

Memorial Medical Center Employee Handbook

This handbook supersedes all terms of previous handbooks.

Memorial Medical Center reserves the right to modify the terms of this handbook at any time.

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Mission

Improve the health and wellness for people of our south shore region of Lake Superior.

Vision

Vital partners for healthy lives.



**Memorial
Medical Center**

Right here in the place we love.

Values

Prevention - Respect - Value - Quality - Communication - Education

Prevention

We believe that health care begins with prevention. We educate people so they have the tools needed to take responsibility for their own health.

Respect

We believe every patient should be treated with dignity and respect regardless of their background or ability to pay.

Value

We believe in the importance of a welcoming environment and exceptional care at the best value possible.

Quality

We believe every patient deserves quality care. We support improvement processes that provide systematic advancement of services and outcomes.

Communication

We believe comprehensive, patient-centered care comes from open, honest communication. We promote involvement from the entire health care team.

Education

We believe education is the cornerstone of staff expertise. We support professional development and encourage the use of our facility as a training resource for health care studies.



**Memorial
Medical Center**

Right here in the place we love.

Behavioral Standards

Respect for all.

Above all, the staff of Memorial Medical Center show respect for each and every person. This includes patients, customers, co-workers, physicians, providers and associates. We understand the value they bring to making MMC a caring community. Respect is treating each individual as a whole, irreplaceable, unique, and worthy person.

The key to providing great service to all of our customers is consistency:

Every encounter, every person, every time.

MMC promotes our commitment to every customer based on these standards:

S Service

I will demonstrate behavior reflecting the dignity, responsibility, and service orientation of health care professionals, worthy of the public's respect and confidence.

T Teamwork

I will be receptive to everyone and embrace our differences as a means to achieving greatness. I will treat others the way in which I wish to be treated. I recognize that we all are essential and need to work together for the good of our department and the good of MMC as a whole.

A Accountability

I will take personal ownership for my behavior, my work and my part in creating a positive workplace culture at MMC.

R Respect

I will be respectful and courteous in my communication with patients, customers, coworkers, associates and visitors. I will work to continuously improve the way I communicate.

These Standards of Behavior were developed to reflect Memorial Medical Center's commitment to excellent customer service. I am committed to practice these Standards of Behavior in order to provide excellent healthcare for our community and ensure a positive work environment.

MEMORIAL MEDICAL CENTER CUSTOMER SERVICE PROGRAM

Our top priority is to make the MMC experience as positive and pleasant as possible.

Our Pledge to Patients and Visitors

- To be accountable
- To explain and inform
- To exhibit professionalism
- To be accommodating and create a user friendly environment
- To be compassionate
- To be respectful
- To use people skills

We will show MMC ownership, teamwork and a positive attitude at all times.

Our pledge to each other

- To be accountable
- To maintain a positive attitude
- To exhibit ownership
- To be professional
- To be respectful
- To practice teamwork
- To use people skills

PREFACE

This handbook has been prepared to help explain policies and procedures to employees at Memorial Medical Center (MMC). MMC is a not-for-profit, acute care hospital and behavioral health center. It is dedicated to serving people. No distinction is made to race, color, creed, religion, sex, age, national origin or any other designation protected by law.

MMC is accredited by The Joint Commission and licensed by the State of Wisconsin Department of Health and Family Services. It is also a member of the Wisconsin Hospital Association, the American Hospital Association and the Rural Wisconsin Health Cooperative.

HISTORY OF MMC

Northwestern Wisconsin's need for a total healthcare facility became apparent in 1968. Since Ashland's two existing hospitals, Ashland Community Hospital and Trinity Lutheran Hospital, were in older buildings, they were not easily remodeled or refurbished. Therefore, a new facility was constructed, and MMC opened on October 9, 1972. The Ashland Community Hospital closed and was later torn down. The Trinity Lutheran Hospital also closed for a short while, but in May of 1974 it reopened as Memorial Medical Treatment Center (MMTC). In March of 1989 a new treatment center facility was completed on the grounds adjacent to MMC. In 1997 MMTC combined with the Mental Health Unit (inpatient) and the Comprehensive Community Mental Health Center (outpatient) to become Behavioral Health Services. Over the years MMC has made additional improvements by expanding and remodeling and by providing up-to-date equipment and technology. Our most recent addition is the Northwest Wisconsin Cancer Center of MMC, a virtual joint venture with Essentia Health.

REGIONAL ENTERPRISES, INC.

Regional Enterprises, Inc. (REI) is a parent corporation for Memorial Medical Center and Hayward Area Memorial Hospital and Water's Edge. REI employs individuals who provide services to MMC and HAMH. Some policies, such as the Equal Opportunity Policy, and some benefit programs, such as the pension plan, are common to REI, MMC and HAMH employees.

BEHAVIORAL STANDARDS

Respect for all... Above all, the staff of Memorial Medical Center show respect for each and every person. This includes patients, customers, co-workers, physicians, providers and associates. We understand the value they bring to making MMC a caring community. Respect is treating each individual as a whole, irreplaceable, unique, and worthy person.

POLICIES/INTRANET

MMC's formal policies cover hospital-wide and department-specific information and accepted procedures. They can be accessed through the MMC intranet which is accessible to all employees from any computer at MMC by entering 'mmc-portal' into the browser address bar. Employees who do not have a computer at their work station may use the computers in the Education Resources Center for this purpose. For assistance, contact the Human Resources (ext. 6523) or Education (ext. 5175).

CONFIDENTIALITY

Employees of MMC often have access to confidential information about patients. Unauthorized release of confidential information is unethical and illegal.

The federal government's Health Insurance Portability and Accountability Act of 1996 (HIPAA) includes a Privacy Rule which was created to ensure confidentiality in hospitals and other health care settings. Every employee of MMC undergoes HIPAA training regarding the proper use and disclosure of protected health information and is responsible for complying with the related policies. All employees are required to be familiar with and comply with each aspect of the HIPAA Security and Confidentiality Agreement, which includes these statements: **I will not disclose information regarding MMC's patients to any person or entity, other than as necessary to perform my job, and as permitted under MMC's HIPAA policies and I understand that any violation of this agreement could result in disciplinary action and/or civil or criminal penalties.**

COMPLIANCE RESPONSIBILITY

MMC's parent corporation, REI, maintains a formal compliance program which monitors our compliance with the many legal and regulatory requirements which hospitals must meet. Every employee at MMC plays a very significant role in the success of REI's Compliance Program. REI's Compliance Program will be effective and successful only through the efforts of dedicated employees who conduct themselves with honesty and integrity, and in compliance with all applicable laws and regulations. The following are some of your responsibilities as an employee of MMC:

- Know the policies and procedures, as well as the laws and regulations that pertain to your job.
- Comply with all policies and procedures or laws and regulations.
- Report suspected wrongful conduct in good faith and as soon as possible.

