



Saint Louis Regional Hospital

Your Neighbor for Life

ASSOCIATE HANDBOOK

ASSOCIATE HANDBOOK

Welcome

Dear Associate:

Welcome to Saint Louise Regional Hospital. 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, age, sex, gender identity, veteran status, marital status, disability, or sexual orientation. This policy is consistent with our mission of providing comprehensive, excellent healthcare.

Our associates 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 designed this Handbook to clarify for you our philosophy, policies and benefits. Please refer to the Saint Louise Regional Hospital Human Resources Policy and Procedure Manual for a complete description, or contact the Human Resources Department if you have any questions. If you are covered by a collective bargaining agreement, please refer to your respective Collective Bargaining Agreement for any variances between Hospital policy, the Associate Handbook, and the collective bargaining agreement.

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

Sincerely,

~~Ted Fox~~
Chief Executive Officer

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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 and Saint Louise Regional Hospital are 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.

Our Vincentian Values

The Charity of Christ urges us to:

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

The Daughters of Charity

When St. Vincent started his works of charity in 1617, his parishioners responded and under his guidance formed a Confraternity of Charity to serve the poor. By 1630 many parishes had Confraternities of Charity. But it had become apparent to St. Vincent and St. Louise that a new type of person was needed to serve the poor – good village girls who would serve the poor both physically and spiritually. Thus in 1663, St. Louise opened her home to the peasant girls who became the Daughters of Charity.

The Daughters of Charity have grown into an international community of Catholic women ministering all over the world. The Daughters of Charity still serve the “poorest of the poor.” Their ministry touches those in need through education, health care, social, and pastoral services. Prayer and community life are essential elements for their life of service.

Today, there are approximately 25,000 Daughters of Charity serving in 90 countries. They are the largest religious community of women in the Church.

Our Partnership with our Associates

As people working in a Daughters of Charity Hospital, we see ourselves ministering in association with the Daughters of Charity and so refer to ourselves as associates. Regardless of

our faith tradition we share in the mission of the Catholic Church as expressed through the ministry of the Daughters of Charity.

Our Merits

Our facility is fully accredited by the Joint Commission on Accreditation of Health Organizations (JCAHO). We are a member of the American Hospital Association and the California Healthcare Association. Our facility is certified by the Department of Health and Human services for participation in Medicare and MediCal and is licensed by the California State Department of Public Health.

Our Board of Directors

Policies governing the management of Saint Louise Regional Hospital are determined by the Board of Directors and are carried out by the CEO and his staff. Our Board is comprised of our sponsors: the Daughters of Charity, physicians who practice in our facility, and lay people from the communities we serve.

Our Medical Staff

Doctors on our Medical Staff are physicians in private practices that bring their patients to our facility. Each physician is responsible for the care of his or her patients and gives instruction for their treatment and medications.

Volunteers

We have an affiliated group of Volunteers who donate their time on an unpaid basis to support our organization in various ways. The primary function of the Volunteers is fund raising and support for facility programs.

Customer Service

To our patients and visitors, YOU ARE SAINT LOUISE REGIONAL HOSPITAL. 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 facility.

Our ethics include an obligation to keep in strict confidence all that pertains to patients and their affairs. This obligation extends to every associate.

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 apply to all associates, except where varied for associates covered by collective bargaining agreements. This Handbook does not contain all the details of the 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 Associate Handbook and the Saint Louis Regional Hospital 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 the hospital may end employment at any time with or without advance notice or cause. Saint Louis Regional Hospital reserves the right to make changes in policies and practices.

OUR COMMITMENT TO YOU

Associate Relations Philosophy

We believe associates 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 that associates 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 Saint Louis Regional Hospital 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 conduct, whether intentional or unintentional, verbal or physical, that results in the harassment of other 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, selection for training and all other aspects of employment.

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

All associates are expected to support these policies and to bring to management's attention any instance where these policies are not followed. Any associate who believes he or she has been subjected to sexual or other harassment should report the incident(s) to the Director of Human Resources or to another Director with whom the associate feels comfortable, to permit Saint Louise to investigate the incident and take immediate and appropriate corrective action.

Drug Free Work Place

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

Employment of Relatives

Relatives are likely to make good associates. However, the potential for preferential treatment may exist. To ensure equal opportunity for all candidates, applicants who are relatives of an associate 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 and 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 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 or her principal place of residence an associate's home, is a member of the associate's household, and for whom the associate provides more than 50% support, or is the associate's domestic partner.

