systems to promote prevention. Traditionally, healthcare organizational culture has held individuals accountable for all errors or harm that happens to patients under their care. *Just Culture* is a middle ground between a blame-free culture with no personal accountability and a culture in which individuals are blamed for all mistakes. The goals of a *Just Culture* include creating a fair, open, learning environment, designing safe systems and managing behavioral decisions.

Capital Health committed to the *Just Culture* journey in 2016. We began with foundational learning on *Just Culture* principles and we are now infusing these concepts into the organization and aligning our work with a Culture of Safety. Capital Health realizes people are human, things go wrong, systems can be bad and mistakes can happen without being deliberate or the people involved being incompetent, negligent or lazy. The organizational focus is to learn what can go wrong, make sure everyone knows about it when it does and that flawed systems are changed to quality systems to ensure what went wrong does not happen again. It is also about making improvements and encouraging the innovation needed to bring them about. Feedback is actively requested regarding concerns, suggestions, errors and near misses and feel confident it will be appreciated and no retaliation for giving it.

As Capital Health continues on the *Just Culture* journey, there is no “easy button” when changing a culture, it takes continuous work to develop the foundation. The establishment of a *Just Culture* is part of transforming a culture which allows an organization to move from a punitive response to errors to one in which it expects healthcare professionals to speak up and report potentially unsafe conditions to speak more freely about errors; and to help to create a safer environment for the future.

Capital Health is committed to providing frequent communication to our employees, physicians and leadership. We are focused on increasing the number of Safety Reports submitted; either actual and near misses. An increase in the number of Safety Reports will be a strong indication of movement from a blame/punitive culture to a focus on learning from our mistakes - a *Just Culture*. By increasing our reporting of near misses, this is a great predictor of future errors and we can begin to fix our issues before an error occurs. We strive to provide consistency in how we handle investigations, communication and utilization of a behavioral algorithm. We want employees to “Speak up” in the name of Safety. The road to *Just Culture* is an ongoing journey. It’s a commitment to patient safety and the way we deliver quality health care. Please join us on our *Just Culture* journey.

## PRIORITY PRACTICE

Operating within a *Just Culture* environment, certain rules or “Priority Practices” cannot be broken and must be followed exactly as specified. At present, Patient Identification (Patient Care Policy I:1, Patient Identification) is a Priority Practice at Capital Health. The rule is generally established to reduce the

probability of harm to patients. Priority Practice rules will be communicated in the form of mandatory education to affected employees prior to the implementation date. Violation of a Priority Practice will be investigated by the supervisor/manager utilizing the *Just Culture algorithm*. Where the employee's behavior is considered human error, managers shall coach the employee utilizing the Coaching Session form in how to address personal performance shaping factors. However, repetitive human error of a priority practice would result in an accelerated disciplinary process.

## **PATIENT SATISFACTION**

The Patient Experience Department serves as a liaison with patients by addressing patient concerns and issues to ensure that patient rights are being met. This service is available to our customers for both inpatient and outpatient services. You are encouraged to utilize this department to help resolve patient issues that occur in your department.

Frequently requested services include explanation and copies of Advance Directives for patients and families, notary services, access to information regarding departments in the hospital, and personal needs.

## **PERSONAL CALLS**

Because of the large volume of Capital Health business conducted by telephone, the use of Capital Health telephones for a personal matter is discouraged. Occasionally there may be times when personal calls must be made or received during business hours; however, such calls must be held to a minimum and not interfere with your work. You should attempt to make necessary personal calls during meal or break periods. In an emergency, personal phone calls may be made or received.

Personal cell phone usage should be held to a minimum and must not interfere with your work. These phone calls, when necessary, should be during meal or break periods. (HR Policy 6.11)

Department heads may establish more restrictive and detailed requirements in accordance with the needs of the department.

Monthly telephone reports may be used to monitor telephone usage. Supervisors will review excessive unauthorized personal phone calls by their employees and violations will be handled by utilizing the Just Culture algorithm as outlined in HR Policy 6.17 Employee Accountability. Capital Health has the right to charge employees for the cost of unauthorized, personal use of the telephone.

## **RULES OF CONDUCT**

For Capital Health to operate efficiently and safely, it is necessary for you to comply with the established rules of conduct. These rules are designed to protect the interests and rights of all employees, patients, visitors and others on the premises. Violation of these standards of behavior will be investigated by the supervisor/manager utilizing the Just Culture algorithm as outlined in HR Policy 6.17 Employee Accountability.

The following situations will not be tolerated by Capital Health:

- Insubordination; refusal to follow instructions, policies or procedures
- Failure to perform assigned tasks, failure to accept work schedule, lack of cooperation
- Repeated failure to complete job assignments
- Unprofessional behavior
- Improper conduct towards supervisor

