Memorial Medical Center’s
Employee Handbook
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About this Handbook

Programs outlined in this informational packet should be regarded as guidelines subject to change in a continuously evolving environment. Conemaugh Health System retains the right to make decisions involving employment, as needed, in order to conduct work in a manner that is beneficial to employees and Memorial Medical Center (MMC).

This Employee Handbook summarizes the current policies and plans maintained by MMC. These policies are not intended as a contract of employment and may be expanded or altered as needed by the hospital. MMC adheres to the policy of employment-at-will, which enables either employee or employer to terminate the employment relationship at any time, with or without cause, or advance notice. A fuller statement of the hospital’s policies on some of the topics in this handbook can be found in the policy manuals located on the Intranet.

If you have questions regarding information contained in the Employee Handbook, please contact your supervisor or the Human Resources Department at (814) 534-9114, option 3.

Employee Relations Philosophy

MMC is committed to providing the best possible climate for maximum development and achievement of goals for all employees. While respecting each employee as an individual, the development of a team spirit is essential -- individuals working together to attain a common goal: serving our patients.

Maintaining a comfortable and progressive working environment is conducive to organizational goal accomplishment. Open lines of communication allow for continuous improvement and innovation with discussion and resolution of problems in a mutually respectful atmosphere, taking into account individual circumstances and the individual employee.

Speaking directly with co-workers without the interference of an outside third party enables the organization to adhere to policies of individual and team recognition. In order to maintain high volume of open communication, MMC opposes the creation of unionization or any third party between the employees and management. It is strongly believed that unionized working conditions would detract from the positive working relationship that exists among all members of our team, while prohibiting productivity and responsiveness to challenges and changes that occur in the health care field.

Off to a Good Start

Equal Opportunity Employer
MMC is an equal opportunity employer. MMC practices equal opportunity in all employment decisions without regard to race, color, religion, creed, sex, age, national origin, ancestry, veteran status, disability, pregnancy, genetic information or any other status legally protected by federal, state or local law. Complaints should be reported to an immediate manager/supervisor, senior leader or the Director of the Human Resources Department.

Orientation
In order for you to become better acquainted to MMC, the Human Resources Department conducts orientation sessions called “Get on Board with MMC” and “Get on Board with MMC Online.” These required sessions occur during the course of your regular workday. The “Get on Board with MMC Online” program will be completed on a computer in your department.

New employees who provide direct patient care will also be scheduled to attend the “Get on Board with Clinicians” program. Additionally, new nurses will attend “Get on Board with Care Manager” and “Get on Board with Nursing” programs.

Introductory Period
Every day throughout the year, lives are entrusted to our care – requiring maintenance of the highest standards in everything we do. Standards by which we work are based on the principles of honesty, competency, courtesy and a respect for the rights, equality and safety of others.

During your introductory period of six months, you are given every possible opportunity to learn and adapt to your newly acquired career. This introductory period enables your supervisor to determine your suitability for the position. Additionally, you are able to determine your own level of satisfaction.

A written performance evaluation is completed at the conclusion of your first six month introductory period. The evaluation is discussed with you, and upon your supervisor’s recommendation, this period is considered complete. This introductory period, if warranted, may be extended up to an additional three months.

After completion of the introductory period, and at all times during employment with MMC, your employment is at-will, which means both you and MMC have the right to end the at-will relationship at any time, with or without cause, or advance notice.

Employees terminated during or at the conclusion of their introductory period are not entitled to appeal the decision through the grievance procedure.

Commitments to Excellence
MMC’s Board of Directors and Administration have made Commitments to Excellence a top priority through the commitment of providing a patient-friendly environment. Employees are
required to practice the “Commitments to Excellence” while on duty. Your manager will review the Commitments to Excellence with you and ask you to sign a pledge statement.

During your introductory period, you are required to attend “Great Expectations,” an interactive customer service program for new employees which introduces you to the culture of “Service Excellence” at MMC. At “Great Expectations” you will have a chance to meet new co-workers, participate in group activities and express ideas for providing the best possible service to our customers. Your manager will provide you with more information about the class.

**Attendance**

Employees are expected to attend work regularly and report promptly for duty as scheduled. You are to arrive in time to be at your assigned station, in proper attire, at your scheduled hour. If for any reason you are unable to be on duty as scheduled, notify your supervisor in advance. This will permit arrangements to be made for a replacement. If you cannot reach your supervisor or director, leave the following information with the hospital switchboard operator: your name, department, reason for absence and telephone number. Repeated reported and/or unreported absences present grounds for disciplinary action or dismissal.

Any employee absent for one day without notifying his/her supervisor is considered to have abandoned his/her job.

**Personal Appearance/Identification of Employees, Students and Volunteers**

Cleanliness and neatness are a must. The public often judges our standards by our appearance. Be certain that uniforms and clothes are clean and neat, and that hands and fingernails are always clean and groomed.

Extremes in dress, cosmetics and hairstyles are not permitted. Your supervisor will advise you regarding department specific dress.

Please see the Personal Appearance Policy located in the Human Resources Policy Manual for more information.

A photo ID badge is issued to you at the time of employment and must be worn while on duty. In the event of an emergency, your ID badge identifies you as a MMC employee. There is no initial charge for an ID, but a replacement fee is charged in the event of a lost badge. ID badges are MMC’s property and must be returned upon termination of employment. Photo ID’s must be worn on clothing or uniform at eye level – photos can be obtained by contacting the Security Department at 814-534-9730.

