



*Seton Medical Center*  
*Seton Medical Center Coastside*

# Associate Handbook



<b>Welcome</b> .....	3
Our Mission .....	4
Vincentian Values .....	4
Daughters of Charity Health System (DCHS) .....	5
What is DCHS? .....	5
Who Are the Daughters of Charity? .....	5
Our Affiliated Groups .....	6
Customer Service .....	6
Our Ethics .....	6
Statement of Understanding .....	6
<b>OUR COMMITMENT TO YOU</b> .....	7
Associate (Employee) Relations Philosophy .....	7
Equal Employment Opportunity .....	7
Drug Free Workplace .....	8
Employment of Relatives .....	8
<b>EMPLOYMENT EXPECTATIONS AND STANDARDS</b> .....	8
Physical Assessments .....	8
Appearance .....	8
New Associate (Employee) Orientation .....	9
Name Badges .....	9
Associate (Employee) Classifications .....	9
<b>PERFORMANCE EXPECTATIONS</b> .....	10
Introductory Period .....	10
Performance Review .....	10
Confidentiality .....	10
Absence and Tardiness .....	10
Standards of Conduct .....	11
Accommodating Staff Requests .....	12
Gratuities/Solicitations .....	13
Conflict Resolution Process .....	13
Personnel Records .....	14
Resignation .....	14
<b>COMPENSATION</b> .....	14
Wage and Salary Administration .....	14
Hours of Work .....	14
Shift Differential .....	15
Meal and Rest Periods .....	15
Work Schedules .....	15
Overtime .....	15
On-Call Pay .....	16
Recording Your Work Time .....	16
Payday and Paychecks .....	16
Paycheck Advances .....	17
Payroll Deductions .....	17
Required Deductions .....	17
Voluntary Deductions .....	17
Garnishment of Wages .....	17

<b>EMPLOYEE BENEFITS</b> .....	18
State Disability Insurance .....	18
Worker's Compensation Benefits .....	18
Blood Bank .....	18
Employee Recognition.....	18
Retirement/Pension Plan.....	19
Tax Sheltered Annuities.....	19
Holidays .....	20
Leave of Absence (LOA).....	20
Family and Medical LOA (FMLA) .....	20
Personal LOA.....	21
Workers' Compensation LOA .....	21
Medical/Pregnancy LOA .....	21
Military LOA .....	21
Jury Duty.....	21
Voting Time Off .....	22
School Conferences .....	22
Educational Time Off .....	22
Tuition Assistance.....	22
Promotions and Transfers .....	23
<b>SAFETY AND SECURITY</b> .....	23
Safety Management .....	23
Fire Safety .....	23
Emergency Preparedness .....	24
Clean Air Policy.....	24
Associate (Employee) Lockers .....	24
Security .....	24
<b>COMMUNICATIONS</b> .....	25
Publications.....	25
Bulletin Boards .....	25
Media Information .....	25
Telephone Calls .....	25
<b>FACILITIES AND SERVICES</b> .....	25
Transportation/Shuttle Bus Service .....	25
Dining Facilities.....	25
Medical Library .....	25
Associate (Employee) Discounts .....	25
Employer Property .....	26

## *Welcome*

Welcome to Seton Medical Center/Seton Medical Center Coastside (SMC/SMCC). I hope you share our pride in being a part of a caring and professional team.

We make every effort to employ qualified individuals, without regard to race, color, religion, national origin, race, sex, gender identity, disability or sexual orientation. This policy is consistent with our mission of providing the highest quality care to our patients.

Our associates (employees) are one of the most valuable resources we offer to our patients and other customers. Your skills and compassion with patients and the community guarantee that the caring tradition established by our founders will continue to flourish.

We have designated this Handbook to clarify for you our philosophy, policies and benefits. Please refer to SMC/SMCC Human Resources Policy and Procedure Manual for a complete description or contact the Human Resources Department if you have any questions.

We are glad that you have chosen to work with us and hope that your employment will be a rewarding experience.

Lorraine P. Auerbach, FACHE  
President and Chief Executive Officer  
Seton Medical Center & Seton Medical Center Coastside

## ***Our Mission***

In the spirit of our founders, St. Vincent de Paul, St. Louise de Marillac, and St. Elizabeth Ann Seton, the Daughters of Charity Health System is committed to serving the sick and poor. With Jesus Christ as our model, we advance and strengthen the healing mission of the Catholic Church by providing comprehensive, excellent healthcare that is compassionate and attentive to the whole person: body, mind and spirit. We promote healthy families, responsible stewardship of the environment, and a just society through value-based relationships and community-based collaboration.

## ***Vincentian Values***

The Charity of Christ urges us to:

<b>Respect</b>	Recognizing our own value and the value of others
<b>Compassionate Service</b>	Providing excellent care with gentleness and kindness
<b>Simplicity</b>	Acting with integrity, clarity and honesty
<b>Advocacy for the Poor</b>	Supporting those who lack resources for a healthy life and full human development
<b>Inventiveness to Infinity</b>	Being continuously resourceful and creative

## ***Daughters of Charity Health System (DCHS)***

Established in January 2001, the Daughters of Charity Health System (DCHS) maintains seven California hospitals with a total of 1,813 acute and long-term care beds. DCHS services provided throughout the system include the full-range of general and specialty health care services. Headquartered in Los Altos Hills, California, the Daughters of Charity Health System serves the “poorest of the poor” with quality health care throughout California. Founded in 1633, The Daughters of Charity is an international community of over 28,000 Catholic women ministering all over the world.

