

**Robinson Memorial Hospital  
Employee Handbook  
Publication Date: June 2009**

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# **THE MISSION, VISION AND VALUES OF ROBINSON MEMORIAL HOSPITAL**

## MISSION

The mission of Robinson Memorial Hospital is to provide high quality, caring and cost-effective services; to inspire staff to exceed the expectations of our patients and their families; and to achieve financial results to ensure its continued success.

## VISION

Robinson Memorial Hospital will be the provider of preference for the residents of Portage County and the surrounding communities through the delivery of selected health care services

Robinson Memorial Hospital will be seen as an outstanding practice location for physician and other health care professionals.

Robinson Memorial Hospital is committed to be the employer of choice in the health care industry in this region.

Robinson Memorial Hospital will be known for its responsiveness, innovation and exemplary care and services.

## CORE VALUES

**RESPECT** – To display a regard for life, dignity, diversity and individuality of those served and those serving.

**INTEGRITY** – All of our relationships must be based on ethical behavior: acting with truthfulness and always doing the right thing for our community and each other.

**COMPASSION** – Our commitment to serve with understanding, sympathy and care.

**EXCELLENCE** – To constantly strive for the highest quality in everything we do – accept nothing less.

## **ABOUT YOUR HANDBOOK**

Your employee handbook is designed to acquaint you with the policies, procedures, benefits and services which have been established to provide employees with fair and equitable working conditions. Read it carefully and become familiar with the contents. It will be helpful to you as questions arise concerning your employment.

This Employee Handbook is presented for informational purposes only, and can be changed at any time by Robinson Memorial Hospital with or without notice. This Handbook is not an employment contract, expressed or implied. Hospital employees are employees at will and either the employee or the Hospital can terminate the employment relationship at any time (for any reason). No representative of Robinson Memorial Hospital has the authority to enter into an agreement with an employee that is contrary to the foregoing.

The policies and procedures in this handbook may be revised at any time. As policies and benefits are revised and new policies are generated, they will be updated in the electronic Employee Handbook which is maintained and may be accessed via the Hospital Intranet and via the Hospital Web Site ([robinsonmemorial.org](http://robinsonmemorial.org)). The table of contents will contain a column with the revision dates of policies so that they can be easily identified. Policy revisions will also be posted on the Hospital Intranet so attention may be called to them as they occur.

Always feel free to ask your Supervisor or Department Director any questions you may have pertaining to the contents of this book.

## **CONFIDENTIAL INFORMATION**

All communications and reports about a patient must remain strictly confidential. This includes any information, be it personal, financial, or medical, as well as test results, medical diagnosis, and records. Accessing unauthorized information or information not needed in the normal course of your job or release of any information to a patient, fellow employee, or unauthorized person(s) may be cause for corrective action, up to and including discharge.

## **EMPLOYEE RELATIONS PHILOSOPHY**

It is the mission of Robinson Memorial Hospital to provide high quality, caring and cost effective services in all that we do. An important factor in achieving this mission is to foster harmonious relations among employees. Our hospital recognizes its responsibility as an employer to practice positive employee relations by respecting the dignity of each employee.

We are committed to providing safe working conditions, fair and competitive wages and benefits, the opportunity to be considered for advancement, as well as fair and consistent treatment for all employees. Only through the mutual efforts of management and employees can the goals of our hospital be achieved. Each employee has something valuable to offer in fulfilling this relationship.

Robinson Memorial Hospital has an "Open Door Policy" where every employee has the right and is encouraged to communicate directly with his/her supervisor, Department Director, a human resource representative, or a higher member of management on any matter of concern and without fear of retaliation. Our hospital encourages open communication in a spirit of mutual trust and respect. It is understood that issues do arise from time to time, and we are sincere in our desire to solve them fairly and equitably. Robinson Memorial Hospital believes that the supportive environment we strive to maintain allows us to practice effective problem solving strategies and reach satisfying conclusions. We strongly believe that direct employer - employee issue resolution is the most effective process. For this reason we have established an Employee Problem Solving Procedure to insure full consideration of issues.

We are all members of a very important team and our mutual goal is the success of Robinson Memorial Hospital and its employees in the provision of quality patient care. Our management is dedicated to promoting and maintaining this cooperative spirit.

## OUR HISTORY

*"To prepare for the future and to cope with the present  
one starts by appreciating the past."*  
...RMH Historical Center Plaque

The new Robinson Memorial Hospital is embarking on its fourth decade of operation at the North Chestnut facility. With its completion on August 20, 1977, Portage County and surrounding communities took a giant leap forward in healthcare. To fully understand how we got to where we are today, it is necessary to first look into our past.

The need for a hospital in Ravenna was first met by Dr. W.W. White in 1894 when he purchased a house on East Main St. "The White Hospital" originally treated only accident cases, but soon extended into limited surgical work. The first hospital housed 18 beds and an operating room.

Because of overcrowded conditions, Dr. White built a new facility on North Chestnut Street at the corner of Cedar. This 25-bed two-story brick building opened on October 1, 1903, and contained private rooms and a small ward as well as a kitchen on the first floor and an operating room on the second. Dr. White, suffering from failing health, was forced to sell the Hospital to the County in 1917. By 1920 the bed capacity had increased to 48.

In 1929, The Robinson brothers - Henry, Richard, and Thomas - gave an aggregate gift of \$75,000, to be matched by the County, toward the construction of a new hospital as a memorial to their parents.

"The George F. and Mary A. Robinson Memorial Portage County Hospital" opened its doors on February 21, 1932, on South Chestnut Street. This, the first Robinson Hospital, had a 50 adult bed capacity and 8 bassinets, and housed X-ray, Laboratory, Emergency Room and Surgical Departments.

By 1972 a feasibility study had begun to determine how to meet the ever-increasing healthcare needs of Portage County, and it was determined a new hospital was the best solution. A bond issue was passed in the County and on July 7, 1975 work began on the new Robinson. On August 20, 1977, The New Robinson Memorial Hospital, our current facility, was opened. Our Hospital has continued to grow and develop, offering state-of-the-art medical care to the people of Portage County and surrounding communities.

## **SERVICE EXCELLENCE**

Robinson Memorial Hospital and Robinson Health Affiliates believes that exceptional Service Excellence is essential to the success of our hospital. As part of this initiative, the hospital has established four Service Excellence Core Values. These very meaningful and important core values were selected and ranked with input from employees, to shape the foundation of our overall Service Excellence culture.

The Service Excellence Core Values that we are striving to uphold at Robinson Memorial Hospital and Robinson Health Affiliates include: Respect, Integrity, Excellence and Compassion. In addition, eleven Standards of Behavior have been established to serve as a benchmark upon which to hold people accountable to the Service Excellence philosophy.

An introduction to our Service Excellence Program is presented at the general orientation that all new employees attend at the start of their employment. Ongoing education and information is available at department meetings, educational offerings, publications, and through the Service Excellence department at (330) 297-2577.

## **ADA POLICY STATEMENT**

It is the policy of Robinson Memorial Hospital to comply with all relevant state and federal guidelines, regulations, and legislation. The Americans with Disabilities Act (ADA), prohibits discrimination against individuals with disabilities in employment, public accommodation, public services, transportation, and telecommunications. Employees or applicants with an interest or concern regarding an ADA issue should direct questions and/or comments to the Manager, Employee Relations and Employment.

## ATTENDANCE & PUNCTUALITY POLICY

Every employee of the Hospital plays an important role in the regularly scheduled duties, which contribute to the service we perform for patients. Employee absence, for whatever reason, disrupts the Hospital's efforts to provide staffing levels consistent with the volume of work, causes additional workload for existing staff, detracts from patient care and is an additional expense to the hospital. Quality work performance can only be realized if employees are consistently on the job. Therefore, employees are expected to maintain regular attendance and punctuality.

An employee who is unable to report to work or unable to report to work on schedule must notify their immediate supervisor or other designated person at least one and-one half (1-1/2) hours prior to the designated starting time (2 hours for second and third shift employees in patient care areas), unless otherwise specified per department policy. Each employee is responsible for knowing their individual department's call-off policy for reporting an absence or any variation from general hospital policy. Call-off messages left on phone mail are not a substitute for contacting the department supervisor. Attendance and Punctuality for employees working in two or more positions/departments must be tracked separately by each department. Multi-position employees holding positions in the same department will have their attendance and punctuality for all positions combined and will be held to their employment status (hours/week) for the purposes of the attendance and punctuality policy standards. Multi-department employees reaching termination level for attendance and punctuality in either department will be dealt with on a case to case basis.

Employees are required to report off each and every day of the absence unless prior notification has been given to cover a longer period of time, or the absence is an approved leave of absence.

Scheduled absences, such as an appointment at the doctor's office, must be arranged in advance with the supervisor in order that arrangements may be made for coverage.

Unless emergency conditions exist which prevent a timely call-in, failing to report to work and failing to call in (No Call/No Show), will be cause for the following corrective action:

- ◆ 1st No Call /No Show absence - Written Corrective Action
- ◆ 2nd No Call/No Show absence - Corrective Probation
- ◆ 3rd No Call /No Show absence - Discharge

Recurrence or patterns of absence without notice will dictate the specific corrective action or sequence to be taken, not limited to these guidelines.

Employees are expected to be at their job at the start of their shift; clock-in-time will be used as the basis for corrective action. When an employee is more than 30 minutes late at the beginning of their shift without prior notice, they must notify their supervisor prior to clocking in.

Depending on departmental scheduling arrangements, the employee may be sent home without pay.

Tardiness represents lateness at the beginning of the work shift, at the conclusion of lunch or breaks, or leaving early at the end of the shift. Failure to clock in or out will be considered a tardy occurrence. Absence refers to an employee's failure to report for his/her scheduled work shift. The attendance and tardiness record is a factor in determining promotions, transfers, etc.

It is the Hospital's policy to counsel employees who are excessively absent or tardy. Notification allows the employee time to correct this problem before endangering their job. In cases where an employee shows patterns of repeated tardiness or absenteeism, the supervisor may encourage the employee to contact the Employee Assistance Program (EAP) for professional counseling assistance. EAP referral will not replace or interfere with the use of progressive corrective action for those employees who fail to correct absenteeism or tardiness problems.

Factors which will be considered when taking corrective action include patterns (i.e. absence consistently in conjunction with weekends, holidays, or other scheduled time off) and the number of occurrences which result in the given number of absent days (i.e. one-time extended absence vs. a series of one or two day absences). For purposes of this policy, an occurrence is defined as one specific absence (may be one day or multiple days). Also considered is the total number of hours of work missed due to absenteeism.

Our accumulative sick leave program is designed to provide financial security during short-term absence and to bridge the gap toward long term disability. **THE ANNUAL EARNED SICK LEAVE CREDIT IS NOT AN INDICATOR OF ACCEPTABLE ANNUAL ABSENCE.** Excessive absence for medical reasons, even though verified or certified, does not automatically excuse employees from performing their assigned duties. Absence or tardiness, regardless of cause, can result in corrective action.

#### **ATTENDANCE REVIEW PROCESS**

The attendance guidelines are based on a premise of "no fault" absenteeism; that is, all incidents of absenteeism are considered an occurrence, with the following exceptions:

- ◆ Family & Medical Leave (as outlined in the Family & Medical Leave Policy)
- ◆ Jury Duty
- ◆ Military Leave
- ◆ Scheduled Vacation
- ◆ Holiday
- ◆ Workers Compensation Leave
- ◆ Medical Appointments (scheduled in advance with the department supervisor typically lasting 2-4 hours, excludes scheduled medical procedures requiring an entire day off )
- ◆ Bereavement Leave
- ◆ Scheduled Leave of Absence – not sick related

Attendance will be monitored by the immediate supervisor on the basis of total scheduled hours not worked during the prior twelve (12) months. Each time attendance is reviewed or at each

step of corrective action, the 12-month period to be reviewed is that 12 months immediately preceding the date of review. This is commonly referred to as a rolling 12 months.

However, it should be noted that, specific patterns that indicate unacceptable attendance/tardiness affecting work performance will dictate the specific action or sequence to be taken. Any employee who has received two or more consecutive probations within a period of twenty-four (24) months for violating this policy may be subject to discharge.

## **CORRECTIVE ACTION**

Standards of attendance stated in this policy are based on the number of hours the employee is hired to work.

Corrective action for a regular 40 hour per week employee is normally not a consideration when total absence is less than 64 hours (8 days) in a 12 month period, and when no other patterns of unacceptable attendance are present. When absenteeism exceeds this level, the individual will be subject to corrective action, according to this policy's standards.

Excessive absenteeism or tardiness in the new hire introductory period may result in discharge from employment without satisfying the absenteeism or punctuality guidelines for discharge. This will be determined on a case by case basis.

Individual consideration may be given for unusual circumstances such as major illness, hospitalization, accident or surgery. In these cases, special consideration must be approved by the appropriate Department Director and the Vice President, Human Resources in order to waive corrective action.

All corrective action will begin with the verbal counseling interview unless the severity of the infraction dictates a higher level of corrective action. The verbal counseling interview provides the opportunity for the supervisor to meet with the employee, review their attendance/punctuality and compare it with the policy standards. When appropriate, a mutually agreed upon plan can then be worked out that would correct the problem. The verbal counseling will be documented on the appropriate Corrective Action form.

## ABSENTEEISM GUIDELINES

The following are standards for absenteeism and the corresponding corrective action. Positions with other than eight-hour work shifts may prorate/reduce the hours as necessary. However, the standards shall be applied consistently. For absenteeism, occurrences are not prorated. The numbers in parentheses ( ) indicate the number of hours of absenteeism required since the prior corrective action to move to the next level of corrective action.

<b><u>Position Hours</u></b>	<b><u>40 Hr.</u></b>	<b><u>36 Hr.</u></b>	<b><u>32 Hr.</u></b>	<b><u>24 Hr.</u></b>	<b><u>20 Hr.</u></b>	<b><u>PD-16 Hr.</u></b>
<b>Verbal Counseling</b> – Minimum of 3 occurrences &	64 Hrs.	58 Hrs.	51 Hrs.	38 Hrs.	32 Hrs.	25 Hrs.
<b>Written Warning</b> – Minimum of 4 occurrences &	(32) 96 Hrs.	(28) 86 Hrs.	(26) 77 Hrs.	(20) 58 Hrs.	(16) 48 Hrs.	(13) 38 Hrs.
<b>Corrective Probation</b> – Minimum of 5 occurrences &	(32) 128 Hrs.	(29) 115 Hrs.	(25) 102 Hrs.	(19) 77 Hrs.	(16) 64 Hrs.	(13) 51 Hrs.
<b>Discharge</b> – minimum of 5 occurrences &	(16) 144 Hrs.	(15) 130 Hrs.	(13) 115 Hrs.	(9) 86 Hrs.	(8) 72 Hrs.	(7) 58 Hrs.

Absenteeism is measured based on the 12 months prior to each step of corrective action (rolling 12 months). If more than twelve (12) months have elapsed since the last corrective action, then the corrective process will begin again with verbal counseling.

## **PUNCTUALITY GUIDELINES**

The following are prorated standards for tardiness and the corresponding corrective action. For tardiness, standards are based on the number of days the employee works per week, rather than the number of hours worked per week, as there are variations on how part-time employees schedule their work hours.

<b><u>Position Days</u></b>	<b><u>5 Day Emp.</u></b>	<b><u>4 Day Emp.</u></b>	<b><u>3 Day Emp.</u></b>	<b><u>1-2 Day Emp.</u></b>
<b>Verbal Counseling</b>	1-7	1-5	1-4	1-2
<b>Written Warning</b>	8	6	5	3
<b>Corrective Probation</b>	12	10	7	5
<b>Discharge</b>	16	13	10	7

Tardiness is measured based on the 12 months prior to each step of corrective action (rolling 12 months). If more than twelve (12) months have elapsed since the last corrective action, then the corrective process will begin again with verbal counseling.

# COMPLIANCE PROGRAM

## **PURPOSE**

The Hospital has a record of compliance with federal, state and local laws that govern its operation. To ensure continued compliance and to clearly communicate its commitment to ethical leadership, the Board of Trustees has endorsed the adoption of the Robinson Memorial Hospital Compliance Program (the “Program”). This Program is intended to prevent and detect any violations of federal, state, or local laws by the Hospital. It establishes a system in which individuals can assist the Hospital in identifying issues and correcting potential violations of law. The Program also establishes procedures to report, investigate, and remedy any violations.

## **ETHICAL STANDARDS**

It is the policy of the Hospital that the delivery of healthcare services and the conduct of business affairs are performed at all times in accordance with the highest level of ethical standards. We hold as core values the principles of honesty and fairness in all dealings.

## **CONFLICT OF INTEREST**

Employees shall exercise the utmost faith in all transactions touching upon their duties to the hospital and its property. In their dealings with and on behalf of the Hospital, they shall be held to a strict rule of honest and fair dealing between themselves and the hospital. They shall not use their positions, or knowledge gained therefrom, in such a way that a conflict might arise between the interest of the hospital and that of the individual.

## **FRAUD & ABUSE**

It is the Hospital’s policy that all employees maintain compliance with all Medicare, Medicaid, and other health related fraud and abuse requirements. The government’s healthcare fraud and abuse requirements prohibit, among other things, any person from offering or paying remuneration to anyone to induce referrals of services to patients whose source of payment is Medicare, Medicaid, or other government funded programs, and from making false claims for reimbursements.

## **ENFORCEMENT & DISCIPLINE**

Employees who violate the policies enumerated in the Program or who willfully fail to report wrong doings will be subject to discipline in accordance with the corrective action provisions described in the Employee Handbook.

