



Employee Handbook HEALTHCARE

SAMPLE

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MESSAGE FROM THE CEO

SAMPLE

About Your Employee Handbook

We have prepared this Employee Handbook to acquaint you with ABC's Hospital's principles, employment policies and procedures, and highlights of certain

Note: For certain policies, the Employee Handbook contains a link to a separate document with detailed policy and procedure information. These documents are housed in separate locations on the ABCNet Portal. If you have any difficulty accessing a policy through the links provided in this Employee Handbook, please advise your department head/manager

Mission, Vision, Operating Statement, Values & Guiding Behaviors

MISSION!
VISION!
VALUES & GUIDING BEHAVIORS
HERE

Bill of Rights and Responsibilities for Patients and Parents

Each time a PATIENT is admitted to the hospital, the family is given the ABC *Bill of Rights and Responsibilities for Patients and Parents* (see below). It is essential that all ABC staff be aware of these rights and responsibilities. Therefore, we ask that you take a moment to review the following:

ABC's Hospital has a responsibility to provide your PATIENT with appropriate medical care. The following is a set of guiding principles of patient care. It is important to know what your PATIENT's rights are as a patient and what your rights and obligations are as a parent and user of this hospital. We encourage you to talk with those involved with your PATIENT's care.

You and your PATIENT have the right:

To considerate, respectful care and to privacy consistent with the care prescribed. This includes consideration of the psychosocial, spiritual, and cultural variables that

Bill of Rights and Responsibilities (continued)

To treatment

You have the responsibility:

To follow the policies of the hospital and the specific unit. Parents or other responsible adults should accompany

INFORMATION FOR NEW EMPLOYEES

Orientation and On-boarding Program

ABC offers a general three-day new employee orientation program through its

New Employee Orientation and Employee On-boarding

Introductory Period of Employment

For new employees, the introductory period of their employment is an opportunity to learn all they can about their role and responsibilities, get to know their coworkers and determine their level of satisfaction with the job. During this same period, managers have a chance to assess a new employee's skills and

GENERAL EMPLOYMENT

Employment At Will

Employment at ABC's Hospital ("ABC" or "the Hospital") is at will and not guaranteed for a definite period of time or for any purpose. Either ABC or the

Equal Employment Opportunity

It is the policy of the Hospital to promote and assure equal employment opportunity for all current and prospective employees without regard to race, color, religion, sex, age, disability, marital status, national origin, sexual

Reasonable Accommodations Under the ADA As amended 2008.

ABC is committed to complying with all applicable provisions of the Americans

Prohibiting Harassment and Discrimination

ABC believes that each of us should be able to work in an environment free of discrimination and harassment. To this end, ABC prohibits and will not tolerate discrimination or harassment based on any legally protected status, including but not limited to sex, race, color, religion, disability, national origin, or age. Although this policy is primarily directed to sexual harassment, it applies equally to any form of discrimination or harassment based on any legally protected status, including but not limited to sex, race, color, religion, disability, national origin or age.

Definitions:

Sexual Harassment: Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature are considered to be sexual harassment when:

- 1) Submission to
- 2) or creating an intimidating, hostile, or offensive working environment

Examples: Some of the more common examples of sexual harassment include:

- 1) Repeated,
- 2) Continued or repeated sexually

Sexual harassment is not

Procedure for Reporting Harassment:

If you believe (or have direct knowledge of such incidents) that you are being harassed by a supervisor, co-worker, member of the medical staff, outside tradesman,

harasser, identity of any witnesses, and details about the incident(s).

ABC's Investigation:

ABC will investigate all claims of sexual harassment or harassment based on any other legally protected status promptly and thoroughly irrespective of the

- 6) ABC will inform the alleged victim and harasser about the results of the investigation and the steps ABC will be taking in response to the complaint.

Sanctions:

If the investigation reveals evidence supporting the occurrence of an incident of sexual harassment or harassment based on any other legally protected status,

Prohibition Against Retaliation:

ABC does not permit

Application Verification

All offers of employment with the Hospital are contingent upon satisfactory verification of prior work experience, references, licensure, and education, as well as verification of all information included in the application for employment.

Categories of Employment

A. Regular Employees

Full-Time: an employee who is regularly scheduled to work 40 or more hours per week

Part-Time (with benefits): an employee who is regularly scheduled and authorized to work at least 20 but less than 40 hours per week. Coverage for medical, dental, and life insurance benefits becomes effective the first of the month following the

Part-Time (without benefits): an employee who is regularly scheduled and authorized to work less than 20 hours per week or less than 1,000 hours per calendar year. These employees generally do not receive benefits.

