

*Sierra View Medical Center*

# Employee Handbook

JOINT COMMISSION ACCREDITED



# Index

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## **EQUAL EMPLOYMENT OPPORTUNITY AND HARASSMENT**

Equal Employment Opportunity and Reasonable Accommodations	5
Policy Against Harassment	6

## **EMPLOYMENT**

Accessing Human Resources Information	8
At-Will Employment	8
Attendance and Punctuality	8
Employment Status/Classification of Employees	8
Exempt Employee Compensation	9
Human Resources and House Wide Policies	10
Introductory Periods	11
Management Requested Absence (Flex Time)	11
Meal and Break Periods	11
Nepotism - Employment of Relatives	12
Open Positions/Promotions and Transfers (Job Posting)	12
Orientation	13
Outside Employment	15
Per-Diem Protocol	15
Performance Reviews	15
Personnel and Medical Files	16
Position Descriptions	17
Service Dates	17

## **BENEFITS AND COMPENSATION**

Benefit Eligibility	18
Benefit Plan Information	18
Benefits at Termination	18
Education/Tuition Reimbursement	18
Employee Assistance Program (EAP)	19
Employee Service Recognition	19
Holidays	19
Jury Duty	19
Leaves	20
On-Call Pay	23
Other Benefits	23
Overtime Pay	23
Pay Grades and Pay Ranges	24
Pay Periods, Paychecks and Paydays	24
Payroll Deductions	24

Retirement Program	25
Salary Grade Maximums	25
Shift Differential	25
Specialized Training	26
State Disability Insurance (SDI)	26
Voting	26
Workers' Compensation/ Reporting Injuries	26

## **EMPLOYEE RESPONSIBILITIES**

Change of Work Status	27
Competency Assessment Process	27
Compliance - Code of Conduct	27
Computer and E-mail Usage	28
Confidentiality	28
Disaster Planning	28
Drugs and Alcohol in the Workplace	29
Employee and Patient Communications	29
Employee Image	29
Identification Name Badges	30
Incident Reports	30
Lactation/Breastfeeding	30
Licensure, Registration, Certification	31
Mandatory Provider Cards	31
Over-Head Paging	31
Parking	31
Patient Confidentiality	32
Performance Accountability and Commitment	32
Personal Conduct	33
Property, Privacy and Searches	33
Recording Hours Worked	33
Social Networking and Media	34
Solicitation and Distribution	34
Solving Problems at Work	34
Standards of Performance	35
Staff Rights Not to Participate	35
Tobacco Free Workplace	35
Workplace Violence	36

## **EMPLOYER RESPONSIBILITIES**

Compliance Hotline	37
False Claims	37
Reporting Potential Issues	38

# Topics

- ❖ Welcome
- ❖ Equal Employment Opportunity, Discrimination and Harassment Policies
- ❖ Employment
- ❖ Benefits and Compensation
- ❖ Employee Responsibilities and Standards
- ❖ Employer Responsibilities

## Welcome

Welcome, and thank you for joining the Sierra View Local Health Care District. We are pleased that you joined our team to serve our community and hope that you enjoy the health system where we provide high quality healthcare.

On a personal note, I am proud to be associated with so many caring and dedicated staff, physicians and volunteers, whose combined strength improve the quality of life and health for our community. Our culture within the Medical Center focuses on providing high quality service with high patient satisfaction for our patients and their families.

The simple ideal of treating patients and each other the way we would like to be treated is reflected in our mission and vision statement:

*“Sierra View Medical Center will promote health and ensure access to high quality healthcare services. This will be achieved:*

- *Through partnerships and collaborations*
- *By being a good steward of resources to ensure it can continue to meet the health needs of the community.”*

Strengthen the quality of life through the delivery of integrated health care programs and services that promote access, care coordination and patient care experience.

I hope that your new position provides the challenges and rewards which have drawn so many talented people to the professions in healthcare. I look forward to working with you and wish you every success.

Donna Hefner  
Chief Executive Officer



SIERRA VIEW  
MEDICAL CENTER

sierra-view.com

# *Equal Employment Opportunity and Reasonable Accommodations*

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The Hospital is an equal opportunity employer and makes employment decisions on the basis of merit, qualifications, potential and competency. We want to have the best available persons in every job. The Hospital policy prohibits unlawful discrimination based on race, religion, color, national origin, ancestry, sex, sexual orientation, gender expression, genetics (results of genetic testing), marital status, age, physical or mental disability, veteran status or medical condition (including genetic characteristics), except where physical fitness is a valid occupational qualification, pregnancy, childbirth or any other consideration made unlawful by federal, state, or local laws. All such discrimination is unlawful. Please refer to Equal Employment Opportunity Policy in the electronic Policy Library.

The Hospital is committed to complying with all applicable laws providing equal employment opportunities to individuals regardless of race, religion, color, national origin, ancestry, sex, sexual orientation, gender expression, genetics (results of genetic testing), marital status, age, physical or mental disability, veteran status or medical condition (including genetic characteristics), except where physical fitness is a valid occupational qualification, pregnancy, childbirth or any other consideration made unlawful by federal, state or local laws. This commitment applies to all persons involved in the operations of the Hospital and prohibits unlawful discrimination by any employee of the Hospital, including manager/directors or co-workers.

To comply with applicable laws ensuring equal employment opportunities to qualified individuals with a disability, the Hospital will make reasonable accommodations for the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or an employee unless undue hardship would result.

Any applicant or employee who requires an accommodation in order to perform the essential functions of the job should contact the Human Resources department and request such an accommodation. The individual with the disability should specify what accommodation he or she needs to perform the job. The Hospital will then engage in the interactive process to identify the barriers that make it difficult for the applicant or employee to have an equal opportunity to perform his or her job.

The Hospital will identify possible accommodations, if any, that will help eliminate the limitation. If the accommodation is reasonable and will not impose an undue hardship, the Hospital will make the recommendation. Please refer to Reasonable Accommodation Policy in the electronic Policy Library.

If the Hospital determines that unlawful discrimination has occurred, effective remedial action will be taken, commensurate with the severity of the offense. Appropriate action will also be taken to deter any future discrimination. Whatever action is taken will be made known to you, and the Hospital will take appropriate action to remedy any loss to you as result of discrimination. The Hospital will not retaliate against you for filing a complaint and will not willingly permit retaliation by management, employee or fellow co-workers.

# Policy Against Harassment

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We are committed to providing a work environment free of unlawful harassment. Our policy prohibits harassment because of sex (which includes sexual harassment, gender harassment and harassment due to pregnancy, childbirth or related medical condition) and harassment because of race, religious creed, color, national origin or ancestry, physical or mental disability, medical condition (including genetic characteristics), gender expression, genetics (results of genetic testing), marital status, age, sexual orientation, veteran/military status or any other basis protected by federal, state, or local law, ordinance or regulation. All such harassment is unlawful.

Our policy against any harassment applies to all persons involved in the Hospital's operations and prohibits unlawful harassment by any employee of the Hospital including managers, directors and co-workers.

**Prohibited unlawful harassment because of sex ( sexual harassment, gender harassment and harassment due to pregnancy, childbirth or related medical conditions) race, religious creed, color, national origin or ancestry, physical or medical disability (including genetic characteristics), medical condition, gender expression, genetics (results of genetic testing), marital status, age, sexual orientation, veteran/military status or any other protected basis includes, but is not limited, the following behaviors:**

- **Verbal conduct such as epithets, derogatory jokes or comments, slurs or unwanted sexual advances, invitations or comments**
- **Visual conduct such as derogatory and or sexually-oriented posters, photography, cartoons, drawings or gestures**
- **Physical conduct such as assault, unwanted touching, blocking normal movement or interfering with work because of sex, race or any other protected basis**
- **Threats and demands to submit to sexual requests as a condition of continued employment, or to avoid some other loss, and offers of employment benefits in return for sexual favors**
- **Retaliation for having reported or threatening to report harassment**



## Policy Against Harassment (cont.)

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If any employee believes that he or she is the victim of any type of harassment, including sexual harassment, that employee should immediately report the incident to their manager or director. If the manager or director is involved in the reported conduct, or if for some reason the employee feels uncomfortable about making a report to that level, the report should be made to the Human Resources department. The Hospital will promptly and clearly inform the employee of his or her rights to assistance and how to protect and preserve those rights.

