



**McKenzie County Healthcare Systems, Inc.**

**Employee Handbook**

## **WELCOME**

Welcome to the McKenzie County Healthcare Systems team! We look forward to working with you and assisting you in achieving an exciting and rewarding career opportunities.

Your MCHS Employee Handbook provides you with a framework for your MCHS employment experience – guidelines you should become familiar with and follow throughout your time here. It also gives you essential information that will help you work ethically and efficiently, and stay focused on meeting our patient needs.

The Employee Handbook contains important terms of employment, and information about policies, procedures, programs and benefit plans related to your employment. Here you will find details regarding MCHS's commitment to conduct business ethically and in compliance with all local, state and federal laws and regulations. The Handbook also highlights policies and administrative procedures most relevant to your day-to-day activities.

Please read your handbook carefully and keep it for reference. It does not contain every policy or employment practice of MCHS and the descriptions contained herein are only summaries. If you have any questions please do not hesitate to discuss them with your manager or the Human Resources Department.

The content of this handbook may be changed at any time at the sole discretion of MCHS. If changes are made, you will be informed as soon as possible through notices sent to you from the Human Resource Department. You may be asked to sign an additional acknowledgement indication that you have been informed of the changes.

Our continued success depends on the performance and quality of work that we do for others. Our commitment to quality service depends on you!

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## **STATEMENT OF PHILOSOPHY**

McKenzie County Healthcare Systems is a facility supported by the Christian churches in the community. We are dedicated to the healing ministry of McKenzie County. We are committed to excellence and service in a person-centered environment that respects the human life of all, regardless of race, creed, color, national origin, disability, pregnancy, sex, and/or marital status.

## **MISSION STATEMENT**

McKenzie County Healthcare Systems is a faith based organization dedicated to professional, compassionate, and quality healthcare.

## **McKenzie County Healthcare Systems Background**

At McKenzie County Healthcare Systems, our commitment is to the patients and their families, whatever their needs might be. Our goal is to achieve the highest degree of healthcare for these patients and their families. We're rural USA where we provide hometown values committed to quality services, continuity of care, assurance of qualified staff and family involvement for individual patients and clients.

McKenzie County Healthcare Systems was born on July 1, 2004 with the merger of the Good Shepherd Home Corporation and the McKenzie County Memorial Hospital Corporation. This resulted in the consolidation of all healthcare services in McKenzie County. McKenzie County Healthcare Systems consists of McKenzie County Memorial Hospital, McKenzie County Clinic, Good Shepherd Home Nursing Home, Horizon Assisted Living and Connie Wold Wellness Center. Our goal is to provide our rural communities with access to quality healthcare.

McKenzie County Healthcare Systems is here today because of the hard work and vision of community minded individuals. These people epitomize the spirit of work and caring that made McKenzie County the place it is today. They spoke of the "founders of our community" and how they "spent the vigor of their youth building up the way of life we enjoy today." They felt a responsibility to provide quality healthcare to those pioneers. With that same attitude, we continue to work to provide healthcare services to those who chose to live and work in a rural area.

## **Employment at Will**

This handbook is not a contract, guarantee, or assurance of employment or of any right to an employment-related benefit or procedure. Your employment as a staff employee is at-will. This means that your employment may be terminated, with or without cause, at any time and without prior notice, by you or by MCHS. This also means that MCHS may assign additional or different job duties to you and/or alter your job duties at any time.

Your at-will employment status can only be modified by a written employment agreement signed by the Chief Executive Officer (CEO) and you. Your at-will employment status cannot be modified by an oral or implied agreement. Nor can your at-will employment status be modified by any MCHS handbook, including this handbook, or any course of conduct, practice, policy, award, promotion, performance evaluation, transfer, or your length of service.

## **Management's Commitment**

To accomplish the above philosophy the management of MCHS will endeavor to:

- Employee qualified and capable employees.
- Provide opportunities for advancement and training.
- Provide security of employment for those productive employees.
- Establish and maintain wages comparable to those found in the community and surrounding medical communities.
- Provide proper equipment and supplies for employees to do their jobs.