There are different options available for reporting wrongful conduct. You are encouraged to speak with your manager or supervisor about your concerns. If your concerns have not been addressed, make sure to report the concern through one of the following options:

- Follow the chain of command within the organization. Report to the next level of management. Keep reporting until your concern is addressed.
- Report your concern to the Compliance Officer. The Compliance Officer can be reached at (715) 685-5185 or extension 5185 within the hospital.
- Report your concern to REI's Compliance Hotline at 1-866-680-7960. This option is available if you are uncomfortable with the other options or if you wish to remain anonymous. This is a toll-free number.
- Additionally, any employee may report any concern about safety or the quality of care provided at MMC to the Joint Commission, MMC's primary accrediting agency.

Remember, it is the policy of MMC to maintain confidentiality to the extent of the law and not to retaliate against anyone or take disciplinary action against anyone reporting a compliance concern in good faith.

FALSE CLAIMS ACT

In 2005, Congress passed the Deficit Reduction Act (DRA) which mandates changes specific to the Medicaid program to combat fraud, waste, and abuse. The DRA provides an increase in the state's share of recovery in Medicaid fraud if the state has its own law similar to the federal False Claims Act. The DRA also imposes new compliance and education requirements on healthcare organizations based on certain criteria. These changes became effective as of January 1, 2007.

The following are some of the things you should know about false claims.

- A false or fraudulent claim is a request for payment for a medical service or item that is not reasonable or necessary for the diagnosis or treatment of the patient. Upcoding and unbundling of claims are examples of false or fraudulent claims.
- The submission of a false or fraudulent claim for a medical service or item to a federal government healthcare program is prohibited by the federal False Claims Act and may also be prohibited by similar state laws.
- Employees who report the submission of false or fraudulent claims to appropriate governmental agencies are protected as "whistleblowers" and may not be retaliated against on their jobs.
- Our policies and procedures cover detection of fraud, waste, and abuse. Questions concerning false claims to federal or state healthcare programs or any instance of fraud, waste, or abuse should be directed to our compliance officer. The phone number for the compliance officer is (715) 685-5185; internally you can call extension 5185.

Under the False Claims Act (FCA) misconduct that is related to the submission of claims to federal healthcare programs (e.g., Medicare, TRICARE, Medicaid, etc.) can be grounds for a civil suit, criminal prosecution, or administrative remedies. Some of the consequences for this kind of misconduct can be significant fines, criminal sentences, non-payment of claims or exclusion of the organization from federal health programs such as Medicare.

For further information, see the False Claims policy.

EMPLOYEE CLASSIFICATION

All MMC employees are classified in one of the categories listed below. To understand which benefits are available to you, it is important to know which category you are in. Members of AFSCME Local 1155 or the Lake Superior Professional Nurses Association (LSPNA) should refer to their labor agreements for variation in the classifications and respective benefits.

Probationary Employees - Non-union employees have a six month probationary period. The probationary period provides you with an opportunity to become adjusted and gives your supervisor a chance to determine whether or not you are able to function within your job. At the end of probation your supervisor will meet with you to evaluate your performance (see PERFORMANCE EVALUATIONS). During your probationary period it is possible for MMC to end your employment without recourse through the grievance procedure (see GRIEVANCES).

Full-time Employees - Full-time employees work an average of 72-80 hours per pay period (.9 to 1.0 f.t.e.*).

Regular, Part-time Employees - These are employees who work at least 832 hours but less than 1872 hours per year. This is an average of 32 to 71 hours per pay period (.4-.8 f.t.e.*).

Part-time Employees - These are employees who work fewer than 831 hours per year. This is an average of fewer than 32 hours per pay period (less than .4 f.t.e.*). Employees in this category are not eligible for benefits.

PRN Employees - PRN employees are those who are called to work on an as-needed basis and as they are available. These employees are not eligible for benefits. Union PRN employees do not earn seniority.

*The term f.t.e. means full-time equivalent based on a schedule of 80 hours per two week pay period. For example, 80 hours per pay period (two weeks) equal 1.0 f.t.e. while 32 hours per pay period equal .4 f.t.e.

PERFORMANCE EVALUATIONS

Generally, yearly performance evaluations are conducted for every employee in order to discuss work performance based on the specific job description, developmental goals, job satisfaction and employee needs. Evaluations are used to indicate levels of performance, new goals to be achieved and areas needing improvement. When performance is less than satisfactory, more frequent evaluations and/or performance improvement plans may be employed. The performance of new employees is evaluated near the end of their probationary period, and then annually thereafter. (see EMPLOYEE CLASSIFICATIONS, Probationary Employees).

JOB DESCRIPTIONS

In order to provide the best healthcare to the area, MMC's goal is to employ highly qualified individuals. To be considered for a job, one must meet the qualifications in the position's job description. Job descriptions are available on the MMC intranet, or may be obtained in Human Resources.

DIRECT DEPOSIT SYSTEM/PAY DAY

All employees are paid by direct deposit. Your paycheck will be deposited in your account at the financial institution of your choice on Wednesday following the end of each two-week pay period. Earnings statements may be printed from the API Human Resources and Payroll employee self-service program. You should review the information on your earnings statement each pay period to be certain it is accurate. Report any errors or refer any questions to your manager.

OVERTIME

Hourly employees (those required to badge in and out at the beginning and end of a shift) qualify for overtime at 1½ times normal hourly wages in accordance with state and federal law and labor agreement, if applicable. All overtime must be approved in advance by the employee's supervisor. Generally, qualified employees who volunteer for overtime are offered the extra hours. Should it become necessary, your supervisor can assign you overtime. It is important to badge in and out in a timely way. Do not badge in over 7 minutes prior to the start of your shift or badge out more than 7 minutes after

the end of your shift without authorization for overtime from your manager or supervisor.

Hospital employees in Wisconsin are permitted to use two rules for calculating overtime: the 8/80 rule; or the over 40 per week rule. MMC uses both overtime rules, but each employee is assigned to only one rule. Check with your department manager or Human Resources as to which rule is used for you. Additional information is included in the LSPNA and AFSCME labor agreements.

CALL PAY

Some employees may be required to be on call while away from MMC. If you are on call, there is a requirement to be available to return to the MMC premises in a timely way if called in. Check your department policies for those time requirements. Employees required to be on call are paid overtime when they come in to work. Current information regarding call pay is provided in the AFSCME and LSPNA labor agreements.

UNION JOB POSTINGS

An effort will be made to fill vacant positions with individuals already employed at MMC. Should a union position be vacated or a new position develop, a notice will be posted in Human Resources in accordance with the appropriate labor agreement for a period of seven days. Interested union employees should sign the posting. While you cannot transfer departmental seniority to another department, a transfer will not change your hospital-wide seniority. When two or more employees sign a posting, seniority and qualifications will determine who will be selected for the position. Refer to the appropriate labor agreement for additional information.

NAME BADGES/TIME CLOCKS

Your name badge must be worn at all times. It is an important part of MMC's security system and enables you to enter the building when it is locked. Also, it identifies you and your job role which is not just important for security, but it is also an important customer service component. The majority of employees (hourly employees) will use their badges to record in and out times in the payroll system; changes in departments or positions worked; call hours, sick time, vacation time, holiday time, etc. Your supervisor or manager will give detailed instructions in the use of your badge. Badges can also be used for:

- checking your current time off benefit balance; and
- using Deduct-It to charge purchases in the cafeteria and in the Partners' Gift Shop (see DEDUCT-IT).