- Unsatisfactory work performance
- Neglect of duty, including leaving work area without permission during scheduled work time
- Violation or abuse of meal and/or break policy
- Smoking
- Sleeping or loafing while on duty
- Unauthorized personal phone calls or conducting other personal business during on-duty hours
- Unauthorized use of electronic media (e-mail, Internet) for personal reasons
- Failure to follow procedures for reporting absence/ lateness
- Excessive unauthorized non-productive time including absences, tardiness and leaving early
- Failure to maintain current licensure/certification
- Violation of Capital Health parking policy
- Unsafe motor vehicle operation on Capital Health property or unsafe operation of a Capital Health motor vehicle
- Violation of dress code
- Failure to complete health screening requirements
- Failure to attend mandatory in-service
- Fighting, threatening or intimidating other employees, patients or visitors
- Disrupting the work of others
- Breach of confidentiality or unauthorized possession, use, copying or reading of confidential material or disclosure of confidential information to unauthorized persons
- Solicitation or acceptance of unauthorized gifts or gratuities from patients, visitors or vendors
- Creating an unsafe or unsanitary condition or contributing to such conditions by acts of omission
- Theft, misappropriation or unauthorized possession or use of property belonging to Capital Health, patients, visitors or other employees
- Careless waste of materials or mishandling of supplies or equipment
- Damaging, destroying or defacing, through negligence or deliberate acts, property of Capital Health, patients, visitors or other employees
- Violation of the Capital Health non-solicitation and distribution policy
- Possession, consumption, distribution, transfer, sale, purchase or manufacture of drugs, alcohol, or other chemical substances on CH property, or reporting to work under the influence of drugs and/or alcohol
- Possession, consumption, distribution, transfer, sale, purchase or manufacture of controlled substances on non-working time to the extent such use impairs an employee's ability to perform his/her job or where such activities affect the reputation of CH with the general public or threatens its integrity
- Indecent, immoral or illegal conduct of any nature
- Use of profane, abusive, offensive or improper language on Capital Health property or acting in a disrespectful manner
- Violation of Capital Health's policies prohibiting sexual and other forms of harassment or prohibition against discrimination
- Gambling or soliciting gambling while on Capital Health property
- Disorderly conduct such as fighting, horseplay or creating a disturbance while on Capital Health property
- Misrepresentation or falsification of application for employment, time, benefit, medical or other hospital records
- Failure to fully and truthfully disclose all facts related to workers' compensation, insurance claims and leave requests
- Littering

- Violation of safety regulations
- Violation of any rule, regulation, policy or practice of Capital Health or its departments

In addition to violations of these standards, should your performance, work habits, conduct or behavior become unsatisfactory in the judgment of Capital Health, you will be subject to a review of your performance by your supervisor/manager utilizing the Just Culture algorithm as outlined in HR Policy 6.17 Employee Accountability.

## **SOCIAL MEDIA POLICY**

Capital Health encourages employees to exercise good judgment and professionalism in the use of social networking sites, social media, professional networking, rapid-fire communications, blog sites and personal web sites in relation to their employment with Capital Health.

When employees use social networking sites in their professional capacity (i.e., in the performance of their job duties and/or as representatives of Capital Health), employees must act in a manner that is reasonably intended to further the business interests of Capital Health and adhere to certain standards as outlined in Capital Health's policy HR 6.13 Responsible Usage of Social Networks.

Employee's responsibility to Capital Health does not end when employees are off the clock. Employees should never violate others' rights, intimidate, discriminate, harass, disparage or threaten others. Employees should also never disclose protected health information, non-public financial and business information, personal information about others, or legal information.

Capital Health reserves the right to review an employee's public, personal use of social networking. Employees whose online activities violate the law or Capital Health's policies will be investigated by the supervisor/manager utilizing the Just Culture algorithm as outlined in HR Policy 6.17 Employee Accountability.

## **PROGRESSIVE DISCIPLINE SYSTEM**

Capital Health has established a progressive discipline system so that you are given an opportunity, if deemed appropriate by and at the discretion of Capital Health, to correct deficiencies in your job performance, job behavior, conduct, and/or attendance. Termination typically will result if disciplinary action over a period of time fails to correct the problem. Capital Health, however, retains the authority to skip any of the steps set forth below in order to accelerate the disciplinary process or to immediately discharge you without following any of the steps set forth below based on the severity of the offense. The establishment of the progressive discipline system in no way abolishes the "at will" aspects of employment. Listed below are the steps typically followed in the progressive discipline system. (HR Policy 6.7)

### **INFORMAL PROCEDURE**

**Coaching Session** – Anecdotal notes will be completed by the supervisor/manager summarizing discussion of the employee's performance issues and expectations for improvement by completing the Coaching Session form. This step will not be placed in the employee's Human Resources records unless it is necessary to proceed to the Formal Procedure of this policy.

### **FORMAL PROCEDURE**

The following is a description of the progressive steps typically followed in this discipline system:

1. **First Written Warning** – A Disciplinary Action Notice will be completed by the supervisor indicating the reason for the disciplinary action as well as expectations for improvement. You are encouraged to sign the form and to accept a copy. If you refuse, another supervisor should sign to attest to the fact that you were given the disciplinary action and refused to sign and/or take a copy. The original form will be placed in your Human Resources record.
2. **Final Written Warning** – A Disciplinary Action Notice will be completed by your supervisor indicating the reason for the disciplinary action as well as expectations for improvement. You are encouraged to sign the form and to accept a copy. If you refuse, another supervisor should sign to attest to the fact that you were given the disciplinary action and refused to sign and/or take a copy. The original form will be placed in your Human Resources record.
3. **Suspension** – You will be suspended from work without pay for a period of one to three days for serious or continuous violation of Capital Health rules. A Disciplinary Action Notice will be completed by your supervisor indicating the reason for the disciplinary action as well as expectations for improvement. You are encouraged to sign the form and to accept a copy. If you refuse, another supervisor should sign to attest to the fact that you were given the disciplinary action and refused to sign and/or take a copy. The original form will be placed in the employee's Human Resources record. In certain instances, suspension may also be used to allow time to investigate the facts surrounding an incident. In these instances, a suspension may last longer than three days.
4. **Discharge** – Under most circumstances, you will be discharged if disciplinary action over a period of time has failed to remediate the problem, or if the offense is serious enough to warrant immediate dismissal. If an employee is discharged, he/she will be eligible to receive all accrued paid time off except in cases of theft, misappropriation, or damage to hospital property. In these instances, any financial loss incurred by Capital Health will be deducted from his/her eligible accrued time.

Supervisors must discuss all suspensions and discharges with the Human Resources Operations Director or his/her designee before any action is taken.