## **REPORTING VIOLATIONS**

- ◆ Any employee who is aware of possible violations of rules, regulations, or laws can make the violation known in any of the following ways:
- ◆ Report to the appropriate department head or any administrator;
- ◆ Contact the Compliance Officer/Internal Auditor at 297-2334, or;
- ◆ The Compliance Program establishes a mechanism for anonymous reporting of suspected violations. Open and direct communication between the Compliance Officer and hospital personnel has been established through the implementation of a confidential reporting telephone line. The confidential telephone number is (330) 297-8888. Callers are asked only to leave a voicemail message providing enough information to begin an investigation. Identity of the caller is encouraged but is not mandatory. With the identification of the caller known, a more thorough investigation may be possible. All reported violations will be investigated. A log will be maintained of all calls and actions taken to investigate and correct the problem. The Hospital is committed to maintaining the confidentiality of callers who report possible violations. No one who makes a call to the reporting line in good faith will be subject to reprisal or discipline based upon having made that call.

# PREVENTION OF FALSE CLAIMS

## PURPOSE

To avoid submission of false claims and to comply with §6032 of the Deficit Reduction Act of 2005 by detailing the Civil False Claims Act and its associated administrative remedies.

## POLICY

All Robinson Memorial Hospital employees must avoid submission of false or fraudulent claims for payment. Submission of any false or fraudulent claim subjects individuals and Robinson Memorial Hospital to liability under a variety of criminal and civil statutes, including especially the Civil False Claims Act (31USC3729-3733) and its associated administrative remedies (31USC3801-3812).

Discussion of provisions of the civil False Claims Act, including the rights of employees to be protected as whistleblowers, as well as Robinson Memorial Hospital's Compliance Plan to prevent fraud, waste and abuse, are included in this policy in our Employee Handbook. Any employee that suspects that false or fraudulent claims may be being submitted to payors should report the situation to their supervisor, manager, director or vice-president. In the event the employee is unable to report the issue to any of the above, The Robinson Memorial hospital maintains a confidential reporting phone line (330-297-8888) which should be used to report the issue anonymously.

## FALSE CLAIMS ACT

The objective of the civil False Claims Act (FCA) is to recover money owed to the Government and to levy penalties and damages.

A violation of the FCA occurs when any person or organization:

- ◆ knowingly presents, or causes to be presented, to the Government a false or fraudulent claim for payment or approval;
- ◆ knowingly makes, uses, or causes to be made or used a false record or statement to get a false or fraudulent claim paid or approved by the Government; or
- ◆ conspires to defraud the Government by getting a false or fraudulent claim allowed or paid.

Medicare and Medicaid are Government programs covered by the FCA.

The statute defines "knowing" and "knowingly" to mean that the person or organization:

- ◆ has actual knowledge that the claim is false, fraudulent or fictitious;

- ◆ acts in deliberate ignorance of the truth or falsity of the claim or statement; or
- ◆ acts in reckless disregard of the truth or falsity of the claim or statement.

No proof of specific intent to defraud is required. In other words, the Government is not required to prove that a person or organization actually meant to make false claims. The mere fact that a false claim was submitted is enough to establish liability under the FCA.

The FCA provides that a person or organization that violates the statute is liable for a civil penalty of not less than \$5,000 and not more than \$10,000 per claim plus three times the amount of the false claims. "Claim" means any request, demand or submission made to an authority for property, services or money. Each claim form or individual request for payment constitutes a separate claim. This means that claims even for an inexpensive service repeated frequently over time can result in multi-million dollar penalties.

A few examples of actions that would violate the FCA are:

- ◆ Billing for services and/or supplies not provided
- ◆ Misrepresenting diagnoses, services, service dates, the identity of patients or amounts charged
- ◆ Duplicate billing to obtain double payment (for example, billing both Medicare and the beneficiary for the same service or submitting multiple claims for the same service)
- ◆ Billing for services known to be medically unnecessary

Violation of this policy will be cause for corrective action up to and including termination.

### **WHISTLEBLOWER PROVISION**

Another aspect of the FCA is its "*qui tam*" or whistleblower provision. In a *qui tam* suit, any private person who has direct and independent knowledge of wrongdoing (not based on publicly disclosed information) can bring an action on behalf of the Government to enforce the civil FCA. The Government may decide to intervene in the case and take over from the person who filed the case. If the Government does not intervene, the person filing the action is free to proceed on his or her own. In a successful *qui tam* suit, the person initiating the action is entitled to 15% - 25% of the recovery if the Government intervenes, and 25% - 30% where the Government declines to participate. If a person proceeds independently and the defendant wins, the person bringing the action may be required to pay the defendant's legal fees.

The FCA protects employees who are discharged, demoted, harassed, or in any manner discriminated against by their employer because of their participation in or furtherance of an FCA action. Robinson Memorial Hospital's Compliance Plan also prohibits harassment or retaliation. Employees can report harassment or retaliation to their supervisor, an upper-level manager, an appropriate department such as Human Resources, or the confidential telephone reporting line at extension 8888.

## DRESS & PERSONAL APPEARANCE

Robinson Memorial Hospital is a professional workplace and the personal appearance of our employees must establish trust and respect from our patients. Therefore, all employees must display professional dress and grooming consistent with this policy.

Manner of dress differs with each position and departments. Appearance must be appropriate for the position and/or department to which an employee is assigned. Department management will advise employees of required uniforms and standards of dress and grooming for their department which may exceed but not exclude the hospital standards below.

Clothing considered INAPPROPRIATE during working hours include, but are not limited to:

- ◆ clothing made of blue jean denim material
- ◆ form fitting clothing
- ◆ sundresses
- ◆ sleeveless dresses, blouses, or tops
- ◆ see through clothing or any clothing that would permit underclothing to be visible
- ◆ T-shirts and polo shirts with printing or logos unless uniformly sanctioned by department. Hospital logo polo shirts are permissible as appropriate.
- ◆ tube tops or tank tops
- ◆ halter tops or halter dresses
- ◆ cut-offs and shorts
- ◆ open toe shoes or sandals for patient caregivers, employees working in clinical areas, Nutrition and Environmental Services and Plant Engineering employees.
- ◆ sweats
- ◆ bib overalls
- ◆ pants tucked into socks
- ◆ capri pants or pants shorter than two inches above the ankle
- ◆ pants that touch the floor
- ◆ pants that have zippers or pockets at the ankle
- ◆ any clothing or scrubs with fatigue or hunting prints (camouflage)
- ◆ flip flops
- ◆ heavy perfume/aftershave

Clothing standards for personnel assigned to outdoor duties will be dictated by department policy and may justify, due to weather or working conditions, some reasonable exception to hospital policy.

In addition,

- dress and skirt length must be no more than two inches above the knees
- ◆
- ◆ identification badges must be worn and visible above the waist while on duty
- ◆ scrubs are permitted as directed by the department director, style and color must comply with guidelines
- ◆ The odor of tobacco smoke and heavy perfume, bath and body lotion/oil is prohibited during working hours as well.

Jewelry should be worn in moderation. Earrings shall be limited to a maximum of two per each ear and be of moderate style and length. Body/piercing/jewelry (other than ears) should not be visible; this includes, but is not limited to, nose, eyebrow, lips, tongue, chin and navel. Tattoos must not be visible.

When providing patient care, nails will be clean and short. Only natural nails are permitted. Nail polish is permitted if not chipped.

# **ELECTRONIC COMMUNICATION AND USE OF COMPUTER EQUIPMENT**

The use of any software and business equipment including, but not limited to, facsimiles, computers and copy machines for private purposes is not permitted. All information written, sent or received on an electronic communication system is, and remains, the property of RMH and the confidentiality of this information should not be assumed. The Hospital President and CEO or his designee reserves the right to review, audit, intercept, access and disclose all messages created, received or sent over the electronic communication systems for any purpose. The content of any electronic message obtained for legitimate business purposes may be disclosed within the company without the permission of the employee.

E-mail messages sent outside the Hospital containing protected health information (i.e. identifies a person and discusses details about their health or payment for health services) in the header, body or attachments must be encrypted. To encrypt your e-mail add the words, "Send Secure" minus the quotes in the subject line.

The electronic communication systems cannot be used to create profane, offensive, disruptive or discriminatory messages. Among those which are considered offensive are any messages which contain sexual implications, racial slurs, or any other comments that offensively address age, gender, sexual orientation, religious or political beliefs, national origin, or disability.

All access codes are the property of the Hospital. No employee may release his/her access code to another person. No employee may use the access code belonging to another employee. Employees are not authorized to retrieve or access any messages that are not intended for them unless authorized by the President and CEO or his designee.

Much information available through the automated Hospital Information System is confidential. Employees authorized to have access to this information are expected to only access that information necessary to perform their job and not to divulge any information to unauthorized persons. The Hospital has disciplinary actions for those employees who:

1. Access unauthorized information.
2. Communicate any confidential information (authorized or otherwise, including security codes).
3. Misuse any information.

Employees are expected to have sufficient knowledge to operate any computer equipment. In addition, employees must:

1. Use reasonable precautions to keep food and drink away from all computer equipment.
2. Lock computers in an office when the department is closed. If a computer system is located in an unsecured area, the equipment shall be physically fastened to the desk.
3. Backup when appropriate. It is recommended that backup is done at least every other week; however, the frequency of backup is normally defined by the application program. Loss of data due to the failure to properly backup a computer system is the responsibility of the end user, and may result in disciplinary action.
4. Not add software and/or hardware to any hospital owned equipment, unless the addition is authorized using the MIS Department's "Data Processing Service Request Form (DPSR)."

Violations of this policy are considered breaches of confidentiality and employees who intentionally or carelessly misuse or abuse any computer equipment are subject to corrective action up to and including discharge.

Please refer to the Administrative Policies and Procedures Manual (DP001 thru DP007) for more detailed policy information pertaining to electronic communication.

## **EMPLOYMENT OF RELATIVES**

At Robinson Memorial Hospital it is our policy to employ the best-qualified people. However, to prevent inappropriate working relationships from arising in the work place careful consideration will be given when considering employment of persons who are related to existing employees by blood or marriage.

The Vice President of Human Resources must be notified of any potential hiring of the relatives of our current employees in order to evaluate the appropriateness of the employment decision on an individual basis. In any employment situation, potential conflicts of interest shall be avoided for the benefit of all parties involved.

## **EMPLOYMENT TYPES**

### **FULL-TIME**

An employee hired to work 32 hours or more per week on a regular basis or 1664 hours a year or more including holiday, vacation and sick time. Applicable benefits are available for employees with Full Time status (see individual benefit description in the Employee Handbook).

### **PART-TIME**

An employee hired to work less than 32 hours per week. Various benefits are available according to how many hours per week an employee is hired to work (see individual benefit description in the Employee Handbook).

### **TEMPORARY OR SEASONAL**

An employee hired to fill a short-term need of the Hospital usually less than six (6) months. This may include externs, interns and students. Temporary employees may be terminated at any time without recourse to the corrective action or problem solving policies and procedures set forth in this manual. Temporary employees are only eligible for sick and OPERS accrual.

### **PER DIEM**

An employee hired to work on an as needed basis.

### **CIVIL SERVICE STATUS**

Pursuant to the Ohio Revised Code, Section 124.11 all employees of Robinson Memorial Hospital are in the unclassified civil service.

## **EQUAL EMPLOYMENT OPPORTUNITY**

Robinson Memorial Hospital is an equal opportunity employer. It is our policy to treat all employees and applicants equally according to their individual qualifications, abilities, experience, and other employment standards. There is no discrimination because of race, religion, color, sex, age, national origin, handicap, or veteran status.

Robinson Memorial Hospital will ensure that personnel actions such as employment, compensation, promotion, upgrading, training and development, demotion, transfer, termination, or rehire will be administered on a non-discriminatory basis.

Appropriately, it is the practice and policy of Robinson Memorial Hospital to comply with all applicable federal, state and local labor laws.

As an employee of our hospital, you are expected to deal fairly and honestly with other employees to ensure a work environment free of intimidation and harassment. Abuse of the dignity of anyone through ethnic, racist, or sexist slurs or through other derogatory or objectionable conduct is considered offensive employee behavior. Robinson Memorial Hospital will not condone an individual's violation of this policy.

If you believe you have been subjected to any violation of this policy, you may bring your concerns to the attention of your immediate supervisor, Department Director, the Human Resources Representative, Vice President of Human Resources and Organizational Development, any member of Administration, or you may utilize the Employee Problem Solving Procedure by contacting the Human Resources Representative. (See Sexual Harassment Policy)

## **IDENTIFICATION BADGES**

Identification badges are issued to all new RMH employees upon commencement of employment. Employees are required to wear their Identification Badge above the waist with the picture facing out while on duty and whenever entering the Hospital to participate in the Hospital Disaster Programs.

Stickers, pins, or any other type of decorations are not to be on the Identification Badges. Information printed on the badge is not to be covered by any substance. Non-compliance will be cause for corrective action.

If an Identification Badge is lost or misplaced, report to the Human Resource Department for a replacement. There is a fee for replacing lost or misplaced badges. If employees have a name change, department change, licensure change, or malfunctioning badges, they need to report to the Human Resource Department for a replacement badge at no charge.

Identification Badges must be returned to the Human Resource Department upon termination of employment.

## **INTRODUCTORY PERIOD**

There will be a six (6) month introduction period for all new employees and current employees who have transferred to a new position or new department within the hospital. Time spent on a leave of absence shall not be counted as part of the introduction period. The introduction period in this case will be extended to account for the amount of time spent on leave.

The introduction period establishes a specific timeframe during which factors such as job performance, attendance, and punctuality will be carefully evaluated. This evaluation will be conducted at the end of the introduction period. At this point, an employee may be retained, the introduction period may be extended, or the employee will be discharged. In no way does completion of the introduction period imply permanent employment with Robinson Memorial Hospital.

New employees may be terminated during the introductory period without recourse to the corrective action or problem solving policies and procedures set forth in this manual.

# **JOB POSTING, AWARD & TRANSFER POLICY**

Robinson Memorial Hospital is committed to providing the opportunity for each employee to seek promotion, advancement, professional growth and personal enhancement. In order to facilitate this goal, our hospital has established the Job Posting, Award and Transfer Policy.

## **ELIGIBLE EMPLOYEES**

Active full time, part time, per diem and employees scheduled to return from leave of absence are eligible to apply for a posted vacancy. Temporary employees may also apply; however, preference will be given to eligible regular full or part time employees.

Except as noted below, the following employees are not eligible to participate:

1. Employees who have not satisfactorily completed the introduction period for their current job.
2. Employees currently in corrective probation as described in the Corrective Action Policy.

Eligibility requirements may be waived if no qualified bids have been received. This waiver will be contingent upon approval of their current Department Director in conjunction with the Vice President, Human Resources or designee.

## **JOB POSTINGS**

All vacant jobs through director level, scheduled 24 hours or more per week, will be posted. No job offers will be extended until all appropriate procedures have been followed per this policy. Intern, student, extern and temporary jobs are not subject to this policy.

## **DEPARTMENTAL POSTINGS**

The Department Director has the option to post vacant jobs within the department before posting hospital-wide. If they choose to not post within the department, they must proceed to hospital-wide posting. Job vacancy postings within the department will be posted in a designated place for a period of three (3) working days; Saturdays, Sundays and Holidays excluded. Interested employees will submit a completed "Personnel Action Request" form to the Department Director. At the hiring director's discretion, bids received after the posting deadline (late) may or may not be considered depending on the date of receipt in relation to the interview process and hiring decision.

## **HOSPITAL-WIDE POSTINGS**

Job vacancies will be posted hospital-wide by the Department as requested and remain posted for five (5) working days; Saturdays, Sundays and Holidays excluded. Job postings will be placed on the Hospital Intranet and on the Employee Information Bulletin Board located at the Employee Information Center in the hallway between the Cafeteria and the Pharmacy. Job postings will be removed after 4:00 p.m. on the scheduled removal date. Interested employees will submit a completed "Personnel Action Request" form to the Human Resources Department. Only bids processed through the Human Resources Department will be considered for a hospital-wide posted job. Bids will be accepted until 4:00 p.m. on the posting removal date. Late bids may or may not be considered at the discretion of the hiring director.

## **EXTERNAL SEARCH**

The Human Resource Department may conduct an external search for qualified applicants during the posting period. No offer will be made, either internal or external, until after the removal date of the posting and until all qualified internal candidates have been considered.

## **JOB REQUIREMENTS**

The criteria to be considered for a job will be stated on the posting. This will consist of minimum education and experience requirements as well as any preferred certifications, qualifications, or skills. The opportunity to be considered for a job will be provided to all employees meeting prescribed minimum eligibility requirements. Information to be considered will include job related experience, education, certification, required skills, past job performance and attendance.

## **PROCESS**

Upon the deadline and removal of hospital-wide posted jobs, a copy of all qualified bids received in Human Resources will be sent to the hiring director. The employees current department director will be notified by Human Resources that their employee has bid on a job. For both departmental and hospital-wide jobs, the hiring director will interview all qualified candidates. Interviewing may begin on the first posting day. Upon completion of the interview process the department director will review all candidates with the Human Resource Department and select the most qualified candidate for the position. No offer of employment will be made without review and approval of the Human Resource Department. The department director will offer the position and describe the position fully (hours, unit, shift, salary and new introduction period). The employee's current department director, and other employees who had submitted a "Personnel Action Request" form will be notified of the selection and a start/release date will be established.