It is your responsibility to keep track of your badge. If you forget to bring it to work or lose it, immediately contact a supervisor, who will record your hours. If you should lose your badge, immediately report the loss to Human Resources (ext. 6523) and a new badge will be made for you. If you find a lost badge, please return it to Human Resources. If your badge becomes damaged, take it to Human Resources and it will be replaced with a new one. *A damaged badge must be turned in at the time a new badge is issued.* You must also turn in your badge upon ending your employment at MMC. Your first badge replacement will be free of charge. However, you may be charged a fee of \$25.00 for each new badge needed within one year of the first replacement. When you leave the building for any reason, you must badge out. Unless you leave the building, badging in and out for meals is unnecessary. Do not use anyone else's badge. This act can lead to discharge.

DEDUCT-IT

Deduct-It is an option of our payroll system which permits employees to charge purchases in the MMC cafeteria and in the Partners' Coffee Shop/Gift Shop. Total purchases made during a pay period are deducted from the employee's next payroll deposit. Employees are limited to \$100 Deduct-It charges per pay period. *If, within a given pay period, you should make less than your Deduct-It charges, your entire pay will go toward your charges, and the balance will be taken from your following pay deposit.*

Employees who wish to use this option must contact the Payroll Coordinator or HR for the applicable form and for training. You should verify the accuracy of your charge total at the time of purchase and keep a record of the purchases to reconcile with the payroll deductions which will appear on your pay voucher. The payroll department has no record of charged purchases and cannot answer questions about purchase deductions or accuracy.

You can access your charge total for the current pay period at any time clock by using your employee badge.

24-HOUR CLOCK

MMC uses the 24-hour clock system (military time) in order to standardize and increase the accuracy of time.

HOURS OF WORK

MMC functions 24 hours a day, seven days a week. The workweek begins at the start of the regular day shift on Monday morning unless otherwise specified in the appropriate labor agreement. Most departments are required to rotate shifts (days, afternoons, nights), weekends and holidays. Employees may not be scheduled, without their consent, to work more than two rotating shifts in seven consecutive days. Any shift that begins before noon is considered a day shift. The day worked is the day on which more than half of the shift occurs.

You should not leave MMC during working hours without first informing your supervisor and badging out (see NAME BADGE). You should be prepared to begin work at the time you are scheduled, and you are expected to remain working until your assigned shift ends. If you complete work before the end of your shift, you should inform your supervisor who will assign other duties to you or who may allow you to badge out early. Employees who are tardy repeatedly or who leave their work areas before the end of their shift will be subject to progressive discipline (see ATTENDANCE/PROMPTNESS).

ATTENDANCE/PROMPTNESS

Regular attendance is expected. Please notify your department head or his/her designee by speaking to one of them, as soon as possible should you be unable to come to work.

Messages on voicemail, emails, or texts are not permitted unless specifically allowed by your department head. (Some departments maintain specific time requirements for notification.) Unexcused absenteeism or frequent absences could be a cause for discharge. An employee absent from work for two consecutive days without notifying his/her supervisor can be dismissed.

DISCIPLINE

MMC is committed to treating every employee with fairness and consistency. In order to address problems affecting work performance, MMC follows a four-step progression of discipline. This progression of steps matches disciplinary action with the seriousness of the issue. In the case of a more serious violation of policy, the sequence may begin with Step Two, Three or Four. Employees will be informed of the reasons for disciplinary action and the corrective action which is expected. Union employees should refer to their respective union labor agreements for information regarding the disciplinary procedure. MMC reserves the right to discipline non-union employees for “just cause” and in cases where the “just cause” legal standard may not apply, but discipline is appropriate. MMC also reserves the right to deviate from the progressive discipline process when appropriate, such as for serious violations of policy or multiple violations of policies.

Step One – Initial Warning – A supervisor will discuss the problem with the employee and indicate what corrective action is expected. The problem is documented in writing.

Step Two – Second Warning – There is a second discussion between the supervisor and the employee. The employee is presented with a written reprimand documenting the problem and the expected corrective action.

Step Three – Suspension – A written consultation is discussed with the employee and the employee is suspended for a specified period of time, usually without pay. In some cases, an employee will be placed on probation for a specific period of time in addition to being suspended.

Step Four – Discharge – If there is a recurrence of a problem after the above disciplinary steps have been unsuccessful, discharge will result. When there is a very serious violation, Step Four will be the only step in the discipline process.

GRIEVANCES

Should you feel you are working under unfair conditions or being unfairly disciplined or terminated, you may initiate one of three grievance procedures – one for LSPNA union members, one for AFSCME union members and one for all other employees.

Nonunion Employees –

Any dispute which may arise between MMC and an employee may be subject to a grievance procedure, provided the grievance is filed no later than fifteen (15) normal working days after the occurrence or the day the employee could reasonably have known of the occurrence that is the subject of the grievance.

1. The employee shall meet with the supervisor. An earnest effort shall be made to settle the matter between the employee and the immediate supervisor of the employee involved. If the matter is not settled in this manner, it shall be submitted in writing to the immediate supervisor (within the time limit described above.) The immediate supervisor will provide a written decision within 5 normal working days after receiving the written grievance.
2. If dissatisfied with the decision in step 1, the employee may appeal the grievance within

- ten (10) working days to the applicable Department Head who will provide a written decision within 5 normal working days after receiving the written grievance.
3. If the supervisor is the employee's Department Head the employee may appeal the grievance in writing within ten days to the Director of Human Resources who will provide a written decision within 5 normal working days after receiving the grievance.
 4. If the employee has followed the above procedures and the matter is not resolved to the employee's satisfaction, the employee may submit the grievance in writing within ten working days to MMC's President or his/her representative who will provide a final written decision within 5 normal working days after receiving the written grievance.

The time limitations can be changed by mutual agreement between the employee and MMC. Every effort will be made to resolve a grievance at the earliest time possible.

LSPNA and AFSCME Members – Consult your respective labor agreements for details on grievance procedures.

TERMINATION

There are several ways your employment may end. Resignation is the most common way.

Retirement, lay off and discharge are other ways. The hospital considers all nonunion employees to be "at will employees," which means that MMC reserves the right to discipline or terminate employment without just cause when it is appropriate.

Retirement – Most employees who have a sick leave account are eligible to receive the cash value of this account upon retirement at age 59½ or older. (Union employees should check the appropriate labor agreement.) MMC's pension plan permits an early retirement at age 55 if at least five years of service have been completed.

Resignation – Most licensed, professional and non-union employees are required to give a four-week notice. This notice must include time actually worked and may not include terminating vacation. Failure to give the required notice will be noted in your personnel file and may affect your eligibility for rehire. Refer to the appropriate labor agreement for other information.

Resignation during probation – During your probationary period, you can end your employment by giving notice three calendar days in advance.

Lay-off – If a job is eliminated or the workload has decreased significantly, non-union employees may be laid off. A lay-off of RNs or AFSCME employees will be conducted in compliance with the appropriate labor agreement.