Staff Relief: an employee hired to work on an as-needed basis. ABC does not guarantee work availability and the employee is not required to work a set

B. Temporary Labor

Individuals who are hired as temporary labor for specific jobs of a short-term nature are not eligible to participate in ABC's group health, disability or life

Employee Identification

All ABC employees are provided an identification badge that designates their name, job title, and the area in which they work. Employee IDs are required for

Employee Records and Files

The HR Department maintains the employee personnel, benefits and medical files for all employees at ABC. These documents are confidential and are Hospital

Personal Data Changes: It is the responsibility of each employee to promptly notify ABC of any changes in the employee's personal data by making address or

Employment of Minors

ABC employs qualified minors in accordance with Florida and Federal law. The minimum age of employment is 16 years (18 for patient care). No one under 18 years will be employed without proof of age.

Employment of Relatives

It is ABC's policy that no relative of a current employee may be hired if his or her employment would create a supervisor/subordinate relationship with a family member. Relatives of current staff members may only be hired if they will not be working directly for or supervising a relative, or will not be working above a

Immigration Status

ABC strives to comply with all Federal guidelines for employment, including assessing an individual's eligibility for employment. Applicants must indicate on their ABC employment application if they have the legal right to work in the United States, based on the position they are seeking.

Health Requirements

To assure they are physically able to perform the requirements of their positions and do not pose a health hazards to themselves or the patients, all employees

Pre-employment: New employees must complete a pre-placement assessment that ensures the employee is fit for duty and free of

Annual and Ad Hoc Assessments: An employee may be required to have a physical examination at any time deemed advisable by Employee Health Services. Assessments and required vaccines are done at the expense of the

Infection Control policies are available in each department and list the communicable diseases that would exclude an employee from working in certain

Re-employment

ABC will consider former employees, regardless of the length of their separation, for re-employment under certain circumstances.

CHANGES IN POSITION OR EMPLOYMENT STATUS

Promotions and Transfers

The Hospital encourages transfers and promotions that help employees pursue their professional goals. Transfers and promotions in all job groups will be considered without regard to color, religion, sex, age, disability, handicap, ancestry, marital status, national origin, familial status, sexual orientation, citizenship status, pregnancy or any other legally recognized status entitled to protection under local, state or federal anti-discrimination laws.

Employees who desire transfers or promotions may apply on line at ABCR.com.

Reclassification

A position may be upgraded (or reclassified) if the employee, while in the position, acquires new skills and experience that warrant a reclassification of the position.

Termination

Voluntary Resignation – Notification

Notice of resignation is required by all employees. The length of notice depends

Involuntary Termination

Employees involuntarily terminated for any reason may not receive any cash out of their accrued Paid Time Off (PTO).

Staff Relief

Return of Hospital Property and Network Access

When an employee resigns or is terminated, all Hospital property, equipment, . This property includes, but is not limited to, return of the following:

- ABC ID badge
- Hospital-issued laptop computer and computer equipment, cellular phone, PDA and/or pager
- Keys
- Computer passwords
- Access cards
- Office keys
- Uniform
- Parking Card, as applicable
- Employee Handbook
- Any additional Hospital-issued or owned property

COMPLIANCE AND REGULATORY MATTERS

Corporate Compliance

The Hospital's compliance with all internal policies, government rules, and

Conflict Of Interest Policy

To provide ABC employees, including employed physicians, with guidelines to understand, identify, manage and appropriately disclose actual, potential or perceived conflicts of interest in order to allow ABC to conduct business fairly with

- sells material, equipment or property to the Company;
- renders any service to the Company;
- has contractual relations or business dealings with the Company;
- competes with or engages in a similar business as that of the Company.

Responsibility for Compliance with the Policy on Business Ethics:

Vice Presidents and Department Directors must comply with this policy and to ensure their employees know and comply with its provisions. Management shall

Integrity of Business Practices:

Ethical Practices: The Hospital shall deliver high quality health care at prices which

Improper Payments: No employee shall engage, either directly or indirectly, in a corrupt business practice, including bribery, kickbacks, or payoffs intended to

Employment: Employees should not perform work or render services for an organization that competes with the Company or with which the Company does

Position of Influence: An employee who owns, directly or beneficially, a financial interest in an actual or potential supplier, customer, or competitor may not, without

Disclosure of Hospital Information to Competitors:

No employee shall disclose to, discuss with, or permit the disclosure of proprietary

Disclosure of Hospital Information for Public Use:

No employee shall disclose to, discuss with, or permit the disclosure of proprietary Hospital information, data, systems, pricing, finances or policies to any person or agency that might be in a position to disclose or discuss such matters to the public.

Compliance Reporting Procedures:

Employees: Any employee who is required to make, authorize, or agree to any offer or payment, which is or may be contrary to this policy, will promptly report

Vice Presidents and Department Directors: Any Vice President or Department Director receiving a report regarding a potential

Compliance Surveys: At least annually, each staff member shall complete a

Effect:

Responsibility Appraisal: The actions of each employee under this policy are

Exclusion from Patient Care

ABC will attempt to make reasonable accommodations for all justified employee

HIPAA Privacy Policy and Procedures

This policy is designed to ensure compliance with the Health Insurance Portability and Accountability Act (HIPAA) privacy rights of ABC employees and their dependents regarding their protected health information under ABC Welfare Benefit Plan.