Employees (with the exception of introductory employees or those represented by a collective bargaining agreement) who feel they have been unfairly disciplined may use the Problem Solving Procedure.

## **PROBLEM SOLVING PROCEDURE**

In any organization where people work toward a common goal, dissatisfaction may arise because you feel you have not been treated fairly or believe that a mistake has been made in the handling of some problem. If you should find yourself in this situation, Capital Health wants to know about it. Capital Health will make every effort to resolve the issue using the following four-step Problem Solving Procedure:

**Step 1** – You should first discuss an issue or concern with your immediate supervisor within 30 days of the incident or occurrence of the problem. Every reasonable effort should be made by you and the supervisor to resolve the problem that has arisen at this stage. Problems are often caused by misunderstandings or by a lack of communication that can be addressed and resolved at this level. If you are not satisfied with the immediate supervisor's response, you should proceed to Step 2 of the Problem Solving Procedure.

**Step 2** – After discussing the issue with the immediate supervisor at Step 1, you must complete the Problem Solving Form, which is available on the HR Policy site on CapitaLink, and submit the form within

10 calendar days from the response of the immediate supervisor to the Department Director. The Director will investigate the problem, attempt to resolve it and give you a decision in writing within 10 calendar days of receiving the Problem Solving Form, or as soon as practicable. If you are not satisfied with the Department Director's response, you should proceed to Step 3 of the Problem Solving Procedure.

**Step 3** - The final step of the Problem Solving Procedure is an appeal to the Vice President. After receiving the Department Director's written response, you may appeal the decision in writing within 10 calendar days to the Vice President of your division. You should write a letter that indicates why you are dissatisfied with the prior responses given and should attach a copy of the Problem Solving Form as well as the Department Director's written response. The Vice President will investigate the problem, which may include conferring with you, the Department Director, the immediate supervisor, or any other employees or witnesses. A decision will be communicated to you in writing within 10 calendar days or as soon as practicable. The decision of the Vice President is final and the matter is considered concluded at this step unless you were discharged or terminated.

**Step 4 - Discharge or Termination Cases ONLY:** After receiving the Vice President's written response, the employee may appeal the decision in writing within 10 calendar days to the Senior Vice President Hospital Administration or Vice President Human Resources. (An employee reporting indirectly to the Senior Vice President Hospital Administration may appeal to him/her whereas all other eligible employees may appeal to the Vice President Human Resources.) The Senior Vice President Hospital Administration or Vice President Human Resources will investigate the problem and will communicate a decision in writing to the employee within 10 calendar days or as soon as practicable. The decision of the Senior Vice President Hospital Administration or the Vice President Human Resources is final and the matter is considered closed at this step.

**If your issue pertains to termination of employment, you may skip Steps 1 and 2 and go directly to Step 3, in which the problem is presented to the Vice President for review.**

The Human Resources Department is available to help you understand the Problem Solving Procedure and to guide you through the process as needed.

Time spent by you in problem solving discussions with management or with Human Resources during your normal working hours will be considered hours worked for pay purposes.



# MAINTAINING PRIVACY

## CONFIDENTIAL INFORMATION

Information pertaining to the diagnosis or treatment of a patient and any personal information about that patient is confidential and must not be discussed with other patients, employees, visitors, volunteers or people either inside or outside the hospital.

Confidential information must not be discussed outside of the facility even to the extent of acknowledging the patient is in the hospital. You must be alert to any breach of patient confidentiality. Breach of confidentiality is very serious. Violations will be investigated by the supervisor/manager utilizing the Just Culture algorithm as outlined in HR Policy 6.17 Employee Accountability.

You may have access to certain other sensitive information such as medical records, payroll records, personnel records, and computer files that must also be held strictly confidential.

## ELECTRONIC COMMUNICATIONS

Electronic communications are a corporate reality. Capital Health must assure that its transmission via computer or facsimile machine is protected and secure. This protocol is most easily accomplished by using established procedures to assure confidentiality. User codes are assigned to employees for access into Capital Health computer systems. Employee passwords are the electronic signatures for all transactions. To maintain the integrity of the computer systems, employee passwords must not be shared with any other individuals.

Use of Capital Health computers and electronic equipment is for business purposes only. **Employees should have no expectation of privacy for any personal information, e-mails, or other personal use of electronic equipment.** No employee may remove electronic data from any computer or other electronic equipment without the express written permission of the department director. No employee may install any software on any computer or electronic device.

Capital Health monitors all communication systems, including e-mail, for signs of illegal or unauthorized activity. Monitoring is done to protect the confidentiality of our customer information, to prevent theft and/or system abuse, and to monitor the workflow activity of our employees. This monitoring may include, but is not limited to, accessing, recording, disclosing, inspecting, reviewing, retrieving, printing of communications, logins and usage of the systems. Therefore, there can be no expectation of the privacy of any e-mail or voicemail communications, or for any information stored on our computer systems. It is not our intent to pry into an employee's personal matters and, to the extent practicable, Capital Health will cease monitoring if it determines that the monitored information contains personal information. If Capital Health's monitoring reveals the illegal or improper handling of information, Capital Health may be under a duty to disclose this information to the appropriate authorities. If the unauthorized access, release or dissemination of information is determined to be reckless behavior, the employee will be subjected to the procedure outlined in HR Policy 6.17 Employee Accountability.

## HUMAN RESOURCES RECORDS

Human Resources maintains detailed records concerning your employment. Because you are required to keep your records up-to-date, it is important that you notify the Human Resources Department if you change

or need to correct any of the following information: name, social security number, address, telephone number, marital status, number of dependents, insurance beneficiary, and emergency contact.

