

**West Carroll
Health Systems
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**PERSONNEL
MANUEL**

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INTRODUCTION

This book has been prepared to set forth the conditions of employment including policies, practices, responsibilities and benefits for the employees.

It should be recognized that future changes in medical care practices, in standards of facility accreditation, in legal or other social and economic factors may necessitate administration to modify or to amend these policies from time to time. West Carroll Health Systems has the right to change personnel information and policies at any time or for any reason without prior notice.

Your personal success will be closely related to your success in your work. The first step in any successful activity is clear understanding of the rules. Read all of these policies and regulations as soon as possible. Keep this booklet handy for ready reference.

Knowledge of the contents of this booklet is important to your work at this facility. If there are points which are not clear or problems that you have in relation to these policies, you are asked to consult your department head.

THE ART OF CARING AT WEST CARROLL HEALTH SYSTEMS

There are requirements in healthcare not found in any other profession including the willingness to get one's hands dirty. Not the least of these requirements is the integration of mind, body, and spirit. You are not just a person making a living. You are very special.

We at West Carroll Health Systems take the holistic approach to healthcare, with the realization that being healthy requires a proper balance of the physical, mental, and spiritual. Also, the patient has a wonderful capacity for self-healing. Therefore, continued wellness will be a partnership between the patient and staff. We realize that no part of a patient can be considered separately. What affects one part, affects the others. What the patient feels has a great deal to do with getting well. Therefore, look and act positive, even when it is difficult or you are short on time.

Professionalism starts by understanding oneself and the effect of our behavior on others. Accept responsibility for patient care, placing patients' needs first, in whatever job you perform at West Carroll Health Systems. Never appear rushed to a patient. Do not make excuses about being too busy or too tired. Do not let the fact that your job is demanding affect your own positive attitude. Realize the joy and meaningfulness of taking care of others for outweighs the disadvantages. A hospital stay can be depressing. Help the patient by maintaining a positive attitude. Avoid negative expressions with anyone. Develop a sensitivity to cultural and religious differences. Take care of your own health. Eat well, exercise properly, and avoid harmful and addictive habits.

Never walk out of the room when a patient asks to talk. If you have to leave, tell the patient when you will return and keep your word. Explain what you are going to do in terms the patient will understand. Focus on reducing fear, anxiety, pain, and loneliness.

The foundation of good relations is a state of good relations with oneself, and a genuine feeling of self-worth. Appreciate the other employees' roles. Know where you fit in, what you are to do, and

to whom you are responsible. Be friendly to all people. Prejudice of any type is a malignant disease that ends up with you hating yourself. Offer your assistance when you can without waiting to be called upon.

Patients often feel they lose their dignity and identity when entering a hospital. By seeing the patient as a whole, you can remove these threatening and dehumanizing aspects to a certain extent. Documented scientific research shows that patients improve a great deal faster when given tender, loving care. Therefore, recognize the emotional needs of patients. Build trust and respect by being efficient and knowledgeable. Do not react to economics, education, religious background or source of payment. Have full consideration of privacy. Case discussion, consultation, examination, and treatment are confidential. The patient has the right to be advised as to the reason for the presence of any individual.

Giving your best effort to your work is wise because you and the patient will be happier and healthier. You will gain self-respect and win the respect of others. None of us can lead lives that are always beyond reproach. Consequently, it is vital to our peace of mind and happiness that we are doing work that is meaningful. Being part of a patient's wellness is an extremely rewarding experience.

Suggestions, observations, and comments are always welcome. You are a vital part of our healthcare team at West Carroll Health Systems.

POLICIES BINDING

Policies and procedures in effect at this facility at any given time are to be regarded as binding on both the employee and the employer.

GOALS AND PURPOSES

West Carroll Health Systems is an organization dedicated to providing the best care possible for the aged, sick, and injured. Our community looks for us for care, and we in turn expect you to be an important part of the healthcare team providing this care.

Because this is primarily a service institution for the benefit of the citizens of this community, you must be willing and prepared to assist those who come to us at any hour of the day or night. We are not an institution which can set its own pattern or activity. We must be in operation 24 hours every day without exception.

As an employee, you will have special responsibilities. You must come to understand the purposes and goals of the facility must be sympathetic with its work and share in the dedicated efforts of the doctors, nurses, and others who work together to provide efficient and understanding care.

Every job is important, and every employee has a serious responsibility in his work to support and contribute to the overall effectiveness of this facility's effort to provide comprehensive care.

EQUAL EMPLOYMENT OPPORTUNITES

In accordance with the Title VI of the Civil Rights Act of 1964 and its implementing regulations, West Carroll Health Systems will not, directly or through contractual arrangements, discriminate on the basis of race, color, religion, national origin, in its admissions or its provision of services and benefits, including assignments or transfers or referrals to or from the facility. Staff privileges are granted without regard to race, color, or national origin.

In accordance with section 504 of the Rehabilitation Act of 1973 and its implementing regulation, West Carroll Health Systems will not, directly or through contractual arrangements, discriminate on the basis of disability in admissions, access, treatment, or employment. Mandy Grey, RHIT, CCS, COO, has been designated as the Section 504 Coordinator for this policy.

In accordance with the Age discrimination Act of 1975 and its implementing regulation, West Carroll Health Systems will not, directly or through contractual or other arrangements, discriminate on the basis of age in the provision of services, unless age is a factor necessary to normal operations of the achievement of any statutory objective.

EMPLOYMENT PROCESS

The employment process will consist of the following:

- ✓ An application form completed by the applicant
- ✓ An interview with the department head
- ✓ Verification of references
- ✓ TB testing and drug screening
- ✓ Determination of eligibility for employment will be at the discretion of the department head.