Parking

Off-campus parking is available to employees who register their vehicles with the Security Department. Several lots are available. Contact the Security Department at 814-534-9730 for more details.

Employee Communications

Several methods are used for employee communications. Conemaugh Care Notes can be found on the internet at MyConemaugh.org.

Departmental staff meetings/huddles are to serve as a two-way exchange of information among department members.

In addition, the hospital’s open door policy provides you with the opportunity to ask questions or discuss any aspect of employment with your Director, Senior Leader, Human Resources or the President. Employees are encouraged to discuss their questions and concerns as open discussion provides the clearest route to solutions of problems.

Work Assignments

All work assignments are made based on an employee’s abilities, skills and qualifications. When the care or treatment prescribed conflicts with an employee’s cultural values, sense of ethics or religious beliefs, the employee must notify the supervisor immediately for appropriate resolution. Please see the Work Assignments Policy in the Human Resources Policy Manual.

Privacy and Security

In order to do their jobs, many employees receive access to computer systems that contain confidential information on our patients. Therefore, using computers to access information for personal reasons is not permitted. When we look up patients in our computers, we leave an electronic "trail" showing who and what we looked at on our computers. Employees that take advantage of their computer access and use it for personal reasons will be disciplined up to and including termination of employment.

Any information that we learn when doing our jobs, whether we see it on a computer or on paper, or hear it spoken in a conversation, must be kept private. Therefore, we may not repeat anything about patients that we hear or see at work when we are outside of work or speaking to individuals that do not work here. Keeping our patients' information private is as important as providing good medical care.

Corporate Compliance

All members of the Conemaugh Health System are committed to providing quality, cost-effective care and conducting its business ethically, with integrity and in compliance with all laws and regulations. To achieve this goal, a formal Corporate Compliance Program that includes a Code of Conduct has been adopted by the CHS Board of Directors. All employees are required to act in accordance with the Code of Conduct and will receive training and education
to support the compliance effort at CHS, including a detailed description of the CHS Corporate Compliance Program and specific elements of the program, such as the appropriate use of an employee hotline to report suspected violations. The hotline number is 1-866-519-4767.

Noise

One of the most frequent complaints in a hospital the size of MMC is noise. Please be especially conscious of this problem in patient areas and make every effort to eliminate noise to the best of your ability. Please encourage fellow employees and visitors to also be considerate of patient needs.

MMC has instituted “quiet times” for the Nursing units. Quiet time is from 2:00 PM – 4:00 PM every day. Please observe quiet time by speaking quietly, turning your phone to vibrate and so on.

Telephone Calls

Pay phones are located throughout the hospital for personal calls.

Smoke-Free Workplace/Smoke-Free Shift

The hospital is a smoke-free/tobacco-free campus. Therefore, smoking and the use of all tobacco products by employees, physicians, patients and visitors are prohibited in hospital areas and on hospital property. Effective January 1, 2013, the hospital has adopted a Smoke-Free Shift Policy that will promote a healthier workplace.

Use of Hospital Property

Treat hospital-owned property with the same care given to your personal property. Each dollar spent on replacement or repair is a dollar removed from improving our services. Likewise, you should handle the property of patients with care.

To protect employees, the hospital and our patients from theft, our Security officers are authorized to inspect items being removed from hospital buildings. Also, as a convenience to employees, MMC may assign you a desk, locker or other storage area for your personal items. As company property, MMC retains the right to inspect these items at any time as well.

You are not permitted to take any hospital property out of hospital buildings unless you have a property pass which may be obtained from your supervisor.

Valuables and Money

Employees should not bring, wear or store any item(s) of value or cash to their work site or in any assigned locker or desk. MMC is not responsible for loss or damage of personal property.

Non-Solicitation and Non-Distribution

Memorial Medical Center has a Non-Solicitation and Non-Distribution Policy to provide all employees with a workplace free from solicitation and “pressure” to support a variety of
causes. The intent of this policy is to provide a working environment free from unnecessary distractions so our employees can focus on providing excellent healthcare services to our patients. MMC limits solicitation and distribution on all of its premises because, when left unrestricted, such activities can interfere with the normal operations of our healthcare delivery system. The entire Non-Solicitation and Non-Distribution Policy can be found on the intranet homepage, Policy Manuals link.

Security
The organization employs a staff of security personnel who are on duty at all times for your protection and the protection of the patients. The Security Department also provides escort services to the hospital parking lots during evening and night shifts. To take advantage of this service, contact the Security officer on duty at 814-534-9730.

Safety
You are asked to help prevent injury to yourself, other employees, patients and visitors by observing the following rules:

- Avoid accidents by eliminating hazards and following hospital procedures.
- Immediately report any unsafe condition, such as wet or slippery floors; trip hazards; use of defective equipment, careless handling of equipment, and storage or use of combustible materials in an unsafe manner to your Director.
- Always be alert for unsafe conditions in wheelchairs, beds and other equipment used by patients.
- Always check the patient’s name and medical record number before providing any treatment, administering tests or giving medication or blood.
- Be especially alert to prevent patient falls by following accepted procedure.
- Employee back injuries can be prevented by using proper lifting techniques, such as awareness of proper body mechanics, seeking help when necessary, and using equipment to help lift when it is available.
- Always follow Commitments to Excellence when providing patient care.