## **TRANSFER**

An employee who has been awarded a job in another department will be transferred to the new department within seventeen (17) calendar days unless another transfer date suitable to both directors has been agreed upon. If the employee is leaving a management or supervisory job, the transfer will take place within thirty (30) calendar days unless another transfer date suitable to

both directors has been agreed upon. The Human Resource Department will complete all necessary paperwork and communicate information to all appropriate persons.

## **LICENSURE, REGISTRATION & CERTIFICATION**

Persons accepting or continuing employment with Robinson Memorial Hospital, where applicable, shall fulfill the licensure, registration, or certification requirements established by the State of Ohio, Robinson Memorial Hospital, or any other legal or professional agency having jurisdiction. Under no circumstances may a person be permitted to practice his/her profession without a valid license.

It is the responsibility of the individual to procure the license or registration and to pay the necessary fees for initial or periodic renewal. Employees are responsible for notifying their Department Head of licensure renewals and showing proof of same.

For information on payments for certifications see the Tuition Reimbursement Policy or call Organizational Development at 330-297-2730.

## **MANAGING STAFF REQUESTS**

It is recognized and understood that situations may arise in which the prescribed course of treatment or care for a patient may conflict with an individual's cultural values, ethics or religious beliefs. Therefore, as a responsible employer, the organization has established a mechanism whereby an individual may request not to participate in such treatment or care.

It is the policy of Robinson Memorial Hospital to provide a mechanism to address requests from staff members not to participate in any aspect of patient care that may conflict with their cultural values or religious beliefs. However, the primary mission of the Hospital is to provide care to all its patients. Therefore, in no instance will the mission of the organization be compromised. Treatment and care will be provided to all patients in need without regard to race, creed, color, gender, national origin, disability, lifestyle or ability to pay.

Before an individual employee is hired and if requested, they will be informed about policies on patient care that may influence their decision regarding employment in a specific unit. If they decline such employment, the Hospital will consider them for other position vacancies for which they may be qualified.

An employee can request not to participate in a treatment, procedure or new unit of service by notifying their supervisor as soon as they become aware of this issue.

The supervisor will evaluate such requests and determine whether such requests can legitimately and appropriately be granted taking into consideration all circumstances existing at the time. If granted, the supervisor will arrange to redistribute the tasks, activities and duties to other individuals as needed to ensure appropriate quality care for the patient. It may be necessary for the employee requesting such exclusion to provide appropriate patient care until alternate arrangements can be made.

Due to staffing limitations, it may not always be possible to grant such a request. The Hospital will attempt to make a reasonable accommodation for all justified employee requests and shall not unreasonably withhold approval.

The individual granted an exemption from duties under the provisions of this policy will be assigned to other duties that do not conflict with their cultural values, ethics or religious beliefs. Employees affected may wish to consider a request for transfer to a unit or position in which conflict of care issues are less likely to occur.

The supervisor will evaluate the impact of this practice as part of their ongoing review of the appropriateness of patient care for the performance improvement process. Any suspected inappropriate application of this policy will be referred to the Vice President, Human Resources.

## **ORIENTATION & EDUCATION PROGRAMS**

The Human Resource Department conducts an extensive monthly General Orientation program for all new employees. This orientation is designed to familiarize the new employee with the Hospital and provide an introduction to fire safety, disaster planning, hazardous materials training, infection control, employee health, patient rights, cultural diversity, HIPAA Training, Service Excellence, the hospital compliance program, hospital policies and procedures, employee benefits, performance improvement, patient safety and sentinel events. New employees must attend General Orientation within the first two months of hire.

Employees returning to work after a leave of absence of 12 months or more will be required to meet with their department director to discuss the possible need of attending another General Orientation, as well as assess the need for reorientation to their job duties.

Former employees that are rehired within one year of their termination date are not required to attend General Orientation.

All departments of the Hospital are dedicated to providing high-quality, caring and cost-effective services to the people of Portage County and the surrounding communities and as a result, conduct detailed departmental orientations to maximize human resource potential.

Because the Hospital recognizes that education is an ongoing process, we are committed to providing regular continuing education programs. These programs are designed to enable our employees to continue their own personal and professional growth and development.

## **PHYSICAL EXAMINATIONS & HEALTH REQUIREMENTS**

To assure that all persons offered positions at our Hospital meet established guidelines for health requirements, examinations are conducted by the Employee Health Clinic.

The Employee Health Clinic is located in the South Wing of the Hospital past Laboratory Services. Services are available Monday - Friday 7:30a.m. to 4:00p.m. The Clinic is closed on all major holidays.

For those who work in the Women's and Family Health Department, certain testing including a physical assessment is required annually. These examinations are offered by the Employee Health Clinic.

Any employee who is injured while on duty must fill out an Employee Illness/Injury report, recording specific times and events, and go to the Employee Health Clinic for evaluation.

The employee will be assessed by the nurse on duty. At this time, specific recommendations and treatment will be ordered. If the injury occurs when the Clinic is not open, or if the injury is serious, the employee will follow the same procedure, but report to the Emergency Department for evaluation. Any charges incurred for this initial evaluation will be paid for by the Hospital.

Any employee who feels that he/she is experiencing a work related illness or problem should be evaluated by the Employee Health Clinic or the Emergency Department if the situation is considered to be an emergency. If the situation is not an emergency, the employee should go to the Employee Health Clinic for evaluation. The Clinic physician will do the evaluation at no charge to the employee and make appropriate recommendations. Expenses incurred, other than the initial evaluation, may or may not be the responsibility of the employee. This will be determined on a case by case basis.

Employees who feel that they have an infectious illness, such as a sore throat or a rash, etc. (other than URI) should be evaluated through Employee Health Clinic. This evaluation may be done by the employee health physician or nurse on duty and there is no charge for this service.

Employees who become ill while on duty will be encouraged to see their private physician for evaluation and treatment.

### **RETURN TO WORK**

If you have been absent from work for personal illness reasons for five or more consecutive work days, you must obtain documentation from your personal physician stating the reason for the absence, and that you are able to return to work without restrictions. If restrictions are noted by the physician, they must be reviewed by the Employee Health Clinic and approved by your

Department Director, or the Manager, Employee Relations and Employment located in Human Resources as appropriate. A return to work clearance following any absence from work for personal illness of five or more consecutive days must be obtained from the Employee Health Clinic. A back evaluation will be required if any amount of work is missed because of a back injury.

## **RE-EMPLOYMENT OF EMPLOYEES AFTER OPERS RETIREMENT**

Employees desiring re-employment after separation for OPERS retirement purposes shall present their request in writing to their department director no less than 30 days prior to the scheduled retirement date. The request form may be found in the information packet: “Employees Requesting Re-employment after OPERS Retirement” located in the Human Resource Department. The Director, along with the respective Vice President and the Vice President of Human Resources and President and CEO, will consider the request and provide a response within two weeks of receipt of the request. The response to the employee, if approved, shall include the following information: returning position, status (number of hours per week), start date, and salary. There shall be no right of re-hire by the employee. The determination to re-hire will be at the sole discretion of the employer.

If the rehire is approved, the employee must submit the resignation on a PAR form with a copy of the approved request for re-employment attached.

The compensation policy for new hires will be followed for re-hires. Re-hires will follow the benefit eligibility criteria for new hires. Any exceptions to benefit eligibility are outlined in the “Employees Requesting Re-employment after OPERS Retirement” information packet.

The returning employee will be processed as an external applicant and must contact Human Resources to complete the application and employment process. This includes a new employee physical and criminal background check. Failure to complete or satisfy the employment process will void any agreement for re-employment. Positions that are pre-determined rehires will not be posted and the electronic SAR must still be processed but will be approved.

Prior to making their request, it is the employee’s responsibility to contact OPERS to learn re-employment rules as well as what effect re-employment will have on their retirement benefits. The Benefits Specialist will notify OPERS of the re-employment of any OPERS or other public retirement system retiree before the end of the month in which re-employment begins.

## **REFERENCE CHECKS**

Periodically, RMH employees may be contacted by persons not affiliated with our Hospital seeking information about past and present employees. These contacts may be from outside companies or employment agencies seeking references or fact-finding inquiries by such agencies as the Bureau of Employment Services, as well as companies calling for credit references.

In order to protect the privacy of all past and present Robinson Memorial Hospital employees and abide by government regulations, all verbal and written inquiries must be referred to and handled by the Human Resource Department.

Human Resources will verify dates of employment and position held verbally over the phone. Signed authorization from the employee must be obtained before wage and/or benefit information is released.

Only appropriate information will be given and the proper records will be kept.

## **RESIGNATIONS/SEPARATION FROM EMPLOYMENT**

Employees who voluntarily resign are asked to give as much advance notice as possible. We request a four-week resignation notice from all professional (degreed) positions, including Staff Nurses, Supervisors, Managers, and Directors. Failure to provide a four-week notice may affect the employee's opportunity for re-employment.

No resignation will be effective on a holiday or during vacation time. The last day worked will be the effective date of resignation.

### **PROCEDURE**

1. A Personnel Action Request form (available in Human Resources or departmental offices) or personal letter must be signed and forwarded to the appropriate Department Director.
2. The employee shall contact the Human Resource Department to process final paperwork prior to their termination date.
3. Employees who have been involuntarily terminated must also contact the Human Resource Department to process final paperwork and arrange to receive their final paycheck.
4. All Hospital property, including employee handbook, keys, uniforms, I.D. badges, tools, etc shall be returned prior to release of final paycheck.

## **SEXUAL HARASSMENT POLICY**

Sexual harassment will not be tolerated at Robinson Memorial Hospital. We are dedicated to providing care in an environment free from all forms of harassment. While the focus of this policy is sexual harassment, the hospital will also not tolerate any other form of harassment including, but not limited to race, color, religion, gender, national origin, age and disability in the work place.

Sexual harassment is described as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature where;

1. submission to such conduct is made, whether explicitly or implicitly, a term or condition of employment;
2. submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting the individual; or
3. such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment.

Each employee is responsible for assisting in the prevention of harassment through the following steps:

1. refraining from participation in or encouragement of actions that could be construed as harassment;
2. reporting acts of harassment to an appropriate person as outlined below; and
3. encouraging any individual, who confides that he or she has been harassed, to report these acts to an appropriate person as outlined below.

Any complaints of sexual harassment should immediately be reported to your supervisor, department head, Vice President of Human Resources, or any member of Hospital Administration. There shall be no retaliation against any employee for filing a complaint or participating in the investigation of a complaint. Complaints will be investigated quickly, thoroughly and confidentially and appropriate action will be taken.

Any employee in violation of this policy will be subject to corrective action up to and including discharge. Intentionally false complaints will be subject to corrective action.

## **SMOKE/TOBACCO FREE ENVIRONMENT POLICY**

Robinson Memorial Hospital is committed to the promotion of health and wellness, which includes the prevention and treatment of diseases. Smoking related illnesses (including those related to environmental tobacco smoke) comprise the largest portion of preventable diseases. As our area's health care provider, Robinson Memorial Hospital shall maintain a safe and healthy nicotine and smoke free environment.

It is the policy of Robinson Memorial Hospital not to hire applicants that use tobacco and other products that contain nicotine (including nicotine replacement therapy). Candidates for employment that test positive for cotinine (nicotine) in the post-offer drug screen will have the offer of employment rescinded and will be ineligible for employment consideration for a period of no less than ninety (90) days. This includes a positive test resulting in the use of nicotine replacement therapy.

Employees are prohibited from smoking or using products containing tobacco/nicotine on paid work time, including paid rest periods (breaks). Additionally, the use of tobacco/nicotine products by anyone on any Robinson Memorial Hospital property is prohibited at all times. However, employees participating in a tobacco cessation program are permitted to use nicotine replacement therapy on paid work time and on hospital property.

Employees of Robinson Memorial Hospital and other staff are prohibited from reporting to work with the odor of tobacco smoke on their clothing/person. The odor of tobacco smoke is generally unpleasant and can be detrimental to our patients that come to us seeking care. Based on the commonly known negative health effects of smoking, it is deemed unacceptable for employees of a respected health care provider to smell of tobacco smoke in an environment of care.

It is the responsibility of all Hospital employees, physicians and volunteers to adhere to the Nicotine Free Policy and to promote and enforce the policy among patients, visitors and other staff as appropriate.

Supervisors are responsible for managing this policy within their respective work areas. The use of nicotine products on hospital premises, the use of nicotine products during paid work time or reporting to work with the obvious odor of tobacco smoke will result in Corrective Action counseling, up to and including termination of employment.

### **DEFINITIONS**

**NICOTINE PRODUCTS:** Cigarettes, cigars, pipes, herbal tobacco, chewing tobacco, snuff or snus.

**HOSPITAL PROPERTY/PREMISES:** All Robinson Memorial Hospital and Robinson Health Affiliates owned/leased buildings, lawns, walkways, sidewalks and parking lots and any other grounds where we do business and or provide services.

**STAFF:** For the purpose of this policy all employees, non-employee contract workers, medical staff, volunteers, auxiliaries and students.

## **SOCIAL NETWORKING/MEDIA POLICY**

This policy outlines Robinson Memorial Hospital's rules and guidelines as it pertains to blogging or other forms of social media or technology which may include but are not limited to video or wiki postings, texting or sending instant messages through any media sites such as Facebook, My Space, YouTube, Twitter, chat rooms, personal blogs or other similar forms of online journals, diaries or personal newsletters affiliated or not affiliated with our Hospital. This policy is directed to all persons affiliated with Robinson Memorial Hospital and affiliated organizations including employees, volunteers, auxiliaries, members of the medical staff and vendors.

1. Robinson Memorial Hospital respects the right of employees to use blogs and social networking/media sites as a medium of self-expression and public conversation and does not discriminate against employees who use these media for personal interests and affiliations or other lawful purposes.
2. Bloggers and commenters are personally responsible for their commentary on blogs and social networking sites. Bloggers and commenters can be held personally liable for commentary that is considered defamatory, obscene, proprietary or libelous by any offended party, not just Robinson Memorial Hospital.
3. Employees cannot use employer-owned equipment, including computers, company-licensed software or other electronic equipment, nor facilities or company time, to conduct personal blogging or social networking activities.
4. Employees cannot use blogs or social networking sites to harass, threaten, discriminate or disparage against employees or anyone associated with or doing business with Robinson Memorial Hospital.
5. If you choose to identify yourself as a Robinson Memorial Hospital employee, please understand that some readers may view you as a spokesperson for the Robinson Memorial Hospital. Therefore, because of this possibility, we ask that your views expressed in your blog or social networking area are your own and not those of the company, nor of any person or organization affiliated or doing business with Robinson Memorial Hospital.
6. It is a violation of HIPAA to share any confidential or proprietary information on social networking sites. You must maintain HIPAA rules and regulations and adhere to the Service Excellence policy at all times. Do not discuss any patient information, specific cases, treatment delivered, etc. (even without the use of his/her name). Any reference to a patient's case, diagnosis, room number, date of service that can be tracked to the patient can result in a

HIPAA violation. Discussions of specific patients should only be in the context of providing their care only while you are at work.

7. Employees cannot post on personal blogs or other sites the name, logo of Robinson Memorial Hospital or any business with a connection to our Hospital. Employees cannot post company-privileged information, including copyrighted information or company-issued documents.
8. Employees cannot email, instant message, post on personal blogs or social networking sites photographs of other employees, volunteers, physicians, auxiliaries, or vendors, nor can employees post photographs of persons engaged in Hospital business or at Hospital events. It is illegal and a HIPAA violation to post any photographs of patients or their families taken at our Hospital or any affiliate locations.
9. All persons must exercise the utmost discretion in determining what material, whether in words or graphically, to post on their social networking pages to the extent that material might be considered offensive to the hospital, such material should be avoided. If you are wondering whether it might be offensive, don't post it. If you elect to post material, you will be held fully responsible for that decision if Robinson Memorial Hospital determines that your judgment was faulty.
10. Failure to comply with this policy may result in corrective action up to and including termination.

## **UNIFORMS**

The Hospital will provide the initial uniforms to employees in select positions at no expense if they are required to wear them as a condition of employment or by the nature of their duties (excluding nurses, technical and management personnel).

The number and the type of uniforms furnished shall be determined by your Director. It is the responsibility of each employee to launder and maintain uniforms provided to him/her by the Hospital. Exceptions to this may be made by individual Department Directors.

Employees required to wear scrubs should become familiar with their specific departmental policies that may dictate specific prints and colors. Uniforms furnished by the Hospital are to be used only in connection with your work at the Hospital during work time and shall be returned upon separation of employment.

## **BREAKS & MEALS**

In the interest of Hospital employees, it is RMH policy to provide employees breaks/meal time during the workshift to the extent patient care and customer service are not compromised.

Every employee working an eight hour shift (or longer) may be entitled to a thirty minute (30) unpaid meal period and two (2) fifteen (15) minute paid rest breaks.

### **MEALS**

Meal periods will be scheduled and coordinated with Department Directors and supervising personnel in accordance with the needs of the department.

Employees are expected to return promptly from all meal breaks.

Employees wishing to leave the Hospital must obtain permission from their supervisor. Non-exempt employees are required to badge/clock out when leaving the Hospital premises to go out during a meal break and badge/clock in upon returning.

### **BREAKS**

Break periods must be scheduled and coordinated with Department Directors and supervising personnel in accordance with the needs of the department.

Employees are expected to return promptly from all rest breaks.

Employees taking unauthorized breaks or extended breaks from their scheduled duties may receive corrective action up to and including discharge.