The Hospital will fully and effectively investigate any such report and will take whatever corrective action is deemed necessary, including disciplining or discharging any individual who is believed to have violated the prohibition against harassment. The Hospital will also take action to protect the complainant employee and to prevent further harassment or retaliation.

The Hospital clearly does not tolerate harassment on the basis of any of the categories discussed in this policy and will take appropriate disciplinary action whenever such harassment is demonstrated. Individuals engaging in such conduct, which is contrary to Hospital policy, may be personally liable in any legal action brought against them.

The Hospital encourages all employees to report any incidents of harassment forbidden by this policy so that complaints can be quickly and fairly resolved. Any employee who believes he or she has been the subject of harassment and/or discrimination or who has witnessed harassment and/or discrimination should report the alleged incident immediately. **Complaints may be submitted through any of the following channels at SVMC:**

- **The employee's immediate supervisor or next supervisory level if complaint is due to actions of the employee's immediate supervisor**
- **Any member of Senior Management**
- **The Human Resources Dept**
- **The Compliance Hotline at (559)791-4777**
- **The Department of Fair Employment & Housing (DFEH)  
[http://www.dfeh.ca.gov/Complaints\\_ComplaintProcess.htm](http://www.dfeh.ca.gov/Complaints_ComplaintProcess.htm)**

# Employment

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## ACCESSING HUMAN RESOURCES INFORMATION

Using the Hospital's intranet and Public drive, employees may access information about items appearing in the employee manual. Human Resources policies are available for view/print via the Hospital's intranet site. Benefit and salary administration information and job descriptions can also be found via the Hospital's electronic public drive.

## AT-WILL EMPLOYMENT

Employment with the Hospital is at-will. Employment at-will means that employment may be terminated with or without cause and with or without notice at any time by the employee or Hospital. Nothing in this Handbook or in any document or statement shall limit the right to terminate employment at-will. No supervisor, manager, director or employee of the Hospital has any authority to enter into any agreement for employment for any specified period of time or to make any agreement for employment other than at-will. Only the Chief Executive Officer of the Hospital has the authority to make any such agreement and then only in writing. Please refer to the At-Will Employment policy in the electronic policy library.

## ATTENDANCE AND PUNCTUALITY

When employees are unable to report for work, he/she must personally notify their supervisor or the House Supervisor about their absence. Employees absent because of illness must advise his/her supervisor, manager or director about their absence and estimated date of return. Absence or tardiness for any reason may result in disciplinary action, which could result in loss of employment. Employees absent from work for three (3) consecutive days without notifying their manager/director or director will be considered to have voluntarily resigned without notice.

When you are unable to report to work for the beginning of your shift, you must call your supervisor, manager or director (2) two-hours before your scheduled shift. Progressive discipline is used to call attention to and correct most attendance issues. Please refer to the Attendance and Punctuality policy in the electronic policy library for further information.

## EMPLOYMENT STATUS/CLASSIFICATION OF EMPLOYEES

Employees are employed for an indefinite term into one of four classifications. Classification generally defines eligibility and participation for benefits described in this manual.

### REGULAR FULL-TIME EMPLOYEES

A regular full-time employee is an individual whose employment is for no definite term and who is scheduled to work a minimum of 72 hours in a two week pay cycle for 12 hour employees and 80 hours in a two week pay cycle for 10 and 8 hour employees.



# Employment (cont.)

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## REGULAR PART-TIME EMPLOYEES

A regular part-time employee is an individual whose employment is for no definite term and who is regularly scheduled to work a minimum of 20 hours per week, but not more than 29 hours per week.

## PER-DIEM EMPLOYEES

A Per-diem employee is an individual whose employment is for no definite term, and who is available to be scheduled to work a minimum of four (4) shifts in a four (4) week period. Per-diem employees are scheduled as needed and have no guarantee of hours.

## TEMPORARY EMPLOYEES

A Temporary employee is an individual whose work assignment is expected to be of a limited duration. A temporary employee is not, however, guaranteed employment for the duration of his or her work assignment: His/her employment is for an indefinite term, not to exceed the duration of the work assignment.

Please refer to the Employment Status policy in the electronic policy library.

## EXEMPT EMPLOYEE COMPENSATION

An exempt employee's compensation is based on performance of the exempt role, not on the number of hours worked. If you are an exempt employee, you are paid a regular weekly salary. Exempt employees are not eligible to receive overtime compensation. Additionally, any disciplinary suspensions or related actions of exempt employees will be in accordance with the Fair Labor Standards Act.

There is not a reduction in pay if you, as an exempt employee, work less than a full day. Full day deductions can be made if you do not have any available protected sick leave and/or Vacation/Holiday time and you are absent for a full day. Exempt employees can only take Protected sick leave and/or Vacation/Holiday time in full day blocks. Your manager/director can utilize progressive discipline if you have excessive partial day absences. The only exception is if you have been granted a reduced or intermittent schedule under the Family Medical Leave policy, then the time not worked can be paid from protected sick leave and/or Vacation/Holiday time.

Please refer to the Exempt Employee Compensation policy in the electronic policy library for further information.

# Employment (cont.)

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## HUMAN RESOURCES AND HOUSE WIDE POLICIES

### EMPLOYER CODE OF CONDUCT

Sierra View Medical Center (SVMC) will meet or exceed the Organization's Mission & Vision statements through the Management of Human Resources. **SVMC will implement fair and effective human resources policies and procedures to:**

- **Recruit, hire, and promote for all job classifications on the basis of merit, qualifications and competence**
- **All employment decisions will be made solely upon the basis of the individual's qualifications as related to the requirements of the positions being filled**
- **Provide salaries and employee benefits which bear a fair and reasonable relationship to the work performed**
- **Establish reasonable hours of work**
- **Maintain a working environment that is safe, healthful and free from harassment**
- **Actively encourage constructive suggestions which relate to methods, procedures, working conditions and the nature of the work performed**

Sierra View District Hospital expects all employees to:

- **Work productively to the best of their abilities and skills**
- **Arrive at their assigned work area and begin work on time**
- **Demonstrate a considerate, friendly and constructive attitude to fellow employees, patients and visitors**
- **Establish reasonable hours of work**
- **Adhere to established policies and procedures**
- **Sierra View Hospital retains the right to assign, supervise, discipline and dismiss employees, determine and change working hours and schedules and establish, change and delete its policies and procedures.**

All policies are available for view/print electronically, via the Hospital's intranet site.

# Employment (cont.)

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## INTRODUCTORY PERIODS

Beginning with the first day of employment in a position, each employee will be considered to be on an introductory status of ninety (90) days. During this introductory period, all initial orientation and competencies applicable to each position are to be completed and documented within the specified timeframe according to the established policies. At the completion of thirty (30) days and sixty (60) days of employment, the department director should meet with the employee to provide informal performance feedback and offer further tools such as training as needed by the employee.

At the completion of the ninety-day introductory period, the department director must complete the formal performance evaluation form and meet with the employee to convey whether the employee's performance during the Introductory Period is satisfactory or unsatisfactory.

Any current SVMC employee who transfers into a new position is not subject to an Introductory Period under this policy, but will be evaluated at the completion of ninety (90) days to ensure they have been fully oriented and to allow for documented assessments of their competencies based on their new role.

Please refer to the Introductory Periods policy in the electronic policy library for additional information.

## MANAGEMENT REQUESTED ABSENCE (FLEX TIME)

There are times when management might need to respond to a decline in census, work demand, or other situations requiring a need to reduce staff temporarily. Rather than use a reduction-in-force, management might require you and your co-workers to take time off without pay. An employee may request to use available Vacation/Holiday time for management requested flex time.

## MEAL AND BREAK PERIODS

Non-exempt employees working shifts of five (5) hours or more are generally entitled to a 30- minute unpaid meal period unless six hours completes their shift unless otherwise directed by their manager/director. Departments may choose to schedule meal periods. Employees must clock out and clock in for the meal period.