Incident Reports
An incident is any of the following but not limited to:

- Bodily injury to any individual in the hospital area, including patients, employees and visitors
- Procedure errors, such as medication errors, treatment errors, report errors, identification errors, unusual delays, etc
- Security violations, such as power failures, gas leaks, explosions, fires, activation of alarm systems, etc
- Any condition which may cause a safety or health impairment, and
- Any unusual breakdown in the pattern of business; any occurrence not consistent with the routine care of a patient, the routine service of a department, or the routine operation of a facility.
All incidents must be reported. At CHS, we use the Quantros SRM Event/Incident Reporting System. This can be found on the homepage of the intranet under the SRM Event/Incident Reporting link.

**Code Paging**

All employees are responsible to know terminology used in the paging system. Your supervisor will inform you of what role you play, if any, in responding to codes. Alert codes are as follows:

- **Conval** Alert = external disasters
- **Code Red** = fires and internal disasters
- **Code Amber** = evacuation of the stated area
- **Code Blue-Medical** = cardiac arrest
- **Code Green** = assistance needed in the stated area
- **Code Brown** = utility emergency. e.g., flooding
- **Code White** = chemical or biological event
- **Code Pink** = abduction of infant/child
- **OB Code** = individual with an obstetrical emergency outside of the OB or DEM

**Emergency Preparedness**

Acquaint yourself with the hospital’s Disaster Plans, located in the Disaster Manual available in each department or on the intranet (go to the CHS SharePoint sites, Environmental Safety/Emergency Preparedness). Discuss your role in a disaster situation with your supervisor.

**Fire Regulations**

Please cooperate with fire drills held periodically within the hospital. You are expected to know where the fire extinguishers, fire alarms and exits in your department are located. In case of fire:

- Don’t shout “fire!”
- Remove patients from immediate danger
- Turn in an alarm from the fire alarm box that is nearest you
- Call the operator by dialing 222 and give the exact location of the fire
- Close all doors to prevent the spread of smoke
- Extinguish the fire using approved techniques
- Remain in your area and reassure patients as necessary

*Remember, the safety of patients comes first.*
Employment Issues

Job Security
It is MMC policy to stabilize employment through careful planning and balancing of program schedules. When unavoidable fluctuations in personnel requirements occur, attempts are made to minimize reduction of the workforce by transferring personnel within the organization and following “not needed time” guidelines. If workforce reductions are necessary, job performance, experience, qualifications and length of service will be taken into consideration when making personnel decisions.

Length of Service
Length of service is the elapsed time from your most recent date of hire to the present time. Length of service is considered in selections, work force reduction, vacation schedules and other personnel actions. It also determines the amount of Paid-Time Off (PTO) you accrue. Length of service is broken if an employee, resigns or retires, is discharged, or is absent for one or more days without notifying the hospital. If you should break employment with the hospital and then be re-employed within 90 days, your length of service will start from your former first day of employment.

The six-month introductory period is included in determining length of service.

Human Resources Records
MMC policy strives to maintain accurate and timely Human Resources records and ensure that such records are only made available for examination to persons who have a right or duty to see them.

An employee may request to review his/her file. This request must be presented in writing to the Human Resources Department 24 hours prior to review. This request must state the purpose for seeing the file. When the employee reviews his/her file, he/she does so in the Human Resources office and in the presence of a designated Human Resources employee.

Persons who have the right of access to the employee’s file include:

- The employee who is the subject of the file
- An attorney or designee of the employee
- The Chief Executive Officer and Senior Leadership Team of CHS
- The staff of the Human Resources Department
- Supervisory employees who are considering the employee for promotion, transfer, demotion, termination or other HR actions
- Other leaders of the Hospital who are acting in compliance with federal, state or local laws
- Any attorney, auditor or other external agent as deemed appropriate by CHS
The following information will be accessible for review by employees:

- Application for employment
- Wage or salary information
- Notices of commendation, warning or discipline
- Employment history
- Performance evaluations

Specifically excluded from employee review are:

- Records relating to any internal or external investigation
- Letters of reference
- Material being developed for use in criminal, civil or grievance procedures
- Information available under the Fair Credit Reporting Act
- Materials used to plan for future operations

The Human Resources Department should be notified promptly of changes in:

- Name
- Address
- Telephone number
- Marital status
- Number of dependents
- Beneficiary designations
- Persons to be notified in case of emergency

Employees are permitted to review their files once a year. If there are disagreements with material in the file, he/she is permitted to place counter-statements in the Human Resources file.

**Non-Harassment**

MMC policy prohibits harassment of one employee by another employee or supervisor or individual on any basis including, but not limited to race, color, religion, creed, sex, age, national origin, ancestry, veteran status, disability, pregnancy, genetic information or any other status legally protected by federal, state or local law. Any employee who believes that he or she is a victim of such harassment should immediately report the matter to his or her supervisor or to the Human Resources Department. The entire Non-Harassment Policy can be found on the intranet homepage, Policy Manuals link.

**Performance Evaluation System**

The Performance Evaluation System provides every employee with a written assessment that relates to their job performance. Specific expectations are detailed in the employee’s job description. This process includes a discussion between the employee and their supervisor in order that optimal performance can be achieved. Although on-going coaching and feedback is provided, the formal discussions occur on an employee’s six-month anniversary and annually thereafter.
A detailed description of the performance evaluation process can be found in the Competency Policy in the Human Resources Policy Manual.