Discharge – If you are discharged after you have completed probation, the discharge may be immediate or you may be given notice, depending on the circumstances. During the probationary period you may be terminated with a notice of three calendar days. In order to provide a safe and therapeutic environment for our patients, staff and visitors, certain behaviors are not acceptable at MMC. A violation in one of these areas can result in immediate discharge. Grounds for immediate discharge can include, but are not limited to the following:

1. Physically or verbally abusing a patient, co-worker or visitor;
2. Taking part in any sexual activity, sexual abuse or inappropriate conduct with

- a patient, co-worker or visitor;
- 3. Falsifying forms, documents, or records of any kind (see FALSE CLAIMS ACT);
- 4. Working under the influence of alcohol or unprescribed, mood-altering drugs or using alcohol or unprescribed, mood-altering drugs on the job;
- 5. Stealing;
- 6. Being insubordinate (for example, refusing a supervisor's direct order);
- 7. Walking off the job or leaving the work area unattended without authorization;
- 8. Sleeping on the job;
- 9. Dishonesty;
- 10. Without proper authorization, releasing information or breaching confidentiality in any manner, including a HIPAA violation (see CONFIDENTIALITY);
- 11. Possessing a weapon on MMC property;
- 12. Fighting, causing a disturbance, being violent or assaulting someone while on MMC property;
- 13. Abusing or stealing MMC property;
- 14. Without authorization, using any MMC computer to access (see CONFIDENTIALITY), modify or destroy data;
- 15. Exhibiting gross negligence in the performance of duties; or
- 16. Displaying unethical conduct or gross misconduct.

Discharges made after probation may be appealed through the appropriate grievance procedure. (See GRIEVANCES)

Termination Pay - When resigning or retiring, if you are eligible for accrued vacation, holidays or PTO time, you will be paid for it.

At retirement, if you are at least 59½, non-union employees also qualify for any accrued sick pay. Union employees should check their labor agreements.

INFECTION CONTROL

Infection control is taken very seriously at Memorial Medical Center. In the interest of protecting patients and staff, all employees are expected to comply with standard and transmission-based precautions; complete annual infection control training; adhere to the employee health program; and perform hand hygiene before and after every patient encounter. Please refer to the Infection website, found under the "Administration, Health and Safety, Infection Prevention Tab" or to appropriate policies and procedures listed on the Intranet. For specific infection control questions, the Infection Control Preventionist (Sarah Waby, ext. 5385) or the Health & Safety Director (Patti Skoraczewski, ext. 5516).

Any potential bloodborne pathogens exposure should be reported immediately. Fill out the significant exposure form and notify your manager. You will be offered an opportunity to be seen in the Emergency Department for medical evaluation and counseling. Follow-up care will be directed by the Health and Safety Director. Questions regarding other infectious disease exposures may also be referred to the Health and Safety Director or Infection Control Preventionist.

EMPLOYEE HEALTH REQUIREMENTS

Specific health requirements for our employees are defined in the Employee Health Program. Timely compliance with these requirements is an expectation of all staff and is essential for a safe and healthy work environment for our staff, patients and visitors. The Employee Health Program includes requirements based upon regulatory, occupational and wellness factors. All required tests, exams and immunizations (performed at MMC) are provided employees at no charge. *Copies of all employee health documentation are maintained in a confidential file in the Human Resources Department and are only shared with the employee and the employee's healthcare provider.* Employees can access their employee lab results in "My Health." (See the link on the MMC intranet.)

New Employees – Employment is based upon the successful completion of certain health requirements, inclusive of a physical agility assessment; specific communicable disease and general wellness lab tests; immunizations required in followup to non-immune or equivocal communicable disease tests, a tuberculin skin test (TST); a chest x-ray for those who are TST positive; a drug screen; and a physical examination. New employees are also required to fill out health history forms related to communicable disease, respiratory health, and latex allergy. With some jobs, additional job-specific tests may also be required. All new employee health requirements are to be completed **before** the employee's start date.

Annual Health Requirements – MMC advocates for active, ongoing involvement of employees in managing their own health and wellness. All employees are offered annual lab testing as part of health promotion. (In addition to a fasting lipid profile and fasting glucose, employees are able to coordinate with their provider additional health screening to be performed at no charge in the MMC Lab. Instructions on how to receive this testing are included on the annual lab slip form. Copies of this testing are not maintained in the employee's health file). Based upon results of our annual TB audit, specific employees are required to have annual tuberculin skin testing. Employees are informed of this requirement by the Director of Health and Safety. The hospital may also require that an employee have a physical examination, diagnostic tests or medical treatment *at any time* there is reason to believe that the employee may be endangering his/her own health or that of patients or staff members or if work performance is affected.

Special Health Services – Special health services are provided to employees at no charge. Among those are annual flu shots, tetanus shots every 10 years, a physical therapy referral when appropriate, and the availability of special testing such as urinalysis, strep screens, sputum cultures and pregnancy tests. Access to the Nurse Practitioner and Dietician for specific follow-up to health screening is also available to employees.

SAFE PATIENT HANDLING

A Safe Patient Handling Program has been adopted by MMC. Special assistive devices/equipment are readily available for staff to use in transporting supplies, moving and transferring patients, lifting and positioning patients and other such activities.

Employees are trained in the use of these devices as part of their orientation to their department.

HIGH RELIABILITY HEALTHCARE

Safety

MMC's Safety Program was designed to ensure a safe environment for patients, visitors and staff. Every staff member of the facility is expected to be an active participant by identifying and reporting hazards, environmental deficiencies and unsafe practices as well as completing annual safety training and adhering to the safety expectations outlined in their department and in the hospital Safety Program. Report safety concerns specific to your work or your department to your supervisor or Department Head. For other safety information or to discuss hospital wide safety concerns, feel free to contact Patti Skoraczewski, Director of Health & Safety, ext. 5516, or Eric Gates, Director of Building Operations and Life Safety Officer, ext. 5195.

Quality

MMC is committed to becoming a high reliability organization. Employees are encouraged to be aware of and report real/potential quality and safety issues at all times and at all levels within the organization.

Security

Security concerns should be brought to the attention of Joel Shilman, Security Officer at ext. 5193.

INJURY ON THE JOB/WORKERS' COMPENSATION

You are covered by workers' compensation should you be injured while on duty. If you are injured, it is imperative that you:

- **immediately** report the incident to your supervisor;
- **immediately** call Human Resources (ext. 5520 - leave a detailed message on the answering machine at night or on weekends);
- **on the day of the incident** obtain an incident report form from your supervisor; fill out the report and have your supervisor sign it; and
- **on the day of the incident** take a copy of the report to Human Resources. If you are unable to do this, make sure that your supervisor takes it to Human Resources for you.

Following these steps is your responsibility and will help to assure coverage for medical costs and salary compensation should you miss more than three days of work as a result of an injury on the job.

SMOKING POLICY

Because Memorial Medical Center is a health care facility and believes in demonstrating the principles of good health, and in accordance with Wisconsin State Law and Joint Commission Standards, smoking is permitted for employees only in the designated smoking area on the Memorial Medical Center campus, and only during designated break and lunch times.