### ***What is DCHS?***

The DCHS is based on a locally-focused model of governance and management that encourages each of its local health ministries to develop its own unique role and service configuration that matches the local health ministry’s capabilities and resources with the community’s needs.

### ***Who Are the Daughters of Charity?***

On November 29, 1633, St. Vincent de Paul officially founded the Daughters of Charity together with Louise de Marillac, who in 1624 sought spiritual guidance from Vincent and became his partner in building up the works of charity he established. Under the tutelage of St. Louise, the Daughters provided physical and spiritual help to those confided to their care.

### ***Our Affiliated Groups***

Each of our facilities has affiliated groups who donate their time on an unpaid basis to support our organization in various ways. These separate lay groups include the Auxiliary, Associates, Volunteers and are affiliated with one of our facilities. The primary function of these groups is fund raising and support for facility programs.

### ***Customer Service***

To our patients and visitors, you are SMC/SMCC. Your relationship with them should be courteous, friendly and thoughtful. Your attitude and helpfulness at a time when they may be in pain, frightened or worried, will long be remembered in connection with our facilities.

### ***Our Ethics***

Our ethics include an obligation to keep in strict confidence all that pertains to patients and their affairs. This obligation extends to every associate (employee). If you are offered gifts or money from patients, please refuse them politely. It is part of your job to render the best care and service to all we serve. Accepting gratuities or breaching patient confidentiality is inappropriate and may be grounds for termination of employment.

### ***Statement of Understanding***

This handbook summarizes the general Human Resources Policies, which applies to all associates (employees), except where varied for associates (employees) covered by collective bargaining agreements. This handbook does not contain all the details of our Human Resources Policies, and if there is any conflict, the provisions of the Human Resources Policy and Procedure Manual will take precedence. You are encouraged to familiarize yourself with the contents of both the Employee Handbook and the Human Resources Policy and Procedure Manual. Verbal commitments made by managers should not be construed as policy. This Handbook is not and should not be construed as a contract of employment.

Employment is "at will" and is not guaranteed for any period of time. Either you or SMC/SMCC may end employment at any time or without advance notice or cause. SMC/SMCC reserve the right to make changes in policies and practices.

## OUR COMMITMENT TO YOU

### *Associate (Employee) Relations Philosophy*

We believe associates (employees) want an organization of which they can be proud, where they contribute to a common good, where they enjoy their work and are empowered to apply their energy, talent and ideas to grow and to continuously improve. We believe associates (employees) also want an organization where they may participate in decisions, are listened to, and fairly treated; where honesty, teamwork and diversity in the workforce are valued; where people have the knowledge, authority and resources to do their work and where everyone shares in the reward of a job well done.

The commitment of SMC/SMCC is to provide a caring environment where these needs can be filled. Recognizing that our activities and service often take place in an atmosphere of intensity and high demand, the environment will also encourage support from the medical staff, management, and co-workers.

As we move into the future, we want to build on our values and develop new ways to continue to provide the best patient care services.

### *Equal Employment Opportunity*

We pride ourselves in our long-standing policy to offer fair and equal employment opportunity for qualified individuals, without regard to race, color, national origin, age, sex, marital status, sexual orientation, gender identity, religion, veteran status, or disability defined by law. This policy is consistent with our mission of providing the highest quality care to our patients.

Additionally it is our policy to maintain an environment free of sexual harassment. Associate (employee) conduct, whether intentional or unintentional, verbal or physical, that results in harassment of other associates (employees) because of their gender, or other reasons, will not be tolerated.

The foregoing policy will continue to apply to hiring, placement, promotion, transfer, recruitment, layoff, compensation, benefits, and selection for training and all other aspects of employment.

Questions regarding this policy should be directed to the Human Resources Department. All such questions will be held in strictest confidence with no fear of reprisal or job jeopardy.

All associates (employees) are expected to support these policies and to bring management's attention any instance where these policies are not followed.

### *Drug Free Workplace*

Our policies prohibit associates (employees) from using, distributing, or being under the influence of illegal drugs in the work place. Strict disciplinary action, including termination, will be imposed on any associate (employee) violating the drug abuse policy. Additionally, all associates (employees) are encouraged to notify the Director of Human Resources or the Manager of Employee Health of any associate (employee) suspected of committing a drug offense in the work place.

### *Employment of Relatives*

Relatives are likely to make good associates (employees). However, the potential for preferential treatment may exist. To ensure equal opportunity for all candidates, applicants who are relatives of an associate (employee) will be considered for employment upon the approval of Human Resources, and with the provision that there is no direct or indirect supervisory relationship between the associate (employee) and the relative, or where there is no influence affecting employment of the relative. A relative is defined as a spouse, parent, in-law, sibling, child, stepchild, other close relative of the associate (employee), legally domiciled adult\* or significant other.

\*Legally domiciled adult is someone who is not an eligible dependent child, and is over 18, who, during the calendar year has as his/her principal place of residence and associate's (employee's) home, is a member of the associate (employee) household, and for whom the associate (employee) provides more than 50% support, or is the associate's (employee's) domestic partner.

## **EMPLOYMENT EXPECTATIONS AND STANDARDS**

### *Physical Assessments*

Physical assessments are required of associates (employees) prior to employment with us. These are provided at no cost to you. Certain departments, because of the type of work performed, may require annual lab testing or other exams.

### *Appearance*

Every associate (employee) is a representative of our facilities and thereby becomes a part of our public image. Personal cleanliness, neatness, and appropriate adherence to the dress code enhance your professional appearance and inspire confidence in your ability. Good judgment in grooming should be exercised at all times and appropriate business attire should be worn. Associates (employees) working in certain job classifications may be required to wear uniforms. If you have any questions regarding appropriate work attire, please ask your supervisor.