## **COMPENSATION**

The salary administration program of Robinson Memorial Hospital is designed to assure uniformly fair salary practices throughout the hospital and to enable us to attract, reward, motivate and retain the high quality people on whom our success depends. It is our policy to pay employees rates of pay that are competitive with the average rates paid by other area hospitals and health care institutions. This way the Hospital can be sure that it is able to attract and retain highly qualified personnel. The Hospital will periodically monitor the rates paid by other area hospitals and health care institutions and will adjust employees' rates of pay to ensure a high level of external competitiveness.

Employees are paid at two (2) week intervals, 26 times a year. Pay periods commence every other Sunday and extend for fourteen days, ending on Saturday.

Deductions, other than those required by law, will be made only upon employee authorization. All employee pay is directly deposited in the account of their choice.

Regular payday is every other Friday. Direct deposit vouchers/checks are distributed to Department Directors or an authorized representative beginning at 7:00 a.m. on pay Friday. Employees are advised to consult with their supervisor as to where to pick-up their direct deposit vouchers/checks.

## **DEFERRED COMPENSATION PROGRAM**

The Hospital offers participation in the Ohio Public Employees Deferred Compensation Program 457 Plan. This supplemental retirement investment program offers our employees the opportunity to build wealth for retirement with pre-tax contributions with the ease of payroll deduction. Contact the Human Resource Department for an enrollment kit or to schedule a meeting with our Ohio Public Employees Deferred Compensation representative.

## **DENTAL PLAN**

Robinson offers an employer subsidized basic (preventative) dental plan as well as an enhanced (comprehensive) dental plan; both at reasonable employee contributions for employees and their dependents. Employees hired to work 20 or more per week are eligible to participate in either of these excellent dental plans regardless of participation in the hospital's health plan. Coverage is effective the first day of the month following the completion of a 30 day wait period.

Information booklets describing the benefit under this plan are available in the Human Resource Department. The terms of the Master Plan Document controls all coverage issues.

## **DISABILITY BENEFITS**

The Ohio Public Employees Retirement System provides protection against income loss due to permanent disability from your Hospital position. Employees are vested in the disability benefit after five (5) years of Ohio Public service. Disability health care benefits are comparable to the benefits offered to regular age and service retirees. Compensation is based on your current wage prorated for number of years of service. OPERS Disability also provides a death benefit to your family in the event of your death if benefit eligibility requirements have been met.

OPERS members are eligible for one of two disability programs, the original plan or the revised plan. Those employees hired after July 29, 1992 are covered only under the revised plan. Details on these two plans and answers to other questions may be found in your OPERS "Member Handbook, Public Employees Retirement System of Ohio" or online at [WWW.OPERS.ORG](http://WWW.OPERS.ORG).

## **EMPLOYEE ASSISTANCE PROGRAM**

Robinson Memorial Hospital provides employees a service to assist them and their families that may be experiencing one or more significant personal problems. These problems may or may not affect job performance and can include: marital difficulties, financial or legal problems, emotional difficulties, stress or problems related to alcohol or drug abuse.

The Employee Assistance Program (EAP) provides a free, professional assessment to determine the nature of the problem and will assist with one of their professional counselors or help the employee in locating the resources that will provide the best assistance possible. All employees receive six (6) free sessions through the EAP, renewable each year on January 1<sup>st</sup>. In addition, each members of the employee's immediate family (spouse and dependent children) also receive six (6) free sessions annually. Participation in the Employee Assistance Program is voluntary\* and strictly confidential and will not jeopardize the employee's job security. No record of EAP participation will be recorded in the employee's personnel file or shared with anyone at the Hospital.

The Employee Assistance Program is a professional resource designed to address employee issues that can affect their lives, their families and their job performance. An EAP counselor can be reached at the number listed on the EAP brochure which is located in the Human Resource Department or contact the Human Resources Representative at ext. 72704 for more information.

\* EAP participation is voluntary unless a mandatory referral is made due to an employee having a positive drug test (see Drug and Alcohol Abuse - Free Environment Policy).

## **EMPLOYEE FITNESS CENTER**

The Employee Fitness Center is provided for all interested Robinson Memorial Hospital employees 24 hours per day. Located in the Main Hospital Campus, the Employee Fitness Center offers employees a variety of equipment including stationary bicycles, treadmills, Universal Nautilus Equipment and free weights.

Employees must be instructed on the proper use of this equipment before initial use. Call Rehab Services to set up an appointment.

## **EMPLOYEE HEALTH CARE PLAN**

On the first day of the month following the completion of a 30 day wait period, new hire employees and Late Enrollees at open enrollment hired to work 20 hours or more per week shall be eligible to participate in the Robinson Memorial Hospital self-funded Employee Health Care Plan (Plan). The Plan provides employee only, employee plus one or family coverage for eligible employees. This Plan is subsidized by the employer. The employees' contribution for Plan coverage is deducted from their biweekly pay before taxes (see Premium Conversion below). Information booklets describing Plan benefits are available in the Human Resource Department.

### **PREMIUM CONVERSION**

All employees participating in the Employee Health Care Plan will participate in the Premium Conversion Program, which is allowed under Section 125 of the Internal Revenue Service Code. Premium Conversion charges employees' contributions for the Plan to pre-tax dollars. Premium conversion allows for an increase to employees' take-home pay (based on the individual's tax bracket) and reduces their annual income tax burden.

The terms of the Master Plan Document will control all coverage issues.

# HOLIDAYS

## FULL-TIME EMPLOYEES

Full-time (hired to work 32 or more hours per week) employees of the Hospital are entitled to the following six (6) major holidays:

SIX MAJOR HOLIDAYS	DAY OR DATE OBSERVED
New Year's Day	January 1 <sup>st</sup>
Memorial Day	The last Monday in May
Independence Day	July 4 <sup>th</sup>
Labor Day	The first Monday in September
Thanksgiving Day	The fourth Thursday in November
Christmas Day	December 25 <sup>th</sup>

When a major holiday falls on a Saturday, it will be observed on Friday. A major holiday that falls on Sunday will be observed the following Monday. Holiday premium pay (one and one half times the hourly rate) for employees working on a holiday will only be paid for employees working on the actual holiday weekend day, not the weekday it is observed.

In all cases, the maximum amount of holiday hours paid will be eight (8) hours per holiday. The holiday commences with 11:00 p.m. on the eve of the holiday and continues for a 24-hour period ending at the completion of the afternoon shift on the holiday.

If a major holiday falls on a full time employee's scheduled day off, the employee will receive holiday pay. Department management may schedule an alternate day off during the same pay period for employees who work on a holiday.

If a major holiday occurs during an employee's period of paid sick leave or paid vacation, the employee will receive holiday pay and the vacation or sick leave will not be charged for that day. Employees in an unpaid leave of absence status will not be eligible for holiday pay.

For non-exempt employees, hours worked on a major holiday shall be paid at 1½ times the employee's hourly rate. If the holiday falls on a weekend day, premium pay will be paid for the weekend day worked. Premium pay will not be paid for the weekday that the holiday is observed. Exempt employees who work on a major holiday may arrange to take the actual time worked off at a later date, with management approval.

Hours worked on a major holiday which result in overtime compensation will not again be included in the calculation of weekly overtime, if 40 hours have already been worked in the week.

**EXAMPLE**

<b>DAY OF WEEK</b>	<b>HOURS WORKED</b>	<b>HOLIDAY</b>
SUNDAY	8	
MONDAY	8	
TUESDAY	8	
WEDNESDAY	8	
THURSDAY	8	
FRIDAY	OFF	
SATURDAY (HOLIDAY)	8	8

Compensated for 48 regular hours and for 8 hours of 1½ times the hourly rate. The 8 hours worked on the major holiday is paid at 1½ times the hourly rate and 8 hours of holiday pay is paid straight time. The 8 hours worked on the holiday, which are paid at 1½ times the hourly rate, cannot be used again to receive overtime payment for over 40 hours worked in a week. In the example above, the employee is paid for a total of twenty (20) hours for working on the holiday.

**PART-TIME AND TEMPORARY EMPLOYEES**

Part-time (hired to work less than 32 hours per week) and temporary employees must work on the major holiday to qualify for holiday (1-1/2 times the hourly rate) pay for that day. The holiday hours paid will be equivalent to the actual hours the employee worked, but in no case will the holiday time paid exceed eight (8) hours.

**EXCEPTIONS**

Exceptions to this policy may be made for individual holidays at the discretion of the President and Chief Executive Officer.

Part-time and per diem physician employees are exempt from receiving holiday pay when working on a holiday.

## **LIFE INSURANCE/ACCIDENTAL DEATH & DISMEMBERMENT PLAN**

On the first day of the month following the completion of 30 days of service, employees hired to work 32 hours or more per week will receive an employer-paid life insurance benefit valued at one times their annual earnings. The terms of the Master Plan Document will control all coverage issues.

## **OHIO PUBLIC EMPLOYEES RETIREMENT SYSTEM**

As an employee of the Hospital, you are not covered by Social Security. Instead all employees participate in the Ohio Public Employees Retirement System (OPERS). New hire employees must select from one of three retirement plan options within the first 180 days of employment.

A sum equal to 10 percent of your gross pay is deducted from your paycheck and paid into the OPERS system. This amount is also deferred from your taxable income. The hospital deposits for you a sum equal to 14 percent of your gross pay into the same fund. Should you leave employment with the hospital before attaining retirement eligibility status, your contributions may be returned to you upon request. If you are vested with five (5) years or more of service you may leave the money on deposit and draw a monthly benefit when you reach retirement age.

Employees are encouraged to review the "Member Handbook, Ohio Public Employees Retirement System" at [WWW.OPERS.ORG](http://WWW.OPERS.ORG). Please contact the Ohio Public Employees Retirement System at 1-800-222-7377 or visit [WWW.OPERS.ORG](http://WWW.OPERS.ORG) for more information.

The terms of the Ohio Public Employees Retirement System program will control all coverage issues.

### **HEALTH CARE**

Retiring Members qualify for health care coverage through Ohio Public Employees Retirement System if they have 10 years of Ohio public service credit.

All matters relating to the Ohio Public Employees Retirement System shall be governed by applicable state law.

### **MEDICARE**

For those employees hired on or after April 1, 1986, a sum equal to 1.45% of your gross pay is deducted from your paycheck to provide for Medicare coverage.

## ON-CALL PAY

As a service organization, the Hospital must be able to answer patient needs day or night. For the Hospital to be able to ensure this service, it is necessary to have a number of employees assigned to On-Call status. On-Call status is defined as an employee agreeing to make time available to be called into work outside of his/her regular shift, and when asked, to take an authorized absence during their regular shift in times of low workload, and be placed on on-call status, should the need arise.

On-Call status may be assigned for an entire shift or a partial shift depending upon the needs of the department.

Employees that are assigned to On-Call status are required to carry an electronic pager or provide a telephone number where he/she can be reached, and be able to report to the Hospital within 30 minutes of notification, if necessary. Otherwise, the employee has freedom of movement throughout the local area.

The employee will receive On-Call pay for scheduled On-Call hours only, whether the employee is called into work or not. When called in, the employee will receive both regular pay and On-Call pay and shall receive a guaranteed minimum of one (1) hour pay for each such call in. Employees asked to take an authorized absence due to low workload, then placed in On-Call status, may request vacation pay in addition to on-call pay for hours not actually worked.

When called in, Second Team Surgery employees that are not assigned to on call status will receive fifty dollars (\$50.00) in addition to their regular pay as well as a guaranteed minimum of one (1) hour of pay for each such call in.

# OVERTIME

Depending upon the specific needs of each department, employees may be required by their supervisor or department director to work overtime.

All employees in a job classification indicated as non-exempt will be paid for overtime worked. Exempt employees are not paid for overtime worked.

The standard work week is forty (40) hours and hospital policy provides that overtime be paid for the time worked in excess of 40 hours in any one work week. However, employees who work four (4) or more hours beyond their regular eight (8) or more hour shift are eligible for overtime pay. The standard workweek at the hospital begins with the first shift each Sunday and ends at the close of the third shift the following Saturday. For purposes of overtime, the hospital defines a day as being from midnight to midnight.

Overtime shall be compensated at 1-1/2 times the regular\* hourly rate. Hours paid, but not worked, (holiday pay, sick leave, personal time, vacation, etc.) will not count toward overtime.

\*Regular hourly rate is defined as your total hourly rate, including shift differential. Overtime authorization requires departmental management approval.

## OVERTIME EXAMPLE #1

DAY OF WEEK WORKED	DAILY HOURS WORKED
SUNDAY	8
MONDAY	8
TUESDAY	8
WEDNESDAY	8
THURSDAY	8
FRIDAY	8
<u>SATURDAY</u>	<u>OFF</u>
TOTAL WEEKLY HOURS WORKED:	48

Compensated for 40 regular hours and for 8 hours at 1-1/2 times the hourly rate.

### Overtime Example #2

<b>DAY OF WEEK WORKED</b>	<b>DAILY HOURS WORKED</b>
SUNDAY	8
MONDAY	11
TUESDAY	8
WEDNESDAY	8
THURSDAY	OFF
FRIDAY	OFF
<u>SATURDAY</u>	<u>OFF</u>
TOTAL WEEKLY HOURS WORKED:	35

Compensated for 35 regular hours worked.

### Overtime Example #3

<b>DAY OF WEEK WORKED</b>	<b>DAILY HOURS WORKED</b>
SUNDAY	OFF
MONDAY	8
TUESDAY	8
WEDNESDAY	12
THURSDAY	8
FRIDAY	4
<u>SATURDAY</u>	<u>OFF</u>
TOTAL WEEKLY HOURS WORKED:	40

Compensated for 36 regular hours worked and compensated for 4 hours at 1-1/2 (one and one-half) times the hourly rate since 4 hours were worked in excess of a regular 8 hour work shift.

## **PARKING**

The hospital provides free parking for hospital employees. All Hospital parking areas are well lit during evening and night hours.

Upon employment, parking tags are issued for employee vehicles through the Human Resource Department. Parking tags must be displayed on the rear view mirror of the vehicle. This will permit them to use the Hospital parking facilities. It is the responsibility of each employee to become familiar with acceptable employee parking.

If an employee purchases a different vehicle, he/she is required to obtain a new parking tag from the Police and Protective Services Department. Any employee who is driving a "temporary vehicle" should write their name and department on an index card, and place it on the dashboard.

Corrective action will be consistently applied to ensure parking policies are adhered to. For more details, see the Parking Control Policy, SAF004/AMNPP, located in the Administrative Policy and Procedure Book.

## **PAYROLL DEDUCTION FOR PURCHASES**

All employees upon hire are issued an identification badge. By swiping this identification badge, it can be used to make purchases in the gift shop, at specified sales and in the cafeteria.

All employees are automatically enrolled into the program. Those employees who choose not to participate can sign a “Payroll Deduction Option” form to deactivate their badge from the program. These forms are available in the Human Resource Department. If at any time an employee wants to re-enroll into the program, they can complete the same form requesting to reactivate their badge.

Employees who choose to swipe their identification badge to make purchases in the gift shop and cafeteria will have a deduction in the paycheck for the pay period in which the purchases were made. For specified sales (fundraisers), the employee will have the option of splitting their deduction for up to 3 pay periods. Robinson Memorial Hospital reserves the right to establish payroll deduction limits.

It is the employee’s responsibility to keep track of all purchases. A receipt will be given at the gift shop and sales. Any employee, who uses another employee’s badge to make a purchase without their permission, will be subject to corrective action, up to and including termination.

An employee will have their badge deactivated when on an unpaid leave of absence. The badge will be reactivated following their return to work. Any employee separating from employment will be deactivated as of their last working day. If employment terminates before the authorized amount has been fully paid, any balance due will be deducted from the FINAL paycheck for the full amount. If the FINAL paycheck is insufficient to cover the amount owed, the employee is personally responsible to pay this amount to the Auxiliary of Robinson Memorial Hospital or Robinson Memorial Hospital.

## **PERFORMANCE MANAGEMENT**

Performance management is the shared responsibility of the employee and his/her supervisor. It is an ongoing process designed to promote dialogue and planning as an opportunity for improving individual performance.

With a focus on quality, performance management is a developmental process incorporating individual needs, high levels of expectation and mutual goal setting to encourage personal and professional growth.

A written performance review will be conducted for all employees at least annually.

## **RECORDING TIME USE OF BADGE READER/ PERSONAL COMPUTER**

Federal law requires that each position be classified exempt or non-exempt, and further provides detailed guidelines for determining exemption status. This is primarily based on duties, responsibilities and other requirements as defined by the Fair Labor Standards Act. In accordance with the Fair Labor Standards Act and Regulations, exempt employees are not subject to overtime pay requirements, while non-exempt employees are to be paid an overtime rate.

At Robinson Memorial Hospital, employees compensated on an hourly basis and eligible for overtime pay include all non-exempt employees, as well as certain exempt employees, within positions determined by the usual and customary practices of similar employers, or dictated by the position's profession.

All employees paid on an hourly basis, with the exception of applicable supervisory and management personnel, are expected to use the hospital badge readers or personal computer clocking access (for facilities that do not have badge readers) to record worked time. If an employee forgets their badge at home, they must notify their supervisor so that time can be manually entered into the system for that day. Employees who have lost their badge must inform Human Resources for replacement processing, in addition to notifying their supervisor for manual entry of their time. If employees, required to use badge readers or personal computer clocking access, leave hospital facilities during working hours on personal business, they are required to register an "out" punch and also register an "in" punch via badge readers or personal computer clocking access.

Exceptions to this policy will be based on requirements of the job which make it unreasonable to use a badge reader or personal computer clocking access (i.e. position typically functions externally), and must be approved by the Vice President of Human Resources.