Human Resources records are maintained in a confidential and secure manner in the Human Resources Department. These records officially document all personnel transactions including initial employment information, performance appraisals, and disciplinary actions. You will have reasonable opportunities to see your personnel folder by scheduling an appointment with a Human Resources representative during hours you are not scheduled to work. The folder must not leave the office and a Human Resource representative must witness your inspection. Former Capital Health employees will not have access to their personnel file, except for any terminated employees who are utilizing the formal Problem Solving Procedure.

## **TIME AWAY FROM WORK**

### **FAMILY MEDICAL LEAVE**

You may be eligible for family medical leave under the Federal Family Medical Leave Act (FMLA), the New Jersey Family Leave Act (NJFLA) or both.

You may be entitled to unpaid job-protected leave up to twelve (12) weeks in any twelve (12) month period (FMLA) or twenty-four (24) month period (NJFLA) for the following conditions:

1. The birth of a child; or
2. The placement of a child by adoption; or
3. To care or arrange for care for the serious health condition of an immediate family member, including a spouse, child, parent, parent-in-law, or a same sex partner under New Jersey's new civil union law; or
4. The placement of a child for foster care; or
5. To care for wounded US military personnel; or
6. To care for immediate family member (spouse, children or parents) of soldiers, reservists, and members of the National Guard who have a "qualifying emergency"; or
7. Your own serious health condition that renders you unable to perform any of the essential functions of your job

You must have been working for Capital Health for a total of twelve (12) months before the leave begins and have worked 1,000 hours. You may receive up to twelve (12) weeks of unpaid job-protected leave in a rolling twelve (12) month period (FMLA) or in a twenty-four (24) month period (NJFLA). When a leave is requested, Capital Health will look back either 12 or 24 months to determine the amount of available leave as of the date the leave is to begin.

Under both FMLA and the NJFLA you are required to give notice of your intent to take leave 30 days in advance, except in the case of an emergency.

While leave under both the FMLA and NJFLA is unpaid, any unused, accrued PTO may be used. Please refer to the Short Term Disability and Supplemental Sick Pay Plan descriptions in the benefits section of this handbook.

If you do not qualify for FMLA or NJFLA, you may apply for a medical or personal leave of absence.

If you feel you may need to apply for a leave of absence, contact Human Resources who will guide you through the application process and the forms you will need to complete. (HR Policy 5.5)

NOTE – NJFLA is available only to employees assigned to a New Jersey work location.

## **PERSONAL LEAVE**

If you have exhausted your leave entitlement under FMLA or NJFLA, or are not eligible for a leave under FMLA or NJFLA, or you request a leave for personal reasons, you may be granted a personal leave of absence. A personal leave of absence has no job guarantee.

## **MEDICAL LEAVE**

Capital Health may provide an accommodation and consider a medical leave of absence to employees who are not eligible for or who have exhausted medical leave (HR 5.5 Family/Medical Leave Policy).

Employees on a medical leave due a serious health condition which renders them unable to perform the essential job functions of their position may be eligible to receive income from NJ temporary disability benefit or workers' compensation benefit. Please refer to the Short Term Disability and Supplemental Sick Pay Plan descriptions in the benefits section of this handbook.

## **FAMILY LEAVE INSURANCE**

The Family Leave Insurance benefit program provides a covered individual's income for a leave of absence from work to participate in providing care for a specific family member who has a serious health condition or to bond with a newborn or newly adopted child. This coverage provides benefit payments up to a State determined percentage of your weekly wages to a maximum amount determined by the State of New Jersey. Only those employees who are assigned to a New Jersey work location are eligible for this benefit.

## **NJ SAFE ACT LEAVE**

The purpose of this law is to allow employees who are assault victims or are caring for family members who are victims to have time to engage in the following activities:

- seek medical attention for, or recovering from, physical, or psychological injuries;
- obtain services from victim assistance programs;
- receive psychological or other counseling;
- relocate or take other steps to increase the safety of themselves or the victim;
- seek legal assistance; and
- participate in civil or criminal court proceedings related to the incident of domestic or sexual violence.

The Leave allows an eligible employee to take 20 days of unpaid leave during a 12-month period in the event the employee or the employee's child, parent, spouse, domestic partner or civil union partner is a victim of domestic violence or sexual assault.

Under the NJ SAFE Act, an employee must work for the employer for at least 12 months and have worked 1,000 hours or more during the preceding 12-month period.

Unpaid leave under the NJ SAFE Act must be taken within one year of the incident of domestic violence or sexual assault and may be taken intermittently with employer approval in intervals of no less than one day.

NOTE – NJ Safe Act Leave is only available to employees assigned to a New Jersey work location.

## **MILITARY LEAVE**

If you perform and return from military service in the United States Armed Forces, Military Reserves, or the National Guard, you shall have and retain rights of reinstatement, seniority, paid time off, layoff, compensation and pay increases as provided by the laws of the United States and the State of New Jersey. (HR Policy 5.7)

## **BEREAVEMENT LEAVE**

If you are a full time employee, you may be paid up to three (3) working days of leave in the event of the death of a parent, step-parent, legal guardian, spouse, child, brother, sister, step-brother or step-sister and will be paid one (1) working day in the event of the death of a grandchild, grandparent, great-grandparent, aunt, uncle, parent-in-law, brother-in-law or sister-in-law. Leave must be taken within a reasonable amount of time as determined by Capital Health. You may be required to provide proof of death before taking leave.

If you are a part time employee working in a budgeted position of at least forty (40) hours per pay period, you may receive the same leave consideration as full time employees but will be paid according to your budgeted hours.