HEALTH INSURANCE

MMC maintains a group health insurance plan which is available to employees who are at least .5 f.t.e. Contact the Human Resources Department, extension 5520, for a benefit summary, premium information and additional details about the plan.

Cost - For specific rate information, please contact Human Resources. The portion of the premium not covered by MMC will be deducted from the first paycheck of each month prior to the month of coverage. The premium may be split between 2 pay periods by request to the payroll department.

Coverage - Employees who sign up during the first 30 days of employment are automatically covered on the first of the month *following the first 30 days of employment*.

You may sign up for coverage after this time limit has passed only if a qualifying event has occurred. If you don't want to enroll in the health coverage, you will be required to sign a waiver of coverage form within your first 30 days of employment.

Prior approval - Prior approval by the insurance company is required for some of the health care services, or financial penalties result.

Change - If you marry, give birth to a baby or adopt a child and wish to transfer from a single plan to a family plan, you must do this within 30 days of the event to assure coverage for any new family members.

LOA - If you should go on an LOA (see LEAVES OF ABSENCE) without pay for 30 days or longer, you may be required to cover the entire cost of the insurance yourself and you are expected to make arrangements with the Human Resources Department for advance payments of the premium.

(See COBRA.)

DENTAL INSURANCE

You are eligible for the dental insurance plan if you are at least .4 f.t.e and if you sign up during your first 30 days of employment. Contact the Human Resources Department, extension 5520, for a benefit summary, premium information and additional details about the plan.

If at any point during your employment your f.t.e. status increases to .4 f.t.e., you have 30 days from the date of the change to enroll in dental insurance. If you do not enroll within 30 days of the time you are first eligible, you will not be able to enroll at a later time. However, there are some rare exceptions and more information about this is available in Human Resources. If you don't want to enroll in the dental coverage, you will be required to sign a waiver of coverage form within 30 days of the date you are first eligible.

Change - If you marry, give birth to a baby or adopt a child and wish to transfer from a single plan to a family plan, you must do this within 30 days of the event to assure insurability for any new family members.

LOA - If you should go on an LOA (see LEAVES OF ABSENCE) without pay for 30 days or longer, you may be required to cover the entire cost of the insurance yourself and you are expected to make arrangements with the Human Resources Department for advance payments of the premium.(See COBRA)

FLEXIBLE BENEFITS PLAN

Employees who are at least 21 years of age, who have worked at MMC for a minimum of one year and who are full-time or regular part-time (at least .4 f.t.e.) are eligible to sign

up for the Flexible Benefits Plan (Section 125). This plan permits employees to pay certain medical expenses and dependent day care expenses on a pre-tax basis. Employees have 30 days from their first anniversary date to sign up for the current calendar year. All eligible employees can enroll for the following calendar year during a special enrollment period held near the end of each calendar year. The Human Resources department can provide further details.

LONG-TERM DISABILITY INSURANCE

Full-time and regular, part-time employees (.4 f.t.e. or more) (see EMPLOYEE CLASSIFICATION) are eligible to sign up for long-term disability insurance within the first 30 days of employment. If at any point during your employment your f.t.e. status increases to .4 f.t.e, you have 30 days from the date of the change to enroll in long-term disability insurance. The employee pays 25% of the premium which is deducted from the employee's paycheck during the second pay period each month.

NOTE: Employee premium contributions to health, dental and long-term disability insurance as well as deductions for flexible benefits are pre-tax.

LIFE INSURANCE

Life Insurance Provided by MMC - Regular part-time (minimum .4 f.t.e.) and full-time employees are eligible for term life insurance provided by MMC at no expense to you provided you complete an enrollment form during the first 30 days of employment. Refer to the appropriate labor agreement or call Human Resources for details.

Optional Life Insurance - Employees who work at least 832 hours per year are eligible *during their first 30 days of employment* to apply for additional life insurance coverage, known as the optional life insurance program. The cost of coverage depends on the employee's age and is deducted from the employee's paycheck during the second pay period each month. Employees may purchase term life insurance in \$10,000 increments up to \$150,000 (in addition to that provided by MMC).

COBRA (Consolidated Omnibus Budget Reconciliation Act)

Should you lose your eligibility to participate in MMC's health plan or dental plan, State and Federal COBRA laws allow you to coverage for a period of up to 18 months by paying the full premium directly to MMC. For flexible benefits, COBRA extends coverage for the balance of the plan year. You will be informed of your right to continue coverage at the time you become ineligible. You will need to sign up for COBRA within 60 days or forfeit your right to enroll.

If your spouse or other family member loses coverage due to death or divorce, or if a dependent loses coverage by reaching the age of 19 (or older if disabled), they can extend coverage for a period of up to 36 months by paying the full premium to MMC. It is your responsibility to inform Human Resources when one of these events occurs.

In the event of your termination or death, the hospital is required to inform you or your family of the right to continue coverage.

TIME OFF FOR UNION EMPLOYEES

Vacation – Union employees are provided an excellent vacation program. Vacations are meant to provide periods of relaxation and rest. Employees should check the appropriate labor agreement for specific information regarding vacation eligibility and accrual.

Vacation time needs to be requested in advance, using the appropriate form, by March 1 for vacation to be taken 5/1 of that year through 1/15 of the following year. Advance requests must be made, using the appropriate form, sometime between 10/1 and 11/30 for vacation to be taken 1/16 through 4/30 of the following year. Vacation selections will be scheduled on the basis of hospital-wide seniority (see SENIORITY). Vacations during the period of 6/1 – 9/7 may be limited in length.

A vacation request not made within the appropriate time deadline may be submitted before the applicable work schedule is made. Approval will be on a first come, first serve basis depending on the needs of the department.

If you become ill while on vacation sick leave pay may be substituted for vacation hours if you have enough accrued sick hours and you request it. Employees who are on the paid time off system may substitute short term disability if they become ill while on vacation covered by paid time off. Physician verification is required.

The date of hire will be used as the anniversary date for determining the number of vacation hours earned. This vacation time must be used before the next anniversary date or it is forfeited.

Employees may request vacation pay in lieu of time off. The request must be approved by MMC. Refer to the appropriate labor agreement for details.

Upon resignation or retirement, you may receive vacation pay if you are eligible and have worked 832 hours or six months, whichever is longer.

Most departments maintain written guidelines regarding vacation and other kinds of benefits. See your departmental policies for further information.

Holidays – Employees are paid for holidays during the pay period in which the holiday is actually taken. Full-time employees and regular, part-time RNs receive eight hours' pay based on regular hourly wages. Other regular, part-time employees generally receive prorated holiday pay for most holidays.

Full-time, union employees who have passed probation receive the following holidays: New Year's Day, Easter, Memorial Day, July 4th, Labor Day, Thanksgiving and Christmas. Additionally, full-time, union employees receive a floating holiday which is earned after a minimum of six months of employment. Further, full-time employees may receive a

second floating holiday based on sick time usage. Employees must have been working for a minimum of six months to be eligible for the second floating holiday. Employees should refer to the appropriate labor agreement for details.