If a non-exempt employee is not relieved of duty and does work during a meal period, the meal period will be counted as "hours worked" and the employee must be compensated. Non-exempt employees who do not receive meal periods must be paid for this time regardless of whether the employees were authorized to miss the meal periods.

Occasionally, a non-exempt employee may request to work through the meal period in order to leave early or come in late during that pay week. This is acceptable as long as the manager/director agrees with the request and it does not become a permanent arrangement.

# Employment (cont.)

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## BREAK PERIODS

Employees are entitled to receive a 15-minute break period for every four (4) hours worked. Break periods are considered “time worked” and the employee will be compensated for the time spent on a rest break. Breaks shall not be taken in conjunction with the start or end of the shift, or a meal period. Breaks may be scheduled to provide proper staffing and to ensure employees receive breaks.

Please refer to the Meal and Break Period policy in the electronic policy library for more detail.

## NEPOTISM – EMPLOYMENT OF RELATIVES

Sierra View Medical Center regulates the reporting relationships of individuals who are related by blood or marriage in order to avoid the appearance of conflict of interest, influence, or favoritism. Individuals who are related may be employed by the Hospital provided there is no direct reporting relationship between the relatives.

Please refer to the Nepotism policy in the electronic policy library for additional information.

## OPEN POSITIONS/ PROMOTIONS AND TRANSFERS (JOB POSTING)

The job posting system provides employees with advancement and career opportunities and supports the practice of promotion from within. It ensures employees of an equal opportunity before outside applicants are considered. Full and part-time employees will be considered for posted positions before external candidates are recruited.

Electronic access is available for view/print electronically, via the Hospital’s internet site.

Open positions are posted for a minimum of five days or until filled.

To be eligible for transfer, employees shall be employed in their present position for 6 months prior to transfer. Employees who have been issued corrective actions at the documented verbal and/or written warning level within six months of the date of an interview are required to share the content and expectations with the hiring manager prior to receiving a job offer. Failure to disclose any corrective action prior to accepting an offer of transfer may also result in additional discipline, up to and including denial of the transfer and/or the termination of employment.

Employees on a final written warning are not eligible to submit for a transfer within six months of the date of issue of the final written warning.

The Human Resources department receives and forwards eligible Job Transfer Requests to the incumbent position’s unit/department director for their consideration and action. The employee’s current Director will be informed that the employee has submitted a transfer request for consideration as a courtesy.

# Employment (cont.)

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## ORIENTATION

### ANNUAL

All staff, contracted staff and volunteers participate in orientation annually. Staff orientations are conducted through E-Learning electronic training system located on the SVMC Intranet page under e-learning. Staff will be notified by email when annual orientation needs to be completed. For those without email, they may log on to the system to obtain their orientation due date. Contracted staff and volunteers are to complete their orientation through the self-study program.

**Participation and completion is mandatory and must be completed during scheduled work hours. Wage increases for employees resulting from annual performance reviews will be postponed for staff failing to comply with this standard.**

### DEPARTMENT

Employees who are new to a department, including travelers and contracted staff will receive a copy of the Initial House-wide Orientation Checklist upon arrival to the unit. The employee is oriented by his/her Department Director or designee within the first day of the first shift assigned in their department.

Employees that float to a new area will receive a copy of the Initial House-wide Orientation Checklist upon arrival to the nursing unit. The employee will be oriented by the Department Director or designee during the first assigned shift for all department specific items.

### ELECTRONIC APPLICATIONS

Many jobs require computer literacy and competency using electronic systems unique to each department. It is important that new employees bring basic computer skills and are able to learn new applications quickly.

Training for basic word processing skills and Meditech information systems are scheduled in conjunction with the initial orientation process and is completed within ninety (90) days of employment. Participation is mandatory. During onboarding, employees register for computer access codes to be used during the information systems portion of their orientation.

Proficiency in departmental electronic information systems, when required, become part of the individual's competency requirements for the position and will be assessed during the initial ninety (90) days of employment and annually thereafter.

# Employment (cont.)

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## INITIAL

New employees attend the initial hospital orientation as a condition of employment. Orientation sessions are scheduled once a month. Orientation dates are published electronically on the Public Drive in the Staff Services folder.

During the initial orientation process, the employee will be given an “Acknowledgement of SVMC Policies and Information” form to sign. By signing the Acknowledgement, the employee agrees to review and/or complete the training modules/lessons applicable to the policies and information listed on the form. The employee will access the training modules/lessons through the Intranet’s electronic learning system. The acknowledgement form will be filed in the employees personnel file.

Attendance to the orientation session and completion of the modules/lessons is mandatory and must be accomplished within thirty (30) days of employment. If the employee fails to complete both processes within the required time, they will be removed from their department’s active schedule and placed on unpaid Administrative Leave. Vacation/Holiday time will not be available during the leave.

Participation is confirmed using the Orientation Checklist and the electronic education record. Orientation Checklists and electronic education records are routed via the Education Department to Human Resources for placement in the employees’ personnel files.

## LEADERSHIP

Human Resources will schedule thirty (30) minute introductory in-services on a one-on-one basis during the new hire’s introductory period.

**Orientation schedules will be customized based on the leader’s new role and may include but are not limited to the following departments:**

- **Accounting**
- **Engineering**
- **Environmental Services**
- **Financial Services**
- **Human Resources**
- **Materials Management**
- **Risk Management**
- **Utilization Review**

# Employment (cont.)

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## OUTSIDE EMPLOYMENT

Exempt employees shall not participate in any employment, activity or enterprise which is inconsistent, incompatible, in conflict with or which is unfavorable to his/her duties.

Outside employment means performance of any work, service or counsel for compensation outside of the incumbent's employment.

Outside employment requires prior written approval from the employee's respective Vice President.

## PER-DIEM PROTOCOL

All non-exempt Per-diem employees must be available to work a minimum of four (4) shifts per four (4)-week schedule.

It is the responsibility of all Per-diem employees to schedule their minimum requirements with their Department Director or their designee.

At the discretion of the Department Director, Per-diem employees may be scheduled on the days they are needed most by the department for a full complement of staff.

For additional Clinical staff requirements, please see the Per-Diem Protocol (Non-exempt) policy in the electronic Policy Library.

## PERFORMANCE REVIEWS

Annual salary adjustments are a reflection of individual as well as organization performance. An employee's performance shall be evaluated on a regular basis to communicate how department expectations are being met and how performance improvements can be made.

The Hospital uses a "pay for performance" compensation system. This means employees are eligible for merit increases based on job performance, which is the primary factor when determining the amount of increase received. Position descriptions are used to measure performance and achieve a realistic work appraisal for non-exempt and specific exempt positions.

The performance evaluation process includes assessment of employee competency to perform job responsibilities. Competence is evidenced through credentialing, education and observed behaviors. It is the actual performance of role functions in a specific setting. Competency assessments are a "pass - fail" evaluation and as such are not scored, but do play a significant role when determining salary increases.



## Employment (cont.)

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New employees receive an introductory review at 90 days of employment, or sooner, when performance standards are not achieved. Thereafter, performance evaluations occur annually on their evaluation review date (date of hire) or their promotion date. Employees experiencing trouble achieving performance or competency standards may be evaluated before their next scheduled review date.

Employees assume responsibility for maintaining licensure, annual orientation, TB screening/Immunization requirements and in-service requirements. Annual wage adjustments are postponed when employees fail to fulfill these requirements. Employees are not eligible for retroactive salary adjustments for their failure to complete the above requirements.

Please refer to the Performance Review Process and Introductory Period policies for further information.

### PERSONNEL AND MEDICAL FILES

Employees have the right to inspect their personnel file, as provided by law, in Human Resources during business hours. You may add your version of any disputed item to your personnel file.

The Hospital restricts disclosure of your personnel file to authorized individuals. Any request for information from personnel files must be directed to the Human Resources Department. Only Human Resources representatives are authorized to release information about current employees.

Disclosure of personnel information to outside sources will be limited; however, the Hospital will cooperate with requests from authorized law enforcement or local, State or Federal agencies conducting investigations.