**Problem Solving**

In the event of a problem occurring between employees or between employees and supervisors, the parties involved are encouraged to meet and make a sincere effort to resolve the difficulty as quickly and amicably as possible. In the vast majority of cases, these meetings re-establish relationships amongst coworkers and responsibilities for each job position.

Occasionally, a more formal approach to problem solving may be necessary. In such cases, the hospital’s grievance procedures may be appropriately used.

**Grievance Procedure**

Every effort is made to identify and correct the cause(s) of employee dissatisfaction. Most employee grievances can be corrected by the manager/supervisor and/or the director. The director of Human Resources and other Administrative staff members are also available to any employee to discuss concerns.

There may be instances in which an employee feels that a complaint requires a more formal procedure. Our grievance procedure is designed to provide orderly and expeditious handling of these complaints.

A grievance is any difference between an employee and the hospital regarding wages, hours or working conditions. Grievances also may include matters relating to relationships with supervisory and management personnel and the implementation of personnel policies.

The hospital encourages employees to use the grievance procedure without fear of reprisal. Initiation of a grievance in good faith by an employee does not cast any reflection on his or her specific questions standing with supervisors or his/her loyalty to the hospital.

Questions regarding the grievance procedure outlined in the Human Resources Policy Manual should be directed to your supervisor or the Human Resources Department.

**Corrective Action**

Corrective Action procedures are detailed in the hospital’s Policy Manual and provides a system of checks and balances to protect each individual and fellow employees.

It is the policy of Conemaugh Health System to make every effort to provide secure employment to all employees whose general performance and conduct meet requirements. Written corrective action is given for a more serious offense or in the case
of repeated violations. The written report explains the incident and is signed by the supervisor and the employee, indicating that he/she had a chance to read and discuss its contents. Employees have the right to disagree with any report, which is felt to be unjust. In such a case, the employee can write comments in the space provided on the form. The report is forwarded to the Human Resources Department for review and included in the employee’s confidential human resources file.

Suspension pending investigation is the most serious form of corrective action. Written notice must be given stating the reasons for the action. An employee has the right to appeal this decision through the hospital’s grievance procedure detailed in the Human Resources Policy Manual.

**Dismissal**

Certain conduct may result in termination of employment without advance notice. Examples include, but are not limited to:

- Abusive treatment of patients.
- Conduct which is considered improper or inappropriate while on duty.
- Insubordination, including willful negligence or refusal to perform work in the manner assigned.
- The use of alcoholic beverages on CHS property or reporting for work while under the influence of alcoholic beverages.
- The possession, sale or use of a controlled substance other than a drug prescribed by a physician.
- Unauthorized release of confidential information.
- Theft from CHS, fellow employees, patients or anyone on CHS property.
- Absence for one working day or more without notice to department manager/supervisor, unless a reasonable excuse is offered and accepted by CHS.
- Falsifying or altering employment applications, employment records and/or a CHS document.
- Abuse of CHS equipment, including careless or intentional damage to Hospital property.
- Sleeping on duty.
- Any grossly negligent, careless or willful act which may result in personal injury, patient injury or damage to CHS property.
- Inappropriate access of protected health information (PHI).

The above list serves as general guidelines. Depending on the particular situation (such as circumstances involved, severity of violation, employee’s work record and disciplinary history), management reserves the right to determine and take appropriate disciplinary action, up to and including the immediate termination of an employee’s employment.
Substance Abuse/Fitness for Duty

CHS prohibits the unlawful manufacturing, possession, distribution, dispensing, use or distribution of a controlled substance and alcohol by students and employees on its property. CHS will refer those involved for prosecution under the Controlled Substance, Drug, Device and Cosmetic Act or any comparable legislation. An employee must notify in writing the Director of Human Resources within five days of any arrest or conviction of a criminal drug statute.

Employees must be physically and mentally fit to perform jobs responsibilities. CHS policy mandates that fitness for duty evaluations be carried out by the Employee Health Office (EHO), the Department of Emergency Medicine when the EHO is closed or one of the Corporate Care (CC) locations. Such evaluations are done for all self-referrals to the EHO while an employee is on duty, and any time a supervisor observes unusual behavior, habits or job performance.

Once a problem has been diagnosed, the physician will recommend a course of treatment and make a determination regarding the employee’s suitability for work assignments. Refusal to submit to an examination, which may include diagnostic testing, will result in immediate suspension and, pending investigation, may result in termination of employment.

Separation from Employment

CHS employment is at-will, which enables either the employee or the employer to terminate the employment relationship at any time, with or without cause, or advance notice.

Employees resigning for any reason are expected to give a minimum of two weeks notice for non-exempt employees, three weeks for an exempt/licensed employees and four weeks for management employees, to his/her immediate supervisor. A resignation should be in writing and must state date of the last day at work. An employee’s photo ID badge, uniform(s), hospital key(s), parking pass and any other hospital property must be returned to his/her manager/supervisor.

Re-employment

If you have resigned your employment with CHS, you may be re-employed at a later date provided there is a vacancy for which you are qualified. Past employment history, reason for resignation and the completion of a written notice of resignation are reviewed to determine whether you are eligible for re-employment. Failure to give appropriate notice will deem you ineligible for rehire. If your re-employment occurs within 90 days from your resignation, length of service will not be broken.
Pay

How Your Pay is Determined
CHS policy of paying salaries is consistent in relation to the amount paid for positions of comparable responsibility in our community and in the health care industry. Appropriate adjustments are made as necessary to assure that competitive salary levels are maintained.