Hourly employees (those who badge in and out) who work on holidays, will generally be paid time and a half (see OVERTIME). There are deadlines by which accrued holidays must be used. Employees should refer to the appropriate labor agreement.

Sick Time – Eight hours of sick leave are earned for each 174 hours of work, retroactively applied after the completion of the probationary period. *Sick leave is normally to be used only during your own illness or injury* (see LEAVES OF ABSENCE, Family Leave). Full-time employees can accrue sick leave up to 720 hours, and regular, part-time employees can accrue, on a prorated basis, up to 240 hours. (Sick time is not considered when computing overtime pay.) You will be paid for the number of hours *for which you were scheduled* on the given day.

In order to be able to return to work after an illness of more than three days, you should give your supervisor written verification from your physician which states that you are able to return to work. You may also be asked a physician’s release if abuse of sick time is suspected, or if you have a communicable illness. The physician’s report should include his or her signature and the date of the examination.

Normally, employees cannot receive payments for sick leave and workers’ compensation simultaneously. Sick leave cannot be used should you be ill during a leave of absence or holiday. However, sick leave pay may be substituted for *vacation hours* if: you have enough accrued sick hours; you request the substitution; and provide physician’s verification.

Eligible employees who retire at age 59 ½ or later from MMC will receive pay for any accrued sick days. Nonunion employees who have a permanent sick bank are eligible to receive pay for the sick bank hours if they retire at age 59 ½ or later. Union employees should check the appropriate labor agreement for age requirements.

Upon an employee’s death, pay for any accrued sick hours will be made to the employee’s estate. RNs and AFSCME employees should check their respective labor agreements for details.

TIME OFF FOR NON-UNION EMPLOYEES

Paid Time Off (PTO) – PTO is a time off system which integrates vacation, sick and holiday time into one accrual benefit system. All non-union employees who are .4 f.t.e. (32 hours per pay period) or above, accrue PTO beginning on the date of hire, based on hours worked. Employees are eligible to use PTO after 480 working hours. PTO accrual rates for full-time non-union employees are as follows:

<i>Years of Employment</i>	<i>Accrual Rates</i>	<i>Maximums</i>
Up to 2	176 hrs/yr (6.77 hrs ppp)	184 hrs
3-9	216 hrs/yr (8.31 hrs ppp)	244 hrs
10-14	256 hrs/yr (9.85 hrs ppp)	304 hrs

15-19	264 hrs/yr (10.16 hrs ppp)	312 hrs
20-24	272 hrs/yr (10.47 hrs ppp)	320 hrs
25+	280 hrs/yr (10.77 hrs ppp)	328 hrs

PTO is accrued on a directly prorated basis for regular, part-time employees (.4-.8 f.t.e. or 32-64 hours per pay period).

PTO is scheduled with approval by your supervisor and should be requested as far in advance as is practical.

Non-union employees hired after 1/9/95 do not accrue permanent sick leave accounts. However, any non-union employee *hired before 1/9/95* may rollover 24 PTO hours each year into his/her permanent sick leave account by requesting this in writing to the payroll department during the calendar month of the anniversary date of hire (see Permanent Sick Leave Account Policy). These sick hours are also available for pay out to non-union employees who fully retire from MMC after age 59½.

Short Term Absence Insurance -- Short-term absence insurance applies to non-union employees who are at least .4 f.t.e. (32 hours per pay period). If an absence is due to an employee’s illness/injury or birth of a child and continues beyond 24 scheduled hours, the employee may be eligible for this insurance for up to 12 weeks. If an absence is due to the adoption of a child, and continues beyond 24 scheduled hours, the employee may be eligible for this insurance for up to six weeks. If an absence is required to care for an ill child, parent or spouse, meets the eligibility requirements of the WI Family Leave Law, and continues for more than 24 scheduled hours, the employee may be eligible for this insurance for up to two weeks. The short-term absence insurance pays 75% of the employee’s salary. (See the policies on Paid Time Off and Short-Term Absence Insurance, available on the hospital intranet, for details.)

Family and Medical Leave (FMLA)

Employees should provide MMC with as much notice as possible when requesting any leave, whether it is Family/Medical related or not. Arrangements to cover for leaves should be made in advance of the posting of the affected schedules whenever possible. Allowing enough time to arrange schedule changes contributes greatly to the smooth operation of the departments. Contact the Human Resources department to initiate the required paperwork; all requests must be approved by your department head or manager and by administration. A Verification of Serious Health Condition form must be filled out and signed by the physician and returned to Human Resources for a family/medical leave of absence.

Family/Medical – To be eligible for this LOA, the employee must have worked a minimum of 52 consecutive work weeks and averaged at least 1,000 hours in the most recent 52-week period. Federal and Wisconsin state laws provide for family and medical leaves for eligible employees in specific circumstances. Eligible employees may take an LOA for the birth or adoption of a child; to care for a child, spouse or parent with a serious health condition; or to care for the employee’s own medical condition. These LOAs are limited in length and may or may not be paid, depending upon the circumstances. It is necessary to have your doctor fill out and sign a Verification of

Serious Condition form verifying specifics about the health condition of you, your spouse, your child or your parent. (Forms and copies of the FMLA Policy are available in Human Resources. FMLA posters are posted on a bulletin board on the ground floor in the hall near the main locker rooms at MMC, and in the break room at the BHS building.)

Childbearing – If you become pregnant, you may be placed on a childbearing LOA for the time frame during which your physician indicates you should not work. This leave is conducted in the same manner as a leave for any other disability.

Child Rearing – A leave for the purpose of child rearing may extend for up to 90 days after your baby’s birth or adoption. An LOA for child rearing is without pay. (See Family Medical Leave below.) Union employees should refer to the appropriate labor agreement for details.

LEAVES OF ABSENCE (LOAs)

There are several conditions under which LOAs may be granted.

Personal and Compelling – Should there be personal and compelling reasons to take an LOA and those reasons do not fall within the parameters of Family/Medical Leave (see below), you may be granted a leave for up to 30 days. Generally, you must use benefit time if it is available. Otherwise, the leave is without pay. If the leave should extend beyond 30 days, you will not be guaranteed a position at MMC but may be given priority for rehire. While on a leave of absence without pay, you will not lose previously earned benefits. However, you will not earn additional benefits until you return to work. A LOA of more than 30 days may affect the date of your salary review. If you are covered by a labor agreement, refer to it for details. If your leave extends beyond 30 days and if you are covered by MMC’s health and/or dental insurance plans, you may need to pay the full premium in order to extend your coverage after 30 days of leave (see COBRA).

Educational – You may request or be asked to take an LOA to attend educational workshops, seminars, meetings and conventions of a professional nature. Such leaves are generally with pay. Upon return, please submit a report to your supervisor or manager to share with others at MMC.

Funeral – In case of a death in your immediate family (spouse, child, parent, sister, brother, mother-in-law, father-in-law, sister-in-law, brother-in-law, son-in-law, daughter-in-law, grandparent, grandchild, or any other close relative who lives in the same household as the employee), full-time employees are permitted up to 24 *scheduled hours* off, with pay, between and including the day of death and the day after the funeral if they attend. Funeral leave may also be used by employees acting as pallbearers, and this leave of absence is with pay (up to 24 *scheduled hours*). Regular part-time employees are allowed paid funeral leave granted on a prorated basis, depending on f.t.e. status. Union employees should check the appropriate labor agreement for further information.