## **The Public**

Meeting the public is an important part of providing total care. MCHS strives to present a strong customer Service Model, where the patient and family are recognized as an internal part of the healthcare team. Courtesy, respect, and friendliness are expected of all employees toward all visitors. Remember to use discretion and observe resident/patients privacy when answering questions. Refer the question to your supervisor if you are not sure how to answer.

# **EQUAL OPPORTUNITY/ANTI-DISCRIMINATION POLICIES**

## **Equal Opportunity Statement**

MCCHS is committed to providing equal opportunity employment to qualified persons without regard to race, sex, color, religion, national origin, citizenship, marital status, sexual orientation, age, disability, military, veteran status, or any other protected status or classification under federal, state, or local law. This commitment to equality extends to all personnel actions, including recruitment, advertising for employment, selection for employment, compensation, performance evaluation, and selection for training or education, treatment during employment, promotion, transfer, demotion, discipline, layoff, and termination. Discrimination on the basis of any protected classification will not be tolerated.

MCCHS invites qualified individuals with disabilities, special disabled veterans, and Vietnam-era veterans to identify themselves if they wish to do so. If you have questions regarding the MCCHS Equal Opportunity Policy or the Affirmative Action Policy, please contact Human Resources.

Complaints of discrimination, harassment, and retaliation must be filed in accordance with the Harassment Policy set forth below. All employees must promptly report discrimination, harassment, and retaliation so that prompt and appropriate action can be taken

## **Anti-Discrimination Statement**

Discrimination against any individual in any and all areas of MCCHS, including any aspect of his or her employment, such as hiring, discharge, compensation, or any other terms, conditions, or privileges of employment, because of an individual's race, sex, color, religion, national origin, citizenship, marital status, sexual orientation, age, disability, military, veteran status, or any other protected status, or classification under federal, state, or local law is illegal and will not be tolerated at MCCHS.

Complaints of discrimination must be filed in accordance with the Harassment Policy set forth below. All employees must promptly report discrimination so that prompt and appropriate action can be taken.

## **Americans with Disabilities Act**

MCCHS is committed to nondiscrimination and employment of qualified individuals with physical and mental disabilities in accordance with Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act (ADA), and state and local laws and ordinances. An individual is considered to have a disability if he or she has a physical or mental impairment that substantially limits one or more major life activities, has a record of such impairment, or is regarded as having such impairment.

The ADA prohibits discrimination against a qualified individual with a disability in employment practices such as job application procedures, hiring, promotion, discharge, compensation, training, benefits, and other conditions of employment. A qualified individual is one who can perform the



essential functions of his or her job with or without a reasonable accommodation. The ADA also requires that employers provide reasonable accommodations to qualified individuals with known disabilities. A reasonable accommodation is designed to assist an employee in the performance of his or her job without placing undue hardship on MCHS or posing a direct threat to the employee or to other individuals.

The Human Resource Department has been designated to coordinate employee requests for workplace accommodations. Employees should make accommodation requests directly to the Human Resource Department. It is your responsibility to request an accommodation. MCHS may require written documentation from your healthcare provider with knowledge of your limitations. If the Human Resource Department approves the accommodation, implementation of the accommodation will be handled by your department. If you requested and were granted an accommodation, you must report changes in your ongoing need for accommodation.

MCHS has adopted an internal grievance policy providing for prompt resolution of complaints alleging violation of the MCHS ADA policy. If you have concerns regarding denial of a reasonable accommodation or the specific accommodation selected by MCHS, you are encouraged to review the process with the Human Resource Department. In the event you disagree with the determination or proposed accommodation or believe you have been discriminated against based on a disability, you should contact the Human Resource Department.

## **Harassment Policy**

### **Purpose:**

To provide a work environment free from all forms of discrimination including sexual harassment.

### **Policy:**

McKenzie County Healthcare Systems is committed to providing a work environment which recognizes the dignity and worth of all employees and will do everything possible to ensure mutual respect and cooperation of all people. At McKenzie County Healthcare Systems discrimination and harassment will not be tolerated.