You are eligible for paid bereavement leave upon employment. Details of this benefit are available from your department supervisor or Human Resources. (HR Policy 5.9)

## **JURY DUTY LEAVE**

If you are summoned for jury duty, you have the right to serve and will be granted the necessary time off from work. All regular full time and part time employees are eligible upon employment to receive paid jury duty leave for a period of up to thirty (30) days. To be paid for jury duty leave, Capital Health may require proof of your attendance. If the jury duty extends beyond 30 days, you may elect to receive accrued PTO time for the remainder of the leave or you may take unpaid leave. Please notify your supervisor as soon as possible after receiving your jury duty notice. (HR Policy 5.8)

## **PAID SICK TIME**

Effective October 29, 2018, in compliance with the State of New Jersey Paid Sick Leave Act, most Capital Health employees are provided with paid sick time. Questions concerning eligibility, accrual of time, use, payment, “acceptable reasons” for using this time, status changes and procedures can be found in [HR 5.2 Paid Sick Time](#) as well as the link provided below:

Under New Jersey’s Earned Sick Leave Law, most Capital Health employees have a right to accrue up to 40 hours of earned sick leave per year. Capital Health must provide up to a total of 40 hours of earned sick leave every benefit year. Your anniversary date at Capital Health marks the beginning of each benefit year. You accrue earned sick leave at the rate of 1 hour for every 30 hours worked, up to a maximum of 40 hours of leave per benefit year. Capital Health provides you with 40 hours of earned sick leave up-front. You begin to accrue earned sick leave on your first day of employment. You can begin using earned sick leave accrued 90 days after you begin employment.

### **Acceptable Reasons to Use Earned Sick Leave**

You can use earned sick leave to take time off from work when:

- You need diagnosis, care, treatment, or recovery for a mental or physical illness, injury, or health condition; or you need preventive medical care.
- You need to care for a family member during diagnosis, care, treatment, or recovery for a mental or physical illness, injury, or health condition; or your family member needs preventive medical care.
- You or a family member have been the victim of domestic violence or sexual violence and need time for treatment, counseling, or to prepare for legal proceedings.
- You need to attend school-related conferences, meetings, or events regarding your child's education; or to attend a school-related meeting regarding your child's health.
- You need to care for a child whose school or child care provider closes due to a public health emergency.
- Capital Health closes due to a public health emergency.

### **Family Members**

The policy recognizes the following individuals as "family members:"

- Child (biological, adopted, or foster child; stepchild; legal ward; child of a domestic partner or civil union partner)
- Grandchild
- Sibling
- Spouse
- Domestic partner or civil union partner
- Parent
- Grandparent
- Spouse, domestic partner, or civil union partner of an employee's parent or grandparent
- Sibling of an employee's spouse, domestic partner, or civil union partner
- Any other individual related by blood to the employee
- Any individual whose close association with the employee is the equivalent of family

If your need for earned sick leave is foreseeable (can be planned in advance), Capital Health can require up to 7 days' advance notice of your intention to use earned sick leave. If your need for earned sick leave is unforeseeable (cannot be planned in advance), Capital Health may require you to give notice as soon as it is practical.

### **Documentation**

Capital Health can require reasonable documentation if you use earned sick leave on 3 or more consecutive work days.

### **Unused Sick Leave**

Up to 40 hours of unused earned sick leave can be carried over into the next benefit year. However, Capital Health is only required to let you use up to 40 hours of leave per benefit year.

## **PAID TIME OFF**

Capital Health provides a competitive time off program for eligible staff. You receive PTO accruals each pay period. Your actual accrual each pay period is based upon your job title, length of service, and budgeted hours per week. The actual accrual rate is prorated if you are in a budgeted position regularly scheduled less than 80 hours per pay period. You are eligible to use accrued PTO immediately. In addition, full time employees may borrow up to sixteen (16) hours and part time employees eight (8) hours of PTO that has not yet accrued. (HR Policy 5.1)

It is very important that you understand the policy of your department regarding scheduling time off. Your adherence to the policy will assure coverage and the continuation of services at the time of your absence.

If you terminate your employment and have accrued unused paid time off, you will be paid out for that time except in cases of theft, misappropriation, or damage to hospital property. In addition, if you fail to provide Capital Health with sufficient notice of your voluntary resignation, you will forfeit all unused paid time off. All deductions from pay will be in compliance with state and federal wage and hour laws.

## **BENEFITS**

*These descriptions are intended as brief introductions to the various plans. More detailed explanations of these plans are contained in the Summary Plan Description. Specific information on plan options and employee contributions can be obtained from Human Resources. From time to time, Capital Health may modify, amend, or terminate any of its employee benefit plans at its sole judgment and discretion, as permitted by state or federal law.*

### **MEDICAL**

As a full time or part time employee, you may enroll in Capital Health's Medical Plan subject to the terms and conditions of the plans and eligibility requirements. You may also enroll your eligible dependents. Coverage begins on the first day of the month following one (1) continuous month of service.

### **DENTAL**

As a full time or part time employee, you are eligible to participate in Capital Health's Dental Plan on the first day of the month following one (1) continuous month of service subject to the terms and conditions of the plan and eligibility requirements. You may enroll yourself and your eligible dependents.

### **PRESCRIPTION**

If you participate in Capital Health's Medical Plan, you will automatically be covered under the Prescription Program subject to the terms and conditions of the plan and eligibility requirements.

### **VISION**

As a fulltime or part time employee, you are eligible to participate in Capital Health's vision plan on the first day of the month following one (1) continuous month of service subject to the terms and conditions of the plan and eligibility requirements. You may enroll yourself and your eligible dependents.

## **BASIC LIFE AND ACCIDENTAL DEATH AND DISMEMBERMENT INSURANCE**

As a full or part time employee, you are automatically covered under our Group Term Life and Accidental Death & Dismemberment Program on the first day of the month following one (1) month of continuous service subject to the terms and conditions of the plan and eligibility requirements. Although you are automatically enrolled, you will be required to name designated beneficiary/beneficiaries. You must notify us if you have any change in your beneficiary/beneficiaries. Capital Health pays the full cost of providing this protection. Coverage up to the first \$50,000 of insurance is provided tax free. The value of insurance coverage in excess of \$50,000 will be reported as imputed income and will be subject to Federal, FICA and Medicare taxes.