A wage scale for each position within the hospital shows the minimum and maximum wage for your position. Generally, new employees begin at the minimum salary for a given position and progress along the scale. Applicants with significant experience may be hired at a rate higher than the minimum.

Payday
You are paid every other Tuesday. Employees may view their pay stub the Thursday prior to the payday by using MyConemaugh.org. Employees are required to use Direct Deposit.

If you have any questions about your paycheck, or if you think there is a mistake in your check, see your supervisor promptly. The forms necessary for automatic direct deposit can be found by accessing the intranet, by Department, Finance, Payroll Forms.

Time Recording
Most employees are required to utilize Kronos, CHS’s automated time and attendance system, to document their work time. If you are required to use the system, you will be informed which telephones are authorized to call into the system to time in and time out. Since your pay is determined by your use of the system, it is important that you follow instructions that will be supplied by your supervisor. Unless authorized by your supervisor, you are not permitted to time in or out in excess of seven minutes before or after your normal starting or quitting time. Regardless, an employee must remain actively on duty for his or her entire shift.

No employee is permitted to time in or out for another employee. Such an offense is cause for disciplinary action. If you entered information incorrectly, report it immediately to your supervisor so that it can be properly corrected.

Shift Differential
Shift differential helps to compensate employees for the inconvenience of working shifts other than daylight shifts. This money is paid to eligible employees who are not “on call” and who work between 3 p.m. and 7 a.m. For a more thorough explanation of the principles governing shift differential, see the Human Resources Policy Manual or contact your supervisor or the Human Resources Department.
Schedule

Flexibility in your schedule is essential due to the nature of our work. You may be asked to change your schedule and/or take “not needed time” from time to time. Even though you are hired to work a particular schedule or shift, Memorial reserves the right to change it based on patient care or department needs.

Employment Classification

Employees are classified according to the number of hours they work.

- Full-time (exempt) employees are scheduled to work 80 hours per pay period
- Full-time (nonexempt) employees are scheduled to work 75 hours per pay period
- Part-time ( exempt) employees are scheduled for a minimum of 40 hours per pay period.
- Part-time employees work a minimum of 37.5 hours per pay period
- Hourly employees work less than 37.5 hours per pay period

Temporary employees are hired for a specific period of time or to accomplish a specific task. They do not accrue benefits. Employment is not to exceed six months. Other employment classifications may be created based on recruitment and retention needs. Daily assignments and weekly work schedules are determined by Directors or supervisors.

The hospital workweek generally consists of five days, and each workday consists of 7.5 hours (for nonexempt employees), excluding a half-hour meal period. Employees are provided with breaks at appropriate times during their work shift whenever possible. These times are scheduled by supervisors to avoid interruption of service. Breaks cannot be accumulated and are not guaranteed. They should not be used for visiting other departments of the hospital. Some jobs require employees to be on call. If you must be on call, you will be notified by your supervisor.

On Call and Overtime Pay

Due to the nature of hospital services, we must schedule coverage 24 hours per day, seven days a week, in many departments. Generally, you must be able to work any shift required by your position. All nonexempt employees are paid overtime under the “over 40” system, unless otherwise specified. Generally, nonexempt employees are paid overtime under the “over 40” system. Departments may be approved to have overtime that is based on the “8 & 80 system.” Normal shift schedules are supplemented through an on-call system to maintain this 24-hour coverage. Generally, three variations of on-call are recognized for nonexempt employees:

1. Restricted – Certain departments, due to the infrequency of calls, do not require you to remain at the hospital while on call. You must, however, leave word with the department manager or switchboard operator where you may be reached and be able to be on duty within 20 minutes. Pay for on-call hours under this provision is $2 per hour. When called to duty, you are paid at one and one-half times your rate in effect. For each call to duty, you are paid for not less than two hours.
2. On-Campus – Occasionally circumstances are such that you must be on hospital premises while on call. In such instances, you are paid at one and one-half times the state minimum wage when you do not work, and you are paid at one and one-half times your rate in effect when work is actually performed.

3. Emergency – If your department has an approved on-call system and has an immediate need for additional personnel who are not on call, you may be called to duty and will be paid at one and one-half times your rate in effect. For an emergency call-out, you are paid for not less than four hours.

There will be no duplicating or pyramiding in the computation of wages under this policy and other wage related policies. If more than one policy is applicable to any time worked, you are paid at the highest rate specified in any of the applicable policies.

When on-call coverage is scheduled in a department, each employee must take his or her fair and proportionate share of an on-call assignment.

Questions regarding the On-Call Policy or Overtime Policy should be directed to your supervisor, the Human Resources Department or see the Human Resources Policy Manual found on the intranet.

Time Off Policies

Holidays

Time off with pay is granted to full-time employees for these holidays. Part-time employees are eligible for any three of the above-mentioned paid holidays.

• Recognizing that the hospital operates every day of the year and that it is not possible for all employees to be off on the same day, we reserve the right to require you to work any holiday. We make every effort to distribute holidays off on an equitable basis. If it is necessary for you to work on a holiday, you are paid for time worked at one and one-half times your regular hourly rate and will receive the holiday at another time within 30 days prior to or after a holiday.
• Holiday pay commences with the 11 p.m. – 7 a.m. shift beginning on the eve of the holiday and ends at 11 p.m. on the day of the holiday.
• Holiday not worked time is paid at one times your hourly rate.
Paid Time Off (PTO)

The hospital recognizes that time off with pay is necessary to give you a period of rest and relaxation away from the duties and responsibilities of your job.