Jury Duty – When you receive notice to serve jury duty on days on which you are scheduled to work, coordinate with your supervisor as soon as possible. If you were

scheduled to work, MMC will pay your normal wages for those days. Please provide verification of the dates you have served, sign your jury duty check and turn it in to Human Resources or Accounting.

Military – This leave is provided without pay in accordance with applicable law.

Personal Convenience – If you do not have sufficient vacation time to cover the period of absence you have requested, you may request and, at the discretion of your department head and hospital administration, be granted up to 30 days without pay.

RETIREMENT PLAN

Beginning with the date of hire employees who are age 18 and at least .4 f.t.e. may contribute a percentage of their income to the REI 403(b) retirement plan. After one year from the date of hire, MMC will match employee contributions up to 5% for eligible employees. Please contact Human Resources for details.

SOCIAL SECURITY

You are covered under the federal Social Security program and under the program you may be eligible for disability income, death benefits, Medicare (after the age of 65 or with disability) or retirement benefits. You should contact your Social Security office for details about available services. MMC also matches employee contributions in accordance with applicable law.

EDUCATION

To give employees an opportunity to improve skills and increase knowledge, each department is required to have an education program. You may be required to attend some of these programs. You will be required to complete annual inservice topics, currently offered through the hospital's Learning Management System with Swank. Any required education is to be completed on work time. Other educational opportunities may be available to you on a voluntary basis. In special circumstances, you may also receive paid leaves of absence to attend workshops, conventions, meetings, etc. (see LEAVES OF ABSENCE). Contact the Education Department about in house educational opportunities. Scholarships may be available to employees who wish to further their education in hospital related fields. Scholarships are offered through the Howard Sandin Memorial Scholarship Fund. Contact Administration for scholarship information.

EMPLOYEE ASSISTANCE PROGRAM

Another of your benefits is the Employee Assistance Program (EAP). This is a free, confidential evaluation and referral service available to all employees and their families. The program is designed to help employees with personal problems such as alcohol or drug abuse, marital stress, financial difficulties or legal problems. For more information contact Human Resources, the MMC Chaplain or an EAP coordinator for a referral to an EAP counselor or other professional.

SHERRY LIPSKE MEMORIAL FUND COMMITTEE

Operating in strict confidence, this committee administers a memorial fund which provides some financial support to employees in crisis situations. Suggestions for consideration are accepted from individual employees, co-workers, or supervisors as well as from members of the Employee Assistance Program and the Employee Management Relations Committee. Contributions to the fund are accepted at any time and may be made through Direct Deposit. Contact Human Resources for more information on referrals or on how to make a donation to this fund.

EMPLOYEE/MANAGEMENT RELATIONS COMMITTEE

The Employee/Management Relations Committee (EMRC) consists of employees representing almost every department at MMC. The group meets once a month to discuss ways to improve working conditions as well as service to patients.

FIRE AND DISASTER DRILLS

MMC maintains up-to-date fire and disaster plans, and they are always available in every department and nursing unit. These subjects are also explained in detail within the annual inservice education program. MMC is required to have two disaster drills and 12 fire drills each year, and it is critical that every employee knows his/her duties during the drills and in case of an actual fire or disaster.

ELECTRICAL APPLIANCES

In compliance with the Joint Commission and Wisconsin state standards, no electrical equipment may be used unless it has double insulation. This includes all hospital equipment as well as personal appliances (coffee pots, hair dryers, electric shavers, etc.). Prior to use, all such items must be inspected and approved by the Building Operations Department.

EMERGENCY POWER OUTLETS

There are electrical outlets through MMC that are powered by the emergency generator. The outlets have red cover plates. Please familiarize yourself with the location of these outlets in your work area. If you need to use one, try both receptacles as occasionally only one of them has power.

MEALS/BREAKS/NUTRITION SERVICES/COFFEE AND GIFT SHOP

In order to prevent interruption of patient care and crowding of dining room facilities, your supervisor may schedule your meal times. During an eight-hour shift, you will be given a 30-minute meal break and two ten-minute rest breaks. The half-hour meal period will not be counted as time worked. It is possible, by mutual agreement between you and your supervisor, to take one 20-minute rest break rather than two ten-minute

rest breaks.

The hospital cafeteria is open for meals Monday-Sunday from 11:00 am to 1:00 pm for lunch and Monday-Friday from 4:30 pm to 6:00 pm for the evening meal.

The cafeteria menu of individual foods will be posted daily on the MMC intranet. A 25% discount will be given to all MMC employees who show their name badges to the cashier before food selection costs are tallied. Checks are acceptable for the amount of purchase only. Those wanting to charge meals using the Deduct-It system must let the cashier know before food selection costs are tallied. (See NAME BADGES.)

For all meals, whether purchased at MMC or brought in, you are encouraged to use the dining room or the Raspberry Island Room, which is adjacent to the dining room. Please request disposable dishes if you plan to eat in a non-designated location.

The hospital's auxiliary organization, Partners of MMC, has a coffee and gift shop located near the cafeteria. Employees who wish to charge purchases with Deduct-It must inform the cashier before the costs of the items are tallied (See DEDUCT-IT.) The shop is open 0900-1530 Monday through Friday. In order to accommodate break hours when the Partners' coffee shop is closed, the cafeteria is open and offers light snack food on weekends and holidays 0900-1000 and 1300-1630.

There is a vending machine room with microwave oven down the hall from the coffee shop.

PATIENT FOOD SUPPLY

Food and beverages, which are kept in the nursing units to provide nutritional snacks for patients, are for patient consumption only.

PERSONAL APPEARANCE/DRESS CODE

Your appearance is a major factor in the public's evaluation of MMC. Dress and cleanliness strongly contribute to the hospital's professional image and to your own. In order not to detract from the appearance of professional order and competence, you are asked to avoid extreme fashion trends while at work. Dress should always be in good taste and appropriate for the work environment. Apparel must be clean, neat, and in good condition. All employees must maintain a high standard of personal cleanliness because of close contact with patients and others.

In our efforts to provide a healthier place of work and care MMC promotes a fragrance free environment to minimize the potential adverse allergic and/or medical reactions that can occur among patients, visitors, staff, and volunteers. Employees, medical staff, volunteers, contractors, patients and visitors are to refrain from using fragrances such as perfumes, aftershaves, air fresheners, etc. For more information please see the Fragrance Free Policy.

If you are required to wear a uniform, you should be in uniform at the time your shift begins. Everyone who works around patients is required to wear soft-soled or “quiet” shoes. Footwear that violates a safety or infection control regulation is prohibited. Flip-flops and bedroom slippers are not acceptable footwear. Loose fitting shoes or boots of any style that are unsafe for the work performed are not permitted in any work area. All employees must wear their name badges at all times while working at MMC.