### *New Associate (Employee) Orientation*

As an introduction to SMC/SMCC and the workplace, all new associates (employees) are required to attend an orientation program during the first month of employment. The purpose of the program is to familiarize you with our history, mission, organization, services and resources, workplace safety, policies and benefits. You will also have the opportunity to ask questions.

Each department will conduct a more detailed orientation regarding specific department policies and job assignments.

### *Name Badges*

All associates (employees) are issued photograph/name identification cards. Please wear your name badge at all times while on duty. It is important that patients and visitors are able to identify you. Your name badge may be needed and shown to civil authorities as identification in the event of a disaster.

### *Associate (Employee) Classifications*

All our associates (employees) fall into the following job classifications:

- Regular Full Time-Working a predetermined work schedule of 40 hours per week.
- Regular Part Time-Working a predetermined schedule of less than 40 hours, but at least 20 hours per week.
- Limited Part Time-Working a predetermined work schedule of less than 20 hours per week.
- Casual (Relief of Per Diem)-Working intermittently, as needed and does not work a pre-determined, fixed schedule.
- Temporary-Working on a one-time, non-recurring basis for a specific period of time (usually 90 days or less).

Regular full time and part time associates (employees) are entitled to receive benefits, with the exception that regular part time associates (employees) will receive any paid time off at a prorated amount determined by the number of hours worked. Limited part time and causal associates (employees) do not receive benefits.

## PERFORMANCE EXPECTATIONS

### *Introductory Period*

The first ninety days of your employment are considered a “get acquainted” period. During this period you will have the opportunity to demonstrate your ability, interest in the job, and compatibility with coworkers. The introductory period allows your supervisor to determine whether you will satisfactorily fulfill the requirements of your job, and you will decide whether you wish to remain in this position. A performance evaluation will occur at the end of this period. A per diem associate’s (employee’s) introductory period will end after the associate (employee) has completed 135 days of employment.

### *Performance Review*

Your performance will normally be reviewed annually with your supervisor. During this evaluation, goals are set for the next year, responsibilities are clarified and job performance is reviewed and noted. This is your opportunity to find out how well you are meeting expectations and in what areas you may need to improve. Your progress and involvement with us is important, so we encourage you to participate actively in these evaluations.

You are entitled to know what criteria are used in judging performance and are encouraged to obtain this information at the beginning of your employment. We want you to be an active and effective part of our organization and this can occur only if mutual expectations are thoroughly communicated and agreed upon.

### *Confidentiality*

As an associate (employee), you may have access to personal, medical or financial information regarding patients and/or SMC/SMCC associates (employees). You have a legal and ethical responsibility to observe the confidentiality of such information.

If you are approached by a representative or a reporter from a newspaper, magazine, television, radio station, or any other form of media, please refer the party to the Communications Department. Representatives from Communications are responsible for responding to all inquiries regarding SMC/SMCC and specific patients. Any inquiries regarding an associate (employee) should be referred to Human Resources.

### *Absence and Tardiness*

Associates (employees) need time away from work for rest, relaxation, recuperation from illness, and personal and family needs. For this reason, regular associates (employees) are offered considerable time away from work in the forms of Paid Time Off (vacation and sick leave), Bereavement Leave, Jury Duty and several types of unpaid leaves of absence.

It is equally important, however, for managers to be able to rely upon regular and consistent attendance by associates (employees). Unexcused or excessive absences must be avoided in the interest of all associates (employees) and patients.

The following definitions are used as guidelines for absences and tardiness.

Excused Absence – When an associate (employee) has sought and been granted in advance time off from work by his/her supervisor.

Unexcused Absence – When an associate (employee) has failed to report to work when scheduled, and/or has failed to remain at work for the duration of the shift, and without supervisory approval.

Tardiness – When an associate (employee) reports or returns to his/her designated work area after the scheduled starting time, breaks, or lunch period.

Reporting Illness – If you are unable to report for work due to illness, injury, or other emergencies, or if you are unable to report to work on time, you are required to notify your supervisor before the start of the shift. We request that you let your supervisor know as early as possible. The minimum requirement is 60 minutes prior to the start of your shift. If your department is closed a message may be left with the Nursing Supervisor in charge. You must contact your immediate supervisor once your department is open to report your illness. Nursing staff should make an attempt to contact their direct supervisor; if unable to do so, please contact the Staffing Office or House Supervisor as early as possible so that a replacement can be found.

You may be asked to provide written verification of your illness or emergency. In addition, written verification from your attending physician or health care provider is required for absences of more than three consecutive days.