REFERENCE INVESTIGATION

All applicants for employment will be subject to employment investigations into their work background and personal references. Only fully qualified employees will be considered for employment. Applicants who are found to have falsified information by misrepresentation or omission of essential facts on their application, or whose references are not satisfactory, will not be considered for employment, or if employed, will be immediately separated from the facility. Social media postings by the applicant may be considered as well.

MEDICAL EXAMINATIONS

Because of the nature of health care work, it is essential that prospective and current employees have at least a normal resistance to infections and are not current or potential carriers of infections. In addition, you must be sufficiently healthy to render good patient care.

All employees being considered for employment will be required to pass a TB test. This is given without cost to the applicants, but any follow-up work or further investigation will be at the applicant's expense.

Annual TB re-examination will be required each year without cost to the employee. Any employee who does not pass such examination will be required to take acceptable corrective measures as a condition for continued employment.

If an employee leaves at West Carroll Health Systems for any reason the employee has the right to obtain a copy of the employee health record from the Health Information Management department.

ALCOHOL/DRUG-FREE WORKPLACE

West Carroll Health Systems is committed to providing an alcohol-free and drug-free workplace. Employees are prohibited from illegally engaging in the manufacture, distribution, dispensing, possession or use of illegal drugs at any time or place including the workplace.

As part of the terms and conditions of employment, employees are to be free of alcohol and illegal drugs while at work or on duty. Also, employees are not to report for work while impaired by over-the-counter or prescription drugs. Since it is against the law to take drugs prescribed for someone else, employees should not use someone else's prescription drugs. Employees will be required to submit to drug testing on hire and randomly. Refusal to participate in drug testing is grounds for immediate termination. All employees may be subject to reasonable suspicion alcohol and drug testing at any time.

Drug screens shall be performed at no cost to the current or prospective employee.

No pocketbooks, purses, bags, etc., will be allowed in the bathroom when urine samples are obtained. Only one person at a time will be allowed in the bathroom when urine samples are obtained. Refusal to submit to a drug screen upon request shall result in disciplinary action with possible termination.

Positive drug screen may result in termination without written documentation from physician verifying the prescription for the drug identified. If a prescription drug level is not therapeutic, it shall be considered a positive drug screen.

Employees who do not comply with the above are subject to disciplinary action, up to and including separation.

CRIMINAL HISTORY RECORD INFORMATION

West Carroll Health Systems will make all reasonable efforts to provide a safe environment for patients, visitors, and staff. Based on this objective, a criminal background check may be completed on any employee. Employees will be asked to sign a form requesting a criminal background check if the information is sought.

Employees are required to notify their supervisors of any arrests and/or convictions within five calendar days of arrest or conviction. A determination of appropriate action will be made on a case-by-case data bases.

All male employees shall be subject to a background check to include their exclusion from any registered sex offender data banks.

ENTRY PROBATION

The first three months of your employment is a probationary period, during which your employment status is considered conditional. Your performance will be under close observation by your supervisor to determine if the work is satisfying to you and if you are suited for the position. Keep in mind that unsatisfactory job performance or violation of facility rules during this period could result in immediate dismissal.

At the end of the three months, you will be reevaluated and your supervisor will discuss your evaluation with you. Upon recommendation of your supervisor, however, your probationary period can be extended.

EMPLOYMENT CATEGORIES

There are 5 categories of employment. All require orientation and training.

1. Full-time- full time employees shall work at least 64 hours per pay period for a 90-day period. Full-time employees are eligible for all benefits.
2. Part-time- Part-time employees work less than 64 hours per pay period. Part-time employees are not eligible for benefits.
3. Contract- Contract employees are those that are hired to perform a specific function. Contract employees are not eligible for benefits.
4. Students- Students are working on a voluntary basis for the purpose of learning. Students do not receive compensation.
5. Home care- home care employees are eligible for limited benefits.

ORIENTATION

An organized orientation program has been established to help all new employees make satisfactory adjustments to their new work situations. This orientation will be given in several stages. It will include information with regard to the history and purpose of the facility, its organization policies and procedures for employees, and a tour to familiarize you with the facilities. The orientation may include check sheets for particular job descriptions. All categories of employment shall be oriented to their job duties. All contract employees shall have documented orientation as well as, at a minimum, HIPAA training, documentation of TB and immunization status and a signed job description. Other training should be dependent upon job requirements.

YOUR JOB

Each employee will be presented with a written description of his job, its duties, and responsibilities. The employee is expected to perform the job to the best of his ability. Changes in the tasks, procedures, or methods in performing the work may not be made by the employee without the approval of the department head. It must be understood that cooperation should exist within the scope of the job description and beyond.

Employees shall expect to have a skills check upon them and periodically thereafter.

PARKING

Employees may park in any space that is not designated "Guest Parking". There is ample employee parking. Available spaces include the concrete lot next to the baseball field, the lot behind Central Billing, the lot behind the old EMS building, and the lot on Gaddis Street across from the Central Billing parking lot.

ASSIGNMENT OF DUTIES

The responsibility for assignment duties to employees, within limits of the job description, rests with the department head. Employees will be expected to carry out these assignments to the best of their ability with a cooperative and helpful attitude. Assignments may not be changed without the knowledge and permission of the department head. Suggestions for changes or improvements in the procedure or method of work are welcome and should be made to the department head. Employees' schedules are subject to change at any time by the department head.

HOURS OF WORK

As an employee, you have a responsibility to perform your assigned duty in an efficient and thorough manner. Outside interests and activities should not interfere with your work performance. Requests for schedule changes will be considered to the extent that they do not compromise the services offered to patients.