EMPLOYMENT EXPECTATIONS AND STANDARDS

Physical Examinations

Physical examinations are required of all associates 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 is a representative of our hospital 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 judgement in grooming should be exercised at all times and appropriate business attire should be worn. Associates 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 Orientation

As an introduction to the hospital and the workplace, all new associates are required to attend an orientation program during the first month of employment. The purpose of the program is to familiarize you with the Hospital, 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 are issued photograph/name identification cards. Hospital policy and JCAHO requires that you 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 Classifications

Our associates fall into the following job classifications:

- Regular Full Time – working a work schedule of 40 hours per week.
- Regular Part Time – working a schedule of less than 40 hours, but at least 20 hours per week.
- 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 are entitled to receive benefits, with the exception that regular part time associates will receive any paid time off at a prorated amount determined by the number of hours actually worked. Per Diem and temporary associates do not receive benefits.

PERFORMANCE EXPECTATIONS

Introductory Period

The first ninety (90) 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 co-workers. 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 introductory period will end after the employee has completed 180 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, you may have access to personal, medical, or financial information regarding patients and/or a Saint Louis Regional Hospital associate. You have a legal and ethical responsibility to observe the confidentiality of such information.

If you are approached by a representative or reporter from a newspaper, magazine, television, radio station, or any other form of media, please refer the party to the Director of Community/Public Relations, or in his/her absence, a hospital administrator. Only these persons are permitted to respond to all inquiries regarding Saint Louis Regional Hospital and specific patients. Any inquiries regarding an associate should be referred to Human Resources.

Absence and Tardiness

Associates need time away from work for rest, relaxation, recuperation from illness, and personal and family needs. For this reason, regular associates are offered time away from work in the forms of Paid Time Off, 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. Unexcused or excessive unscheduled absences must be avoided in the interest of all associates and patients.

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

Excused Absence – when an associate has sought and been granted in advance time off from work by his/her supervisor, e.g., PTO, Bereavement Leave.

Unscheduled Absence – when an associate fails to report to work due to illness, injury, or an unexpected situation, but calls in according to Hospital/Departmental policy.

Unexcused Absence – when an associate 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 reports or returns to his/her designated work area after the scheduled starting time, breaks, or meal 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 two (2) hours 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.

Under some circumstances you may be asked to provide written verifications 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 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 will be guided by these principles:

- The rule was reasonable and you knew or should have known that the act was against organizational rules;
- Management conducted an appropriate investigation of the incident and did not act indiscriminately;
- The discipline applied bears a direct relationship to the offense.

The following are examples of associate conduct that may result in immediate discharge without prior disciplinary action.

- Falsifying or altering employment applications, physical examination questionnaires, work records, KRONOS records or other official Saint Louise Regional Hospital records;
- Theft, deliberate damage, unauthorized removal or possession of hospital 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'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 drugs or alcohol during working hours or immediately in advance of coming to work (where the associate is, while at work, still under the effect of such consumption);
- Conduct endangering life, safety or health of others; fighting, disruptive or other inappropriate conduct while on SLRH 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;
- Posting or removal of any 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 business on organizational premises without proper authorization, to include, but not limited to, the following:
 - a. The use of hospital equipment for personal reasons
 - b. Improper or unauthorized use of hospital property or facilities
- Other actions which, in the judgement of management could result in serious adverse consequences to SLRH, the department, another associate, or the welfare of a patient.

Problems often can 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 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 request is being evaluated.

If an associate 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, 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 trade patient responsibilities or that an additional associate is called to assume the assignment. If another associate is not readily available, attempts will be made to find another qualified associate to assume the assignment. At no time shall the care of the patient be compromised.

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

- The request is deemed valid and can be accommodated within the associate'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's current department. In this situation, the manager/supervisor will refer the associate 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 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 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 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 of patients, customers and their families is not permitted for any purpose except with the authorization of the Director of Human Resources.

Certain solicitations and distributions among employees may be permitted but are strictly limited to non-work hours of both employees involved and may occur only in specified non-working and non-patient care areas. Please refer to the Human Resources Policy Manual for a complete description of the rules regarding employee solicitations and distributions.

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. You are required 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 of 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

We realize that there are situations when associates may resign from their employment to follow other interests. Non-management associates are requested to give at least a two-week written resignation notice. Management associates 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 should refer to their collective bargaining agreements). It is advisable to contact Human Resources regarding your benefits before your last day of work.