### *Standards of Conduct*

To provide an environment conducive to the delivery of quality patient care, all associates (employees) must maintain professional standard of conduct and performance. Failure to adhere to these standards will result in disciplinary action and/or immediate discharge. Any disciplinary action taken by SMC/SMCC will be guided by these principals:

- Falsifying or altering employment applications, physical examination questionnaires, work records, time cards or other official records;
- Theft, deliberate damage, unauthorized removal or possession of SMC/SMCC property or property of any person/patient whose property is within our facilities;
- Deliberate failure to observe safety rules and regulations;
- Gambling, gross misconduct in the discharge of standards of work behavior; insubordination, refusal to perform work within an associate (employee)'s classification, or carry out a reasonable directive;

- Excessive tardiness and absenteeism or abuse of benefits and privileges; feigning illness or the misrepresentation of reasons in applying for a leave of absence, sick leave or other time off from work;
- Use of alcohol or drugs during working hours or immediately in advance of coming to work (where the associate (employee) is, while at work, still under the effect of such consumption);
- Conduct endangering the life, safety or health of others; fighting, disruptive or other inappropriate conduct while on SMC/SMCC premises;
- Possessing any firearms or weapons in or on facility premises;
- Unauthorized verbal or written disclosure or release of information and/or records regarding our patients and/or operations;
- Smoking in any facility by associates (employees);
- Posting or removal of literature, handbills or petitions on facility premises without authorization from a department manager or appropriate management official;
- Sleeping on the job, wasting time (loafing), intentional slowdown of productivity or intentional disruption of the workplace;
- Excessive performance of personal or business on organizational premises without proper authorization, to include, but not limited to, the following:
  - a. The use of SMC/SMCC equipment for personal reasons
  - b. Improper or unauthorized use of SMC/SMCC property or facilities
- Other actions, which, in the judgment of Management, could result in serious adverse consequences to SMC/SMCC, the department, another associate (employee) or the welfare of a patient.

Problems can often be corrected through informal discussion with your supervisor, department manager, or a member of the Human Resources Department, but you should familiarize yourself with the procedures for the administration of disciplinary action. We reserve the right to use any level of discipline we deem appropriate when implementing disciplinary actions.

### *Accommodating Staff Requests*

Associates (employees) may request that they not be required to participate in an aspect of patient care, including treatment, where there is perceived conflict with the staff member's cultural values, ethics, or religious beliefs. Our policy ensures that patient care will not be compromised while the associate's (employee's) request is being evaluated.

If an associate (employee) perceives that participation in the care of a patient conflicts with personal cultural values, ethics, or religious beliefs, he/she should immediately contact his/her supervisor or the Nursing Supervisor. The supervisor will immediately assign another associate (employee), if available, to care for the patient while the issue is being resolved. This will ensure that the patient's care is not negatively affected. This may require that two associates (employees) trade patient responsibilities or that an additional associate (employee) is called to assume the assignment. If another associate (employee) is not readily available, attempts will be made to find another qualified associate (employee) to assume the assignment. At no time shall the care of the patient be compromised.

The supervisor/manager will evaluate the associate's (employee's) request based upon the following considerations:

The request is deemed valid and can be accommodated within the associate's (employee's) current department without compromising patient care or placing undue hardship on the departmental operations. This accommodation may be made on a long-term or short-term basis.

The request is deemed valid but cannot be accommodated within the associate (employee)'s current department. In this situation, the manager/supervisor will refer the associate (employee) to Human Resources in an effort to seek another position within the organization. This may be a permanent or temporary transfer. If such a position is not available, the associate (employee) may request an unpaid leave of absence or be separated from the organization as a voluntary resignation.

The request is deemed invalid and therefore not granted.

Once the supervisor/manager has evaluated the situation, a decision will be made whether or not such an accommodation can be granted. In most cases the decision will be made within 24 hours following notification.

Failure of an associate (employee) to participate in patient care as directed or failure to provide an acceptable level of care will result in disciplinary action.

### ***Gratuities/Solicitations***

Every patient and customer is entitled to the best care and service you can provide without partiality of any kind. Accordingly, associates (employees) may not accept tips or other gratuities from patients, their relatives, and friends or from firms with which we do business. If you are offered gifts or money from patients, please refuse them politely. Accepting gratuities is inappropriate and may be grounds for termination of employment.

Solicitation is not permitted for any purpose except with the authorization of the Director of Human Resources or other management official.

### ***Conflict Resolution Process***

When a group of people work together, job-related conflicts are apt to surface occasionally. If a conflict should arise and cannot be resolved through open discussion with your supervisor, a conflict resolution process is available for you to utilize. Details are outlined in the Human Resources Policies and Procedure Manual or in the applicable collective bargaining agreement.

## *Personnel Records*

The Human Resources Department maintains all permanent records for associates (employees). You are asked to inform Human Resources in writing of any change in name, address, telephone number, marital status or number of dependents, so that these records remain accurate. Please also note that Human Resources needs to know if any changes in the name of the person to be notified in case of emergency or changes in beneficiary information.

You must make an appointment with Human Resources if you wish to review your file. Appointments will generally be made within 24 hours.

## *Resignation*

SMC/SMCC realize that there are situations when associates (employees) may resign from their employment to follow other interests. Non-management associates (employees) are requested to give at least a two-week written resignation notice. Management associates (employees) are requested to provide a 30-day notice. Failure to provide the requested advance notice may make an employee ineligible for rehire.

When you terminate employment, you are entitled to be paid for all accrued Paid Time Off hours to date, except extended sick leave hours (contractual associates (employees) should refer to their collective bargaining agreement). It is advisable to contact Human Resources regarding your benefits before your last day of work.

## **COMPENSATION**

### *Wage and Salary Administration*

We normally review the salary ranges of all positions annually. Our pay practices provide incentives for maximum contribution to SMC/SMCC for retention of skill and experience, and for self-improvement. Therefore, each job classification is assigned a broad salary range to appropriately compensate different levels of job responsibility and experience. Salaries of non-contractual associates (employees) are reviewed annually, and depending upon job market factors, an across the board increase may be granted. For contractual associates (employees), the terms of the collective bargaining agreement determine wage adjustments.

Human Resources is responsible for conducting salary surveys and assuring that our salary ranges and actual pay rates remain competitive. As necessary, wage adjustments may be made from time to time to maintain market competitiveness and equity.