The basic workday will be eight hours, exclusive of meal time, and the basic workweek will be 40 hours. The workweek begins Sunday morning after Saturday midnight and ends the following Saturday at midnight. Hours for certain positions may vary, depending on the schedule worked by that particular department. Employees do not have the authority to change any instruction, schedule, etc.

RE-EMPLOYMENT

Those former employees who resigned in good standing may be considered for re-employment. Those former facility employees who left without adequate notice or who were dismissed for cause will not be considered for re-employment. This means also, that if you left without adequate notice or were dismissed for cause, you are not eligible for re-hire in any department of the facility, not just the department you left.

INSERVICE TRAINING

Employees will be granted time while on duty to attend appropriate inservice training programs when related to their jobs. When training programs exist outside of the facility and employees are sent at the request of the facility, the cost of the training and all direct travel expenses will be paid for by the facility, when approved first by your immediate supervisor and administration. Periodic inservices will be held at our facility. If any inservice is mandatory, failure to attend will result in disciplinary action, up to and including termination. Employees are expected to attend all insurance trainings unless the departments head has approved the absence. Attendance to trainings is considered when evaluating employee performance.

DISASTER AND FIRE PLAN

All employees will be part of an organized plan that has prepared to help the facility meet any emergency. You will be expected to function in the event if a disaster by continuing to perform your duties as routinely as possible.

On hire, your supervisor will review the Fire Plan with you, so that you are aware of your responsibilities when the fire alarm rings. The Fire Plan is located in your department's policy and procedure manual.

SEXUAL HARASSMENT

Sexual harassment is a violation of law and is considered an act of misconduct. Employees engaging in sexually harassing behavior are subject to disciplinary action, up to and including separation from employment.

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when:

1. Submission to such conduct is made explicitly or implicitly for condition of employment
2. Submission to or rejection of such conduct by an employee is used as a basis for employment decisions affecting the employee
3. Such conduct has the purpose or effect of interfering with an employee's work performance or creating an intimidating hostile or offensive working environment.

Employees who believe that they have been subjected to sexual harassment should immediately report the incident to their immediate supervisor, or their supervisor's immediate supervisor if the immediate supervisor is the subject of the complaint. There is a separate sexual harassment inservice all new employees are required to participate in.

SENIORITY

Employees build up seniority by continuing at their work without unauthorized interruptions or termination. Employee seniority is important to the facility as it assures the availability of an experienced and stable work force. Seniority is important for employees as it enables them to continue their self-improvement and advancement to quality for higher wages and promotion opportunities.

It is expected, however, that increasing seniority will also be matched by increasing performance ability. Seniority alone will not be the sole determining factor in consideration relating to promotion and wage increases.

MERIT SYSTEM

We would like to emphasize to all employees that we are operating under a merit system. This means that all advancement will be based upon the job performance of the employee. The employee's attitude, attendance, quality of work, amount of work, appearance and many other things contribute to the employee's job performance as evaluated by the supervisor. The merit system provides that an employee will be paid based upon what he is worth. If our facility is to progress, we must have employees who are interested in both their personal progress and the progress of the facility. The merit system will reward deserving employees for good performance.

As a result of better performance from all employees, better patient and resident care will result and the progress for our organization will be assured.

INTERFACILITY TRANSFERS

Interfacility transfer is the transfer of an employee from one department to another. It is standard for an employee to give a two-week notice to their department head prior to transfer. If mutually agreed upon by the current department head and prospective department head, the transfer time may be shortened or lengthened. All parties shall work together to make a smooth transition.

ATTENDANCE

Because of the urgent nature of healthcare work, regular attendance by all employees is very important. If any employee is unable to work as assigned, he must notify his department head immediately. Such notice must be given as far in advance as possible (at least two hours) of the time assigned for reporting to work, if the absence is to be excused. Frequent absence or tardiness may subject an employee to disciplinary action. An employee may not have someone call in for him or her. The employee must make the call unless physical condition prevents them from doing so. Such instances should be extremely rare. If an employee does not call his department head and does not report to work, he will automatically receive a reprimand warning. On the second occurrence of “no show”, the employee may be terminated.

DAYS OFF

Because healthcare facilities operate permanently on a seven day basis, workers must expect some weekend and holiday duty. In those departments where weekend and holiday coverage is necessary, it is the facility’s policy that these duty assignments be rotated in a fair and equitable manner among all members of the regular staff. Every effort will be made to see that each employee will receive two days of each week off whenever possible, and no less than four days off in each two week period. Days off should be used to provide release and refreshment from daily work plus the opportunity of attending to personal needs. Whenever split days off are required to effectively schedule duty assignments, these will be rotated among the various employees as fairly as possible.

OVERTIME

The facility discourages overtime work out of consideration for the needs of employees to have sufficient relief and rest. Because of the round-the-clock nature of healthcare work, however, it may occasionally be necessary for employees to work some overtime. Overtime will be considered time worked over 40 hours that is in excess of the limits established by federal law.

Employees who work overtime as described above will be paid at 1 ½ times their base rate for the overtime hours. Under some circumstances, federal law allows facility employees to work up to 80 hours in a 14 day period without payment of overtime so long as such employees are not required to work more than 8 hours in any one day.

Overtime must be requested and authorized by the department head. Employees will be expected to work the hours assigned and should not report to work more than 15 minutes before the time assigned. Employees will be expected to leave the work area within 15 minutes after the completion of their work shift. Employees who disregard this requirement may be subjected to discipline. Odd minutes worked before and at the end of the shift during the pay period may not be accumulated as overtime.