Hourly employees are required to swipe their badge in just before reporting to their workstation and swipe their badge out immediately after leaving their workstation. Employees are expected to be at their workstations ready to work when their assigned shift begins. Badge readers should not be swiped more than five (5) minutes prior to starting times.

Except for approved overtime, a maximum of twelve (12) minutes will be allowed for employees registering time in before or after their first shift begins and before or after their shift ends without having their wages adjusted. This grace period is for payroll purposes only and is not an indication of acceptable attendance/punctuality. If the employee exceeds this grace period, the employee's pay will be adjusted accordingly.

**EXAMPLE**

Employee assigned to the 7:00 a.m. to 3:30 p.m. shift registers time in at 7:07 a.m. and out at 3:24 p.m. Because the employee registered time in late seven (7) minutes and registered time out early six (6) minutes, their pay will be reduced for twelve minutes. This employee will also have a tardy occurrence.

Employees receive an identification badge upon employment. This also serves as the instrument for recording time for compensation purposes. Supervisors will instruct new employees as to the proper use and location of their assigned badge reader.

Please do not fold, bend, affix stickers or pins to or mutilate your identification badge. Any mishandling of the badge may cause it to malfunction and not record time properly.

To purposely process another employee's time or request another employee or individual to process your time is prohibited and will be subject to corrective action.

If an employee is asked to float to another area or position, they are to swipe one time prior to the change, following the prompts to correctly code their new department cost center or position number. Job aids listing appropriate codes are located at each time reader.

All non-productive time (sick, vacation, personal, military and any non-paid leave) shall be entered by the appropriate department representative responsible for time recording verification.

NOTE: There may be instances where employees working at locations with no time reader will record their time via a PC. These exceptions will be trained on an individual basis. If you have any questions regarding these rules or the use of equipment, please consult your department director or supervisor.

## **REPORT-IN PAY**

To adequately compensate employees who are not assigned On-Call status and are called into work outside of their regular shift, the Hospital has adopted a Report-In pay policy.

If an employee is not assigned On-Call status and is called into work, directors will grant the employee a guaranteed minimum of four (4) hours of pay for reporting to work. Only actual hours worked during this time will qualify for overtime pay (see Overtime Policy). An exception is when the employee is requested to work the four hours and the employee chooses to work less. In this situation only worked hours will be paid.

When an employee has reported for work outside of his/her regular shift, the director may adjust the remainder of the employee's weekly schedule to see that the employee's regular weekly hours are not exceeded.

## **SAVINGS BOND PROGRAM**

In cooperation with the United States Government, and as a convenience for employees, the hospital offers a Payroll Deduction Program through which you may purchase United States Savings Bonds. Information about this program can be obtained by contacting the Human Resource Department.

## **SHIFT DIFFERENTIAL PAY**

Since the Hospital offers services to the community 24 hours everyday, it is necessary that employees work a variety of shifts.

A shift differential is paid to all non-exempt employees when working afternoon and night shifts commencing at 3:00p.m. and ending at 7:30a.m. Core hours for the first shift are 7:00a.m. to 3:30p.m. Core hours for the second shift are 3:00p.m. to 11:30p.m. Core hours for the third shift are 11:00p.m. to 7:30a.m. When shifts overlap, the differential rate of the second consecutive shift will start at the beginning core hour for that shift, but only if the employee works a minimum of (4) four hours into that shift. The first shift core hour of 7:00a.m. will be used for the purposes of third to first shift overlap. If less than 4 hours is worked into the second consecutive shift, the differential rate of the initial shift will continue.

EXAMPLE: An employee works 1:00p.m to 9:00p.m. The employee has worked more than four (4) hours on second shift, therefore will receive shift differential from 3:00 pm to 9:00 pm.

EXAMPLE: An employee works 11:00p.m to 10:00a.m. The employee has worked eight and one half (8 - ½) hours on the third shift and two and one half (2 - ½) hours on the first. The employee will be granted shift differential for all eleven (11) hours worked since he/she did not surpass four (4) hours on the first shift.

## **SICK CHILD CARE**

Robinson Memorial Hospital provides day care for sick children of working employees 7 days a week, 24 hours a day, for ages infant through 16 years of age. Availability of beds is contingent upon patient census, nursing staffing and a first come basis. A minimal charge is assessed for the full or partial day. For more information, brochures are available at Akron Children's Hospital at Robinson Memorial Hospital, or call extension 8550.

## **TUITION REIMBURSEMENT**

We at Robinson Memorial Hospital believe that each employee has the potential to make a positive contribution to the current and future goals of the organization.

Education is integral to the professional and personal development of the individual. Recognizing that as the individual grows, the organization grows, every employee is encouraged to pursue a course of study which will improve their current or future career goals at Robinson.

These goals will be mutually achieved and shared: the organization will invest in the individual by providing financial assistance through its tuition reimbursement program, while the individual will provide the time and commitment to successfully further their education and apply the skills learned to their work environment.

Based on this philosophy, Robinson is committed to offering a progressive tuition reimbursement program to all employees.

1. An employee whose current status is 32-40 hours per week is eligible for 100% tuition reimbursement. An employee 24-31 hours per week is eligible for 50% tuition reimbursement. In each case, the applicable hours per week status must be maintained through the duration of the course. If an employee changes from 32-40 hours per week status to 24-31 hours per week status during the duration of the course, that employee is eligible for 50% tuition reimbursement. Temporary and Per Diem employees are not eligible for tuition reimbursement.

2. Tuition reimbursement will be approved based upon the degree program. To be reimbursable, a course must be within the course of study or curriculum for the goal the employee is attempting to achieve. This includes all electives needed to complete the course of study.
3. An approved degree program is defined as any degree program (vocational, associate, bachelor, master, doctoral, or other course work related to a professional program leading to certification) which is directly related to the employee's current job or any current existing job at Robinson Memorial Hospital.
4. Non-traditional degree programs must be obtained through an accredited school and/or agency.
5. Tuition reimbursement is applicable to single courses, which are not part of a degree program, when the class is directly related to the employee's current job or any current existing job at Robinson. This does not include continuing education.
6. The maximum dollar reimbursement per application shall be equal to six semester hours at the current Kent State University (Main Campus) rate. The annual dollar reimbursement shall be based on calendar year usage (based upon the course completion date) and equal to 18 semester hours at the current Kent State University rate.

### **Example**

If the cost of a semester hour is \$300.00, then the benefit is limited to 6 x \$300.00 or \$1,800.00 per application and is limited to an annual benefit of 3 x \$1,800.00 or \$5,400.00. The benefit is a limited financial one and does not consider conversion of hours from quarters, trimesters, etc. to semester hours.

7. Tuition reimbursement covers tuition up to the maximum dollar amount per semester. It does not include parking, registration fees, or books.
8. Tuition reimbursement will apply to one certification preparation course and testing per certification. Employees must apply and obtain approval prior to taking the preparation course and/or exam. Reimbursement for the preparation course will be provided after successful receipt of certification.
9. Eligible employees may use tuition reimbursement to pay for one preparation course and one test fee for recertification. Tuition reimbursement will pay for only eligible employees to maintain no more than two certifications at any time. The cost of continuing education credits to maintain certification status would not be covered under tuition reimbursement.
10. If a professional membership discount decreases the cost of certification or recertification fee to less than the cost of the certification or recertification fee plus the membership dues, then tuition reimbursement can be used to pay the professional membership dues only at the time of certification or recertification registration.

11. Tuition reimbursement does not cover entry-level initial or on-going licensure or registration dues or fees required for employment to a specific position. For example, tuition reimbursement would not cover the biannual nursing license fee or NCLEX exam fee.
12. Tuition reimbursement may be applied for a nursing refresher course for one time only. Nursing employees must apply and obtain approval prior to taking the refresher course. Reimbursement will be provided after successful completion of the nursing refresher course.
13. Testing fees for challenge by exam courses are reimbursable if part of an approved course of study.
14. Tuition will be reimbursed upon course completion. Employees will not be reimbursed if they withdraw prior to class completion.
15. A satisfactory grade (“C” or better) must be obtained in the course for reimbursement. In a “PASS/FAIL” course, a “PASS” must be obtained to receive reimbursement.
16. Tuition reimbursement will be provided only to the extent the employee is not being reimbursed or receiving partial payment (such as grants) from another source for the course.

Application forms as well as the complete policy are available in Human Resources.

In addition to the above, prepayment will be paid for one preparation course and for one examination fee for Robinson Memorial Hospital registered nurses who are eligible to sit for certification examinations that are recognized and accepted by the American Nurses Credentialing Center Magnet Program. For more information and a complete list of these approved certifications, please call the Organizational Development Department at ext. 72730.

## TYPES OF LEAVE

In certain circumstances, it may become necessary for an employee to request a leave of absence from their job at Robinson Memorial Hospital. RMH has a variety of types of leaves available for employees, both paid and unpaid, with differing eligibility requirements. Please review the chart below for a brief overview of the different types of leaves available, and then read the attached leave policies for complete descriptions.

LEAVE TYPE	ELIGIBILITY	PAID OR UNPAID	MAXIMUM TIME ALLOWABLE
<b>Authorized Absence</b>	All employees with management approval	Paid or unpaid, accrued vacation or personal days	
<b>Bereavement Leave</b>	All employees with accrued sick time for immediate family	Accrued sick pay	Typically three days, five days with management approval
<b>Family/Medical/Military Leave</b>	Employed for one year and has worked 1,250 hours.	May be either, see policy for specifics	Twelve weeks
<b>Jury/Court Leave</b>	All employees	Paid if for hospital business; may use vacation or personal time if for a personal reason	Per court order
<b>Leave of Absence</b>	All employees, must request LOA if off more than five (5) days without pay	Unpaid	If use FMLA, maximum of three (3) months. If not FMLA eligible, maximum of six (6) months, then may be terminated*
<b>Military Leave</b>	All employees	May be either, see policy for specifics	May be unlimited, if on active duty
<b>Personal Days</b>	All employees with accrued personal hours	Paid	While accrued personal hours available, with management approval
<b>Sick Leave</b>	All employees with accrued sick time. Reason must qualify	Paid with accrued sick time.	While accrued sick hours available.
<b>Vacation</b>	All employees with accrued vacation time	Paid	While accrued vacation hours available, with management approval
<b>Workers' Compensation</b>	All employees with approved claims. All W/C leave designated as leave under FMLA.	May use accrued sick leave or apply for lost wage benefits under W/C (considered unpaid hospital leave)	As per Ohio Workers' Compensation Law.

\*If at the conclusion of an unpaid leave of absence, an employee is unable to perform the essential functions of his/her position, their employment will be terminated.

## **AUTHORIZED ABSENCE (VOLUNTARY AND MANDATORY)**

Robinson Memorial Hospital is strongly committed to providing high quality, caring and cost-effective service to our customers. Since the workload throughout the hospital periodically fluctuates, the level of staff in all areas needs to be appropriate to these highs and lows to remain cost-effective and financially responsible.

All departments, as appropriate, will have staffing guidelines to assist management and staff in keeping staffing level and mix appropriate to changes in workload. These guidelines will be communicated to all department members responsible for scheduling and monitoring daily staffing.

When workload is low, department members responsible for monitoring daily staffing will notify the appropriate director/manager. The director/manager will provide direction regarding staffing decisions to be implemented by staff on-duty.

The director/manager will direct staff to participate in taking unpaid authorized absence (AA), in a rotating manner, by job classification during periods of decreased workload. First, management will ask for volunteers to meet the necessary staff reduction. If staff reduction is not adequate using the voluntary system, per diem staff that are scheduled for the next shift will be notified they are not needed to work. Then, all staff will take their turn from the least senior staff to the most senior staff. Seniority is defined for this policy as time in the department unit/cost center, not overall hospital service. The type of staff requested to take an AA must be approved by department management to ensure that appropriate staff remain on-duty.

If a staff member volunteers to take the AA instead of the staff designated by rotation, management may approve this if it meets the needs of the department. A staff member who voluntarily takes an AA will count that as their turn in rotation.

The department/unit secretary will maintain a spreadsheet of all staff requested to take AA's along with the date of the AA and the number of hours of AA taken. AA's may be granted for a portion of a shift, as well as an entire shift. Accrued vacation and personal days pay may be used in lieu of AA at the employee's discretion.

Employee benefit accruals (e.g., vacation, personal days, and sick, eligibility for tuition reimbursement and Family and Medical Leave) will not be affected during AA time. Authorized absence time must be clearly communicated to the department's Report Express Editor.

Benefit accruals will only occur for AA time up to the number of hours an employee is hired to work. For example, a 24 hour/week employee may receive an AA day early in the week, and

then pick up a day on Saturday. If they worked at least 24 hours that week, there will be no AA time.

## **BEREAVEMENT LEAVE**

Per the Robinson Memorial Hospital Sick Leave policy, this policy is intended to outline the use of leave for the death of an employee's immediate family member.

### **DEATH OF IMMEDIATE FAMILY**

Employees may utilize up to three (3) days of sick leave for the death of an immediate family member. In certain circumstances, up to five (5) days of sick leave usage may be granted upon the request of the employee and with department director approval. The total amount of sick leave usage for the death of an immediate family member may not exceed five (5) days. A physician's certificate is not required for absence due to death of an immediate family member. However, RMH reserves the right to require proof of death as necessary.

### **IMMEDIATE FAMILY**

Immediate family is defined as spouse, child, mother, father, sister, brother, grandparent, grandchild, sister-in-law, brother-in-law, mother-in-law, father-in-law, daughter-in-law, son-in-law, a legal guardian or other person who stands in place of a parent.

For further information, see the Sick Leave policy.

## **FAMILY AND MEDICAL/MILITARY LEAVE**

The Family and Medical Leave Act (FMLA), a federal law which became effective in 1993, permits an eligible employee to take up to twelve (12) weeks of leave during any twelve (12) month period. January 16, 2009 an addendum was written to accommodate military families and a call to active duty or subsequent injury while in active duty.

### **ELIGIBILITY**

Eligible employees are those who have been employed by Robinson for at least one year and have actually worked at least 1,250 hours during the previous 12 month period, excluding vacation, personal days, sick, holiday or other leave.

### **QUALIFYING CONDITIONS**

An eligible employee may request leave under this policy for the following circumstances:

- 1) For the birth of a child or the placement of a child through adoption or foster care.
- 2) When an employee is needed to care for a parent, spouse, or dependent child (biological, adopted, foster child, stepchild or legal ward under age 18 or age 18 or older and incapable of self care because of a mental or physical disability) with a serious health condition.
- 3) When an employee has a serious health condition, which prevents him/her from being able to perform his/her job.
- 4) Because of a qualifying exigency arising out of the fact that an employee's spouse, son or daughter, or parent is on active duty or call to active duty status in support of a contingency operation as a member of the National Guard or Reserves.
- 5) When an employee is the spouse, son or daughter, parent, or next of kin of a covered service member with a serious injury or illness.

A serious health condition means an illness, injury, or physical or mental condition

- 1) Which causes the person to be incapable of performing his/her job or other daily activities, AND
- 2) A. Involves inpatient treatment in a hospital, OR  
B. Requires continuing treatment by a health care provider

To constitute "continuing treatment", the period of incapacity

- 1) Must last more than three (3) consecutive days AND
- 2) A. Involves two or more appointments with a health care provider, OR  
B. Involves one appointment that results in a regimen of continuing treatment

Employees taking an approved family and medical leave will, at the conclusion of their leave, be reinstated to their former or an equivalent position with equivalent benefits, pay and other terms and conditions of employment. Certain benefits also shall be maintained during the leave.

#### **LEAVE REQUEST AND APPROVAL**

Determination of eligibility and approval for such a leave will be the responsibility of the Human Resource Department. The total allowable leave is 12 weeks, whether the leave is with or without pay. An employee electing to apply for a leave under the FMLA shall complete either a Family/Medical Leave or a Family/Military Leave Request Form (available in the Human Resource Department and on the Hospital Intranet) and return it to the Human Resource Department. Medical certification will also be required if the leave is for medical/health reasons.

An employee must provide RMH with at least 30 days advance notice before Family and Medical/Military Leave is to begin if the need for leave is foreseeable based on an expected birth, placement for adoption or foster care, call to active duty or planned medical treatment for a serious health condition of the employee or family member. If such advance notice is not possible, because of an unexpected occurrence, notice must be given as soon as practicable.

Approved Family and Medical/Military Leaves taken under the Family and Medical/Military Leave Policy will be considered an exception to the Attendance and Punctuality guidelines.

An employee's leave request must be supported by certification issued by a health care provider for leave to care for the employee's seriously ill or injured spouse, son, daughter, or parent, or due to the employee's own serious health condition that makes the employee unable to perform the functions of their position. The employee must provide such medical certification within fifteen (15) calendar days of requesting a Family and Medical/Military Leave. Such certification shall be provided on the one of the RMH Certification for Family and Medical/Military Leave Forms available from the Human Resources Department. Additionally, RMH may request re-certification for a medical leave every thirty (30) days.

If RMH has a question as to the certification, RMH reserves the right to require the employee to obtain a second opinion at RMH's expense from a medical provider designated by RMH. If the opinion of the employee and RMH's designated health care providers differ, RMH may require the employee to obtain certification from a third health care provider, again at RMH's expense. The third health care provider must be approved by both RMH and the employee. This third opinion shall be final and binding on all parties.

Employees returning to work at the conclusion of a Family and Medical/Military Leave for a serious health condition must present a signed physician's statement (authorizing return to work) to the Employee Health Clinic to receive RMH clearance to return to work. The Employee Health Clinic will file the original physician's statement in the employee's health file and give

the employee a copy along with a Return to Work clearance slip. The employee will then present the Return to Work clearance slip to their department director.