The amount of PTO accrued and granted varies according to:
- Employment classification: full-time or part-time
- Employment status: exempt or nonexempt, and
- Length of service

The PTO time allotted for all groups of employees is based on service in the previous service year and should be scheduled according to department guidelines. You may accumulate PTO time up to one and one-half times the amount you accrue annually. PTO balance, less the final pay period’s accrual, will be paid at 100% of the hourly rate upon termination.

New employees accrue PTO benefits and are eligible to take time as soon as it is accrued. Each department will facilitate scheduling of PTO based on a process that recognizes organizational length of service as the key factor in the selection order.

Please refer to the Paid Time Off Policy in the Human Resources Policy Manual for additional clarifications or contact the Human Resources department.

CAT Bank

NOTE: MMC ceased accrual of CAT (Catastrophic Illness Bank) account hours effective July 31, 2005. CAT balance hours were “frozen” and available for employees’ future use as described below. CAT is paid at 100% base rate of pay. The frozen hours will not be available for “donation.” The value of the frozen hours will continue to increase with hourly rate increases.

The CAT Bank may be accessed under the following circumstances:
- Full-time employees: On the fourth day (after 22.5 hours for nonexempt, after 24 hours for exempt) and subsequent, consecutively scheduled day(s) of an employee illness or injury.
- Part-time employees: On second day (after 15 hours for nonexempt, 16 hours for exempt) and subsequent, consecutively scheduled day(s) of an employee illness or injury. Employees on an approved Medical Leave of Absence will utilize the CAT Bank as described above.

If an employee with an extended illness utilizes the CAT Bank, returns to work and the illness recurs, he/she may access the CAT Bank directly upon the second occurrence of the same illness, provided the break between occurrences is no more than 72 scheduled hours (3 days): otherwise, the PTO account must be accessed for the second occurrence.
Advancement of time or borrowing or donating of CAT Bank time is not allowed and pay in lieu of use of time is not applicable to the CAT account. CAT Bank time is not paid out at time of termination.

**Short Term Disability Benefit Program**

The hospital’s short-term disability benefit is designed to protect employees from loss of income during periods of illness or injury while employed by CHS. Access to this plan is allowed only when bona fide illness or injury prevents an employee from performing job duties.

This benefit covers full-time and part-time employees and pays 60% of base salary with a maximum of $5,000 per month. Short term disability continues until the 91st day. Long term disability then begins for full-time employees, if approved. The Human Resources Department is available to answer any questions you may have regarding this benefit.

For more information, please see the Short Term Disability Benefit Program Policy.

**Leave of Absence**

CHS recognizes that an employee may be occasionally faced with a personal or family obligation that requires time away from the job. The following Leaves of Absence are available upon meeting eligibility requirements:

**Family Leave** – Up to 12 weeks within a 12-month rolling period for any of the following reasons:

- Maternity/Paternity leave is the time a mother/father takes off of work at the birth or adoption of a child, or to care for such child
- Placement of a son or daughter with employee for adoption or foster care or to care for such child
- Caring for a spouse, child or parent with a serious health condition
- During the employee’s time away from work, he/she will be paid any PTO time that has accrued prior to this leave of absence

**Medical Leave** – Up to 12 weeks within a 12-month rolling period for any of the following reasons:

- Employee injury or illness of short duration but usually exceeding three consecutive calendar days
- Employee serious health condition of longer duration that makes the employee unable to perform the functions for the position
- Family and Medical leaves are available as continuous, intermittent or reduced schedule with the exception of birth or placement of a child (this is continuous leave only)
- All relevant paid time off (PTO/CAT/STD) medical only will be substituted during leave
- An employee eligible for either a Family or Medical leave is entitled to restoration of his/her same or equivalent position upon return at the expiration of the leave
• A foreseeable leave must be requested at least 30 days prior to the leave or the leave may be delayed
• Employee benefits will continue in effect during the first twelve weeks of the leave at the same level and manner as prior to the leave
• Leaves requiring medical certification require submission of the Medical Certification form within 15 days from when the employee receives the form from the hospital
• Upon return from a leave, an employee must submit a Return To Work Medical Certification Form. Employees must provide proof of illness/injury to continue payment. CAT and/or STD are paid for up to one pay period while waiting for FMLA or other certification paperwork. If paperwork is not received at that time, no pay will be given.

Personal Leave – Up to 4 weeks within a 12-month rolling period for reasons other than family, medical, military or educational at the department’s discretion based on department needs at time of request.
• During the employee’s time away from work, he/she will be paid any PTO time that has accrued prior to this leave of absence

Military Leave – Employees who serve in any branch of the Armed Forces, the Reserves, or the National Guard are given the necessary time off and reemployed in accordance with the applicable federal and state law.
• Federal and state law may provide additional benefits to an employee depending on the length of their military leave. Military leave taken by employees is unpaid, but employees may use paid PTO or holidays if they choose.

Education Leave – Any employee with 12 months of service is eligible to apply for an educational leave of absence if the employee is enrolled as a full-time student, instruction is received in a recognized college, university or other educational institution, and if study is in a field related to health care and/or approved in advance by MMC.