Health and workers' compensation records are not included in personnel files. The Hospital safe-guards these confidential records from disclosure. Upon written request, information is released to the employee's personal physician and to support administration of workers' compensation cases.

# Employment (cont.)

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## POSITION DESCRIPTIONS

Position descriptions provide a concise and consistent method for describing the purpose, responsibilities and reporting relationships of jobs. Position descriptions serve as the basis for performance appraisals and provide salary, recruitment, staffing and development information.

Position descriptions and their complementing competencies are available for view/print electronically, via the Hospital's Public drive in the Staff Services folder.

Position descriptions are written to comply with standards represented by Federal and California Labor and Safety Legislation and professional service and credentialing organizations. They identify the essential and non-essential functions of the job.

## SERVICE DATES

### HIRE DATE

An employee's Hire Date is the date upon which the employee began work with the Hospital. The Hire Date is used to determine the number of years of service and eligibility to participate in benefits. In the case of a break in service, the Hire Date is the most recent date.

### EVALUATION REVIEW DATE

An employee's Evaluation Review Date is used for determining performance reviews. If an employee is promoted or transferred to a new position, the Evaluation Review Date will be changed to reflect the effective date of the new position.

# Benefits and Compensation

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## **BENEFIT ELIGIBILITY**

Staff regularly scheduled for a minimum of 72 hours for 12 hour employees and 80 hours for 10 and 8 hour employees within a pay-period are considered full-time employees and become eligible for benefits. Part-time employees may elect benefits, but they are responsible for the total cost of the policy premiums. The Hospital retains sole discretion to determine issues of eligibility or interpretation of terms and provisions of its benefit programs.

## **BENEFIT PLAN INFORMATION**

Hospital employees may be eligible for a variety of benefit plans. Complete descriptions about coverage and eligibility are available from the Human Resources department or our Benefits Administrator. Presentation within the employee manual, as an enclosure, is limited to a summary of benefits. Benefit changes and announcements are available for view/print electronically, via the SVMC Benefit Administration website.

## **BENEFITS AT TERMINATION**

When employment is terminated, regardless of the circumstances, the employee will be paid for all earned and unused Vacation/Holiday time. See your insurance handbook for an explanation of continuation coverage and conversion rights.

If an employee terminates employment and is later re-employed, he or she will be treated like a new employee.

To conform with the Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA) or California Continuation of Benefits Replacement Act of 1997 (Cal-COBRA), employees covered by Hospital health plans may elect continuation of participation upon termination.

## **EDUCATION/TUITION REIMBURSEMENT**

The District encourages the development of an educated, highly skilled workforce. Each fiscal year, funds will be budgeted for Education Assistance purposes.

Education Assistance should be considered as a privilege rather than a right of a staff member. If Educational Assistance is approved, it will be considered as an interest-free loan and will be forgiven when the staff member has met the required work time payback and/or other criteria as outlined in our policy.

For eligibility and additional information, please refer to the Employee Education Assistance policy located in the electronic Policy Library.

# Benefits and Compensation (cont.)

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## EMPLOYEE ASSISTANCE PROGRAM (EAP)

Through our Employee Assistance Program, Sierra View Medical Center provides a valuable benefit to you and your family members by making available independent and objective counseling or referrals for marital, family, legal, financial, emotional and chemical-dependency issues or concerns. The EAP staff is dedicated to maintaining absolute confidentiality. You can be assured that no one other than EAP has access to information pertaining to your inquiry or use of services without your permission. Specific information about EAP's services can be received by communicating with Human Resources.

## EMPLOYEE SERVICE RECOGNITION

In recognition of service to Sierra View Medical Center, you will receive recognition for every five (5) years of continuous employment (5, 10, 15, 20, etc.).

## HOLIDAYS

The Hospital observes the following holidays: New Year's Day, Presidents Day, Memorial Day, Fourth of July, Labor Day, Veterans' Day, Thanksgiving and Christmas Day. When a Holiday falls on Sunday; the Hospital designates the following Monday as the Holiday. The preceding Friday is observed when a holiday falls on a Saturday.

For those employees working 12 hours shifts, the holiday shall begin with the 6:45PM shift scheduled on the preceding day before the holiday and end twenty-four hours later at 7:15PM. For all other employees, the holiday shall begin with the 11:00PM shift scheduled on the preceding day before the holiday and end twenty-four hours later at 10:59PM.

Regular full-time employees who have successfully completed the introductory period may receive holiday pay. Non-exempt employees who are scheduled off due to a holiday must use hours not worked from their Vacation/Holiday time.

For exempt employees, please refer to Exempt Employee Compensation policy and Vacation/Holiday policy located in the Policy Library.

## JURY DUTY

The hospital encourages employee participation in jury selection and service. Non-exempt employees who have completed the introductory periods will receive full pay while serving up to (5) days of jury duty. Employees must notify their manager/directors of the need for time off for jury duty as soon as notice or summons is received.

Please refer to the Jury Duty policy located in the Policy Library for more details.

# Benefits and Compensation (cont.)

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## LEAVES

### ADMINISTRATIVE

This leave applies to all employees who have been placed on leave during severance payment periods, are non-exempt and are on leave due to a pending investigation, have a license or certification that has lapsed, or are precluded from working in their current position due to new licensure.

Sick leave and/or Vacation/Holiday time cannot be used during an Administrative Leave pending investigation or license expiration. (See Sick Leave and Vacation/Holiday Policies in the Policy Library). Vacation/Holiday time may be used if employee is precluded from working due to new licensure. Employee's position may be posted and filled during an Administrative Leave.

### BEREAVEMENT

Full-time employees may request approval for up to three (3) days of leave in the event of a death in their immediate family. Immediate family is defined as: mother, step-mother, father, step-father, mother-in-law, father-in-law, sister, sister-in-law, brother, brother-in-law, son, daughter, adopted child, foster child, grandparents, spouse's grandparents, grandchild, and registered domestic partner or the child of a registered domestic partner.

Scheduled days off are paid at the based hourly rate of pay, excluding holidays, and do not contribute to overtime, and premium rates.

Bereavement leave must be taken within fifteen (15) days of the day of death or funeral. If days are not used during this period, they are forfeited.

Probationary employees are not eligible for bereavement pay.

### CALIFORNIA MANDATED

All regular employees employed by Sierra View Medical Center may be eligible for California Mandated leaves. Any accrued Vacation/Holiday time may be used during any California Mandated leaves. Please refer to the Leaves - California Mandated policy and the Voting policy in the Policy Library for further details. **California Mandated leaves include:**

- **Civil Air Patrol Employment Protection**
- **Domestic Abuse/Sexual Assault Leave**
- **School Activities Leave**
- **School Appearance Leave**
- **Victim of Crime Leave**
- **Volunteer Firefighter, Reserve Peace Officer, and Emergency Rescue**
- **Personnel Leave**

# Benefits and Compensation (cont.)

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## FAMILY MEDICAL LEAVES OF ABSENCE (FMLA, CFRA)

A family and medical leave of absence is time away from work granted for the birth, adoption or placement for foster care of a child; the employee's own serious health condition; to care for a member of the employee's immediate family who has a serious health condition, for a qualifying exigency related to an immediate family member's call to qualifying military duty, or to care for a qualified family member who has a serious injury or illness incurred in the line of duty while on active military duty. Requests for this form of leave should be made thirty days in advance when practical to do so. To be considered for this leave, employees must be employed for 12 months and must have worked 1,250 hours within the past, most recent consecutive 12-month period.

Employees who believe that they qualify or wish to learn more about Family Medical Leaves of Absence benefits are encouraged to speak with Human Resources representatives. Leave request forms and information booklets describing benefits and responsibilities are available for your use and informational needs.

The Hospital's Family Medical Leaves of Absence policy is available for view/print electronically, via the Hospital's intranet site.

## MILITARY

The Hospital provides leaves of absences as required by law for the purpose of attending military training, drills and exercises, or when called into active service.

Employees who believe that they qualify for a military leave of absence are encouraged to speak with Human Resources representatives for information.

## PERSONAL LEAVES OF ABSENCE

Personal Leaves of Absence (PLOA) without pay are approved at the discretion of the Hospital. A PLOA is for an employee who requires time away from work for personal reasons other than an employee's own medical condition. The Hospital may require the use of any accrued Vacation/Holiday time during the duration of the leave.