### **WORKERS' COMPENSATION LEAVE**

All Workers' Compensation leave will be counted as Family and Medical Leave if it is a qualifying Family and Medical Leave event.

### **REQUIRED USE OF PAID LEAVE**

When an absence qualifies as "Sick Leave" as defined in the Sick Leave Policy and a sick leave balance exists, sick leave will be deducted from the employee's accumulated balance. Once all sick leave is exhausted, any available vacation and personal time must be used prior to the start of the unpaid portion of a Family and Medical/Military Leave. When applying for use of sick pay during a Family and Medical Leave for childbirth, only the actual period of physical incapacitation following the birth, which is typically six (6) weeks, may be treated as paid sick leave for the mother. Paternity Leave will be granted to the spouse (legally married) of the mother who has given birth, sick leave can only be used for a physician-certified illness of mother or child. This typically entails one week of post-partum care. After that time, the spouse must use vacation or personal time before taking an unpaid LOA. A request for sick pay during a Family and Medical Leave must be made in writing and presented to the department director for approval. Any paid sick leave shall run concurrent with the Family and Medical Leave.

Sick leave, vacation time and/or personal time paid during the leave shall be deducted from the employee's accumulated balances of sick, vacation and personal time based upon the days and hours for which the employee would have otherwise been regularly scheduled to work. For example, a 32 hour employee taking a full week of FMLA time must be coded for 32 hours of sick, vacation or personal time depending on the circumstances. Any paid leave, whether under sick leave, vacation or personal days time will be counted against the Leave time available under FMLA. Departments must track their employees FML usage as not to exceed 12 weeks in a rolling 12 month period.

### **SPOUSES EMPLOYED BY RMH**

If both spouses are employees of RMH and wish to take FMLA leave to care for a new child, their combined leave is limited to a total of 12 weeks per rolling 12 months. If the leave is requested due to the illness of a child or the other spouse, each spouse is entitled to 12 weeks of leave.

### **INTERMITTENT LEAVE**

Leave taken for a serious health condition of an employee or family member may be taken intermittently when certified as medically necessary. Examples of conditions/treatments requiring intermittent leave might include prenatal care, physical therapy, or cancer treatments. If the request for intermittent leave is foreseeable, the department director can require the employee to transfer temporarily to a different job or shift with equivalent pay and benefits that

better accommodates recurring periods of absence. Leave taken for the birth, adoption, or placement of a foster child may not be taken on an intermittent basis. It is expected that employees requesting intermittent leave will make every effort to schedule this leave so as to create minimum disruption to their department.

## **BENEFITS**

Employees will not earn sick, personal or vacation time or be eligible for holiday pay during an unpaid portion of a Family and Medical/Military Leave. However, authorized leaves of absence without pay will count as service credit for computing vacation accrual only provided the employee returns to active employment. The period of leave without pay shall not be counted toward an employee's introductory period.

Benefits will continue uninterrupted during the paid portion of a Family and Medical/Military Leave. The employee may maintain their benefits during a unpaid portion of Family and Medical/Military Leave by paying their contributory portion of their benefits, that would normally come from payroll, by check to Human Resources during the month that it is due. Should the employee voluntarily terminate employment during the leave, COBRA options would commence at the time of termination.

RMH also reserves the right to recapture the entire premium value of the benefit paid by RMH during the employee's leave should the employee not return to work when the leave expires. An employee who does not return to work for at least 30 calendar days is considered to have failed to "return" to work for this purpose. The employee must return to work at least 20 hours per week status for the 30 calendar days. An exception to this is the employee who provides medical certification that after the 12 weeks of leave the employee is still unable to perform his or her job.

All other benefits will continue as per the Leave of Absence and Sick Leave policies, and/or specific benefit policy. Refer to these policies as needed.

Further guidance concerning the application of the Policy may be obtained from the Department Director or the Human Resource Department.

## **JURY DUTY AND SUBPOENAS**

The hospital shall grant paid leave to an employee who: (1) is summoned and serves jury duty in a court of competent jurisdiction, or (2) is subpoenaed to appear before any court where the appearance relates to hospital business or services.

### **JURY DUTY**

Employees of the Hospital who are summoned to serve jury duty on a scheduled working day will be excused from work and the Hospital will pay to the employee the difference between the amount paid by the court for jury duty and the employee's regular pay. Employees scheduled on night shift will be relieved of their work duties the night prior to their scheduled jury duty day and employees scheduled on afternoon shift will be relieved of their work duties on the day scheduled for jury duty except as described below.

An employee who reports for Jury Duty and is excused from this duty with more than 4 hours remaining in the day shift, is required to report to or contact by phone the Department Director or day shift supervisor for potential work assignment unless other arrangements have been made. If an employee is not needed for the balance of the day shift then they would be excused from duties for the balance of the day with applicable pay.

### **APPEARANCE UNDER SUBPOENA**

Employees subpoenaed as a witness in a matter relating to hospital services or activities shall be paid their customary rate of pay for the time spent in responding to the subpoena. Upon conclusion of their appearance, the employee shall promptly return to their work assignment. Any witness fee received shall be endorsed and turned over to the Hospital Finance Department.

Employees scheduled for Jury Duty or appearance under subpoena should notify their supervisor or Department Director of the pending duty and the dates concerned as far ahead as possible. The employee's Department Director may request, but shall not require, the employee to seek a postponement of their scheduled jury duty for compelling reasons, such as lack of available replacement staff.

Upon completion of the Jury Duty, employees are to furnish their supervisor or Department Director with the statement of earnings from the Court.

The Department Director will forward the earnings statement from the Court to Payroll.

## LEAVE OF ABSENCE

Subject to the operational needs of the requesting employee's department, an unpaid leave of absence (LOA) may be granted for personal reasons, including illness, injury or for other valid reasons at the discretion and with approval of the department director and applicable vice president.

For absences greater than five (5) days, an LOA may be granted only if the employee is not able to use any other type of leave. If leave is requested for a qualifying sick reason, all sick, vacation and personal time must be depleted prior to taking an unpaid leave. The reason for the leave request must be sufficiently important to approve the LOA. If leave is requested for a non-sick or a non-qualifying sick reason, all vacation and personal time must be depleted prior to taking an unpaid LOA.

The reason for the leave request must be sufficiently important to remove the employee from their job for an extended period. Approval will depend on the stated reason, degree of urgency, needs of RMH, length of time requested and availability of a replacement. The request shall be submitted on a Personnel Action Request (PAR) form within a reasonable time prior to the leave. This form will be used for unpaid leave of more than 5 work days.

With management approval, an unpaid leave of absence may be granted for a specified period, not to exceed 90 days. At the end of the initial LOA, in the event that the employee is unable to perform the essential functions of their position and was not eligible to utilize Family and Medical Leave prior to the start of their initial LOA, an additional leave up to 90 days may be granted with the approval of the Vice President, Human Resources after careful review and a finding of compelling circumstances to support such additional LOA. Without approval, employment will terminate after the expiration of the initial LOA with the first day of the original LOA as the effective date.

When the length of the absence permits, RMH will make every effort to hold the employee's position until their return to active status. However, there may be occasion when operational needs require RMH to fill the specific job assignment of the employee prior to the employee's return from an unpaid leave of absence. RMH does not guarantee that the employee on an unpaid leave of absence will be able to return to the same position upon expiration of leave. However, every effort will be made to place the employee in the same or comparable position as soon as possible after they are ready to work. If no position is available, the employee will be considered to have terminated employment on the first day of the leave.

An employee granted an unpaid leave of absence, may, upon request, return to work prior to the expiration of the leave if such early return is agreed to by their department director.

If, for any reason, an employee does not return to work following a leave of absence or accepts employment elsewhere during a leave, the employee will be considered to have terminated

employment on the first day of the leave. Employees who accrue personal days during this leave of absence will forfeit any time accrued after their termination date. Failure to return without notice within three (3) workdays of the scheduled return will result in termination of employment.

When absence qualifies as "Sick Leave" as defined in the Sick Leave Policy and a positive sick leave credit balance exists, sick leave will be deducted from the employee's accumulated credit prior to the start of the unpaid leave. Once all sick hours are used, the employee must use any accrued vacation and personal time hours prior to taking LOA (unpaid).

Sick leave, vacation time, and/or personal time paid prior to qualifying for an unpaid leave of absence shall be paid/deducted from the employee's accumulated credit balance based on the days and hours for which the employee would have otherwise been scheduled to work.

Employees will not earn sick, personal, or vacation time or be eligible for holiday pay during an unpaid leave of absence. However, authorized leaves of absence without pay will count as service credit for computing vacation accrual provided the employee is properly returned to active service. An employee on an authorized leave of absence will not accrue OPERS service credit; however, the employee may purchase the credit upon return to work as permitted by OPERS. If the employee is granted a leave of absence without pay during the introductory period, the introductory period will be extended by the amount of time spent on leave.

Health insurance benefits will terminate at the end of the month in which an unpaid leave of absence begins, unless the leave is for Worker's Compensation or Family/Medical/Military Leave in which case health insurance coverage may continue for a longer period (see Workers Compensation Case Management Program, Policy HR002I and Family Medical/Military Leave Policy HR002C). To avoid termination of health insurance coverage, employees scheduling an unpaid leave of absence may be able to elect COBRA coverage and must make arrangements with the Human Resource Department for payment of insurance premiums.

The Hospital paid Life and Accidental Death and Dismemberment plan and some voluntary benefits may be continued during an authorized leave of absence up to a maximum period as prescribed by such insurance policies.

Note: Authorized absence to accommodate departmental scheduling may be approved at the department head's discretion outside of the Leave of Absence Policy (see Administrative Policy: Authorized Absence, (Mandatory), Policy HR002A).

## MILITARY LEAVE

Employees of Robinson Memorial Hospital who are members of the Ohio National Guard or members of the Armed Forces are entitled to a leave of absence from their duties without loss of pay for such times as they are in the Military service on field training or active duty for period not to exceed a total of twenty-two (22), eight (8) hour work days, up to a maximum of 176 hours per calendar year. An employee may choose whether or not to use accrued vacation time or personal days time as part of his/her Military Leave of Absence, provided the accrued vacation or personal day time is taken prior to the start of the unpaid leave. Benefit time accrual and payment will be the same as unpaid Leave of Absence.

Following active military service, Robinson Memorial Hospital shall reinstate personnel in the manner defined by law.

- A. Complete a Personnel Action Request (PAR) form for each military activation order if the employee needs scheduled time off to comply with the military order.
  - 1. List effective dates of the order on PAR form.
  - 2. Attach Military Order to PAR form.
  - 3. Sign and return to department director.
  - 4. Department director forwards completed PAR form to Human Resources.
- B. The period of time covered by the order(s) must be deducted from the twenty-two (22), eight (8) hour work days up to a maximum of 176 hours per calendar year that each employee is entitled to be paid. Paid military leave will be prorated based upon the number of hours per week the employee is hired to work.
- C. The maximum amount of time an employee is entitled to is not restricted to one military leave per year.
- D. Records are to be kept at the department level.

## PERSONAL DAYS

In addition to six holidays, full-time employees shall be entitled to four (4) personal days. These four personal days shall be administered as follows:

- ◆ Employees whose status is full-time (32 or more hours per week) shall receive four personal days each calendar year. They will be added to applicable employee's personal days bank on a pro-rated basis of 1.231 hours per pay period. Personal time will not accrue during an unpaid leave of absence. Personal time accruals will not exceed 96 hours. Personal time will not accrue during an unpaid leave of absence.
- ◆ Prior supervisory/director approval is necessary prior to using personal time.
- ◆ Personal time will be compensated at the employees' regular hourly rate, excluding shift differential.
- ◆ The use of personal time shall not be counted as hours worked when computing overtime.
- ◆ All employees are encouraged to take personal time during the year in which it is accrued. At the conclusion of each pay period, any unused personal time not exceeding 96 hours will be automatically carried over to the next pay period.
- ◆ Any employee who reaches 96 hours will not continue to accrue personal time until personal hours are used and their balance goes below 96 hours.
- ◆ Upon separation from employment with RMH, or when changing to Per Diem status, an employee shall be compensated at his/her regular rate of pay for earned but unused personal leave.

## SICK LEAVE

Although no one intends to get sick, it's comforting to know that employees of Robinson Memorial Hospital earn sick leave to provide for continued earnings and financial protection when absence is necessary for authorized reasons chargeable to sick leave.

While RMH is committed to providing sick leave benefits, it is expected that each employee accepts personal responsibility for regular attendance and punctuality as are necessary for the efficient functioning of our Hospital and assigned duties.

Hospital employees are credited with .05750 hours of sick leave for each hour paid (not to exceed 4.6 hours for each 80 hours paid in a pay period).

To apply for authorized sick leave, employees must submit a request to their department director or designee for verification of sick leave credit balance and approval. This form is also required to be submitted for unpaid sick leave of 5 days or less (once all sick, vacation and personal time has been exhausted). For any unpaid sick leave exceeding 5 days, review the Leave of Absence Policy, HR002E.

Employees are also encouraged to review the Family and Medical/Military Leave Policy, HR002C. Should an employee's leave qualify under the Family and Medical Leave guidelines, a written request should be submitted to Human Resources for review. Requests for Family and Medical/Military Leave are submitted on a Family and Medical/Military Leave Request Form available in Human Resources and on the Hospital Intranet.

Authorized sick leave is permitted for illness, injury or pregnancy related condition of the employee or a member of their immediate family if the employee's presence is reasonably necessary; exposure of an employee to a contagious disease which could be communicated to and jeopardize the health of other employees; examination of the employee or a member of their immediate family if the employee's presence is reasonably necessary including medical, psychological, dental, or optical examination by an appropriate practitioner; as well as illness, injury or death of a member of the employee's immediate family if the employee's presence is reasonably necessary.

Immediate family is defined as spouse, child, mother, father, sister, brother, grandparent, grandchild, sister-in-law, brother-in-law, mother-in-law, father-in-law, daughter-in-law, son-in-law, a legal guardian or other person who stands in place of a parent.

When absence qualified as "Sick Leave", as defined above and a positive sick leave credit balance exists, a request must be submitted to the department director or designee. Sick leave will be deducted from the employee's accumulated credit balance based on the days and hours for which they would have otherwise been regularly scheduled to work, excluding overtime. Scheduled hours will not be changed to accommodate a change in paid sick leave usage. If all sick hours are depleted and the employee is still unable to return to work due to illness, any available vacation or personal hours must be used prior to going into any unpaid status up to five days or leave of absence.

When possible, employees are expected to schedule medical appointments during non-working hours. If medical appointments must fall within the working hours, employees must make arrangements with their supervisor as far in advance as is practical of the anticipated appointment.

#### **DEATH OF IMMEDIATE FAMILY**

Employees may utilize up to three (3) days of sick leave in the unfortunate event of the death of an immediate family member. Any reasonably necessary use of sick leave in excess of three days may be granted to the employee upon the employee's request. The total amount of sick leave usage for the death of an immediate family member may not exceed five (5) days. A physician's certificate is not required for absence due to death of an immediate family member. However, RMH reserves the right to require proof of death as necessary.

#### **WORKERS' COMPENSATION**

In the case of an illness or injury which is covered by Workers' Compensation, an employee may elect either to pursue Workers' Compensation benefits or use available sick leave to cover the time lost from work, but not both. Sick leave benefits will not duplicate Workers' Compensation payments. See Workers Compensation Injury Management Policy HR029.

#### **EXTENDED ILLNESS**

The Hospital reserves the right to require physician certification as necessary and to appoint an examining physician if an employee requires extended absence due to illness or injury (Workers' Compensation or other), or when further information is necessary to verify an employee's ability to perform normal work duties.

#### **SICK LEAVE WITHOUT PAY**

An employee receiving a leave of absence without pay due to a disabling illness, injury, or condition is subject to the provisions of the Leave of Absence policy. The leave of absence shall be limited to the period of time that the employee is unable to perform the essential functions of their position.

#### **BALANCE TRANSFER**

The Hospital will accept an employee's accumulated sick leave credit balance from another public agency provided the employment with Robinson Memorial Hospital takes place within 10 years of the date on which the employee was terminated from public employment. The words "Public Agency" as used in this policy include the State, Counties, Municipalities and all Boards of Education within the State of Ohio.

## **RETIREMENT ENTITLEMENT**

A retiring employee (with hire date prior to January 1, 2003) may be entitled to receive a one time cash payment equal to 25% of the employee's accumulated unused sick leave up to a maximum of 480 hours, providing all eligibility requirements have been satisfied. Employees hired on or after January 1, 2003 (regardless of prior service dates) may be entitled to receive a one time cash payment at retirement equal to 25% of the employee's accumulated unused sick leave up to a maximum of 240 hours, providing all eligibility requirements have been satisfied; any remaining sick leave will be deleted. All other terminating employees will receive no cash payment of their accrued sick time.

## **PROCEDURE FOR USING SICK TIME**

Employees unable to report to work due to illness must submit a request to their department head within three (3) work days after returning to work or no later than Monday, 9:00 a.m. after the close of the pay period, whichever is sooner.

Employees returning to work after five (5) consecutive work days for personal illness must present a signed physician's statement authorizing return to work clearance to the Employee Health Clinic in order to receive RMH clearance to return to work. The Employee Health Clinic will file the original physician's statement in the employee's health file and give the employee a copy along with a Return to Work clearance slip. The employee will present the Return to Work clearance slip to their department director.