### *Hours of Work*

Our facilities provide care to patients every day of the year, 24 hours per day. Therefore, our work force is scheduled to work over the entire 24-hour period everyday of the week. Our official workweek begins at 12:01 a.m. Sunday and ends at midnight the following Saturday. Most of the nursing shifts are from 7:00 a.m. to 3:30 p.m., 3:00 p.m. to 11:30 p.m. and 11:00 p.m. to 7:30 a.m. Departments other than nursing may have different schedules, and your work schedule will be explained to you at your time of hire.

### ***Shift Differential***

Shift differentials are intended to provide additional compensation for inconvenience due to working hours outside the normal workday. Compensation for shift differentials is explained in the Human Resources Policy and Procedure Manual and in applicable collective bargaining agreements.

### ***Meal and Rest Periods***

A regularly scheduled shift is normally eight and one-half hours long, including an unpaid 30-minute meal period. If you work a shift of more than 5 hours, you will be provided with a thirty-minute unpaid meal period unless:

- You complete your shift in six hours, and both you and your supervisor agree to waive the meal period, or
- You are required to work a shift of eight hours within eight consecutive hours and are authorized to have your meal at your workstation, in which case you will be paid for the on-half hour meal period.
- You are an “exempt” employee. Please contact your supervisor if you have any questions regarding this status.

You will receive two 15-minute paid rest breaks per shift unless the total work shift is less than four hours. Meal periods and rest breaks cannot be combined and will be scheduled by your supervisor.

### ***Work Schedules***

Regular full-time associates (employees) generally work eight hours per day five days a week. Days off are generally two consecutive days in the week and remain fixed. Other alternative work schedules may exist to meet staffing needs in various departments and, if utilized, will be explained to you by your supervisor. Contractual associates (employees) should refer to their collective bargaining agreement.

### ***Overtime***

If overtime work is necessary, your department manager or supervisor must provide you with advance authorization. Overtime is defined as any time worked in excess of eight hours in a pay period, depending on work schedules and collective bargaining agreements.

Non-exempt associates (employees) are those covered by the provision of the Fair Labor Standards Act and state wage and hour requirements. Non-exempt associates (employees) are compensated for overtime at one and one-half times their regular hourly rate of pay, and double time after 12 hours worked in one day. Double time is also paid for time worked on the seventh consecutive day of work in one workweek.

Exempt associates (employees) are those who are exempt from overtime pay and whose duties are defined as executive, administrative, management, professional, or supervisory.

### ***On-Call Pay***

Certain departments hire associates (employees) in an on-call capacity. Payment in this category differs depending on the needs of the department and applicable collective bargaining agreement.

### ***Recording Your Work Time***

SMC/SMCC policy and State and Federal laws require that an accurate record be kept of all the hours you have worked. You are responsible for your own timekeeping.

To assure an accurate record of time worked, a time card is issued to each employee for each pay period. Associates (employees) are required to record hours worked on time cards accurately to receive a paycheck. Non-exempt associates (employees) should note on their timecards when they start and finish their shift and also note meal periods. Associates (employees) are also required to indicate "non-productive hours" such as Paid Time Off, Jury Duty, Extended Sick Leave, etc., on time cards for each day they have missed work.

At the end of each pay period, associates (employees) must submit time cards to their supervisor for approval. Failure to submit a time card may cause a delay in being paid for up to two weeks. Please contact your supervisor for instructions on how to record your time if your facility utilizes such a system.

Unless you have prior approval from your supervisor, please do not begin work earlier than five minutes before the start of your shift or end work five minutes beyond your scheduled quitting time. If you work on a unit/department other than your regularly assigned unit/department, you will need to note this on the card and obtain the unit/department supervisor's signature. Any other changes on the time card are to be made by your supervisor.

Signed time cards should be submitted to your supervisor no later than the Monday morning following the end of the pay period, unless the supervisor advises you otherwise.

### ***Payday and Paychecks***

Payday is every other Friday for the two-week period ending the previous Saturday at midnight. Paychecks are obtained by the supervisor of each department, or his/her designee, for distribution and may not be given out to anyone other than the employee to whom the check is issued, without prior written consent.

If you have a question about your paycheck, please discuss this with your supervisor who will follow up with the Payroll Department. Any errors on checks will normally be corrected on the following paycheck.

### ***Paycheck Advances***

It is our policy not to give advances on salary; however, you may request and receive your vacation (PTO) pay with two weeks advance notice before your scheduled time off.

### ***Payroll Deductions***

#### **Required Deductions**

There are four payroll deductions required by law:

- Federal Income Tax
- State Income Tax
- Federal Insurance Contribution Act (FICA) (Social Security and Medicare)
- California State Disability (SDI)

#### **Voluntary Deductions**

You may need to elect to have the following voluntary deductions:

- Credit Union – Payments on loans or savings plans will be deducted in accordance with the amount agreed upon by you and the Credit Union.
- Benefit Deductions – Contributions for healthcare benefits, Flexible Spending Accounts, Life Insurance, Accidental Death and Dismemberment, Long Term Disability.
- Union Dues – If you are a union member, with written authorization, union dues may be deducted from your paycheck.
- Tax Sheltered Annuities
- Savings Bonds

### ***Garnishment of Wages***

We are required by law to withhold legally garnished wages as directed by the court. Upon receipt of a judgment for a debt, paychecks will be garnished until the judgment is satisfied or the garnishment expires, or until a release is obtained from the garnishing agency.