PERSONAL APPEARANCE

Personal appearance will be regarded as an important aspect of an employee's overall effectiveness. All employees are expected to keep themselves neat, clean, and well-groomed at all times. The following specific regulations are to be observed:

1. **Dress:** employees will wear the type and color of uniform prescribed for their department. Sweat pants or sweat suits are considered to be unacceptable uniforms. If lettered or illustrated clothing is worn, it should not promote a particular political, moral, religious, personal, or other opinion. Clothing which is obscene, vulgar, offensive, or inflammatory is prohibited. Employees who do not comply with established dress code standards may be subject to disciplinary action, up to and including separation. White jackets are the only acceptable color to be worn if the employee desires to wear a jacket. At no time is it acceptable to wear a hood or hat while on the clock. If an employee desires to wear a shirt under their scrub top, the shirt shall be white.
2. **Cosmetics:** Use cosmetics moderately.
3. **Hair styles:** Hair styles are expected to be conservative and in good taste. Long hair shall be pulled back away from the face by uniformed employees.
4. **Jewelry:** the wearing of excessive jewelry by uniformed personnel is forbidden. Engagement rings, wedding bands, and watches are permitted. Employees who are not required to wear uniforms are expected to be conservative in their choice of jewelry. Nose rings, tongue rings, or facial jewelry (other than earrings) are not permitted to be worn while on jewelry. Earrings are limited to two per ear and should be a non-dangling type.
5. **Tattoos:** Any tattoo that is obscene, vulgar, offensive, or inflammatory shall be covered with clothing, bandage, etc.
6. Uniformed employees shall keep fingernails trimmed to finger-tip length. All other employees shall keep fingernails short and neat. Nail color should be conservative.
7. The facility requires certain employees to wear uniforms at all times while on duty. Employees are expected to wear their complete uniforms while on duty. Failure to wear prescribed uniform will result in disciplinary action up to and including separation.

8. **Shoes:** Shoes should be clean and polished. Safety, comfort, and appearance are the main considerations for acceptable footwear. Open sandals are not permitted to be worn by uniformed employees.
9. West Carroll Health Systems employees are required to wear an issued identification badge while on the clock. Any loss of the issued identification badge should be reported immediately to your department head. The employee shall be required to purchase a new identification badge if the originally issued badge is misplaced. This badge is considered a part of your uniform. Repeated failure of an employee to wear their identification badge will result in disciplinary action. An employee who “forgets” to wear their name badge may be asked to clock out and retrieve their name badge.

OBSERVING SAFETY REGULATIONS

Safety is a shared responsibility between employees and supervisors. It is important for employees to be “safety conscious” and take precautions to avoid injury, illness, and exposure to occupational disease while performing official duties. Employees are to follow safety rules and regulations applicable to an assignment. Employees are to bring potentially unsafe or unhealthy working conditions and/or potential exposure to hazardous chemicals to the attention of their supervisors for review and appropriate action.

Work-related injuries, illnesses, and exposures to occupational disease may occur regardless of the best efforts to prevent them. In the event of work related injuries, illness, or exposures to occupational disease, employees and supervisors should be prepared to act quickly. All work related injuries, illnesses, and exposures should be immediately reported to the supervisor, at least within two hours, so that an incident report can be prepared.

RESOLVING WORK PROBLEMS

The facility is definitely interested in assisting employees who wish to discuss matters pertaining to their work. Review of the policies contained in this booklet reflect this interest. Employees are encouraged and should feel free to arrange meetings with their department head to discuss these matters.

A formal procedure is available to help employees seek satisfactory solutions for problems.

PROCEDURE FOR RESOLVING DISSATISFACTION

FIRST STEP- YOUR IMMEDIATE DEPARTMENT HEAD: In order to minimize the possibility of misunderstandings, employees are required to discuss their problems or grievances with their immediate department head. Your department head will investigate, evaluate, and provide a solution or explanation within three working days.

SECOND STEP: If you have not received a satisfactory answer from your supervisor within three working days you may request an appointment for personal interview with his supervisor. He will discuss the matter with you and review aspects of it thoroughly and will provide a decisions within three working days.

NOTE: it is important for employees to realize that they must present their grievance to their immediate supervisor before discussing the situation with administration.

REPORTING LATE OR LEAVING EARLY

Employees must be sure to check with their department head when they report late for work, or find it necessary to leave early. Common courtesy requires a word of explanation for tardiness. Frequent lateness will be regarded as cause sufficient for dismissal. Responsibility for controlling tardiness of less than 15 minutes will rest with department head. Employees will be docked for tardiness or for early departure in units of complete quarter hours, that is, for each complete 15 minute period of tardiness or early departure.

TELEPHONE CALLS AND COURTESY

Employees should instruct relatives and friends not to contact them by telephone at work except when extremely necessary or in emergency. Employees will be contacted for emergency calls. Employees are requested to avoid the use of facility telephones for indiscriminate personal calls. Your courtesy in using the telephone can make friends for the hospital and make work more pleasant for you and for those with whom you deal, in using the telephone, please keep in mind the following rules:

1. Promptly identify yourself by name and department
2. Give accurate and careful answers
3. Transfer calls tactfully
4. Always say "please" and "thank you"
5. Use helpful and pleasant tone of voice at all times
6. Hang up gently

Personal cell phones are not permitted to be used in the facility by employees. Employees are asked to refrain from bringing their cell phones in the facility during working hours.

THEFT

Of necessity, the healthcare facility is open at all times, and you are urged to be in watch of unauthorized persons. If you see anyone who does not appear to be an employee or who might be outside his regular working area, please offer assistance in directing him to his destination.

The cooperation of all employees is imperative if the problem of theft is to be minimized. Be sure supplies and equipment are stored in approved areas, and that maximum security measures are observed. Do not bring excessive amount of money or valuables with you to facility. The facility cannot be responsible for the loss or theft of personal items. Facility property may not be removed from the premises except by written authorization form the office of the administrator in advanced. Any employee theft will result in immediate termination. The use or removal of facility property of any type of considered to be theft. This includes medical supplies, office supplies, batteries, etc.