Requests for personal leaves of absence begin with your manager/director or department's director. A specific amount of time of up to thirty days may be granted. Employees failing to return at the conclusion of their leave of absence will be considered to have voluntarily resigned.

The Hospital cannot ensure an employee's position will be available at the conclusion of their leave. Position availability will depend on a number of factors such as the ability to fill the employee's vacant position or to re-assign work responsibilities. Employees must contact the Human Resources Department prior to the end of their leave of absence.

# Benefits and Compensation (cont.)

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## PREGNANCY DISABILITY

Female employees may take up to four months (17.3 weeks) paid or unpaid leave per pregnancy if disabled due to pregnancy, childbirth or a related medical condition, including prenatal care. Additional leave may be approved on a case-by-case basis as an accommodation under separate provisions of California's Fair Employment and Housing Act (FEHA) and/or the Americans with Disability Act (ADA). The duration of the leave will be determined by the advice of the employee's health care provider.

Should an employee request an accommodation based on the advice of her health care provider, SVMC will engage in the interactive process of accommodation with the employee and will, to the extent possible: a) reasonably accommodate the employee's medical needs related to pregnancy, childbirth, or related conditions, or b) temporarily transfer the employee to a less strenuous or hazardous position (where one is available and for which the employee is qualified) or duties if medically needed because of the employee's pregnancy.

Employees who take time off for Pregnancy Disability Leave (PDL), and who are eligible for family and medical leave under the federal Family and Medical Leave Act (FMLA), will also be placed on family and medical leave that runs concurrently with their Pregnancy Disability Leave. (Please refer to Leave -FMLA/CFRA Policy)

Upon the birth of her child, an eligible employee may request to take additional leave up to 12 workweeks under the California Family Rights Act (CFRA).

The Human Resources Department should be contacted for guidance when employees request PDL leaves of absence. Employees must inform SVMC when a leave is expected to begin and how long it will likely last. If the need for a leave, reasonable accommodation or transfer is foreseeable, employees must provide reasonable advance notice at least 30 days before the pregnancy disability leave or transfer is to begin.

## RETURN FROM LEAVES OF ABSENCE

A medical release is required prior to an individual's return to work following a family medical leave, pregnancy leave or for a medical accommodation leave. Medical releases must state information about the presence of work limitations impairing the ability to perform the position's "Essential Functions." A two-week notice is requested in anticipation of returning to work.

## SICK LEAVE

The Hospital will provide each employee with a lump sum of 3 days of protected sick leave at the beginning of each 12-month period (Employee's date of hire). An employee is not eligible to begin using any protected sick leave until the 91st day of employment with the Hospital. Unused days do not carry over to the following year.

Please refer to the Sick Leave policy in the electronic policy library.



# Benefits and Compensation (cont.)

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## VACATION/HOLIDAY LEAVE

The use of Vacation/Holiday Leave shall be at the request of the employee and the discretion of the department director acting within established policies and procedures. **Vacation/Holiday leave accruals are combined and may be requested for the following reasons:**

- **Vacation**
- **Holiday**
- **Emergency**
- **Personal Business**

**Vacation/Holiday Leave can also be used for an employee's illness when the employee's Sick Leave accruals have been exhausted and upon approval of the department director, or his/her designee.**

The Hospital reserves the right to approve, disapprove, or reschedule Vacation/Holiday leave at any time based on operational needs.

Please refer to the Vacation/Holiday policy in the electronic policy library.

## ON-CALL PAY

In cases where the likelihood of an emergency or high census can be anticipated, you can be placed in an On-call status. When On-call, you are expected to be available to be called in and expected to respond within a reasonable time span. On-call hours, which have been approved by your manager/director, are paid at a rate of 20% of your base hourly rate of pay.

See On-call/Call-back HR policy located in the Policy Library for Call-back information.

## OTHER BENEFITS

You might be eligible for other benefits offered by Sierra View Medical Center. Most benefit programs require you be regularly scheduled as a full-time employee per pay period. Meet with a Human Resources representative for more information on the benefits offered.

## OVERTIME PAY

Unless you are in an exempt job according to the Federal Fair Labor Standards Act (FLSA), you are eligible for overtime pay and will be paid one and one-half times your regular rate of pay for all hours worked in excess of forty (40) hours in a workweek. Shift differential and On-call pay are included when determining your regular hourly rate used to calculate your overtime pay.

Overtime must be kept to a minimum. All overtime must have the prior approval of your Director/Manager/director and must be worked, if assigned. Even if approval has not been received in advance, all overtime hours will be recorded and paid. However, repeated instances of unauthorized overtime can result in corrective action.

# Benefits and Compensation (cont.)

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## PAY GRADES AND PAY RANGES

Non-exempt and exempt positions are classified into one of a series of pay grades and pay ranges.

Pay grades are groups of jobs of approximate equal value as determined by job content and evaluation methods. Pay grades are established as a tool for organizing the salary administration system and contain salary minimums and maximums. Base hourly rates of pay fall within the pay range.

Participation in salary surveys throughout the year ensures competitiveness and external equity for pay ranges. Market conditions at times may indicate a need to increase pay ranges for certain or all pay ranges or to move a position from one pay range to another. Prior to making salary offers to either external or internal candidates, department directors are responsible for reviewing their department's internal salary equity.

A Non-exempt employee may be required to work overtime as necessary. All hours worked in excess of 40 hours in one workweek will be treated as overtime. Only actual hours worked in a given workday or workweek can apply in calculating overtime. All overtime work must be previously authorized by a manager/director.

## PAY PERIODS, PAYCHECKS AND PAYDAYS

The workweek begins at 12:01 a.m. Sunday and ends at midnight on Saturday for payroll purposes. You will receive a paycheck bi-weekly (every two weeks). Our pay cycle covers a two-week period of time beginning at midnight Saturday for 14 consecutive days. The normal full-time schedule is eighty (80) hours in this two-week period. The pay period and payday schedules are provided during orientation and are published electronically, via the Hospital's Public drive in the Staff Services folder.

Staff may choose between direct banking deposit and manual distribution occurring on Friday. Leaders will pick up paychecks for their department from Human Resources on pay day and distribute pay checks to employees. Paychecks will not be given to another employee without written authorization. Should a payday fall on a Hospital holiday, paychecks will be issued on the preceding day.

## PAYROLL DEDUCTIONS

Attached to each paycheck is a statement showing the number of hours worked during the pay period, the amount of your earnings and the amount and designations of deductions.

Deductions will be made as required by California and Federal law. The deductions include California and Federal income taxes, Social security tax (FICA) and State Disability Insurance (SDI) taxes. Additional deductions may be made as authorized by you.

Withholding Allowance Certificates (Form W-4) must be completed at the time of hire. Changes in the number of dependents must be reported for this purpose.

# Benefits and Compensation (cont.)

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## RETIREMENT PROGRAM

Sierra View Medical Center provides a generous defined contribution retirement plan. Full-time and Part-time employees are eligible for participation and may begin contributions to the 457(b) account upon hire. The employee is 100% vested upon participation.

After six (6) months of participation in the plan, if the employee is contributing a minimum of 4% of their pay, the Hospital will match the employee's 4% with a 6% employer contribution into a 401(a) account. After 3 years of service, the employee will be eligible to receive a 10% match from the Hospital into the 401(a) account as long as the employee is contributing a minimum of 10% into the 457(b) plan. A wide array of core investment options is available through your plan. Online investment guidance, advice tools and managed account information are available online to assist you with creating a personalized retirement strategy.

You may view your accounts, request a loan, change contributions or manage your investments through the online retirement service website.

For more information, please contact a Human Resources representative.

## SALARY GRADE MAXIMUMS

Salary pay grades are established for exempt and non-exempt positions and contain grade minimums and maximums. Individual rates of pay do not exceed the maximum for their grade range.

Employees at the maximum of their grade range shall be eligible for a merit bonus, which does not increase their hourly rate of pay. The employee remains eligible for this bonus during successive years in which they remain at the maximum of their pay range or until the range maximum is increased, allowing for resumption of full merit participation. Department directors shall advise employees who reach or are approaching the maximum of their salary grade range.