COMPENSATION

Wage and Salary Administration

Our pay practices provide incentives for maximum contribution to the hospital 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 generally are reviewed annually, and depending upon job market and other factors, adjustment to salary ranges may be adjusted. For contractual associates 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 facility provides 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 every day 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 five hours, you will be provided with a 30 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 one-half hour meal period.

You are entitled to a ten-minute paid rest break for every four hours of work or major fraction thereof, however, if your shift is 3½ hours or less, you will not receive a paid rest break. At Saint Louis, 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.

Associates are required to take their full meal period and rest breaks every day. Associates need to notify their supervisors immediately if the associate becomes aware of any expected or actual difficulty in taking their breaks or meal periods. Associates need to notify their supervisor prior to foregoing a meal period or rest break to enable the supervisor to arrange relief or to authorize missing the meal period or rest break.

Work Schedules

Regular full-time associates generally work eight hours per day and five days a workweek. We generally try to schedule all employees with at least two consecutive days in the workweek. Alternative work schedules may exist when requested by associates and appropriate to meet staffing needs in various departments. If alternative work schedules are utilized in your department, they will be explained to you by your supervisor. Associates covered by a collective bargaining agreement should refer to their bargaining agreement.

Overtime

If overtime work is necessary, your department manager or supervisor must provide you with advance authorization. Generally, overtime is defined as any time worked in excess of eight hours in a day or 80 hours in a pay period. However, overtime hours may be defined differently for associates working on alternative work schedules and under collective bargaining agreements.

Non-exempt associates are those covered by the provision of the Fair Labor Standard Act and State wage and hour requirements. Non-exempt associates are compensated for overtime at either one and one-half times or double their regular hourly rate of pay depending on whether the associate works a regular five-day, eight-hour workweek, an alternative work schedule or under a collective bargaining agreement. Overtime is also paid for hours worked in the seventh consecutive day worked in a workweek. Associates who are working on alternative work schedules should refer to the written alternative workweek agreement and contractual associates should refer to the appropriate collective bargaining agreement.

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

On-Call Pay

Certain departments hire associates 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

Saint Louise Regional Hospital 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 time keeping.

To assure an accurate record of time worked, a name badge is issued to each associate so that they may “swipe in and out” of KRONOS at the beginning and end of their workday. Associates are also required to indicate “non-productive hours” such as Paid Time Off, Jury Duty, Extended Sick Leave, etc., in the Kronos System using the function keys. KRONOS will reflect the starting and stopping time of your unpaid meal period each day. Your next breaks will not be removed.

Unless you have prior approval from your supervisor, do not begin work earlier than seven (7) minutes before the start of your shift or end work seven (7) 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 in the KRONOS system. Any other changes on the KRONOS system must be annotated on the Punch Information Sheet by your manager.

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 associate 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 Human Resources Department and the Payroll Department. Any errors on checks will normally be corrected on the day that the error is reported.

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 Insurance (SDI)

Voluntary Deductions

You may 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 judgement for a debt, paychecks will be garnished until the judgement is satisfied or the garnishment expires, or until a release is obtained from the garnishing agency.

ASSOCIATE BENEFITS

Saint Louise Regional Hospital provides a variety of benefit packages to all of its eligible associates. The benefits summarized in the following three sections provide a general overview of what is offered to you as an associate. Human Resources will provide you with specific details on each of the benefit plans. **Associates covered by a collective bargaining agreement should refer to the agreement for specific information on benefits.** Please note, the following descriptions are only brief summaries of the benefits provided by Saint Louise Regional Hospital, and in all cases the act Plan Documents and governing statutes determine questions of eligibility, level of benefits and rights under the Plans.

- ***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.

- ***State Disability Insurance***

The purpose of 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.

- ***Workers' Compensation Benefits***

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

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

- ***Associate Recognition***

Throughout the year several events are held to provide formal recognition to our associates. In recognition of long-term service, a special event is held each year honoring associates 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***

Saint Louise Regional Hospital provides a pension plan for its eligible associates through the Retirement Plan for Hospital Employees, (RPHE). Associates 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.

- ***Tax Sheltered Annuities***

Tax Sheltered Annuity programs are provided for all associates. All associates are eligible to participate starting the first day of employment. For additional information and provider names please contact Human Resources.