Clearance through the Employee Health Clinic is also required for all sick leave absence (including Family and Medical Leaves) due to pregnancy/childbirth, infectious disease (excluding the common cold or flu) and back injury, prior to return to work regardless of the length of absence. Employees returning to a second shift, third shift or weekend shift following a sick leave exceeding five (5) consecutive work days must make arrangements and be cleared with the Employee Health Clinic prior to return to work.

Qualifying employees requesting a scheduled leave of more than five (5) consecutive work days (i.e. pregnancy related condition, surgery, etc.) must submit a "Family Medical/Military Leave Request" form (which includes a signed certification from the healthcare provider) to Human Resources. Leave forms must be submitted at least 30 days in advance (when possible) to the start of the leave. The certification form shall indicate the reason, starting date of the sick leave and anticipated date of return. The Family and Medical Leave Request form will be filed in the Human Resources Department. Refer to the Family and Medical/Military Leave policy for more information.

## **PREGNANCY RELATED CONDITION**

Accrued sick leave credit may be used only for that period of time, as certified by a physician's statement, that the employee is unable to work as a result of pregnancy, childbirth, or related medical conditions. This period may include reasonable pre-delivery, delivery, and recovery time as certified by a physician. Except in unusual medical circumstances, this period should not exceed six (6) weeks. Paid sick leave will not include time requested for purposes of childcare, unless it qualifies as dependent illness. Upon expiration of a positive sick leave credit balance, an employee must apply for available vacation or personal days pay, or an unpaid leave of absence for the remaining period of the disabling condition. A signed physician's statement of return to work must be presented to the Employee Health Clinic immediately following the employee's postpartum checkup and prior to returning to work. Review the Family and Medical Leave policy as it relates to pregnancy/childbirth leave. During paternity leave, sick leave can only be used for a physician-certified illness of mother or child. This typically entails one week of post-partum care. After that time, fathers must use vacation or personal time before taking an unpaid LOA.

## **ILLNESS OF IMMEDIATE FAMILY**

Employees should follow the procedures described above if they wish to be paid sick leave for illness in their immediate family.

The granting and use of sick leave is governed by the provisions of the Ohio Revised Code. In the event of any discrepancies between this policy and the Ohio Revised Code, the provisions of the Ohio Revised Code will govern.

## VACATION LEAVE

Robinson Memorial Hospital provides paid time off for employees hired to work at least 24 hours per week. The Vacation Leave policy establishes written guidelines for the accumulation, use and scheduling of vacation leave.

Regular hospital employees hired to work 24 or more hours per week shall be eligible to earn paid vacation; excludes temporary and contracted employees. Vacation accrual is based on years of service (including eligible previous service with a county or any political subdivision of the State of Ohio), hours paid in the pay period and is prorated based on hours hired to work (status). Vacation is not earned during unpaid absence, for over-time hours or for hours worked in excess of those hired to work per week.

Employees are not entitled to use any accrued vacation leave during their first year of employment. The only exceptions are employees with qualifying previous Ohio public service employment, employees who have retired and rehired from Robinson Memorial Hospital (RMH) and exceptions specified via an employment contract. Reported and verified previous service employment with a county or any political subdivision of the State of Ohio will be credited toward the one year waiting period. In the second year of employment and all subsequent years, employees will be entitled to use accrued vacation with pay at any time during the year, provided they have the approval of their department director or supervisor.

Employees with previous Ohio public service employment shall have that service time counted for the purposes of determining the rate of vacation accrual at RMH (see Vacation Accrual Schedule below). However, employees who have retired from public service employment shall be considered new hires and shall not have any previous public service prior to retirement used to determine the rate at which vacation leave shall accrue.

### VACATION ACCRUAL SCHEDULE:

Employees hired prior to January 1, 2010 accrue vacation leave according to the following schedule:

<u>Years of Completed Service</u>	<u>Hours of Vacation Accrual per Each Hour Paid</u>
1	.03846 (2 weeks per year accrual)
6	.05769 (3 weeks per year accrual)
13	.07692 (4 weeks per year accrual)
24+	.09615 (5 weeks per year accrual)

In addition to the above schedule, Directors and the Executive Assistant hired prior to January 1, 2010 accrue three (3) weeks vacation per year through thirteen completed years of service. Vice Presidents hired prior to January 1, 2010 accrue four (4) weeks of vacation per year through

twenty-four completed years of service. Employed Physician vacation leave will be governed by the terms of their contract.

#2 Employees hired on or after January 1, 2010 accrue vacation leave according to the following schedule:

<u>Years of Completed Service</u>	<u>Hours of Vacation Accrual Per Each Eligible Hour Paid</u>
1	.03846 (2 weeks per year accrual)
8	.05769 (3 weeks per year accrual)
15	.07692 (4 weeks per year accrual)
25+	.09615 (5 weeks per year accrual)

In addition to the above schedule, Directors and the Executive Assistant hired on or after January 1, 2010 accrue three (3) weeks of vacation per year through fifteen completed years of service. Vice Presidents hired on or after January 1, 2010 accrue four (4) weeks of vacation per year through twenty-five completed years of service.

VACATION SCHEDULING:

All vacation requests must be approved by the department head and/or supervisor in advance, and approval is subject to the needs of the Department, work load, staffing and number of employees desiring vacation time.

VACATION LEAVE BALANCE:

Pursuant to Ohio law, all Hospital employees must take vacation leave during the year in which it is accrued and prior to the recurrence of the next anniversary date of his/her employment unless a carryover of vacation leave is approved in accordance with this policy.

An employee shall have the written approval from the President and CEO to carry any vacation leave balance to the following year. Approval to carry vacation leave over to the next year will be based upon special and meritorious reasons.

Employees hired on or after January 1, 2010 at a status of 24 or more hours per week or subsequently transfer to a status of 24 or more hours per week may carry a maximum of one (1) year of vacation accrual at the time of their annual employment anniversary date. Any hours in excess of one (1) year of vacation accrual shall be forfeited by the employee on the pay period immediately following the anniversary date.

Effective January 1, 2013 all employees may carry a maximum of one (1) year of vacation accrual at the time of their anniversary date. Any hours in excess of the maximum one (1) year of vacation accrual shall be forfeited by the employee on the pay period immediately following their anniversary date.

COMPENSATION:

Vacation pay is compensated at the employee's regular hourly rate, excluding shift premium, according to their regularly scheduled hours. Vacation pay shall be utilized in increments not to exceed the employee's regularly scheduled daily or weekly hours.

Upon separation from employment with RMH, or when changing to Per Diem status, an employee who has worked for less than one year for Robinson Memorial Hospital (including previous service with a county or any political subdivision of the State of Ohio) will not be entitled to receive compensation for any accrued vacation. Employees who retired and were rehired from Robinson Memorial Hospital are treated as new hires and are not eligible for compensation of earned but unused vacation leave if separating with less than one year of employment. Employees who have more than one year of service shall be compensated at his/her current rate of pay for 100% of earned but unused vacation leave.

## **WORKERS' COMPENSATION**

Robinson Memorial Hospital is committed to meeting its obligation under Ohio's Workers' Compensation Act to provide medical, rehabilitation and wage-replacement benefits to employees who sustain work-related injuries or illness.

Work related injury/illness should be reported to your supervisor who will provide guidance as outlined in the Workers' Compensation Injury Management Policy located in the Administrative Policy and Procedure Manual.

### **WAGE REPLACEMENT BENEFITS**

The employee may elect to use sick leave or receive lost wage benefits for the period of disability resulting from the job-related injury or illness. Lost wage benefits begin with the eighth (8) day of disability. For all leaves of eight (8) days or longer, the employee must complete a PAR form to indicate the estimated length of leave and type of pay requested.

### **COORDINATION WITH LEAVE POLICIES**

Robinson Memorial Hospital counts an employee's leave due to a work related injury or illness toward the employee's twelve (12) week leave entitlement under the Family and Medical Leave Act. Because Workers' Compensation leave is designated as FMLA leave, the continuation of benefits is governed by the applicable provisions of Robinson's Family and Medical Leave Act policy. When FMLA is exhausted and the employee remains on a Workers' Compensation leave status and the employee has elected to receive lost time pay in lieu of receiving sick, vacation or personal time, the leave following FMLA will be unpaid Workers' Compensation leave.

### **CONTINUATION OF BENEFITS**

Employees on Workers' Compensation leave may participate in the Employee Health Plan and all other benefits for up to one (1) year from the beginning of the Workers' Compensation leave at which time COBRA coverage may be elected.

Employees that are not receiving sick or other paid time through payroll must make payment of applicable benefit premiums by check, made payable to Robinson Memorial Hospital, to Human Resources in the month that it is due. Failure to make payment in the month due will result in the termination of benefits on the last day of the last paid month. Employees participating in health care, dental, vision and Flexible Spending Accounts may be eligible for COBRA continuation of these benefits if they should terminate.

### **REPLACEMENT STAFFING**

In most cases the department can maintain operations without replacing the injured/ill employee's position during a Workers' Compensation leave. However, for Workers' Compensation leaves exceeding 90 days, the department director may determine that it is necessary to refill the injured/ill employee's position to meet the continuing needs of the

department. Replacement personnel can be a regular employee, temporary employee or a contracted non-employee. Request for a replacement must be approved by the Manager, Benefits and via a SAR form. Factors considered in approval of a regular employee replacement include the injured/ill employee's estimated return to work date and the fact that the injured/ill employee is guaranteed employment in a comparable position and pay upon return to work from leave.

#### FRAUD

Filing a fraudulent workers' compensation claim or engaging in fraudulent representations with respect to workers' compensation claims or benefits are serious offenses. Employees found to have engaged in fraudulent activities are subject to disciplinary action, up to and including termination of employment.

#### RETALIATION

Robinson Memorial does not discriminate or retaliate against employees who have filed legitimate workers' compensation claims. Managers and supervisors do not take, or threaten any action to compel or persuade employees not to file a workers' compensation claim.

## AUXILIARY & VOLUNTEER PROGRAMS

Our hospital has a very active Auxiliary and Volunteer Program. Their primary functions are to support the Hospital mission through volunteering time, effort, and skill, to provide services and to raise funds through various activities.

For information regarding either of these programs, call the Volunteer Department.

## CAFETERIA

Robinson Memorial Hospital maintains a cafeteria for the convenience of all employees and the public.

Meal periods are as follows:

- **BREAKFAST** 6:30am-9:30am
- **LUNCH** 11:00am-1:30pm
- **DINNER** 4:30 pm-7:00pm
- **NIGHT SHIFT MEAL** 1:00am-2:30am  
(vending services only available)

The daily menu and specials can be heard by calling the cafeteria hotline at extension 3333 or viewing the daily menu on the hospital intranet.

Between meal periods, the deli, soup and salad bar are available 10:30am-7:00pm. Two microwaves are located in the cafeteria for your convenience.

## **CHAPEL**

The Hospital maintains a non-denominational chapel open 24 hours per day for the entire hospital community. Our chaplain is ready to serve in whatever way is most helpful. He is available to assist patients and their families or employees with a crisis or other situations as needed. The Chapel is located at the corner of the Main Hallway and the North Wing. The hospital Chaplain may be reached through the operator.

## **COMPUTER LAB**

Together with Organizational Development and the M.I.S. Departments, the Library supports a computer lab which was developed to provide opportunities for personal computer (PC) training and research. The lab is available for use by all employees. Training time is reserved through Organizational Development.

The library is open Monday - Friday from 9:00 a.m. to 1:00 p.m. If necessary, after hours access is available by using hospital issued access ID's or calling Police and Protective Services. Staffed hours may vary. Please call if librarian at 72538 if assistance is needed.

## **CONCEALED WEAPONS**

Robinson Memorial Hospital and its Affiliates does not allow any concealed weapons carried or brought into any hospital building or any of the offsite locations, whether owned or leased, for any reason, except law enforcement personnel. This prohibition applies to all persons, including employees, physicians, patients and visitors.

### **ON-SITE**

1. Signs will be displayed in prominent locations at all entrances to the hospital main campus and any offsite location operated by the hospital.
2. Any employee who observes a person carrying a weapon should contact Police and Protective Services to enforce this policy.

## **OFF-SITE**

1. Should this take place at one of the affiliate locations, the physician, manager, or coordinator should make the initial contact with the individual. The visitor, employee, or patient should be asked politely to remove their weapon and place it into their vehicle. If the person refuses, the local police department should be contacted immediately for assistance.

# **CORRECTIVE ACTION POLICY & PROCEDURE**

In order to maintain an effective work environment, Robinson Memorial Hospital has certain policies and procedures that were developed to ensure smooth operation of our hospital. By use of these policies and procedures, all will be assured of fair and equal treatment. We recognize the need to assist employees in resolving problems as quickly as possible. Along with the Employee Problem Solving Procedure and The Employee Assistance Program, we believe this policy/procedure of progressive corrective action will assist employees in achieving and maintaining satisfactory performance and commitment to hospital standards. The goal of The Corrective Action Policy is to ensure that employees are aware of their deficiency in behavior or performance and are given a reasonable opportunity to correct such conduct.

Situations which can subject an employee to receive corrective action include, but are not limited to: poor attendance, tardiness, inadequate job performance, disruptive interactions with other employees, violations of hospital policy, and behaviors detrimental to the efficient operation of the hospital. Because each situation carries a unique set of circumstances, all cases must be evaluated individually. However, the hospital has adopted the following guidelines for normal corrective action to assure consistent application of policy:

## **VERBAL COUNSELING**

May be appropriate to inform the employee of the undesirable behavior and what is expected to improve. The verbal counseling may occur at any time as deemed necessary by the supervisor. The discussion is documented on the Corrective Action Report form and signed by the Supervisor and Department Director. This report will be placed in the employee personnel file.

## **WRITTEN CORRECTIVE ACTION REPORT**

Is used to emphasize to the employee the seriousness of the problem(s) encountered and expected results. The report is signed and dated by the employee, the Supervisor and the Department Director. This report will be placed in the employee's personnel file.

## **CORRECTIVE PROBATION**

If given a Written Corrective Action Report and sufficient improvement has not taken place or for another serious problem that warrants a higher level of action, an employee may be placed on corrective probation for a reasonable period of time, or indefinitely, to be determined by the circumstances.

The supervisor will document the problems discussed, the corrective action to be taken, and the terms of the corrective probation. No employee may be considered for a vacant position within the hospital while on corrective probation unless no qualified bids have been received and the employee has obtained approval from their current Department Director in conjunction with the Vice President of Human Resources.

## **DISCHARGE**

Repeated failure to meet acceptable performance standards or behavior amounting to serious violation of the policies of the Hospital may result in discharge.

These guidelines are suggested for normal corrective action, however, the Hospital reserves the right to dictate the specific action or sequence to be taken.

In addition to the above corrective action, steps of circumstances may warrant suspension without pay as an alternative form of corrective action. It may also be warranted where further investigation may be necessary, prior to a determination of further corrective action to be taken.

In cases of extreme violation of Hospital policies or misconduct, or recurrence of problems, more severe action up to and including discharge may take place without prior steps of notice.

## **CORRECTIVE ACTION REPORT**

At each step of the procedure, beginning with Verbal Counseling, documentation is to be on the Corrective Action Report form. Once this form has been completed, a copy is to be given to the employee, and the original is to be forwarded to the Human Resource Representative to be filed in the employee personnel file.

## **DISTRIBUTION & SOLICITATION**

Many requests from organizations and individuals are received seeking permission to distribute literature and solicit or collect contributions from employees for various causes and organizations, or asking that Robinson Memorial Hospital make solicitations for them. Many of these requests are made in support of worthwhile causes that are commendable in their aims. However, if all such requests were granted, it could seriously impair the efficiency and effectiveness of our operations. Therefore, it is necessary to limit such solicitations and distributions by the following rules:

Solicitations seeking payments, contributions, chances, memberships, signatures, funds, and other similar solicitations are not permitted on the property of Robinson Memorial Hospital at any time by persons not employed by Robinson Memorial Hospital, or by employees during actual working time, or if it interferes in any way with work, or in the working areas of the hospital whether or not the employee is scheduled to work.

The distribution of advertisement flyers, folders, and other such literature is not permitted on Robinson Memorial Hospital property by persons not employed by Robinson Memorial Hospital, or by employees during actual working time, or in the working areas of the hospital whether or not the employee is scheduled to work. Working time is that time when an employee is engaged in his/her work tasks to complete his/her duties. It does not include an employee's own time, such as meal period, authorized breaks, vacations, or time before or after a shift.

Solicitation and distribution is prohibited at all times in patient care areas, including patients' rooms, operating rooms, and treatment rooms, as well as patient lounges, hallways, elevators and other areas used or frequented by patients.

All Bulletin boards located within public viewing areas of the hospital shall not be used for any solicitation of any kind. These boards are only to be used for official hospital business or for the placement of any matter which the hospital is legally required to post, unless otherwise specified by appropriate management personnel.

A glass enclosed bulletin board, located at the Employee Information Center, is available to employees to post personal items for sale, wanted, etc. Employees must obtain the required advertisement card from Human Resources and return the completed advertisement card to Human Resources for posting. All items will be limited to a maximum posting of 14 days.

Posted materials should meet appropriate standards to good taste, which encompasses the requirement that materials should not be inflammatory or reasonably calculated to disrupt or undermine business operations and the implementation of or compliance with hospital policies and procedures.

In addition, walls and doors are not to be used for the posting of any matter in order to preserve as much as possible an appearance consistent with the business and professional image we seek to project.

Exceptions to this policy include the United Way Campaign, Blood Drive, Auxiliary and Robinson Memorial Foundation functions, unless approved by the President & CEO.

Any questions regarding this policy should be directed to the Human Resource Department for resolution. The Hospital maintains an open door policy and any and all employees can approach management regarding these issues for clarification of any part of this policy.