## SHIFT DIFFERENTIAL

If you work evenings or nights, you may receive a standard shift differential in addition to your base hourly rate of pay for hours worked during that time.

To be eligible to receive differential pay, you must work certain designated shifts during the designated time. Shift differential applies only to hours worked during the shift and does not apply to vacation, holiday, sick leave and other non-work hours. Shift differential hours may vary according to department needs.

# Benefits and Compensation (cont.)

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## SPECIALIZED TRAINING

Sierra View Medical Center can select employees for specialized training. The hospital may impose conditions on employees in advance of the specialized training. The employee is expected to remain in the employment of the hospital for a prescribed period, which is related to the training duration or costs.

## STATE DISABILITY INSURANCE (S.D.I.)

Employees are automatically covered under the provisions of the State Disability Insurance Plan. This insurance provides low-cost disability protection in case you are unable to work due to an illness or injury that is not caused by your job. Disability benefits are paid by the State and financed from mandatory payroll tax deductions from all employees' wages.

## VOTING

SVMC encourages employees to vote in public elections. Responding to public statute, employees are permitted time away from work to vote following the guidelines listed below. Time away from work may be withheld when election polling places are open two (2) consecutive hours before or after the employee's scheduled shift.

## WORKERS' COMPENSATION/REPORTING INJURIES

Employees are covered against loss of earnings due to injuries on the job by the Hospital's Workers' Compensation insurance policy. All job-related injuries, no matter how slight, must be reported to supervision. Employee Health will evaluate the injury and establish a course of treatment.

All required incident reports must be completed and accompany the employee to Employee Health when practical to do so. Failure to report accidents/injuries or occupational illnesses may jeopardize eligibility for Workers' Compensation at a later date. Completed forms must be forwarded within 48 hours of the incident.

The Hospital grants leave to employees with occupational illnesses or injuries in accordance with state law. As an alternative, the Hospital will try to reasonably accommodate employees with modified work assignments. Leave taken under the workers' compensation policy runs concurrently with Family Medical Leave under both Federal and California law.

Please contact Human Resources as soon as you become aware of the need for a leave connected with a Workers' Compensation event. At the time of your request, you will be provided with a copy of the Hospital's leave of absence policy.

# Employee Responsibilities

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## CHANGE OF WORK STATUS

It is important that the Hospital maintain accurate records for each employee. Staff is responsible for promptly reporting changes in addresses, telephone numbers, marital status, dependents, licensure or level of education to the Human Resources department. It is especially important to immediately report changes in dependency status, such as birth or adoption, which affect insurance programs and eligibility.

## COMPETENCY ASSESSMENT PROCESS

Competency assessment will occur on an ongoing basis. Competencies will be identified on an annual basis through a collaborative process and assessed on a continuum throughout the employment of an individual. This continuum will include assessment during the hire process, initial competencies during the orientation period and ongoing annual competency assessment.

Competencies will reflect the employee's job description, outlining the skills necessary to perform core job functions. Competency selection may be based on frequently used functions, performance improvement results, new technology/equipment/processes, high risk functions, low volume services and age specific concepts for populations served.

Staff competencies are assessed initially and annually. Employees are responsible for the completion of the competency requirements within established time frames.

Clinical staff, including orientees and contract personnel, functions under the supervision of a preceptor/resource person until designated competencies have been validated. The preceptor/resource person will have documented competency validation in the specific knowledge, skills and technologies necessary to orient and validate competency in others.

Aggregate competency information may be used to establish performance improvement goals for specific departments or the overall organization.

## COMPLIANCE – CODE OF CONDUCT

Sierra View Medical Center (SVMC) requires all new employees to review the Code of Conduct Handbook and to participate in training at general and/or annual orientation.

Please refer to the Employee Code of Conduct Handbook located on the Intranet through the e-learning link.

# Employee Responsibilities (cont.)

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## COMPUTER AND E-MAIL USAGE

Sierra View Medical Center supports the use of computer technology by employees and medical staff in the performance of their duties. However, all software and hardware associated with use of personal computers or network must be licensed to Sierra View Medical Center and supported by the Information Technology Department.

Staff is prohibited from installing, copying, applying or using any software that has not been purchased by the Hospital.

Transmission of any items that might be considered offensive, distasteful, or inappropriate from a sexual, racial or social viewpoint is an actionable item, which will be enforced in accordance with Human Resources disciplinary policies. These policies impose a variety of sanctions for inappropriate behavior, up to and including termination.

No employee may, under any circumstances, use SVMC computers or networks to libel, slander, or harass any person either inside or outside of the Hospital system.

Computers and other information systems resources are provided so that staff can use them in their job functions. Computer systems, network resources (including the Internet) and peripherals such as printers should not be used for personal use.

Many of the materials and resources available to SVMC staff on computer systems and networks are copyrighted by their respective owner. Staff must properly obey any copyright or patent notices. All data files and information stored on Hospital equipment (including but not limited to) electronic mail, word processing or spreadsheet documents and presentations are considered to be property of SVMC.

## CONFIDENTIALITY

It is the policy of Sierra View Medical Center (SVMC) to protect each patient's right to privacy and confidentiality in accordance with applicable state and federal laws. SVMC recognizes that employees have access to private and confidential information about patients. As such, it is incumbent upon the organization to inform and educate staff about their moral, ethical and legal responsibility to ensure the confidentiality of such information.

Please refer to the Confidentiality House Wide policy and the Patient's Right to Confidentiality policy in the electronic policy library for additional information.

## DISASTER PLANNING

A major responsibility to our community is providing emergency services during disasters. All employees are expected to be available if and when they are needed and called. In addition, employees should be familiar with the Hospital's Disaster Plan available for each department.

# Employee Responsibilities (cont.)

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## DRUGS AND ALCOHOL IN THE WORKPLACE

We believe in promoting and enforcing a workplace free of drugs and alcohol. **The Hospital has adopted ZERO TOLERANCE for employee use of drugs and/or alcohol affecting their work or work environment.**

As part of the drug awareness program, employees must recognize that a drug-free environment is essential. The quality of our work and our customer safety depends, in part, on maintaining a drug-free environment. All exempt, non-exempt, travelers, selected contractors and employees of contractors offered employment for safety sensitive positions will be screened for drug use upon employment.

Thereafter, staff will be screened when a reasonable suspicion exists that an employee is believed to be under the influence of a controlled substance, drug or alcohol while on the job, or is otherwise in violation of this policy. Reasonable suspicion extends to an employee found selling or in possession of any controlled substance, drug or alcohol in violation of the Hospital's policy, or when these items are found in an area controlled or used by an employee, such as an employee's desk. Additional information regarding the Hospital's drug and alcohol testing policy is available from the Human Resources Department.

Violation of the Hospital's Drug and Alcohol policy will result in discharge, even for the first offense, as well as failure to submit to testing protocol when requested.

## EMPLOYEE AND PATIENT COMMUNICATIONS

Employees are required to speak English in the Hospital during his or her working time and the working time of the person at whom the conversation is directed. Care providers are encouraged to use their language skills with patients expressing important information in languages other than English as needed. This rule does not apply to conversations during breaks, lunch periods or other circumstances during which all parties to the conversation are not working.

Please refer to the Employee and Patient Communications policy in the electronic policy library.

## EMPLOYEE IMAGE

Employee behavior and appearance should reflect a high degree of professionalism. Dress, regardless of job or position, should be appropriate to the work setting, in good taste and professional in nature. Employees in patient areas should present themselves in a manner that is compatible with their clinical or professional role.

For additional information about our dress policy, please speak with your department director or access our Dress Code Standards policy in the electronic Policy Library.



# Employee Responsibilities (cont.)

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## IDENTIFICATION NAME BADGES

All employees are required to wear a Sierra View Medical Center (“SVMC”) issued employee Photo Identification Badges on Hospital premises. Photo identification badges are obtained from the Human Resources department and issued to new employees, returning staff and staff who incur name and/or title changes.