VISTORS OF EMPLOYEES

Because of the nature of healthcare work, on-duty employees are not permitted to receive visitors.

PAY FOR “ON-CALL” AND “CALL BACK” SITUATIONS

Employees who are required, as a condition of employment, to be “on call” either occasionally or regularly will be expected to be at a location where they may be readily reached by telephone and can return to the facility within 15 minutes. Anything over regularly scheduled hours will be at a rate of time and one-half the regular rate of pay, unless the department has a contract rate for a specific period of time.

TIPS AND GIFTS

The accepting of money by employees from patients or from persons with whom the facility does business is not permitted. Anyone wishing to make a donation or gift to the facility should be referred to a supervisor or to administration. Soliciting of personal gifts or donations by employees is forbidden. Sometimes patients and others will provide a nominal discreet gift at Christmas time or other appropriate times as an expression of goodwill or services- such as a box of candy. These may be accepted graciously, but even these gifts should not be encouraged. It is emphasized that gifts of more than nominal value must be refused. Gifts of no more than very nominal value are inappropriate and unacceptable. Monetary gifts are strictly forbidden under any circumstances. Employees are not allowed to wear money pinned to their tops for special occasions such as birthdays.

ACTIVITIES AND CONDUCT DURING WORKING HOURS

The following list is intended to give examples of expected performance and/or behavior while on duty or at work. The list does not include all expectations.

- ✓ Maintain professional and business-like relationships with co-workers and supervisors.

- ✓ Behave in a courteous and professional manner in the presence of clients, patients, customers, the general public, and other employees.
- ✓ Use appropriate telephone courtesy.
- ✓ Seek, accept, and accurately complete assignments within deadlines.
- ✓ Report to work on time.
- ✓ Use appropriate reporting procedures for tardiness and/or absence.
- ✓ Observe policies in health, safety, and sanitation (including notifying supervisors of potential health and/or safety hazards).
- ✓ Report to work free of alcohol and illegal drugs.
- ✓ Cooperate and provide assistance, when appropriate, with any type regarding alleged criminal or administrative misconduct (including cooperating in interviews, producing requested documents, etc.)

The following examples of inappropriate activities and/or behavior **are prohibited** while on duty or at work. The list does not include all prohibitions.

- × Acts or threatened acts of violence.
- × Threatening, abusive, vulgar, or profane language or written material.
- × Violations or disregard of any policy, procedure, or local laws affecting employment.
- × Insubordination, including refusing or intentional failure to follow directions of the immediate supervisor or administrator.
- × Misconduct or behavior, which may have a negative effect on West Carroll Health Systems' reputation.
- × Abusing, misusing, or stealing West Carroll Health Systems' property or other patient's or employee's property or equipment.
- × Argumentative behavior.
- × Fighting, horseplay, disorderly or disruptive behavior.
- × Unprofessional behavior, including but not limited to: sexual conversations, inappropriate touching of another employee (e.g., kissing, hugging, massaging, and sitting in laps), racial or ethnic jokes/slurs, and other offensive verbal or physical conduct).
- × Activities other than official business during work hours, such as conducting an outside business while on duty by any means of communication (e.g., wearing beepers, using the fax, copier, telephone, etc.)
- × Excessive absenteeism or tardiness, including failure to report for and remain at work without justifiable cause.
- × Conduct or behavior that could endanger oneself, other employees, clients, patients, or consumers.
- × Gambling, soliciting, lending or borrowing money
- × Being on call for other employment.
- × Tape recording conversations at work, unless work-related and specifically approved by administration.
- × Falsifying documents (e.g., time sheets, records, employment applications, etc.).

- × Disclosing confidential information without authorization.
- × Carrying weapons of any kind (knives, firearms, explosives), unless job-related and specifically required.
- × Unapproved internet usage, such as social media
- × Using or selling alcohol or illegal drugs or reporting for work with the presence of alcohol or illegal drugs.
- × Extended visits in the work place by individuals not conducting business with the facility
- × Bringing children to work to babysit
- × Using a cell phone

Employees who engage in prohibited acts similar to those described above are subject to disciplinary action, up to including termination.

VIDEO SURVEILLANCE

Video cameras are present throughout the facility in various departments and common areas. These cameras are monitored periodically, both in the facility and off-site. Off-site monitoring is limited to administration by password-protected viewing and IT personnel.

TIME RECORDS

Time records will be maintained for employees. Since the records are regarded as legal documents, supporting an employee's claim for wages, it is important that they be accurate. It is the employee's responsibility to record their work hours as instructed by department head. Questions with regard to the time recording system should be directed to your immediate supervisor. West Carroll Health Systems does not verify wages. Employees are expected to maintain their electronic check stubs for verification purposes.

ADVANCES IN PAY

The facility does not issue paychecks to employees in advance of the regularly scheduled paydays. **DO NOT ASK.** Be careful when making purchases on credit or time payment plans not to exceed your ability to pay. Employees are expected to make satisfactory arrangements to satisfy debts. Failure to do so may endanger your status as an employee.

WAGE INCREASES

A special record is maintained in the personnel office of the date an employee receives an increase in wages. It is this date that is used for consideration of further merit wage increases (wage increases based on merit are determined by the facility's performance evaluation program, and one

such evaluation must precede each merit wage increase). Each employee will receive a performance evaluation on an annual basis. However, this does not guarantee a wage increase at each evaluation.