Licenses and Other Required Documents

If a position at ABC requires an employee to have a license, registration or certification, ABC will verify such license, registration or certification for all

ARNP Protocols

At the initiation of a practice relationship between a Florida-licensed physician or

Physician Assistant Supervision Data Form

Upon employment as a Physician Assistant, the employee must notify the Florida Board of Medicine within 30 days that he/she has commenced employment as a Physician Assistant, and within 30 days of any subsequent changes in the primary

Hospital Patient Bills - No Employee Discount

ABC's Hospital patient bills shall represent the full charges for services rendered.

Unacceptable billing practices include but are not limited to:

- Not registering a patient
- Not charging for services provided
- Charging for less expensive services than those provided
- Charging for services other than those provided
- Waiving applicable deductible and co-payments
- Non-disclosure of pre-determined waivers to insurance companies
- Applying discounts base exclusively on employment and/or affiliations

STANDARDS OF CONDUCT

Appearance and Dress

Standards of cleanliness, suitability and good grooming, appropriate to ABC's Hospital's environment must be observed by all employees while on duty.

Criminal Arrest Disclosure

All persons employed by ABC are required to make an oral or written report disclosing an arrest for any criminal felony offense within three (3) working days of the arrest date. This policy applies to all employees who are active, suspended, or on a leave of absence. Adherence to this policy is a condition of employment at

Department Rules

Department Heads are authorized to establish day-to-day operating rules and procedures appropriate for their areas of responsibility subject to administrative

Employee Visitors

Employees are not permitted to receive visitors during working hours or in work areas. Employees are not permitted to visit with friends or patients while on duty

Gratuities, Gifts and Favors

The solicitation or acceptance of monetary gifts, gratuities or favors by employees f

Telephone Etiquette

All telephones should be answered promptly, pleasantly, courteously, and in a helpful manner using the ABC service scripts. Employees should smile before they

Secondary Jobs and Private Practices

To view the hospital's guidelines to employees who may have or be considering

Visitors Waiting Room

Visitor Waiting Rooms are for the comfort and convenience of Hospital patients and

YOUR WORK ENVIRONMENT

Drug Free Workplace

Follow the link below to

Smoke Free

ABC is a completely smoke free facility. Smoking is not permitted on ABC property. Any employee may bring to the Hospital's attention a violation of this policy by

Ergonomics

The Hospital has an Ergonomics program in place to provide administrative, educational and practical guidelines to prevent ergonomic injuries at ABC. The

or doing repetitive motions.

Procedure:

1. Ergonomic Education

All ABC employees will be made aware of the Ergonomics Protection Policy. This is

2. Selection and Placement of Equipment

The selection of equipment, the planning of new departments and remodeling of

Management of Employee Issues

Employees who complain of pain,

3. Program Evaluation

All ergonomic injuries are analyzed with other work related injuries

Solicitation/Distribution Policy:

ABC has established guidelines for solicitation and distribution in the workplace to prevent disruption to its patients and the Hospital's operations. Employees are

Religious Accommodations

ABC prohibits discrimination against applicants or employees because of their

WORK HOURS, BREAKS AND TIME & ATTENDANCE

Attendance Guidelines

Punctuality and regular attendance are essential to maintain a safe and productive work environment. Absenteeism and tardiness place a burden on other employees and the Hospital. Employees with a record of unapproved, unscheduled absences

No Call No Show

If an employee fails to call in for an unscheduled absence (“no call, no show”), in

Hours and Days of Work

Hours and days of work are stipulated by the Department Head at the time of

Overtime

Non-exempt employees will be paid overtime for all hours worked over 40 in a

Rest Periods and Meal Periods

The Hospital provides guidance on rest periods and meal breaks during an employee’s daily work schedule.

Timekeeping

The Hospital has

Tardiness

Employees are expected to report for work on time and be ready to work at the

EMPLOYEE PERFORMANCE AND DEVELOPMENT

Annual Performance Review and Merit Increases

ABC evaluates employee performance in two VALUES: with a competency

Competency Assessment

All employees who are hired should meet the minimum competence requirements

Corrective Action (Performance Improvement)

ABC expects employees to perform their job duties in accordance with the

- for
- steps:
1. Verbal warning;
 2. Written warning;
 3. Final warning, including, where appropriate, a performance improvement plan and/or suspension; and
 4. Termination from employment.