SMC/SMCC provides a variety of benefit packages to all its eligible associates (employees). The benefits described in the following three sections provide a general overview of what is offered to you as an employee. Human Resources will provide you with specific details on each of the benefit plans.

## **EMPLOYEE BENEFITS**

### *Health Insurance, Dental Insurance, Vision Care, Life Insurance and Long Term Disability*

These comprehensive benefits are available on the first of the month following 30 days of continuous employment. (Contractual associates (employees) should refer to their collective bargaining agreement for eligibility dates and specific provisions).

### *State Disability Insurance*

The purpose of the California State Disability Insurance (SDI) is to provide income in the event you are unable to work as a result of any non-work related injury or illness. You are required by law to pay for this insurance through automatic payroll deduction. SDI becomes available on the eighth calendar day of injury or illness or on the first day of hospitalization.

Disability benefits are not paid automatically. You must submit a claim to the State in accordance with instructions on the claim form. Human Resources can provide you the forms and assistance in applying for SDI benefits. If you are disabled for eight or more calendar days, your sick leave or paid time off/extended sick leave will be calculated on the assumption that you have applied for SDI benefits.

### *Worker's Compensation Benefits*

Should you become injured on the job or become ill as a result of work, you may be eligible to receive Worker's Compensation benefits. These benefits, which are designed to provide you with income protection and medical treatment in the event of a work-related injury, are paid for entirely by SMC/SMCC.

If you are injured while on duty, regardless of how minor the injury may seem, you must report this to you supervisor and Employee Health. Employee Health is open Monday through Friday. Injured associates (employees) should report to the Emergency Room during hours when Employee Health is closed. Failure to report an injury immediately may result in disciplinary action.

### *Blood Bank*

As a service to our associates (employees) and their families, our facilities sponsor a blood bank or participate in blood drives periodically. Blood donations are encouraged.

### *Employee Recognition*

Throughout the year, several events are held to provide formal recognition to our associates (employees). In recognition of long-term service, a special event is held each year honoring associates (employees) who attain five or more years of service. Awards are presented at five-year intervals starting at the fifth year of employment.

### ***Retirement/Pension Plan***

SMC/SMCC provide a pension plan for its eligible associates (employees) through the Retirement Plan for Hospital Employees (RPHE). Associates (employees) become fully vested after 5 years of service. A year of service is defined as at least 1000 hours of paid time within a calendar year. When combined with Tax Sheltered Annuities and Social Security, pension plan benefits will help you prepare for your living needs at the time of your retirement.

Details of the pension plan are available from the Human Resources, RPHE, or in applicable union agreements.

### ***Tax Sheltered Annuities***

Tax Sheltered Annuity programs are provided for SMC/SMCC associates (employees). Regular full-time, part-time and limited part-time associates (employees) are eligible to participate starting the first day of employment. For additional information and provider names, please contact Human Resources.

### ***Paid Time Off Program (PTO) and Extended Sick Leave (ESL)***

Each eligible associate (employee) is provided with two time off accounts and begins accruing time on the first day of employment. These accounts are:

- **Paid Time Off (PTO)**  
PTO is an associate (employee) benefit program designed to provide regular full or part-time non-contractual associates (employees) with paid personal time away from work. PTO can be used for vacations, holidays, religious observances, personal or family business, maternity, disability or illness, health or dental appointments, or any other reason deemed appropriate to you, the associate (employee), as approved by your supervisor. PTO may also be used when the department reduces operations or closes for the day. PTO should be scheduled and approved in advance whenever possible.
- **Extended Sick Leave (ESL)**  
ESL hours are to help compensate for severe or long-term illness; i.e., when hospitalized for one or more days, following a surgery performed at an outpatient surgery center or hospital, or when absent from work for a single illness for a period of time in excess of 3 scheduled work days or in excess of twenty-four hours of scheduled work time.

Additional information regarding PTO/ESL accruals and usage is available in the Human Resources Policy and Procedures Manual and your union contract.

## *Holidays*

Because it is necessary to continually provide care to our patients, it is not possible for all associates (employees) to be off work on a holiday. We will pay you from your PTO bank if you do not work on a scheduled holiday.

SMC/SMCC recognizes the following holidays for this plan:

- New Year's Day
- Martin Luther King, Jr.'s Birthday
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

Contractual associates (employees) should refer to their collective bargaining agreement regarding time off provisions, sick leave and holidays.

## *Leave of Absence (LOA)*

There are several types of leaves of absence to which an associate (employee) may be entitled. Generally, leaves of absence are available to regular full time and regular part time associates (employees) following 12 months of continuous employment. This one-year provision may be waived based upon departmental needs and operations, State and Federal law, and approval of the department manager and Human Resources. In all cases a leave of absence request form must be completed and approved. Please refer to the Human Resources Policies and Procedure Manual for details.

## *Family and Medical LOA (FMLA)*

FMLA requires covered employers to provide up to 12 weeks of unpaid, job-protected leave to eligible associates (employees) for certain family and medical reasons in a 12-month period.

You are eligible for such a leave if you have worked at SMC/SMCC for at least one year and worked 1,250 hours over the previous 12 months and apply for a leave for any of the following reasons:

- Birth or adoption of a child or placement of a foster child
- Serious illness of a spouse or legally domiciled adult, child, or partner
- Your own serious illness

During this leave time any accrued time must first be exhausted. The remaining amount of the leave will be unpaid. Ordinarily you must provide 30 days advance notice when applying for the leave.

Medical certification is required when requesting a leave as a result of your own serious health condition, and we may require a second or third opinion (at our expense), and a fitness for duty report to work. Leave may be denied if requirements for the leave of absence are not met.