- ***Ascension Matching Funds – DCNHS TSA Savings Plan - VALIC Tax Sheltered Annuities (TSA)***

Associates are eligible to participate in the DCNHS TSA Savings Plan by enrollment in the VALIC TSA. For additional information, please contact Human Resources.

▪ ***Paid Time Off Program (PTO)***

Each eligible associate is provided with a Paid Time Off (PTO) account and begins accruing time on the first day of employment. PTO is an associate benefit program designed to provide regular full or part-time non-contractual associates with paid personal time away from work. PTO can be used for vacation, holidays, religious observances, personal or family business, maternity, disability or illness, health or dental appointments, or any other reason deemed appropriate by you, the associate, 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.

Additional information regarding PTO accruals and usage is available in the Human Resources Policy and Procedure manual. Associates covered by collective bargaining agreement should refer to their respective agreement.

▪ ***Extended Sick Leave (ESL)***

ESL hours are used to assist with compensation 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 in excess of three (3) scheduled workdays or in excess of 24 hours of scheduled work time.

Additional information regarding ESL accruals and usage is available in the Human Resources Policy and Procedure manual. Associates covered by collective bargaining agreement should refer to their respective agreement.

▪ ***Holidays***

Because it is necessary to continually provide care to our patients, it is not possible for all 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.

The following holidays are recognized 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

- ***Leaves of Absence (LOA)***

There are several types of leaves of absence to which an associate may be entitled. Generally, leaves of absence are available to regular full time and regular part time associates following twelve (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. The following brief descriptions are summaries only, and you should refer to the Human Resources Policies and Procedure Manual for the details regarding the ability to take a leave of absence, and the terms of such a leave. Associates covered by a collective bargaining agreement should refer to their respective agreement.

- ***Family and Medical Leaves of Absence (FMLA)***

FMLA (and the California Family Rights Act) requires covered employers to provide up to twelve (12) weeks of unpaid, job-protected leave to eligible associates for certain family and medical reasons in a twelve (12)-month period. Associates need to apply for family/medical leaves at least 30 days in advance of the need, or where such notice cannot be given, with as much advance notice as possible given to the nature of the leave. All leaves of absence that qualify as FMLA/CFRA leaves will be applied to an associate's leave entitlements where permitted.

You are eligible for such a leave if you have worked for Saint Louise Regional Hospital or a DCHS facility for at least one year and worked 1,250 hours over the previous twelve (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, legally domiciled adult, child, or parent.
- Your own serious health condition.

During this leave time unused accrued paid time off must generally first be exhausted and accrued and unused paid sick leave may be available depending on the reasons for the leave. When available paid leave is exhausted, the remaining amount of the leave will be unpaid.

Medical certification is required when requesting a leave as a result of your own serious health condition, or leave to take care for a family member with a serious health condition. We may require a second or third opinion (at our expense), and a fitness for duty report to return to work depending on the nature and length of the leave. Leave may be denied if requirements for the leave of absence are not met.

For up to twelve (12) weeks of qualifying FMLA leave, 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. 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 employees at the discretion of management in consultation with Human Resources under certain circumstances. Any regular full-time and part-time associates may apply for a Personal Leave of Absence of up to ninety (90) days following one year of continuous employment. Your department director 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 who are injured or become ill as a result of work. Where appropriate, a workers' compensation leave may also be treated as a leave under the FMLA and you will be able to continue to receive health benefits paid for by the hospital for some or all of the leave. A workers' compensation leave of absence is available as of the first day of employment and without regards to length of employment or number of hours worked.

- ***Medical/Pregnancy LOA***

Medical Leaves/Pregnancy Leaves of Absence are available to associates who are unable to work as verified by their physician's recommendations. A leave of absence due to disability related to pregnancy and/or childbirth may be granted for up to four months when authorized by your health care practitioner. A leave of absence for pregnancy or pregnancy-related disabilities is available as of the first day of employment and without regards to length of employment or number of hours worked.

- ***Military LOA***

If you enlist in the Armed Services of the United States or are a member of the National Guard or Military Reserves, you are eligible to receive a leave without pay for the duration of your enlistment or to attend required training programs. Unless precluded from doing so by your Commanding Officer, 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 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 up to a maximum of four weeks per calendar year. 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) must be used for this purpose.

- ***Voting Time Off***

Although we anticipate that most associates have sufficient time to vote, some associates, due to their work schedules, may require time off from work to enable them to vote in a statewide election. 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 unpaid time for voting purposes. You must give your supervisor at least two days advance written notice that time is required.