An employee requesting a Medical, Family or Personal Leave of Absence must secure an “Employee Request for Leave of Absence” packet from the Human Resources Department. All leaves must be approved by the employee’s Manager/Supervisor and the Employee Health Office. Employees absent for 3 or more consecutive days for any medical reason must be seen in the EHO/CC before returning to work. Further information is available in the Human Resources Policy Manual or by talking with the Human Resources Department.

The entire FMLA Policy can be found on the intranet homepage, Policy Manuals link.
Benefits

**Benefits**

CHS has complete discretion to modify its policies, rules, and practices at anytime, to the extent allowed by applicable law, with the exception of modifying its policy of employment at-will. CHS and the benefit plan administrators shall have the maximum discretion permitted by law to administer, interpret, modify, discontinue or enhance any policy, program, rule, benefit or plan. The information in this handbook is subject to change at any time and without notice as situations warrant.

The employee health and welfare benefits have been combined under BeneFlex, a flexible benefit plan. This plan allows employees to pick and choose the benefits that are needed by the employee and his/her family. It is covered more comprehensively in the BeneFlex workbook (found online) and in the Summary Plan Descriptions that are distributed after the employee chooses his/her benefit package.

**Health Insurance**

To protect employees and families against the expense of a serious illness or injury, family health insurance is available to all employees. Two plans are available:

1. PPO No-Deductible Plan: This plan requires the employee to pay a premium share amount for all levels of coverage and an office visit co-pay. In-network services are covered (that are covered in the Plan Document) without a deductible.

2. PPO Deductible Plan: This plan does not require the use of a primary care physician. Employees may access any physician or facility for office visits that are in network. A deductible per person or three deductibles per family apply to this plan for covered in-network services. No premium share amount is charged to employees who are full-time and choose employee only coverage. Additional coverage levels under this plan require a nominal premium share each pay.
   - Wellness and pharmacy benefits are included in both plans.
   - New employees may access these plans on the first day of the month after date of employment. No waiting period or pre-existing condition exclusions apply.

**Dental Care**

Two dental plans are offered under BeneFlex: The basic plan covers two preventive dental visits per year for the employee and covered dependents. In addition, restorative and major dental work is covered with appropriate deductibles and co-pays. A coverage limit per covered member exists.

The enhanced plan offers additional restorative and major coverage limits at an increased level. In addition, covered dependents age 19 and under are eligible for orthodontic benefit.
Vision Care

Vision care coverage also is offered under BeneFlex. This plan (using the participating providers) covers one eye examination and one set of corrective lenses/contacts per year for covered employees and their covered dependents.

Life Insurance

Full-time MMC employees receive a term life insurance policy at no cost. The value of the policy is equal to the individual’s annual salary. Accidental death results in the beneficiary receiving twice the amount of the policy. Coverage becomes effective the first day of the month after employment. Additional life insurance coverage (either 100, 200, or 300% of your salary), may be purchased at the employee’s expense through the group rate of the Optional Group Life Insurance Plan.

Part-time employees may purchase $10,000 of coverage.

The Human Resources Department will provide additional information upon request.

Long-Term Disability

MMC’s long-term disability benefit is designed to provide employees with up to 50% of his/her monthly income if disabled because of illness or off-the-job injury. Employees may buy up to 60% of salary. Employees must enroll in the Long-Term Disability Income Plan at time of hire, with MMC paying the full cost of this benefit. The Plan is described in greater detail in the Long-Term Disability booklet received upon enrollment in the Plan. The Human Resources Department is available to answer any questions you have regarding disability benefits.

Flexible Spending Accounts

Full-time and part-time employees may choose to participate in the employee flexible spending accounts. These accounts allow employees to deduct money on a pre-tax basis to pay for medical and/or dependent care expenses.

For all BeneFlex benefits, please see the BeneFlex Workbook and the Benefit Summary Plan Description information.

Retirement Plan

MMC’s retirement plan contains two components for those hired at MMC prior to July 1, 2011:

1. Cash Balance Plan directs a specific percentage based on W-2 wages (in addition to pay), credited to an employee’s account each year. Accounts accrue interest. An employee is vested after three years of credited service as defined in the Plan. The Cash Balance Plan is funded completely by MMC.
2. TSA plan is voluntary but utilized by most employees. The TSA plan allows an employee to contribute up to the Federal maximum per year, federal income tax deferred.

The combination of both plans provides for a secure future. The Human Resources Department will provide you with Plan details.

Tax-Sheltered Annuity Plan (Employee and Employer contributions) for those hired by MMC on or after July 1, 2011:
- Automatic enrollment in pre-tax contributions to the plan
- Employee contributions are exempt from federal taxes until distribution is received
- Age and Service are used to determine the employer contribution
- MetLife Resources administers the plan
- Immediate vesting on all employee contributions
- Three years service for vesting on employer contribution

Retirement Plan questions can be directed to Met Life Resources at (814)534-9410.

Worker’s Compensation
If on-the-job injury/illness causes an employee to miss more than 7 calendar days of work, he/she is eligible for Worker’s Compensation. The amount received is determined by state law and is based on the type of injury, the length of time unable to work and salary.

An employee is required to report an on-the-job injury/illness within 24 hours to his/her supervisor by filing an incident report utilizing the SRM Event/Incident Reporting System. The employee must also be seen in the Employee Health Office/Corporate Care. If the incident occurs outside of the Employee Health Office/Corporate Care hours, the employee must be seen in the Department of Emergency Medicine.

Unemployment Compensation
MMC also provides Unemployment Compensation Insurance for employee protection in the event of unemployment through no fault of the employee.