### **Full Time Status**

Less than 10 years of service = 1 times annual salary (rounded up to nearest \$1,000)

10+ years of service = 2 times annual salary (rounded up to nearest \$1,000)

### **Part Time Status**

Less than 10 years of service = \$5,000

10+ years of service = \$10,000

## **SUPPLEMENTAL GROUP TERM LIFE INSURANCE**

If you are eligible for basic life insurance, you are eligible to purchase supplemental life insurance up to four times your basic earnings subject to the terms and conditions of the plan and eligibility requirements. You may also purchase supplemental term life insurance for your spouse and dependent children. Proof of good health may be required.

## **LONG-TERM DISABILITY INSURANCE**

If you are employed as a full time manager or director, or are full-time and have at least 15 years of continuous service, you are eligible for automatic coverage under Capital Health's long-term disability program subject to the terms and conditions of the plan and eligibility requirements. Long-term disability benefits provide partial income continuation of covered monthly earnings after you are out on a covered disability for 180 days. This coverage is paid for by Capital Health.

## **FLEXIBLE SPENDING ACCOUNTS**

If you are in a full, part or very part time status, you are eligible to enroll in the Flexible Spending Account Program on the first day of the month following one (1) month of continuous service subject to the terms and conditions of the plan and eligibility requirements. The Flexible Spending Account Program allows you to set aside, on a pre-tax basis, dollars used to pay for dependent day care and/or non-reimbursed health care expenses. IRS rules apply regarding eligibility of expenses and plan reimbursements.

## **EDUCATIONAL ASSISTANCE**

Education assistance benefits are provided to employees after completing twelve continuous months of employment in an eligible part time or full time position. RNs enrolled in a BSN program are eligible for education assistance benefits after 90 days of continuous service in an eligible position. Service requirements must be completed prior to the start of a class. Full time employees can receive 75%

(maximum of \$5,250 per year) and part-time employees 50% (maximum of \$2,625 per year) of tuition costs for college credit courses leading towards a degree that are determined to be job related. After 10 years of continuous service employees receive 100% of tuition costs, subject to the annual maximum. Reimbursement of tuition is contingent upon a minimum grade of "C". You must remain in a benefit eligible position of at least 40 hours per pay period for twelve months after completion of a course, otherwise you will be required to reimburse Capital Health for the amount previously reimbursed. (HR Policy 4.15)

### **SHORT-TERM DISABILITY**

The NJ State Temporary Disability program covers employees working at our New Jersey locations. This program provides weekly income benefits if you are unable to work as a result of a non-work related medical illness or injury. You may receive weekly income payments in the amount of two-thirds (2/3) of your weekly benefit amount as set by the State of New Jersey annually.

Employees working at a location outside of New Jersey will be covered under a similar program through a private insurer.

Employees should notify the Human Resources Department for a disability claim form.

### **SUPPLEMENTAL SICK PAY PLAN**

If you are approved for weekly disability benefits you may receive supplemental sick pay from Capital Health if your weekly disability income does not provide you with a minimum of 66.66% of your weekly earnings\* (\* weekly earnings are capped at \$1,923.20 for purposes of determining supplemental sick pay). You may use paid time off (PTO) on a pro-rated basis to supplement your temporary disability payments to receive 100% of your regular weekly earnings.

If you were employed prior to June 1, 2007 and have a frozen sick time bank, your frozen sick time will be used on a pro-rated basis to supplement your temporary disability benefits so you can receive 100% of your regular earnings.

### **UNEMPLOYMENT INSURANCE**

All Capital Health employees are covered under the New Jersey Unemployment Compensation Program. Both you and Capital Health contribute to this program.

### **MALPRACTICE INSURANCE**

All employees are covered by a malpractice insurance policy provided and paid for by Capital Health. Malpractice insurance provides you with protection during your employment in the event of legal action resulting from work performance.

### **WORKERS' COMPENSATION**

Workers' compensation coverage, paid for by Capital Health, protects you in the event of a work-related illness or injury. Workers' compensation coverage provides you with benefits for authorized medical care and time lost.



All accidents, regardless of how minor, must be reported to a supervisor immediately who will give you an Employee Accident Report to complete. Failure to report an accident may result in a delay or denial of workers' compensation benefits.

Capital Health will pay your wages if you are absent for less than seven (7) calendar days. If you are absent for more than seven (7) calendar days you can receive up to 70% of your covered weekly earnings, up to a maximum benefit as set by the State of New Jersey. You must also apply for a leave of absence if you are absent for more than seven (7) days.

For work-related absences greater than seven (7) days, you may use any accrued paid time off (PTO) to supplement your workers' compensation benefits to provide 100% of your regular weekly earnings. If you were hired prior to June 1, 2007 and have a frozen sick time bank, you will be required to use frozen sick time to supplement your workers' compensation benefits before accessing accrued PTO.

Any medical care you receive in connection with a work-related incident must be authorized by the Corporate Health Center, unless you obtain authorization by your Manager or Supervisor to receive immediate treatment in the Emergency Department during business periods the Corporate Health Center is closed.

It is in everyone's best interest for you, as an injured employee, to return to work as soon as you are medically able. To encourage our employees to return to work, Capital Health offers a Return-to-Work program. Working together with the Corporate Health Center physician, we will attempt to structure productive job duties that are consistent with your physical abilities and the doctor's orders.

## **QUALIFIED LIFE EVENTS AND CONTINUATION OF COVERAGE**

If you are covered under any of Capital Health's benefit programs, your benefits may be affected by an employment or life event change that you may experience. Any change should be reported immediately to the Human Resources Department to determine how it impacts your coverage.