INTERNET USAGE

Voicemail, e-mail and internet usage assigned to an employee's computer or telephone extensions are solely for the purpose of conducting business. Some job responsibilities require access to the internet and the use of software. Only employees appropriately authorized and trained, for business purposes, may use the internet or access additional software.

Software programs needed, in addition to those installed on computer work stations, and must be authorized by the Department Head and downloaded by IT personnel. If in the course of conducting business you find that other software programs are needed, talk to your Department Head. DO NOT download any programs, even if they are free, to any computer without authorization.

In the event you have security access to internet search engines (Google, etc.), these may not be used for any purpose without authorization from your department head. A determination shall be made by your department head and IT personnel as to what site if necessary may be accessed.

Internet usage is authorized to conduct business only. Internet usage brings the possibility of breaches to security of confidential information, and creates the possibility of contamination to our system via viruses or spy ware. Removing such programs and/or virus requires IT staff to invest time and sometimes damages hardware. Employee time should be dedicated to job responsibilities.

Additionally, under no circumstances, shall computers or other electronic equipment be used to obtain, view or reach any pornographic, immoral, unethical or non-business-related internet site. This includes social network sites, shopping sites, etc. As cell phones are strictly prohibited, employees shall not utilize their cell phones for internet services in any circumstance.

All computer communication, including e-mail and internet sites visited, are stored on computer hardware. Administration has the right to access any material or e-mail on company computers at any time. Please do not consider your electronic communications, storage or access to be private if it is created, accessed or stored at any work computer.

Failure to comply with internet, cell phone, e-mail, telephone or other policies will result in disciplinary action up to and including termination of employment.

SOCIAL MEDIA

This policy provides West Carroll Health Systems' employees with the requirements for participation in social media. This policy establishes conditions and limitations related to the use of social media by employees.

This policy applies to all West Carroll Health System employees, medical staff and contract employees.

Employees are not allowed to participate in social media during their work hours.

This policies applies to the use of social media when away from work.

Employees are expected to adhere to all existing West Carroll Health Systems' rules and policies when using or participating in social media. All the rules that apply to other West Carroll Health Systems' communications apply here, specifically; respecting employees, patients, customers, and one another; protecting confidentiality, privacy, and security of patient information, employee information and West Carroll Health Systems' information.

Employees may not disclose any confidential or proprietary information of or about West Carroll Health Systems, its affiliates, vendors or suppliers, including but not limited to business or financial information, represent that they are communicating the views of, or do anything that might reasonably create the impression that they are communicating on behalf of or as a representative of West Carroll Health Systems. Employees may not post content or conduct any activity that fails to conform to any and all applicable state and federal laws.

Employees may not disclose a patient identifiable information of any kind on any social media. Even if an individual is not identifiable by name within the information you are considering to use or disclose, if there is a reasonable basis to believe that the person could still be identified from that information, then its use or disclosure could constitute a violation of HIPAA and West Carroll Health Systems' confidentiality policy. Employees may not disclose any personal information obtained through records or documents obtained through the normal course of business at West Carroll Health Systems. Posting pictures of patients in any facility of West Carroll Health Systems is strictly prohibited even with consent.

When negative or uninformed comments are posted by others about West Carroll Health Systems and/or its employees, including physicians, on social media sites, it is very tempting to respond. However, employees should not respond or become involved in this verbal warfare in any way, either publically or privately.

If there is any doubt about the appropriateness of posting on social media, employees are encouraged to refrain from posting, or speak to their department head first to ensure compliance with this policy.

Any violation of this policy will result in disciplinary action including termination.

CONFIDENTIALITY AND NON-DISCLOSE

As an employee of West Carroll Health Systems, it is essential to maintain the confidentiality of any and all data and information to which there is access. Organization information may include, but is not limited to, financial, patient identifiable, employee identifiable, intellectual property, financially non-public, contractual, of a competitive advantage nature, from any source or in any form (i.e. paper, magnetic, optical, conversations, film, etc.). The value and sensitivity of information is protected by law and the strict policies of WCHS. The intent of these laws and policies is to assure that confidential information will remain confidential through its use, only as a

necessity to accomplish the goals of the facility. Special consideration is expected for all information related to personally identifiable health information accessed in the course of work. As a condition of employment, the following terms and conditions must be adhered to:

1. The computer password is equivalent to a legal signature. Employees must not disclose the password to anyone or allow anyone to access the system using their password/sign-on code.
2. The employee is responsible and accountable for all entries made and all retrievals accessed under their password, even if such actions were made by someone obtaining the information by the employee's intentional or unintentional negligent act or omission. All data should be treated as confidential information, if it is obtained through the course of employment.
3. Employees shall not attempt to use or learn another employee's password under any conditions.
4. Employees should never try to access or request any information for which there is no reason for them to have access to.
5. Employees should immediately report to their department head any suspicion that their password has been compromised.
6. Employees shall not disclose any confidential information unless required to do so in the official capacity of employment. Employees have no right or ownership interest in any confidential information.
7. While signed on the computer, employees should never leave a secured computer application unattended.
8. Employees shall comply with all policies and procedures related to confidentiality of information and access procedures.
9. The use of computer systems, emails, web sites, etc., shall be monitored periodically to ensure compliance.
10. Employees shall not use information in any way that would be detrimental to WCHS and shall keep all such information confidential.
11. Employees shall both internally and externally disclose protected health information or other information that is considered proprietary, sensitive, or confidential unless there is a need-to-know.
12. Employees shall limit distribution of confidential information to only parties with a legitimate need in performance of WCHS activities.
13. Employees agree upon hire that disclosure of confidential information is prohibited indefinitely, even after termination of employment or business relationship, unless specifically waived in writing by an authorized party.
14. These agreements and policies cannot be terminated or canceled, nor will they expire.
15. The violation of any of these areas will result in employee disciplinary action, including termination, loss of privileges, termination of contract, legal action or any remedy available to WCHS.