Badges are to be worn above the waist and are to be visible to visitors, patients and other employees. Badges may be used for the payroll purpose of electronically recording hours worked for all positions. Badges must be worn to receive employee discounts for meals purchased in the Café. Badges may be utilized to purchase meals in the Café, items at the Coffee Corner and/or merchandise from pre-authorized vendor fairs or the Volunteer Gift Shop once the appropriate paperwork has been completed. (Please refer to Cashless System policy.)

Staff members should immediately report any lost or non-working identification badge to Human Resources so a replacement can be issued to ensure compliance with this policy. Badges will not be active during leaves of absence. Identification badges may not be worn when an employee is on the premises but not working. Employees not working, must check in at the main entrance and adhere to the visitor guidelines. Identification badges must be returned to Human Resources at the time of termination or when a new badge is issued.

## INCIDENT REPORTS

Types of incidence to report: Incidences to report are considered any preventable events that occurred or have the potential to occur that result in an undesirable outcome. Examples of reportable events may be medication errors, injury to patient, delay in services, and falls to name a few.

How to complete an incident report: Unusual occurrences are to be documented using the occurrence notification process in the Pavissee module. Documentation and reporting of occurrences (notifications) may be done using a paper form when the Pavissee module is unavailable.

Employees are to report their injuries immediately to Employee Health Services or House Supervisor after hours.

## LACTATION/BREASTFEEDING

As part of our family-friendly policies and benefits, Sierra View Medical Center supports breastfeeding mothers by accommodating the mother who wishes to express breast milk during her workday when separated from her newborn child. The provisions of our Lactation Policy meet the requirements of the Fair Labor Standards Act as it relates to breaks for nursing mothers.

For up to one year after the child’s birth, any employee who is breastfeeding her child will be provided reasonable break times to express breast milk for her newborn. The employee and her manager/director will agree on the times for these breaks.

# Employee Responsibilities (cont.)

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## LICENSURE, REGISTRATION, CERTIFICATION

Many positions require a professional license or certification. If your position is so designated, you are responsible for and must provide a copy of your current license or certification at the time of your employment. Thereafter, it is your responsibility to maintain current licensure, registration, and certification and provide your Director with a copy prior to the expiration date.

It is your responsibility to complete all continuing education requirements in order to maintain your license or certification. A photocopy will be maintained in each staff member's education/competency file and when required, publicly displayed.

Staff with lapsed licenses, registrations or certifications will be removed from their department work schedules without pay until such time as proof of renewal is produced

## MANDATORY PROVIDER CARDS

Employees are responsible for presenting current required provider cards at the time of hire. Thereafter, employees are responsible for keeping required provider cards current and providing the Human Resources department with copies of their cards.

BLS certification is required for all patient care areas. Please refer to the Mandatory Provider Cards policy in the electronic Policy Library for additional information.

Staff failing to maintain or acquire the required provider card will be placed on a two (2) week unpaid Administrative Leave until the required certification/s are obtained and presented to their department directors.

## OVER-HEAD PAGING

Over-head paging is very distracting for our patients and subtracts from our standards of care and service. Use of the overhead paging is limited to emergencies and physician call. Organizational cell phones are provided to key staff and their phone numbers for direct dialing replaces the need for over-head paging. Improper use of the overhead paging system may lead to disciplinary action up to and including termination of employment.

## PARKING

Employees will park in designated locations at all SVMC properties. Employees shall not park in reserved spaces, red curbed fire lanes, loading zones or spaces identified for patient and visitor use. Examples of reserved spaces include Physician, CTC, Volunteer and Car Pool spaces. Employees who have a valid State of California Handicap/Disabled parking permit may utilize designated Handicap parking spaces after approval by Employee Health Services. Employees who fail to park appropriately as defined in our policy will be subject to the District's progressive disciplinary process. Employees who park in Red Fire Lanes and Handicap reserved spaces without a valid permit may receive a non-moving traffic violation citation by the City of Porterville Police Department.

# *Employee Responsibilities (cont.)*

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## **PATIENT CONFIDENTIALITY**

The Patient's right to privacy must be protected. Staff must comply with State of California and Federal statues regarding patient confidentiality and sign a Patient Confidentiality Acknowledgment. Upon hire and annually thereafter, staff shall receive in-services about patient confidentiality.

Patients have expectations that every consideration will be extended to his/her privacy concerning medical treatment and billing. This expectation extends to all forms and formats in which information is maintained and stored, including but not limited to hard copy, photocopy, microfilm or electronic systems.

Communications and records pertaining to patient care are to be kept confidential. Employees shall not discuss patient's medical or financial information except where discussion is directly related to the care and treatment of patients or in the performance of the employee's job responsibilities. Improper disclosure of patient care information may lead to disciplinary action up to and including termination of employment. The Hospital will designate a spokesperson with the authority to release information on accidents, emergency admissions or disasters.

## **PERFORMANCE ACCOUNTABILITY AND COMMITMENT**

Sierra View Medical Center (SVMC) is committed to providing employees with the reasonable resources needed to be successful in their jobs. Employees must demonstrate commitment to their jobs through satisfactory or exemplary performance. In addition to performing the functions of the job, employees are also expected to demonstrate professional interactions with employees, medical staff, students, patients, volunteers, visitors and vendors. At times, employees may experience difficulty in meeting the expectations of their positions. Generally, SVMC will provide an opportunity for the employee to make and sustain the necessary improvement.

Our Performance Accountability and Commitment policy is designed to provide a structured corrective action process and outlines that process for helping employees improve inadequate or inconsistent performance and the steps that should be taken if sufficient improvement does not occur in a timely manner. Corrections to unacceptable behavior are addressed under our policy. In addition, workplace expectations set by SVMC in relation to our mission, vision, Code of Ethics, Code of Conduct, Standards of Performance and culture of respect and safety expectations are also addressed.

Please refer to the Performance Accountability and Commitment policy in the electronic Policy Library for additional information and specific steps for corrections.

# Employee Responsibilities (cont.)

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## PERSONAL CONDUCT

Employees engaging in inappropriate or unprofessional conduct or behavior that is disruptive to the workplace, patient care or discredits the hospital will be investigated, and when substantiated, will result in disciplinary action, up to and including termination.

Inappropriate or unprofessional conduct or behavior is generally defined as behavior which attracts undue attention, disrupts our work environment, disrupts patient care responsibilities, discredits the hospital and its staff or is disrespectful to patients, visitors and staff. Inappropriate or unprofessional conduct or behavior may include an employee's off-the-job-conduct when it enters into the workplace in an adverse manner.

Examples of inappropriate or unprofessional conduct or behavior include but are not limited to: using profane, vulgar, sexually explicit or suggestive language, fighting on the job, failing or refusing to work cooperatively with co-workers, displaying rude or discourteous behavior to anyone, or acting out aggressively.

## PROPERTY, PRIVACY AND SEARCHES

Sierra View Medical Center (SVMC) reserves the right, at all times and without prior notice, to inspect and search any and all SVMC property for the purpose of determining whether this policy or any other SVMC policy has been violated, or whether such inspection and investigation is necessary for purposes of promoting safety in the workplace or compliance with state and federal laws.

This includes, but is not limited to SVMC property such as desks, storage areas, work areas, lockers, file cabinets, credenzas, computer systems, office telephones, modems, facsimile machines, duplicating machines as well as SVMC vehicles which must be maintained and used according to this policy.

## RECORDING HOURS WORKED

If you are non-exempt (eligible for overtime), you will need to record the number of hours worked daily using the Kronos timekeeping system. If your job requires that you change into or out of special attire, the reasonable time taken to do so is considered part of the scheduled work shift.

If you are unclear about how to record your time worked, check with your manager/director or designated resource. Any falsification of a time record can result in immediate termination.

It is your responsibility to assure your timecard is completed accurately. If you make errors on your timecard, it could result in delay in your pay. The timecard is the basis upon which you are paid.

# Employee Responsibilities (cont.)

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## SOCIAL NETWORKING AND MEDIA

At Sierra View Medical Center (SVMC), we understand that social media are significant new forms of public communication. SVMC also recognizes that participating in online social networks with the use of personal equipment outside of working hours is a personal activity.