- ***School Conferences***

Pursuant to California Labor Code, associates will be allowed up to eight hours per month, up to a total of 40 hours each calendar year, for the purpose of attending conference meetings or functions at their child's school. You must provide your supervisor an advance notice in writing of time needed for this purpose. Associates may take the time off without pay or use accrued PTO.

- ***Educational Time Off***

Associates 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.

- ***Tuition Assistance***

Tuition Assistance for successfully completed job-related courses is available to regular full-time or regular part-time associates. 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 Human Resources. Because funding is limited, you must apply and receive authorization for tuition reimbursement prior to undertaking the course to be certain that the costs will be reimbursed.

- ***Promotions and Transfers***

We encourage 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 employment status. (Contractual associates should refer to their collective bargaining agreement).

A weekly job vacancy listing is 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 will be released within a time frame mutually agreed upon by the affected department managers, not to exceed 30 days. Associates 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, 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 accidental 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 the hospital'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 extinguisher to base of fire.

Emergency Procedures

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 Saint Louis Regional Hospital. Smoking is permitted only in designated outdoor areas. It is each associate's responsibility to educate and inform the public of this policy.

Associate Lockers

Lockers are available for associates who need an area to change uniforms and who have no designated space to store necessary personal belongings. Because lockers are Hospital 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 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, staff, patients and visitors informed of our services, programs and special events.

Bulletin Boards

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

Media Information

All inquiries from the media regarding patients or any of our facilities are to be referred to the Director of Community/Public Relations and Business Development or in his/her absence a Hospital Administrator.

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 Human Resources Department.

Dining Facilities

We have a cafeteria for associate use and provide a variety of well-balanced meals at moderate prices.

Associate Discounts

The hospital offers several discounts for associates. Human Resources can provide you with the dollar-saving programs available.

Employer Property

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

Computer systems and other technical resources, including e-mail and voice mail systems, are provided for business use. As a result, computer data, e-mails and voice mail are readily available to numerous individuals and cannot be considered private property. Saint Louise Regional Hospital reserves the right to access and retrieve any information, data, messages and attachments in such systems with or without notice to users.

Conclusion

This handbook was prepared by the Human Resources Department to provide information about employment with Saint Louise Regional Hospital. 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.

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HANDBOOK ACKNOWLEDGMENT

Your Associate Handbook is intended to provide a summary of various topics of which you should be aware. You should review the Saint Louise Regional Hospital Policies and Procedures and the terms of any collective bargaining agreement because they are the governing documents and will prevail over any variation between the Handbook and these documents. The specific policies and procedures contain many more details; and since policies are revised from time to time, you should review the complete policy manual periodically. A copy is available for review from your department manager or the Human Resources Department. If you are a contractual employee, you need to be familiar with your contract in addition to all Saint Louise Regional Hospital policies.

It is your responsibility to:

- Read your handbook carefully and keep it handy for future reference.
- Ask your supervisor or the Human Resources Department for guidance if any policy, procedure, or other issues are unclear.
- Be aware that the areas covered by the Handbook, including the specific policies, procedures, benefits, compensation and other employment related areas may be deleted or revised in the future as necessary, and that you must review these revisions since they will govern your employment.

This Associate Handbook supersedes all previous handbooks. The handbook is neither a contract of employment nor a promise of continued employment. It does not create an implied or contractual duty between an associate and Saint Louise Regional Hospital. The same applies to the acceptance or continuance of employment and any hospital policy, procedure, or practice. All employment can be ended by the associate or the Hospital for reasons which either the associate or the Hospital consider sufficient.

RECEIPT OF ASSOCIATE HANDBOOK

I have received the Saint Louise Regional Hospital Associate Handbook. I understand that it is my responsibility to read and become familiar with the entire handbook and to seek clarification from my supervisor or the Human Resources Department if I have any questions. I understand that compliance with policies and procedures is my responsibility. I understand the Associate Handbook is a summary of current policies that may change from time to time and it is my responsibility to read posted announcements, check with my supervisor and periodically review the complete Human resources Policy and Procedure Manual. I further understand that although current policies may change from time to time, the at-will nature of employment will not change. I am aware that the Associate Handbook, which I have received, is intended only to provide information, and is not to be interpreted as a contract of employment, either expressed or implied, between me and Saint Louise Regional Hospital.

By my signature below, I agree to be aware of, understand and abide by all Saint Louise Regional Hospital policies that affect me.

Associate Signature

Date

Print name