Any serious deviation from the Personal Appearance/Dress Code rules can result in disciplinary action. Some departments maintain specific dress codes or guidelines. Check your departmental policies and with your supervisor or Department Head for more information.

LOCKERS

Personnel required to wear uniforms at MMC may be assigned a locker. The lockers are located on the ground floor and in certain work areas. Employees are strongly encouraged to use padlocks and not to leave valuables in the lockers. MMC is not responsible for lost belongings.

TELEPHONES and COMPUTERS

When answering the telephone at your work station, identify yourself by department, name and/or position, or as your supervisor instructs you to do. Personal calls are discouraged and must be kept to a minimum. Misuse of hospital telephones will result in disciplinary action.

Personal cell phones must be turned off while working and may be used only during designated break times and in break areas. Exceptions may be granted by your supervisor or department head for work use or emergency situations.

All technology provided by MMC, including computer systems, communications networks, company-related work records and other information stored electronically, is the property of the company and not the employee. In general, use of the company’s technology systems and electronic communications should be job-related and not for personal convenience.

PARKING FOR EMPLOYEES

Employees should keep in mind that our customers deserve and need to park as close as possible to our facility. Spaces marked with white lines are employee designated parking but at times the lines might not be visible. A good rule to follow is to park as far away as possible. Some spaces are marked for patients only. Do not use the ski trail parking, helipad or spaces reserved for handicapped persons (unless, of course, it is legal for you to do so.)

CHANGE OF ADDRESS, PHONE AND/OR NAME

- Immediately report any changes in your address or phone number to Human Resources and to your supervisor. Address and phone number changes can also be completed using the Employee Self Service portal on Laborworkx. This information must be kept current for payroll purposes, taxes, insurance, pension, name badges, etc. and in order to get in touch with you or with your emergency contact.
- If your name changes you must immediately notify the Social Security Administration (SSA) by calling 1-800-772-1213 and completing a Form SS-5. Notifying HR or payroll will not change SSA's records and your wages may not be properly credited to your records until you complete this process. You must also notify Human Resources, but MMC cannot change payroll records until you obtain a social security card with your new name, and bring it to HR for verification.

EMPLOYMENT OF RELATIVES

Persons closely related, by either blood or marriage will not normally be employed within the same department or department unit. This also applies to persons living within the same household.

RELATIONSHIPS WITH PATIENTS, VISITORS AND CO-WORKERS

Employees must remember that attitude and personal manners affect everyone around them – patients, visitors and co-workers. For this reason, all employees are expected to contribute positively to the working environment. Every MMC employee is part of a team working together to provide quality care and is expected to treat other employees, patients and visitors with courtesy, kindness and respect. Incidents of abrasive behavior toward others are not conducive to a therapeutic environment and may lead to disciplinary action. (See Workplace Behavior and Patient Safety policy.)

TIPS AND GIFTS FROM PATIENTS AND VISITORS

It is MMC's policy that employees neither solicit nor accept tips or gifts from patients or visitors and must courteously decline these offers regardless of the circumstances. Employees who do not abide by this policy are subject to disciplinary action.

SOLICITATION

In order to protect employees and patients from intrusions on their privacy and time, MMC observes a no solicitation policy.

LOST AND FOUND

All personal items of value found on MMC premises are to be taken to the registration desk near the Emergency Room area. The found items will be kept for 60 days. Lost

items may be claimed with proper identification.

BULLETIN BOARDS

There are three bulletin boards near the employee locker rooms on the ground floor. The board to the right is for AFSCME information only. Employees may place notices of community events on the middle board after obtaining approval from Human Resources. The glass covered bulletin board to the left is maintained by Human Resources and is for posting notices required by federal and state law.

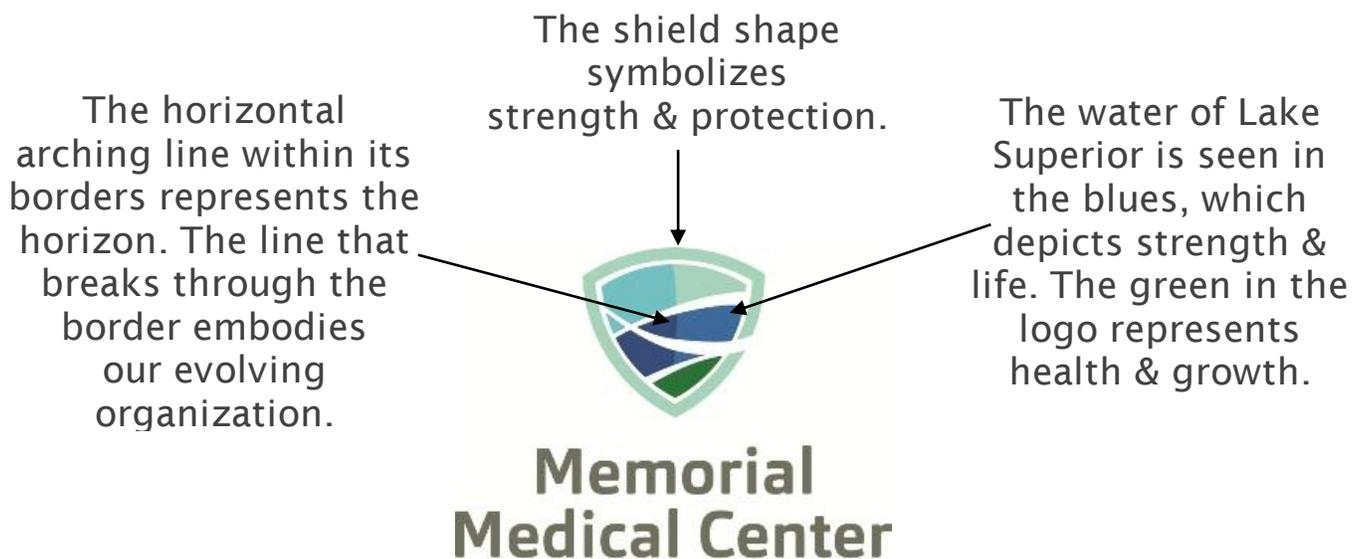
CONCLUSION

The MMC Employee Handbook has been written to familiarize you with procedures and regulations at MMC. It is not an employment contract and does not include all MMC formal policies (see POLICIES/INTRANET). Every employee is responsible for reading and understanding the information herein. Questions should be directed to your manager or department head or to the Human Resources Office.

MMC reserves the right to modify the MMC Employee Handbook as necessary and reserves the right to use its full discretionary authority to interpret the information herein and act in the best interest of MMC and our patients.

Right here in the place we love.

Our tagline is a declaration of what our existence means to the people we serve. It announces to the world that we are here to care for the people who live on the south shore of Lake Superior as nobody else can.



**VERIFICATION OF RECEIPT
OF THE MMC EMPLOYEE HANDBOOK**

I have received a copy of MMC's Employee Handbook (2017 revision) and understand that I am responsible for knowing and understanding its contents. I am aware that this handbook is neither intended to create a contract of employment between MMC and any of its employees nor otherwise alter or modify employees' at-will status.

Signature_____

Date_____

Please print name legibly_____