This sequence for the corrective action process is not mandatory. ABC reserves the

Career Opportunities

Job openings are posted on the internet at ABCR.COM, with a brief description of the responsibilities and minimum qualifications. Employees who wish to be

Employee Education

For five consecutive years, ABC has been designated as one of the

COMPENSATION

Salary Increases

The Hospital makes no guarantee of salary increases; however, employees are

- Direct patient
- All employees must have
- All employees must have an annual mandatory training
- All employees are required to complete all annual requirements

Failure to meet annual requirements will result in disciplinary action up to and including termination.

Paychecks

This policy provides guidance on the Hospital's payroll cycle, when paychecks are

Salaried Exempt Employees Policy Prohibiting Deductions from Compensation

The Hospital complies with the Fair Labor Standard Act (FLSA) in all respects and

Exceptions:

The prohibition against deductions from the pay of a salaried exempt employee is subject to the following exceptions:

- Deductions
- Deductions

- No deductions
- Deductions from pay may
- Deductions from
- Employees in their
- Employees may

What to do if you believe an improper deduction has been made from your salary:
If

Paycheck Deductions

In accordance with state and federal laws, certain deductions are made from employee paychecks.

Federal Income Withholding Tax also is deducted in accordance with government tax tables referencing earnings with deductions claimed by the employee on Form W4 "Withholding Statement". The Hospital is required to report to the Internal Revenue Service any employee claiming more than 10 exemptions on Form W4.

Other legally required deductions may include IRS levy, court-ordered dependent support, and court-ordered wage garnishment.

Voluntary deductions require employee authorization and include such items as:

- Tax Shelter Annuity
- United VALUES Contributions
- Credit Union
- Flexible Benefits Programs
- Other such deductions as may be mutually agreed upon.

Shift Differentials

ABC pays shift differentials to non-exempt employees who work evening, night and weekend

Call Back: This pol

On Call Shift Pay:

Disaster/Emergency/Hurricane Pay

ABC has established guidelines for employee compensation during the implementation of the Hospital's Disaster/Emergency/Hurricane Plan.

Employee Indebtedness

ABC does not become involved in arrangements made between employees and their creditors. The Hospital does not make payroll deductions for creditors except under court order.

TIME OFF AND LEAVE OF ABSENCE (PAID & UNPAID)

The Hospital provides eligible employees the opportunity to use Paid Time Off in

Paid Time Off

Family and Medical Leave Act Policy

Workers' Compensation

Maternity, Paternity, and Adoption Leave

(See Family and Medical Leave Act Policy)

Compensation and Benefits during a Leave of Absence

Leave Sharing Plan

Bereavement Leave

Domestic Violence Leave of Absence

Election Days

Employees who are eligible citizens are encouraged to vote. If an employee finds it

Jury Duty or Witness Leave

Military Leave

Personal Leave of Absence

To be eligible for personal leave, an employee must be employed by ABC on a full-time or part-time basis for a minimum of 3 months and must be in good standing at

BENEFITS AND SERVICES

Employee Insurance

ABC prides itself on offering a competitive benefit package to employees. ABC

-
-
-
-

Educational Assistance Program

ABC encourages employees to voluntarily

Mandatory Employee Programs

All employees are required to complete annual mandatory education and/or certification requirements as a component of their annual performance evaluation and as a prerequisite for any merit pay increase.

Employee Parking

Employees are required to park their cars in designated areas. Employees should not park in spaces marked for patients, visitors, individuals with disabilities (unless

Lost and Found

The a central "lost and found" area and employees

SAFETY AND SECURITY

Preventing Violence in the Workplace

Emergency Plans Manual

Disaster Drills

Fire Prevention and Control

A fire in the Hospital could be a major disaster. Employees are required to take all

Incident Reporting

An **“incident”** is any unusual occurrence or untoward event involving a patient,

OSHA Safety Rules

The Occupational Safety and Health Act (OSHA) of the Federal Government has very specific regulations and requirements for the occupational safety and health of

Package Inspection

ABC reserves the right to conduct searches of Hospital premises and equipment,

Safety Program

Select the link below to read the full policy on the Hospital’s safety program, which

Trespassing

In order to maintain a safe environment, the Hospital reserves the right to control

EMPLOYEE RECOGNITION

President's Award

Employee Recognition Program at the Department Level

Service Awards

Retirement Gifts

When a retiring employee in any department meets the criteria for either early \

Communication

Communications

Good communications are vital for efficient and effective hospital operations.

Bulletin Boards

The Hospital's bulletin board policy establishes guidelines for the posting of

Release of Information/Media Relations

Inquiries from the media (newspapers, radio and television stations) regarding

Endorsements

Employees are prohibited from publicly endorsing any service or product allied to or

Employee Dispute Resolution

The Hospital's policy on dispute resolution is designed to establish a mechanism for

The Hospital's Union-Free Philosophy Statement

ABC believes that the interests of our employees, patients, community and