Changes in marital status, birth or adoption, eligibility of dependents, an employment change for yourself or your spouse might allow you to enroll or disenroll in Capital Health's benefit plan during the year without having to wait for an annual open enrollment period. If you have a change in your family status affecting your benefits, you must notify the Human Resources Department within 31 days of the event.

If certain qualifying events cause you and/or your covered dependents to lose coverage, you and/or your dependents may continue coverage for a limited time under COBRA. You must notify the Human Resources Department within 60 days if you have a covered dependent no longer eligible for coverage under Capital Health's plan due to divorce, death, or a child no longer satisfying dependent eligibility requirements due to age limitation or student status.

## **RETIREMENT AND SAVINGS PROGRAM**

*This description is intended as a brief introduction to the Capital Health Retirement Savings and Investment Plan. A full explanation of the Plan is contained in the Summary Plan Description available from the Human Resources Benefits Department. Capital Health reserves the right to change or discontinue the Plan at its sole judgment and discretion, as permitted by state and/or federal law.*

The Capital Health Retirement Savings and Investment Plan is a 403(b) defined contribution savings vehicle where you can accumulate retirement savings together with the assistance of Capital Health.

### **YOUR PLAN CONTRIBUTIONS**

- You may contribute up to 100% of your eligible pay on a pre-tax basis (subject to annual IRS limits). Pre-tax deferrals reduce your federal taxable earnings.
- You determine how to invest your contributions from the investment options offered by the Plan.
- You assume the risk for any investment gains or losses.
- Your contributions are always 100% vested.
- You may enroll in the 403(b) plan immediately.

### **CAPITAL HEALTH CONTRIBUTIONS**

In addition to your own deferrals, if you are employed full time, part-time or very part-time you are eligible to receive discretionary matching contributions each pay period to your Plan account. In order to receive matching contributions you must contribute to the Plan.

Matching contributions are subject to the Plan's vesting schedule.

### **CREDIT UNION**

Capital Health provides you with a credit union to help you conveniently save. You may enroll in the credit union at any time during your employment. The credit union offers the convenience of payroll deductions, and a variety of savings and loan programs.

## **YOUR HOURS AND PAY**

### **HOURS OF WORK**

Your supervisor is responsible for providing you with a schedule of work hours. Based on the need for a 24-hour a day service, you may be requested to work beyond your normal shift. Capital Health expects and appreciates your cooperation at these times. You should not start to work before your shift starts or work past the end of your scheduled shift without the permission of your supervisor.

### **MEAL AND BREAK PERIODS**

Employees working at least a four-hour shift will be permitted one paid 15-minute break, when practicable and subject to the work demands of the department.

Hourly employees working a full eight hour shift are permitted two paid 15-minute break periods when practicable and an unpaid 30 minute meal period. Meal breaks, during which you are completely relieved from duty, should be taken; employees need to ensure their time card reflects if the full 30 minute meal break has not been taken. Your supervisor schedules your break period. It is necessary to have a flexible schedule for breaks as departmental work demands may vary. Employees must remain on campus during their paid break periods unless they have the permission of their supervisor.

Capital Health employee cafeterias provide a varied and nutritious menu of hot and cold food items. All of the servings are prepared in a professional manner and are reasonably priced. Each campus cafeteria is open seven days a week. When the cafeterias are closed, vending machines stocked with beverages and snack items are available throughout the buildings.

## **ATTENDANCE AND PUNCTUALITY**

Your reliable and punctual attendance at work is critical. Unscheduled absence from the job disrupts workflow, negatively impacts the ability to provide quality patient care, imposes a hardship on co-workers, and increases expenses to department operations. It is for these reasons that Capital Health is insistent on your regular and prompt attendance at work. Unscheduled time off and tardiness will be monitored by your supervisor to ensure compliance with Capital Health attendance standards. Your supervisor will advise you of the proper call-in procedure if you cannot report to work. Adherence to the call-in procedure is expected of all staff. (HR Policy 6.6)

## **TIME RECORDS**

Federal and state law requires us to keep a complete and accurate record of time worked by Capital Health employees. ADP e-time provides most of our employees the ability to record their arrival and departure times when necessary via the phone system. No work can be performed by non-exempt employees prior to logging in or after logging out. If you are unable to clock in or forget to clock in, you must notify your supervisor so that a proper entry can be made on your records. You should sign off on your time card every pay period prior to the payroll Monday deadline to document your concurrence with the recorded hours in the system. Missing punches or paid time off compensation not identified by you or your Department Head prior to the processing of the payroll will be processed in the next pay cycle. The recordings of your time, including meal break work status, must be timely and accurate.

## **OVERTIME**

Due to departmental needs, there may be times when additional work, including overtime, may be necessary from all of us. Overtime will normally be handled on a voluntary basis. If necessary, however, all employees are expected to work overtime when requested. Capital Health will follow the applicable state laws in terms of mandatory overtime for employees involved in patient care services. Your supervisor will notify you whenever overtime is necessary. Efforts will be made to provide you with advance notice. Employees who are classified as non-exempt will receive time and one-half for all hours worked in excess of forty hours per week. PTO and all other leaves, whether paid or unpaid, are not considered as hours worked for computing overtime.

All overtime work must be approved in advance or specifically requested by your supervisor. Violation of this policy will be investigated by the supervisor/manager utilizing the Just Culture algorithm as outlined in HR Policy 6.17 Employee Accountability.

## **SHIFT DIFFERENTIAL**

Depending on your department, position and shift, you may be eligible for additional compensation in the form of a shift differential. If you are an employee eligible to receive shift differential, your shift differential will be a percentage of your current base rate of pay up to a dollar limit determined by pay grade.