For up to 12 weeks, we will maintain your health benefits whether the time is paid or unpaid. You will be responsible for paying only the same portion of the contribution for health benefits as you do as an active associate (employee). Upon return from FMLA leave, in most cases you will be restored to the same or equivalent position with equivalent pay, benefits, and other employment terms.

### ***Personal LOA***

Personal Leaves of Absence may be granted to associates (employees) at the discretion of management in consultation with Human Resources under certain circumstances. Any regular full-time and part-time associates (employees) may apply for Personal Leave of Absence of up to 30 days following one year of continuous employment, extended absences must be approved by your manager and the Director of Human Resources. Your department manager must balance your request against the operational needs of the department. Therefore, a Personal Leave is considered a privilege and not a right.

### ***Workers' Compensation LOA***

Workers Compensation Leaves of Absence are available to associates (employees) who are injured or become ill as a result of work.

### ***Medical/Pregnancy LOA***

Medical Leaves/Pregnancy Leaves of Absence are available to associates (employees) who are unable to work as verified by their physicians' recommendations (see Family and Medical Leave of Absence).

### ***Military LOA***

If you are a member of the National Guard or Military Reserve, you are eligible to receive a leave without pay to attend required training programs. You must submit a copy of your military orders with your Leave of Absence Request.

### ***Jury Duty***

All regular full-time or part-time associates (employees) are eligible for time off to serve on jury duty. If you are selected for jury duty, you will be paid the difference between your jury duty pay and your regular pay. To be eligible for jury duty pay, you must submit to your supervisor the court clerk's statement indicating the time you served.

Jury duty pay does not apply if you are summoned as a witness. Paid time off (PTO or vacation time) must be used for this purpose. Contractual associates (employees) should refer to their collective bargaining agreement for specifics.

### *Voting Time Off*

Although SMC/SMCC anticipates that most associates (employees) have sufficient time to vote, some associates (employees), due to their work schedules, may require time off from work. If you are a registered voter and wish to vote in any general, direct primary, or presidential primary election, and you do not have sufficient time to vote because of your work schedule, you may request the necessary time off to allow you to vote. You may be granted up to two hours of Paid Time Off (PTO or vacation time) or unpaid time for voting purposes. You must give your supervisor two days advance notice time is required, with complete justification in writing.

### *School Conferences*

Pursuant to California Labor Code, associates (employees) will be allowed up to eight hours per month for the purpose of attending conference meetings or functions at their child's school. You must provide your supervisor advance notice in writing of time needed for this purpose. Associates (employees) may take time off without pay or use accrued PTO or Vacation time.

We recognize that it is important for associates (employees) to have the opportunity to upgrade their skills and knowledge through training and education. In learning new and better ways to work, associate (employee) experience increased job satisfaction and are better equipped for future positions within the organization. Patients, in turn, benefit from associates' (employees') increased ability and expertise.

### *Educational Time Off*

Associates (employees) are encouraged to advance professionally by attending classes or workshops related to their jobs. Although you are responsible for identifying educational opportunities related to your job, you are encouraged to discuss your needs and eligibility with your supervisor (please refer to the applicable collective bargaining agreement if you are a contractual associate (employee)).

### *Tuition Assistance*

Tuition Assistance for successfully completed job-related courses is available to regular full-time or regular part-time associates (employees). Tuition is paid for courses at fully accredited institutions on either a quarter or semester basis. Funds are distributed on a first come, first served basis and the program's funding status will be reviewed each year at the end of the fiscal budget cycle. Applications are available from Nursing Education. Contractual associates (employees) should refer to their collective bargaining agreement for details.

### ***Promotions and Transfers***

SMC/SMCC encourages internal mobility. After six months in your current position you are eligible to apply for a transfer or promotion provided: 1) you are not currently and have not been under counseling or disciplinary action for the previous six months, and 2) you are qualified for the position. Typically, the most qualified candidate will be hired for the position regardless of seniority or current SMC/SMCC employment (contractual associates (employees) should refer to their collective bargaining agreement).

We publish a weekly job vacancy listing, posted on facility bulletin boards and in Human Resources, to facilitate this process. To apply for a position, please complete a "Transfer Request" form and submit it to Human Resources.

Promoted or transferred associates (employees) will be released within a time frame mutually agreed upon by the affected department managers, not to exceed 30 days. Associates (employees) who transfer to a lower graded position, will normally be paid either (1) their current salary or (2) the maximum of the lower grade, whichever is less.

## **SAFETY AND SECURITY**

### ***Safety Management***

A safe work environment is essential to provide the best patient care available. We are committed to providing you with the safest work environment possible through a comprehensive safety management program that identifies and eliminates hazards.

As an associate (employee), you are responsible for knowing and following safe work practices and procedures, and for using appropriate safety and personal protective equipment during the performance of your job duties.

Be alert for hazards that may cause accidents to patients or staff. Spilled water, equipment failures and electrical fixtures are some examples of dangerous accident potential. Any conditions that may be dangerous or could cause an accident should be reported to your supervisor, department director, Security or the Engineering Department for corrective action.

If you observe an injury to a patient or visitor, immediately secure medical attention for the patient or visitor, and complete an incident report which is available from your supervisor.

### ***Fire Safety***

A fire plan is essential to minimize the potential loss of property or lives due to fire. You should become familiar with your facility's Fire Plan and be ready to implement it any time you hear fire alarms or "Code Red" announced over the public address system.