## DRIVER SAFETY

Robinson Memorial Hospital believes that the safety and well being of our employees is of critical importance to the organization. Therefore, we each have a responsibility not only to protect ourselves while on the road, but also to do your part to protect those around us.

1. All employees, whether a driver or passenger, are expected to wear their seatbelts at all times while in a moving vehicle being used for hospital business.
2. Engaging in distracting activities including, but not limited to, eating, putting on make-up or talking or texting on cell phones, is strongly discouraged while driving.
3. Use of alcohol, drugs or other substances that impair driving ability is prohibited.
4. All employees are expected to follow driving laws and safety rules.
5. Confrontational and/or offensive behavior while driving is prohibited.
6. Employees should never allow anyone to ride in parts of the vehicle not specifically intended for passenger use.
7. Any accidents that occur while on hospital business or in a hospital vehicle must be immediately reported to local law enforcement, to the employee's department head and to the hospital's General Counsel.
8. Any moving or parking violations received while on hospital business or in a hospital vehicle must be reported to employee's department head.
9. If a current Ohio Driver's License is required for any employee's position, the driver's license must be verified annually by the employee's department head when the Annual License Verification is conducted by Human Resources.
10. If driving a hospital vehicle as part of the employee's position is a requirement, insurability on the hospital's policy must be confirmed as part of the employment process. Employee's not insurable under the hospital auto policy will have the offer withdrawn or if employment has started, employment will be terminated.
11. Failure to adhere to this policy may result in disciplinary action up to and including termination.

## **DRUG & ALCOHOL ABUSE-FREE ENVIRONMENT**

Robinson Memorial Hospital recognizes alcohol and drug dependency as an illness and a major health problem. The hospital also recognizes alcohol or drug abuse as a potential health, safety, and security problem. Abuse of these substances creates potential harm not only to the abuser, but also to all employees, patients, and guests of the hospital. On a broader scope, our community, the healthcare profession, and the general public are at risk from the harm of substance abuse.

Employees are required to report to work in appropriate mental and physical condition to perform their job. It is the intent and obligation of Robinson Memorial Hospital to provide an environment that is productive, safe, and free of substance abuse. Therefore, (1) the unlawful manufacture, distribution, dispensation, possession, or use of alcohol, a controlled substance, or illegal drug on hospital premises or (2) the improper use of legal drugs or alcohol is prohibited. Such conduct is also prohibited while transacting hospital business off the premises. The hospital requires that employees whose appearance, conduct, and/or job performance indicates a probable substance abuse problem participate in the for-cause testing (testing due to suspicion) program as well as be subject to corrective action. Employees refusing to participate will be subject to termination.

Employees needing help in dealing with a drug and/or alcohol problem may voluntarily seek assistance. This can be done by contacting our Employee Assistance Program (EAP) counselor or EAP coordinator in Human Resources.

Every employee has an obligation to safeguard the work environment from impaired employees. If you suspect an employee of being drug or alcohol impaired, notify your immediate supervisor. The supervisor will notify the first available member of management according to the following order: (1) the Department Head, (2) the Vice-President of the Department, or (3) the Administrator on-call. Determination will then be made concerning for-cause testing.

Employees who undergo for-cause testing (testing due to suspicion) will be asked to submit to drug and alcohol testing according to Working Partners policy. They will not be permitted to work the remainder of the shift and will not return to work until test results are confirmed. The employee will receive no pay during this time period regardless of the test results. The Medical Review Officer, who is a licensed physician with a background in substance abuse, will review positive test results. The function of The Medical Review Officer will be to safeguard employees from false-positive results due to collection errors, chain-of-custody problems, technical errors, or drug interactions. The Medical Review Officer will also insure that no legitimate medical use of drugs is reported as a false positive. Confirmed results will be sent to the Manager of

Employee Relations & Employment who will be responsible for clearing the employee to return to work. In the event of confirmed positive test results, the employee will be required to submit to mandatory EAP assessment and referral which may include treatment, counseling, and/or education. The Manager of Employee Relations & Employment and EAP Counselor, along with the appropriate management person from the employee's department will coordinate the mandatory EAP participation and the return to work process. Refusal to cooperate with EAP assessment, referral, or intervention will result in termination.

Employees returning to work after positive test results must produce proof of intervention completion, a return to work negative drug test and sign a return-to-work contract with the Manager of Employee Relations & Employment. The employee must agree to random drug tests for substance abuse. If positive results are obtained while under a return-to-work contract, termination of employment is an acceptable recourse. All documentation of test results, corrective action reports, and the return to work contract will be kept in the personnel file.

Drug theft is a felony, and must be reported to the police (ORC2921.22). RMH Police and Protective Services will be contacted to make this report whenever drug theft occurs. Drug theft will also be reported to the State Board of Nursing and the Ohio State Board of Pharmacy as applicable (RMH Administrative Policies and Procedures, Policy Number: HR024/AMNPP)

## **EDUCATIONAL ACCOMPLISHMENT LUNCHEON**

Professional development is a key corporate value at Robinson. To recognize and reward employees who have dedicated themselves toward this end, we sponsor an annual luncheon.

Invitations are extended to all employees who have successfully completed educational degrees and/or certifications within the preceding twelve months.

## **EMPLOYEE INFORMATION CENTER**

The Employee Information Center is located in the hallway between the Cafeteria and the Pharmacy. In this area, bulletin boards are designated for posting of information pertaining to educational opportunities, employment information (job-postings and Labor Law postings), and general information such as items for sale. In addition, there is an Employee activities Board that is located at the entrance to the Cafeteria. The purpose of this bulletin board is to communicate RMH sponsored activities. These boards are maintained by the Human Resource Department.

## EMPLOYEE PROBLEM SOLVING PROCEDURE

In our efforts to foster positive employee relations, Robinson Memorial Hospital has instituted the following procedure to assist you with problem solving. The hospital is a complex organization with a large number of employees. Every effort is made to see that each employee is treated fairly and that working conditions are pleasant and safe. In the event you experience a problem in your workplace, you should first attempt to resolve the matter by talking with your immediate supervisor. If, after pursuing this course of action, you are not satisfied with the response or you have not been able to obtain a response within a reasonable period of time, you may use the Employee Problem Solving Procedure available to you as an employee of Robinson Memorial Hospital.

The use of this problem solving procedure is available to all employees without risk to present or future employment status. All communications surrounding the problem solving process are to remain strictly confidential. No records of the problem solving process will be placed in an employee's permanent file. After the process is completed, a copy of the Problem Statement Form will be kept in a separate file by the Human Resources Representative. Employees are encouraged to follow the outlined steps, however, the Human Resources Representative and Manager of Employee Relations and Employment in the Human Resource Department are available to all employees at any time during this process to provide advice and support. In addition, they will, upon request, assist you in formulating your problem in writing on the Problem Statement Form. The Employee Problem Solving process may be halted by the employee at any time.

This procedure has been established to provide you with "formal" steps in settling any issues that may concern you. However, this is not to restrict employees from informally addressing any concerns that may arise with any member of management or administration as you feel necessary. Robinson Memorial Hospital is committed to encourage open communications and "Team Work".

To utilize the Employee Problem Solving Procedure, the steps to follow are:

- Step 1:** The employee discusses the complaint with their immediate supervisor. If a satisfactory solution is not reached informally, proceed to step 2.
- Step 2:** Obtain a Problem Statement form from the Human Resources Representative or Manager of Employee Relations and Employment in the Human Resource Department. Complete this form, clearly stating the details of the issue, including relevant dates, times, and facts, suggested solution, and signature. The original is then presented to your Department Director within five

working days of the completion of Step 1. Copy the statement to the Human Resources Representative and keep a copy for yourself. Your Department Director will reply in writing within five working days from receipt of the Problem Statement Form.

**Step 3:** If the problem is not resolved at Step 2, you may present the same Problem Statement Form and the Director's written response to your Administrative Vice President within five working days after receiving your reply from your Department Director. Copy the Director's response to the Human Resources Representative and keep a copy for yourself. Your Vice President will reply, in writing, within five working days after receiving your written statement.

**Step 4:** If a resolution is not achieved at Step 3, notify the Vice President, Human Resources within 5 working days after receiving your response, that you would like to meet with the Problem Solving Committee. Copy your Vice President's response to the Human Resources Representative and keep a copy for yourself.

The Problem Solving Committee will consist of three people. Two members of the committee will be chosen from an established panel of five Department Directors; one chosen by the Vice President, Human Resources and one by the employee. The employee may also select the third member of the committee from among all eligible hospital employees. (Under the Department Director level and excluding members of the Human Resource Department). If the employee chooses not to designate a Department Director or to pick a fellow employee for the committee, the Vice President, Human Resources will choose the second and third members from the Panel. No member of the Problem Solving Review Committee will be from the same department or immediate family as the employee whose issue will be addressed. The definition of immediate family is as stated in the Sick Leave Policy.

However, the employee may choose to bring a co-worker employed at Robinson Memorial Hospital for support. This support person may assist the employee in stating their position or concerns. They will have no vote in the final decision of the Committee. The Problem Solving Review Committee will be chaired by the Department Director chosen by the Vice President, Human Resources. The Vice President of Human Resource will attend all meetings of the problem Solving Committee to act as moderator.

The Problem Solving Review Committee will meet with all necessary individuals within ten working days of notification to review all the facts relating to the problem. Once all the information is received, the Committee will make their recommendation to the

President & CEO. The President & CEO will then reply in writing to the employee within five working days of receiving the Committee's recommendation. This decision will be final and binding on all parties.

Concerns will be reviewed within five working days at each step, with the exception of step 4, and when a conference is indicated, it will be held during this period. The time limits set forth in each step are binding unless extended by mutual agreement of the parties involved. Failure to provide a timely answer under any step of this procedure shall entitle the employee to proceed to the next step. Terminations of employment are not subject to review by means of this procedure. However, all disciplinary action leading to termination may be subject to the use of the Employee Problem Solving Procedure.

## **GIFT SHOP**

The gift shop, located adjacent to the main entrance, is open to employees and the public. The gift shop carries an assortment of gifts, jewelry, greeting cards, candy, coffee, snacks, flowers and reading materials. Employees may use their ID badges to make purchases using payroll deduction.

The gift shop is run by the Auxiliary. Hours are posted on the door.

## **LOST & FOUND**

The Police and Protective Services Department currently records and maintains all Lost & Found items discovered on the premises of Robinson Memorial Hospital. Items are kept for a period of six months and then disposed of pursuant to the laws of the Ohio Revised Code. Employees, visitors, and patients should direct all inquiries to Police and Protective Services.

## **MEDICAL LIBRARY**

The Medical Library of Robinson Memorial Hospital provides organized library services to meet the information needs of the medical staff, allied health professionals, and all hospital employees in their activities relating to patient care, education, research, management and any other specialized services offered by the hospital. To achieve this end, the library maintains a small

current reference collection, textbooks, videocassette tapes, and current and retrospective holdings of over 100 medical and nursing journals. Borrowing privileges and free photocopy services are available to all staff.

The library is open Monday through Friday from 9:00 a.m. to 1:00 p.m. If necessary, after hours access is available by using hospital issued access ID's or calling Police and Protective Services. Staffed hours may vary. Please call 72538 if librarian assistance is needed.

## **NEWSLETTERS & PUBLICATIONS**

A newsletter, entitled Vital Signs, is published for Hospital employees and distributed in boxes in the cafeteria and by time clocks on the first floor. It contains current items of interest and activities, as well as important policy and benefit changes. Employees may submit news items to the Public Relations Department for future publication consideration.

Another publication, entitled ROBINSON TODAY, is produced and distributed to all homes and businesses in Portage County and all Robinson Memorial Hospital and Robinson Health Affiliates employees. ROBINSON TODAY reports on significant events and accomplishments of the Hospital as well as health news of interest to the general public.

## **OSCAR RECOGNITION PROGRAM**

The Outstanding Service Care and Recognition (OSCAR) Program is an organization-wide recognition program that allows every employee, volunteer, auxilian and physician the opportunity to be recognized for exceeding the expectations of our patients, visitors and co-workers.

1. Any employee or contracted staff of Robinson Memorial Hospital, Robinson Health Affiliates, volunteer, auxilian, physician, visitor or patient can use the OSCAR program to nominate any employee, contracted staff, volunteer, auxilian or physician for OSCAR recognition.

2. OSCAR nomination cards and program guidelines can be found with OSCAR nomination displays in various accessible Hospital and Affiliate locations and on the Hospital intranet.
3. The nominator will complete the OSCAR nomination card with the date, the nominator's name, phone number and department (if applicable), the nominee's name and department and a brief explanation of how and why this person earned an OSCAR. The nominator will then drop the self-addressed OSCAR nomination card in interoffice mail or give it to an employee to forward to Human Resources.
4. Human Resources will copy each OSCAR nomination card to the nominee and the nominee's department director. Department directors will post all OSCAR cards received in a designated department location and recognize the nominee at the next department meeting.
5. The Employee Activities Committee (EAC) will review all of the previous month's OSCAR nomination cards at their monthly meeting. The EAC will select a maximum of four (4) OSCAR nomination cards to be the OSCAR winners. The EAC will base their selections on which OSCAR nominations best exceeded the expectations of our patients, visitors and co-workers. The winning OSCAR nominees will receive their choice from a variety of OSCAR prizes. OSCAR prizes are valued at or below \$25.00. OSCAR nominees are eligible for one prize per month. The nominee's original OSCAR card will then be placed in his/her personnel file (if an employee).
6. The monthly OSCAR winners will have their OSCAR cards featured in the quarterly Vital Signs publication and in the display case outside of the employee cafeteria. OSCAR winners will then be invited by their department director to the next month's Management Council meeting to be recognized.

## **PERSONAL PHONE CALLS**

Personal telephone calls during working hours should be kept brief and to a minimum.

Should it be necessary to leave your work number with someone to reach you in an emergency, please give them the direct telephone number to your workstation or department.

## **SAFETY, FIRE, DISASTER & OTHER EMERGENCY PROGRAMS**

The Hospital has developed comprehensive plans in the areas of Safety, Fire, Disaster and other Emergency Programs. All new employees are oriented to these at General Orientation. Periodic reviews are also offered throughout the year. All employees must attend an update annually.

There are unscheduled Fire and Disaster Drills conducted during the year. Employees are expected to be familiar with and know their assignments and duties in the event a drill or actual fire, disaster, or other emergency occurs. (Supervisors are to be contacted for clarification of these assignments.)

## **SERVICE RECOGNITION**

Our employees are Robinson Memorial Hospital's most valuable assets. Loyal and productive employees are the foundation of this organization, and we are especially fortunate in having many dedicated, skilled, and motivated employees.

In recognition of the years of service toward the care of patients and success of our Hospital, employees receive service awards following five years of continuous service and every five years thereafter.

## **SPEAKER'S BUREAU**

The Hospital maintains a Speaker's Bureau to provide educational and informational programs to groups and organizations in the Portage County area.

Occasionally, employees may be approached directly about speaking to an outside group on behalf of the Hospital. Those who are asked to represent the Hospital in this way are encouraged to notify the Health Education Department so that notice of their efforts may be taken and resources (pamphlets, slides, etc.) may be made available.

## STANDARDS OF PERFORMANCE

Standards of Performance serve as a benchmark upon which to hold people accountable and to ensure the organization provides training that is consistent with our standards and supported by all levels. Standards, which are key components in our service excellence culture, must be evidence based, achievable, observable and desired.

These Standards of Performance give us direction about the manner in which to carry out our Service Excellence Core Values of Respect, Integrity, Compassion and Excellence. When the Standards are put into action, they define specific behaviors. These behaviors will be demonstrated by all Robinson Memorial Hospital and Robinson Health Affiliates employees in their interactions with our patients, community and each other.

- ◆ Appearance and Environment
- ◆ Attitude and Courtesy
- ◆ Confidentiality and Privacy
- ◆ Communication
- ◆ Teamwork
- ◆ Customer Service
- ◆ Hallway Etiquette
- ◆ Elevator Etiquette
- ◆ Telephone Etiquette
- ◆ E-Mail Etiquette
- ◆ Safety

Every employee receives a Standards of Performance Booklet at General Orientation that describes our standards in detail.

The Joint Commission hospital accreditation manual includes a standard with regard to patient complaints. All patients are assured the right to complain without jeopardizing access to or quality of future care. Employees are reminded to follow-through on any and all patient complaints or those of their families. Robinson provides patients with mechanisms such as our patient questionnaire and patient representatives to assure that each individual receives high quality healthcare.

For more information about the Standards of Performance, please contact the Service Excellence Department at (330) 297-2577.

## **SUGGESTIONS**

Suggestions should be taken to your supervisor or department director. They may also be put into writing along with your name and department and placed in the Employee Suggestion Box located on the wall near the employee information bulletin boards. There is also a “suggestion box” located on the home page of the hospital Intranet. All signed suggestions placed in the boxes will be responded to in a timely manner.

## **YOUR RECORDS**

The Human Resource Department can best serve employees if the individual records are up to date. It is your responsibility to report any changes such as a new address, telephone number, change in marital status, number of dependents or other pertinent information to the Human Resource Department as soon as possible after the change occurs. Your department secretary should also be notified of name, address and telephone changes.

For all personnel action purposes and for hospital policy reasons, the obligation of the Human Resource Department for notification ends upon notification to you at your last known address or telephone number on record in the Human Resource Department.

Since changes in several benefit plans coverage must be made within a specified time limit (30 days), name and/or address changes must be reported promptly to the Human Resource Department.