Social media includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web blog, web journal or diary, personal web site, social networking or affinity web site, web bulletin board or a chat room, whether or not associated or affiliated with SVMC, as well as any other form of electronic communication. The same principles and guidelines found in SVMC policies apply to your activities online. Ultimately, you are solely responsible for what you post online. Before creating online content, consider some of the risks and rewards that are involved.

Please refer to the Social Networking and Media policy located in the electronic Policy Library for further guidelines.

## SOLICITATION AND DISTRIBUTION

Interruptions of work activities by solicitation and distribution of non-work related materials are to be minimized to emphasize service to our patients and residents. The non-solicitation and distribution policy is intended to protect the interests of both the Hospital and its employees.

It is the policy of the Hospital that solicitation of or by employees during working time is prohibited. Distribution of literature by employees during working time is also prohibited, as is distribution of literature in working areas. "Working time," as used in this policy, excludes meals and break periods.

## SOLVING PROBLEMS AT WORK

We believe in mutual confidence, respect and unity between employees and managers. Problems concerning your job, co-workers, supervisor, manager or department director should be discussed with those individuals involved. You may also talk with the Human Resources department before speaking with your co-workers, supervisor, manager or department director for coaching and guidance on resolving employment matters.

A conflict is anything at work, which an employee believes to be unjust, wrong or unfair, and contradicts policy.

For more information regarding this process, please see the Employee Concerns policy located in the electronic Policy Library.

If the matter is not resolved following discussion, employees in non-manager/directory positions may choose the employee concerns procedure to address the issues. The procedure provides employees with a formal method of resolving differences.

# Employee Responsibilities (cont.)

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## STANDARDS OF PERFORMANCE

At Sierra View Medical Center, we want to be known for our outstanding customer service and employee satisfaction. The Standards of Performance were created to define and reinforce positive behaviors by our staff. The Standards set our expectations of how our employees will interact with our guests and other customers. They were written by employees and for employees, with a belief in our coworkers and in our hospital's future. Our standards include: Accountability, Appearance, Attitude, Commitment, Communication, Courtesy, Customer Waiting, Privacy, Respect and Safety.

For further information, please refer to the Standards of Performance Handbook you receive at the New Hire Orientation class.

## STAFF RIGHTS NOT TO PARTICIPATE

The Hospital respects the cultural values, ethics, and religious beliefs of employees and recognizes they may have an important impact on patient care. Requests based on cultural values, ethical or religious beliefs will be considered for granting requests not to participate in certain aspects of care. Alternate staffing will be arranged to ensure that patient care and treatment is not adversely affected when an employee is excused from participating in an aspect of care. It is the employee's responsibility to self-identify their decision by advising their department director within the first week of employment.

## TOBACCO FREE WORKPLACE

It is the policy of Sierra View Medical Center to prohibit the use, or the sale of any tobacco related products on all Sierra View Medical Center campuses.

As a health care provider committed to the health and safety of staff, patients, physicians, visitors and vendors, SVMC is taking a leadership role on the major public health issue of tobacco use. To promote SVMC's commitment to public health and safety and to reduce the health and safety risks to those served and employed at the workplace, all SVMC facilities, campuses, vehicles and other properties will be tobacco free environments. No smoking of cigarettes, cigars, pipes or use of chewing tobacco or e-cigarettes in any form or other tobacco related products will be permitted on any campus or properties of Sierra View Medical Center.

# *Employee Responsibilities (cont.)*

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## **WORKFORCE VIOLENCE**

Violence by anyone, including an employee, which is directed against another employee, manager/director or member of management, will not be tolerated. Violation of this policy will not be permitted and may result in disciplinary action up to including termination. The purpose of this policy is to minimize the potential risk of personal injuries to employees at work and to reduce the possibility of damage to Hospital property in the event that someone, for whatever reason, may be unhappy with a Hospital decision or action by an employee or member of management.

If you receive or overhear threatening communications from an employee or outside third party, report it to your manager/director at once. Do not engage in either physical or verbal confrontation with a potentially violent individual. If you encounter an individual who is threatening immediate harm to an employee or visitor to our premises, contact emergency personnel (such as 911) immediately.

All reports of work-related threats will be confidential to the extent possible, investigated and documented. Employees are encouraged to report and participate in an investigation of any suspected or actual cases of workplace violence. Your failure to report or fully cooperate in the Hospital's investigation could result in discipline.



# Employer Responsibilities

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## COMPLIANCE HOTLINE

Sierra View Medical Center (SVMC) has an established confidential “hotline”. Employees may request to remain anonymous and retaliation for calling the hotline is not tolerated. A report number is assigned to each case so employees may provide confidential reports as well as call back for confidential updates on the issue and/or investigation. A Qui Tam (or “whistle blower”) protection exists both in SVMC policy as well as in the state and federal FCA. **The Hotline phone number is (559) 791-4777.**

Fixing potential compliance issues is everyone’s responsibility. Just as important is the fact that all employees are encouraged to communicate so issues can be appropriately resolved with the greatest efficiency. Remember, SVMC employees may not punish (no retribution) or seek reprisal against another person who has conscientiously made a report in good faith.

For additional information regarding SVMC compliance program, please refer to the Code of Conduct booklet available for review on the Intranet under the e-learning link.

## FALSE CLAIMS

A false “claim” includes, but is not limited to, any request for money that is submitted to the government. False Claim violations can lead to civil fines, penalties, and possible exclusion from participation in Federal/State health care programs.

As a health care organization, we have a responsibility to our patients, community, payers and federal agencies to utilize health care resources efficiently and effectively. Actions that result in fraud, waste, and/or abuse of such resources can result in violations of the False Claims Act (FCA). **False claims can result from issues related to:**

- **Quality of care**
- **Billing practices**
- **Documentation**
- **Financial data**

# Employer Responsibilities (cont.)

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## REPORTING POTENTIAL ISSUES

Employees are the first line of defense to ensure we properly prevent and detect false claims and other compliance issues. As an employee, you will encounter situations in which, the legal and ethical course of action will be obvious (use good judgment). In some cases, however, you may be unsure. You are encouraged to discuss any potential violation or compliance issue with your manager or director. Prompt recognition of a potential problem can often avoid a more serious situation.

**If, however, you feel uncomfortable doing so, you may also report it to:**

- **Compliance Officer**
- **Compliance Hotline (559) 791-4777**
- **Compliance Issue Report form (via the Intranet or in the SVMC mail room)**

Employees also have the right to report concerns or issues directly to the government. A confidential suit can be filed by an individual, after which the government may or may not investigate the issue. If the issue is substantiated, the government may proceed with additional action by the US Department of Justice. If the issue is not substantiated, the individual may continue with the suit on his or her own.

# *Acknowledgement of Receipt of Employee Handbook*

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This Handbook is provided for your use as a ready reference and as a summary of our Human Resources policies, work rules and benefits. It is designed to acquaint you with the Hospital and your job as quickly as possible.

Please understand that this booklet only highlights existing Hospital policies, practices and benefits, and may change from time to time. Changes may first appear and are accessible for view/print electronically, via the Hospital's Public drive in the Staff Service folder.

Due to the nature of the Hospital's operations and variations necessary to accommodate individual situations, the guidelines set out in this Handbook may not apply to every employee in every situation. Consequently, the Hospital must reserve the right to amend, supplement or rescind provisions of this handbook, as it deems appropriate in its sole and absolute discretion with or without notice.

This handbook nor any provision of this handbook is not an employment contract nor is it meant to imply an employment contract.

As policies and benefits are revised, updated pages will be distributed to you. Please keep this Handbook readily available and insert the updated materials so that it is current at all times. Hospital policies providing a more complete statement supporting topics within this booklet are accessible electronically.

For more information not covered in this booklet, or if you have any difficulty reading or understanding this material, please contact Human Resources.

I acknowledge that it is my responsibility to read and become familiar with the contents of the Handbook, as it supersedes all prior agreements, understandings and representations concerning my employment with SVMC.



*Strengthen the quality of  
life through the delivery of  
integrated health care programs  
and services that promote access,  
care coordination and patient  
care experience.*