PAYDAY-PERIOD

Payroll deposit slips will be available on payday Fridays by 2 p.m. Payroll is paid by direct deposit. Because of the time required to complete payroll, five days are necessary. Therefore, a pay period will end on every other Saturday night at midnight. Employees will be paid for the pay period on the following Friday. Upon hire, employees shall select a bank account they desire for direct deposit. Should an employee desire to change their selected account, five working days are required to make this change.

PAYROLL CALCULATIONS

As paychecks are to be distributed biweekly (every 2 weeks), there will be 26 pay periods each year (2 weeks per pay period x 26 pay periods equals 52 weeks or 1 year). It is important to notice that the wages paid for a two-week period are slightly less than half of a month salary. This is because 14 days (2 weeks) is less than half of a 30 or 31 day month. You will find, however, that your biweekly pay x 26 (the number of pay periods in a year) will be the same 12 x 9 monthly rate. If you have any questions about the way in which working hours or pay have been calculated, refer them first to your immediate supervisor. Your supervisor will contact the payroll department. If an error has been made by the facility, a correction will be made on the next paycheck.

PAYROLL DEDUCTIONS

Only deductions required by law or authorized in writing by employees will be withheld from pay.

Required by law:

1. Federal Social Security Tax (the facility matches the employee's payment with both payments credited to the employees' account with the Social Security administration).
2. Federal Income Taxes
3. State Income Taxes

May be authorized by employees:

1. Meal Tickets
2. Facility Bills
3. Hospitalization and medical insurance

Questions about these deductions should be directed to your supervisor.

GARNISHMENTS

A garnishment is a court order requiring the facility to remit an employee's wages in whole or in part to a third party in payment of a debt. Employees who become involved in two or more garnishment proceedings are subject to counseling.

WORKMEN'S COMPENSATION INSURANCE

The facility provides insurance under the Workmen's Compensation Laws of the state for employees who are injured on the job in the line of duty. The law sets forth limitations on filing claims. For this reason, you must notify your supervisor immediately after an injury sustained on the job. An incident report must be completed and turned in to your supervisor within 24 hours of an injury. If the injury requires the attention of a physician, administration will direct you to the appropriate office. Physician choice is at the discretion of administration.

LUNCH PERIOD

All employees will be allowed a half-hour lunch period for lunch on their own time during each eight-hour tour of duty. Lunch time for employees working less than an eight-hour tour of duty may be arranged with the supervisor and must also be taken on the employee's own time. All employees must take a 30-minute meal break for each 8 hours worked. Lunch time cannot be combined with a rest period. If an employee leaves the campus for their lunch break, they must clock out and clock back in when they return.

REST PERIOD

One 15-minute rest period will be granted during each uninterrupted four-hour tour of duty at the discretion of the supervisor, depending on the needs of the department. Employees are required to advise their supervisor when they desire to leave for their rest period and when they return.

SMOKING

This healthcare facility has been designated a non-smoking facility, and for health reasons, employees are strongly encouraged not to smoke. However, provisions have been made for employees who desire to smoke during their working day; the employee smoking area is in the maintenance shop parking lot. Employees smoking in undesignated areas are subject to disciplinary

action. Any employee caught smoking inside the building faces the possibility of immediate dismissal. Federal regulations and state licensure prohibits smoking inside a healthcare facility. Employees are to notify their supervisor when they leave the facility for a smoke break and when they return.

PAID ABSENCES

All requests for paid absences must be made through and approved by the department heads. Such requests must also be approved by the administrator. Requests for various types of paid absences will be considered for regular status employees as follows:

Compassionate Leave: Leaves may be authorized by the administrator for an employee following a death in his immediate family.

3 Days- Spouse, child, mother, father

2 Days- Brother, sister, mother-in-law, father-in-law

1 Day- Grandparent

*Any employee requesting vacation pay, sick pay, or compassionate leave should complete a request form and turn in to their superior before the pay period ends. The request slips are kept at the time clock.

VACATION

Annual vacations with pay are granted in recognition of accrued service so that the personnel may be free from regular duties of employment to enjoy a period of rest and relaxation. While every effort will be made to give employees the vacation of their preference, vacations must be scheduled with the employee's department head for a time which will least interfere with good patient care and the efficient services of the department. Conflicts in scheduling of vacations will be resolved on the basis of seniority at the time vacations are scheduled.

The facility will seek to accommodate each employee's choice, but the facility must reserve the right to schedule vacations in such a way as to assure proper and adequate patient care. Vacation requests are requests only. Should a department head be unable to fill the slot, thus not allowing the shift to be staffed appropriately, the request may be denied. In order maintain adequate staffing, nursing personnel shall not be permitted to take vacation time during the weeks of Thanksgiving and Christmas. However, the schedule will be prepared such as to accommodate employees as much as possible. Placing a vacation request as early as possible will allow the department head the best chance to allow the vacation request to be honored.

If an employee does not have vacation time, and desires to take time off without pay, this request shall be discussed with the department head and granted on a case-by-case basis with administration approval.

Regular full time employees are entitled to accrue up to 2 week's (10 working days) vacation annually after the completion of 12 months of accrued service; vacation hours are accrued on actual hours worked. 15 working days after 10 years of accrued service; and 20 working days after 20 years of accrued service.

If an employee resigns with proper notice, the employee shall be paid any accrued vacation hours, if eligible.