Social Security
Social Security is intended to provide employees with an income after retirement. Federal regulations determine the amount deducted from each paycheck. The hospital contributes an equal amount toward the fund.
Career Development

Tuition Reimbursement

Full-time and part-time employees are eligible to receive tuition assistance for course work that relates to, or improves, work at MMC. This benefit becomes effective after the successful completion of a six-month introductory period. The following are the amounts for which full-time and part-time employees are eligible:

- Full-time - $4,000 per year for undergraduate courses and $5,000 per year for graduate courses
- Part-time – 50% of the full-time benefit

For details about this benefit, please go to our intranet homepage→CHS Sharepoint Sites→Human Resources→Tuition Reimbursement tab. In addition, please see the Tuition Reimbursement Policy in the Human Resources Policy Manual which is also located on the intranet. For further questions, call 814-534-9489.

Opportunities within the Hospital

You are now part of a dynamic, growing health system. This growth and progress create a steady flow of opportunities for better jobs. Conemaugh Health System is always looking for people of ability who can grow and take on broader duties and responsibilities; CHS’s general policy is to fill openings by promotion from within the system whenever possible.

Employees have the opportunity to be considered for a position in other hospital departments whenever there is an opening. Openings are accessible by employees via the Intranet. The hospital’s general policy is to fill open positions from within whenever possible.

Employees become eligible to transfer to another department after a successful completion of a 6-month introductory period. Promotion or transfer is based on your work record, competence and ability. Transfers will be coordinated by your manager and the manager who has the opening.

The Human Resources Department notifies you as to whether you were selected for the transfer.

Services to Employees

Direct Deposit

Employees hired after July 1, 2004 will be required to use Direct Deposit. Call Payroll at 814-410-8291 if you would like to discuss these or other available options.
Employee Health Office and Corporate Care

The Employee Health Office (EHO) and Corporate Care (CC) provide pre-placement screenings, immunizations, annual evaluations, fitness for duty and return-to-work evaluations, post-exposure prophylaxis, and care of occupational injuries and illnesses. Although temporary care can be provided for non-occupational problems, the EHO and CC are not intended to take the place of your family doctor. Health education and health promotion activities also are conducted.

All on-the-job injuries or work-related illnesses must be reported to the EHO, where related care will occur. The EHO is open from 8:00 a.m. to 4:00 p.m., Monday through Friday. There are two CC locations: Johnstown (814-266-8466) and Ebensburg (814-472-4468). After hours and on weekends and holidays, contact the Department of Emergency Medicine for care. Before reporting for care, notify your supervisor and file an incident report through the Quantros SRM Event Reporting System. Before returning to work from a leave of absence for a non-occupational problem, employees may be required to undergo a return-to-work evaluation in the EHO or CC.

Hospital employment includes the possibility of exposure to harmful substances and infectious agents. CHS complies with the Pennsylvania Worker and Community Right-to-Know Act by maintaining programs to educate and train employees in protective measures to avoid or reduce exposure.

Pharmacy Service

As a convenience to you, MMC’s Pharmacy fills prescriptions for employees and their dependents. In most cases, this may result in a savings to you. For one-day service, prescription orders should be placed in the morning. Prescriptions that are dropped off at the Pharmacy before 11 a.m. may be picked up after 2 p.m. The top priority of the Pharmacy is to prepare medication for patients; if time does not permit serving employees and patients within the stated periods, patient prescriptions are filled first.

Pharmacy hours are 7 a.m. - 8 p.m. Monday – Thursday, 7 a.m. - 4 p.m. on Friday, and 8 a.m. - 4 p.m. on Saturday

Prescriptions dropped off by 11 a.m. Monday through Saturday will be available after 2 p.m. the same day.

Employee Assistance Program (EAP)

The Employee Assistance Program offers employees confidential counseling regarding personal, family, drug, alcohol, job or other medical/psychological problems. The goal of the Program is to restore employees to full productivity. Contact the EAP counselor at Conemaugh Counseling Associates for a confidential appointment or the Human Resources Department for more information. The phone number for the Employee Assistance Program is 814-534-1095.
Employee Charitable Gifts Fund

The Employee Charitable Gifts Fund is a fund that encourages employees to make charitable contributions through payroll deduction. Those who participate decide which charitable organizations or programs their donations are distributed to.

The Charitable Gifts Committee also reviews requests received for the Employee Aid Fund. The Employee Aid Fund was established as a charitable fund to benefit employees who may be experiencing unique financial difficulties. Examples of those difficulties may be loss of income due to an employee’s extended illness, unexpected expense and/or loss of income due to a family member’s illness or accident, or perhaps loss due to a fire or accident, etc.

For more information, please contact the Conemaugh Health Foundation at 814-534-9525.

Concluding Remarks

We are proud of MMC and the excellent reputation we have built.

This handbook has been prepared to give employees a greater insight into the philosophies, practices and policies of the hospital. It is not a contract. This handbook will serve as a guideline for decision making. Although we strongly believe in consistency and uniformity, we will continue to practice flexibility and discretion in decisions pertaining to the particular facts and circumstances which may arise. Because of the great variety of situations which may arise, MMC reserves the right to make decisions related to employment in a manner other than as provided in this handbook, if it becomes necessary. In the constantly dynamic environment in which we all work, the ability to make timely and effective decisions in regard to employment or hospital matters is critical to the ongoing success of MMC.