You can help prevent fires by being alert to and correcting conditions that may constitute a fire hazard. Items such as frayed electrical cords, broken electrical plugs, accumulation of combustible materials, and improperly stored flammable liquids are a few examples of situations that can lead to fires. In the event of a fire:

- Turn on alarm by using fire box alarm
- Call the facility operator
- If necessary, remove patients while confining the fire by closing doors and windows, and
- Extinguish fire-direct extinguish fire-direct extinguisher to base of fire.

### *Emergency Preparedness*

We maintain emergency preparedness plans to manage all types of disaster situations that could impair normal operating conditions. You should discuss your department's responsibilities with your supervisor and become familiar with your role in disaster situations.

### *Clean Air Policy*

For health and safety reasons, a smoke-free environment is maintained throughout SMC/SMCC. Smoking is permitted only in designated outdoor areas. It is each associate's (employee's) responsibility to educate and inform the public of this policy.

### *Associate (Employee) Lockers*

At each facility lockers are available for associates (employees) who need an area to change uniforms and who have no designated space to store necessary personal belongings. Because lockers are SMC/SMCC property, they are subject to inspection without notice or authorization. However, you will be informed, when possible, if an inspection of your locker is required.

### *Security*

The security of our facilities as well as the welfare of associates (employees) and patients requires that every individual be constantly aware of potential security risks. You should immediately notify your supervisor or the Security Department when unknown persons are behaving in a suspicious manner in or around a facility.

## **COMMUNICATIONS**

### ***Publications***

We issue a variety of publications to keep associates (employees), staff, patients and visitors informed of our services, programs and special events.

### ***Bulletin Boards***

There are several bulletin boards located in various areas in Human Resources. These bulletin boards are used for the posting of SMC/SMCC or associate (employee) notices, job information and items of educational or general interest.

### ***Media Information***

All inquires from the media regarding patients or any of our facilities are to be referred to the Corporate Communications Department.

### ***Telephone Calls***

Other than for emergency reasons, personal phone calls while on duty are discouraged to keep lines free for business-related calls. Pay phones are located in each facility for personal use.

## **FACILITIES AND SERVICES**

### ***Transportation/Shuttle Bus Service***

Information is available on van services, public transportation and other alternative methods of transportation to and from work. For information on the various methods of transportation available, please contact the Security Department.

### ***Dining Facilities***

Each facility has a cafeteria for associate (employee) use and provides a variety of well-balanced meals at moderate prices.

### ***Medical Library***

The Medical Library serves all hospital associates (employees) and the Medical Staff. Some of the services offered include computerized literature searches and reference services.

### ***Associate (Employee) Discounts***

SMC/SMCC offers several discounts for associates (employees). Human Resources can provide you with the dollar-saving programs available.

### *Employer Property*

Desks, storage areas, work areas, lockers, file cabinets, credenzas, computer systems, office telephones, modems, facsimile machines, copy machines, and SMC/SMCC vehicles are property of SMC/SMCC. All such areas and items must be kept clean and are to be used only for work purposes. We reserve the right at all times, and without prior notice, to inspect and search any and all SMC/SMCC property. Such inspections may be conducted during or after business hours and in the presence or absence of associates (employees).

Computer systems and other technical resources, including voice mail systems, are provided for business use. As a result, computer data and voice mail are readily available to numerous individuals and cannot be considered private property.

This handbook was prepared by the Human Resources Department to provide information about employment with SMC/SMCC. The material included is in summary form and does not constitute the complete Human Resources Policies and Procedures. If you encounter a situation that is not clearly defined in this Handbook, please ask your supervisor to elaborate or contact the Human Resources Department for details.

## SUMMARY OF ASSOCIATE (EMPLOYEE) BENEFITS

Refer to Human Resources Policy & Procedure Manual or Collective Bargaining Agreement for details.

Benefits	Who Pays	When Eligible	What you Receive
Social Security	SMC/SMCC	Upon Employment	Benefits as specified by Federal Government
State Disability	You	Upon Employment	Benefits as provided by the state of California
Unemployment Insurance	SMC/SMCC	Upon Employment	Benefits as provided by the state of California
Tax Sheltered Annuities – 403 (b)	You, through payroll deductions	Upon Employment	Provision for additional retirement income
Employee Health	SMC/SMCC	Pre-Employment	Pre-placement physical
Paid Time Off/Vacation	SMC/SMCC	Upon Employment for benefited associates (employees)	Benefited associates (employees) receive full salary, pro-rated for part-time associates (employees)
Tuition Assistance	SMC/SMCC	After 90 days	Reimbursement for pre-approved coursework
Medical, Dental & Vision Insurance	SMC/SMCC	Varies according to type of position held.	Details available through Human Resources
Life Insurance	SMC/SMCC	First of the month following 30 days	Details available through Human Resources
Bereavement Leave	SMC/SMCC	Upon employment	Up to three days for benefited associates (employees) due to the death of an immediate family member
Jury Duty	SMC/SMCC	After 90 days of employment	Difference between pay from the court and regular salary
Credit Union	You	Upon employment	Savings, low interest loans
Leave of Absence	Varies according to the type of leave	Varies according to the type of leave	Excused time off
Service Awards	SMC/SMCC	After 5 years of employment	Gift presentation
Retirement Pension	SMC/SMCC	Upon employment	Vested associates (employees) receive retirement income at the time of retirement
Accidental Death & Dismemberment	You	First of the month following 30 days of employment	Benefits as provided by carrier. Contact Human Resources for details
Long Term Disability	SMC/SMCC	First of the month following 30 days of employment	Benefits as provided by carrier. Contact Human Resources for details.