HEALTHCARE BENEFITS

Full-time and part-time employees are eligible for the West Carroll Health System Benefit Program. All services performed at West Carroll Memorial Hospital are free of charge to the employee. (laboratory, radiology, inpatient services, etc.). To receive this benefit, the appropriate paperwork must be completed and given to the department head. The employee will be issued a benefit card, which **must** be presented at the time of service. Any dependent claimed on the employee's last income tax form will likewise receive the benefit. These cards shall be updated annually.

PHARMACY DISCOUNTS

In an effort to provide employees with an additional cost-saving health care benefit, full-time and part-time employees are eligible to purchase pharmaceutical items from the pharmacy at a discount. This benefit is for the employee and any dependents listed on their benefit card. The benefit card shall be presented to the pharmacy prior to prescription pick-up.

HOLIDAY BENEFITS

West Carroll Memorial recognizes the following day as a paid holidays:

1. New Year's Day
2. Fourth of July
3. Labor Day
4. Thanksgiving
5. Christmas

*Only full time employees shall be eligible for paid holidays.

SICK PAY BENEFITS

Unless hospitalized, there will be no benefits paid on the first day of an illness. Sick pay benefits will begin on the second day at full rate. Any sick pay benefits must be approved by the department head and administration before they can be paid. Sick pay benefits may be paid and/or adjusted at the discretion of the administrator.

The department head or administrator reserves the right to request a physician's statement and/or release to return to work from an employee.

Only full time employees with accrued sick leave may be eligible for sick leave pay. The employee may only draw sick leave pay up the number of hours they have accrued. Employees may accrue up to a maximum of 20 days sick leave. They will not accrue any more until these days are used below 20 days.

Sick leave is a benefit provided by our facility. It should be understood that sick leave is allowed only in the case of accident or illness of the employee. Sick leave is not given when an employee is off to care for a sick child or other sick relative. An employee whose health status comes into question frequently may be asked to have a health examination. Improper use of sick leave may result in dismissal from employment. Also, employees whose health is such as to require frequent absences may be asked to resign because of poor health or because of excessive absences. Sick leave is not payable upon termination or leaving employment.

MATERNITY LEAVE

Maternity leave shall be granted for full-time employees. Employees may use accumulated sick/vacation pay for maternity leave. Employees may also work during a pregnancy as health permits. Employees are expected to have their request in to administration by the seventh month of pregnancy.

JURY DUTY

Employees that are called for jury duty will be granted necessary time off. It is the employee's responsibility to inform their department head as soon as possible following the notice of jury duty.

RESIGNATION, TERMINATION, AND DISCIPLINARY ACTION

Since employment in this facility is based on mutual consent, either the employee or the employer is privileged to terminate employment. It is important for the employee's record that termination be brought about properly. It is also important for the facility to have adequate advance knowledge of an employee's desire to terminate. There are several types of termination procedures:

1. **Resignation:** Employees who find it necessary to terminate their services with the facility should give at least two week's written notice to their department head. In this way, the department head will have an opportunity to secure a replacement. Department heads are expected to give at least a one month's written notice. Employees who resign with proper notice will be eligible for terminal benefits for which application should be made during the exit interview.
2. **Quitting:** This is the term applied when an employee leaves without notice. This is very poor practice which causes the employee's records to carry a bad termination report.

Employees who quit without proper notice forfeit their claim to all accrued and terminal benefits.

3. **Layoff:** This term refers to termination of employment by the facility because of lack of work, unsatisfactory service, or other non-disciplinary reasons.
4. **Imposed Probation:** Employees who fail to respond to counseling concerning attendance or performance problems may be placed on “imposed probation” for from one to three months on the authority of their department head. It is required that this action be reported in writing where it will be entered on the employee’s permanent record. Employees who fail to respond to guidance during their period of "imposed probation” will normally be terminated. Merit wage increases will not be given to an employee during the period of probation, but other employee benefits will not be affected. Wages may be decreased to entry-level during this period.
5. **Demotion:** This is the term applied to the movement of an employee to a position with a lower pay rate than the one which the employee currently occupies. Demotions may be voluntary or involuntary, dependent upon specific circumstances.
6. **Suspensions:** Employees who become involved in serious attendance or performance problems may be suspended from duty by their department head for from one to five days. All such actions must be reported in writing immediately where the information will be entered on the employee’s permanent record. No employee benefits will be paid or accrued to any employee while on suspension. Salary or wages are not earned for suspension time.
7. **Dismissal:** This is an immediate termination for serious reasons imposed by the authority of a department head. All such termination are automatically reviewed by the administrator. There are two general condition that can subject an employee to suspension and/or dismissal. The first is failure to carry out the reasonable of supervisors (insubordination). The second includes (but is not limited to) serious misconduct such as neglect or abuse of patients, visitors, or fellow workers, abuses or destruction of property, intoxication, theft, fighting, profanity, excessive absence, unexcused absence, unkindness, discourtesy, etc.
8. **Termination During Entry Probation Period:** This may be initiated by either the employee or the facility at any time during the period of entry probation without explanation or obligation.

When determining the appropriate disciplinary action, the following factors will be taken into consideration:

- Seriousness of offense
- Whether offense was deliberate or unintentional
- Employee’s work record
- Applicable rules, policies and standards

Disciplinary action may range from an oral reprimand to a dismissal. Each situation should be reviewed individually, and the most appropriate disciplinary action should be chosen for the inappropriate behavior and/or unsatisfactory performance.

The following actions may be taken from disciplinary reasons:

- Suspension without pay
- Demotion
- Dismissal

Disciplinary action may result from:

- Negligence or inefficiency in performing assigned duties
- Inability or unfitness to perform assigned duties
- Insubordination
- Misconduct
- Conduct reflecting discredit on West Carroll Health Systems
- Chronic tardiness or absenteeism
- Failure to report for or remain at work without justifiable cause