Shifts that are eligible for differential are those regularly scheduled shifts where the majority of the hours fall between 3:30 p.m. and 6:00 a.m. and at least four (4) hours of that shift are between 3:30 p.m. and 6:00 a.m. (HR Policy 3.6)

## **PREMIUM PAY**

To recognize and reward eligible employees who work hours that Capital Health deems inconvenient, additional compensation or a premium is paid. Premium pay is equal to one and one half times an employee's regular hourly rate. Employees are eligible for premium pay when they work on a designated holiday or work the second of two consecutive shifts.

Employees are eligible for premium pay unless they are entitled to overtime pay in that same pay week. Premium pay hours would then be reduced by the number of hours in excess of 40 hours that they actually worked that week. (HR Policy 3.5)

## **ON-CALL PAY**

To provide uninterrupted patient care, certain departments must have employees available in the event of emergencies. Depending on your department and position, you may be eligible to receive additional compensation for being on-call and returning to work when needed. Typically, employees who are on-call will cover weekends, evenings, nights and holidays. (HR Policy 3.8)

## **WAGE AND SALARY PROGRAM**

Each position has been carefully evaluated to determine the proper salary range. In addition, market surveys are conducted so that Capital Health can be assured its pay rates are competitive with other hospitals and businesses. Employees are placed within their salary range based on their experience.

## **PAYCHECK DISTRIBUTION**

You will be paid every other Thursday for the two previous weeks worked. Your supervisor will distribute your paycheck as soon as possible after noon on the payday.

## **DIRECT DEPOSIT AND ADP DEBIT CARD**

Direct deposit of your paycheck into your bank account is easy and convenient. You may arrange for direct deposit by completing a payroll direct deposit form which is available in the Payroll Department, Human Resources or on CapitaLink. You may also elect to receive your earnings statements in paper form or on line. For those who do not have a bank account, a payroll ADP debit card is offered.

## **PAYROLL DEDUCTIONS**

In accordance with current law, Capital Health is required to make certain deductions for state and federal taxes, Social Security contributions and court-directed garnishments. At the time of your employment, you will be required to complete necessary tax forms and withholding forms. You may change your withholding by completing a new form whenever your tax circumstances change. Additionally, Capital Health will withhold payroll deductions for benefits or other voluntary programs in which you elect to participate.

## **QUICKCHARGE**

Quickcharge is an automated electronic system used to pay for purchases made in the Gift Shop, Pharmacy, Cashier, and Cafeteria locations from your paycheck. You can enroll by completing the Quickcharge form available under the Payroll Department Resources link on CapitaLink. Per-diem employees are not eligible for Quickcharge.

## **ENDING YOUR EMPLOYMENT**

If, for whatever reason, you decide to terminate your employment with Capital Health, you must provide a written resignation notice to your supervisor. The notice period for full time employees is three weeks and for part time, very part time and per diem employees the notice is two weeks. Failure to provide proper notice will result in the forfeiture of accrued unused PTO. Your thoughtfulness will be greatly appreciated and will be noted favorably on your employment records. Capital Health keys, ID badge and other property must be returned upon ending your employment. Your final check will be mailed to your address of record following the end of the next scheduled pay period; if you have direct deposit, the last check will be an actual check mailed to your address of record.

If you leave Capital Health, you can share your thoughts in a confidential manner by completing an exit interview survey, which will be mailed to your home. You may also choose to schedule a personal exit interview in Human Resources to discuss your decision to leave Capital Health. You will also be mailed information on continuation and conversion of benefits; however, you may contact Human Resources to discuss your options.

## **REFERENCES**

It is Capital Health's policy to provide only the dates of employment and position held in response to inquiries from prospective employers for former employees. Capital Health reserves all rights to disclose any additional information under appropriate circumstances or as required by law or ethical duty. In the event that you require any further information regarding your employment with Capital Health, that request must come in writing on the inquirer's letterhead including an authorization to release the information signed by you; it must be addressed to the Human Resource Department. No supervisor or employee may give any recommendation or reference.

## **RECEIPT OF HANDBOOK**

I ACKNOWLEDGE RECEIPT OF THE CAPITAL HEALTH EMPLOYEE HANDBOOK. I ACKNOWLEDGE THAT THIS HANDBOOK SUPERSEDES ANY AND ALL HANDBOOKS, POLICIES, OR PRACTICES OF CAPITAL HEALTH. I UNDERSTAND THAT THE INFORMATION CONTAINED IN THE EMPLOYEE HANDBOOK CONSTITUTES MANAGEMENT GUIDELINES ONLY, WHICH MAY CHANGE FROM TIME TO TIME.

I RECOGNIZE THAT NEITHER THE HANDBOOK NOR ANY OTHER COMMUNICATION, EITHER WRITTEN OR ORAL, MADE AT THE TIME OF HIRE, OR SUBSEQUENTLY, IS INTENDED TO CREATE AN EMPLOYMENT CONTRACT. I UNDERSTAND THAT MY EMPLOYMENT IS AT WILL AND ENTERED INTO VOLUNTARILY AND MAY BE TERMINATED BY ME OR CAPITAL HEALTH AT ANY TIME, WITH OR WITHOUT CAUSE OR NOTICE. I ACKNOWLEDGE THAT I HAVE READ OR WILL READ THIS HANDBOOK, AND I ACCEPT FULL RESPONSIBILITY FOR FAMILIARIZING MYSELF WITH THIS HANDBOOK AND ITS CONTENTS.

\_\_\_\_\_  
**SIGNATURE**

\_\_\_\_\_  
**PRINT NAME/EMPLOYEE ID NUMBER**

\_\_\_\_\_  
**DEPARTMENT/CAMPUS**

\_\_\_\_\_  
**DATE**