It shall be a violation of this policy for any employee, member of the medical staff, patient, or other individual to harass any employee, patient, or other individual affiliated with McKenzie County Healthcare Systems. Any such individual determined to have violated this policy will be subject to appropriate disciplinary or other action, which in the case of any employee, may include termination of employment.

**Harassment** is unwelcome verbal or physical conduct prohibited by law directed toward, or differential treatment of, an employee because of his/her membership in any protected group or on any other prohibited basis (e.g., race, gender and/or gender identity or expression, color, creed, religion, age, national origin, ethnicity, disability, veteran or military status, sex, sexual orientation, pregnancy, genetic information, marital status or citizenship status).

**Sexual harassment** is a form of harassment that consists of making unwelcome sexual advances or requests for sexual favors, or engaging in other verbal or physical acts of a sexual conduct that interferes

with the employee's work performance or creates an intimidating, hostile or offensive working environment.

**Procedure:**

Any employee who believes that he or she has been a victim of discrimination, harassment, retaliation or sexual assault prohibited by this policy, or any employee who has witnessed such discrimination, harassment, retaliation or sexual assault, should immediately report to their supervisor, Human Resources Dept. or Compliance Officer.

All management and supervisory personnel are required to promptly report any discrimination, harassment, retaliation or sexual assault that they observe, learn about from others, or reasonably suspect has occurred with respect to an employee.

MCCHS may investigate any conduct that violates this policy, even in the absence of a complaint, and take remedial action where appropriate.

Upon receipt of a report/complaint McKenzie County Healthcare Systems will investigate the complaint and try to resolve the matter in an expeditious and confidential a manner as is reasonable under the circumstances. The alleged offender is entitled to notice of the complaint and will be given the opportunity to respond to the complaint.

McKenzie County Healthcare Systems will have the authority to:

- a. Dismiss the complaint
- b. Take disciplinary action up to and including termination of employment, in the case of an employee
- c. Other action, in the case of a non-employee, in cases where it determines that this policy has been violated
- d. Any action which in the opinion of McKenzie County Healthcare Systems is necessary.

In all instances the Chief Executive Officer and the Compliance Officer will be notified of any harassment complaint

**Investigation and Informal Resolution of Harassment Complaints**

*Initial Investigation.* After receiving a complaint of harassment directly from an employee, or indirectly from a person designated to receive complaints, the Human Resource Department shall promptly conduct an initial investigation.

*Informal Process.* MCCHS has an informal process to provide those who believe they are being harassed with a range of options designed to bring about a resolution of their concerns.

Depending on the nature and severity of the complaint and the wishes of the person(s) claiming harassment, informal resolution may involve one or more of the following or other appropriate actions:

Advising the person(s) about how to communicate the unwelcome nature of the behavior to the alleged harasser;

Distributing a copy of the sexual harassment policy as a reminder to the department or area with which the alleged harasser is affiliated;

If both parties agree, arranging and facilitating a meeting between the person(s) claiming harassment and those accused of harassment to work out a mutual resolution.

Informal resolution may not be appropriate in certain circumstances. While dealing informally with a problem of harassment may be preferable to the complainant, a formal grievance procedure must be followed in order to impose any kind of discipline on the offender. MCHS will proceed with the investigation and formal resolution process when deemed appropriate by the Human Resource Department.

#### Investigation and Formal Resolution of Harassment Complaints

*Formal Investigation.* If the complaint cannot be informally resolved after the initial investigation, the Human Resource Department shall continue the investigation or designate someone to promptly conduct further investigation of the complaint, which may in some circumstances be an outside neutral third party. In many instances, the Human Resource Department will designate the individual or committee within the department where the complaint arises to investigate complaints. The person(s) charged with investigation the complaint must discuss the complaint or the underlying behavior only with the persons involved in the case that have a need to know the information, including the complainant and the accused harasser.

*Resolution Within Thirty (30) Days.* Within thirty (30) working days of receiving the complaint, the Human Resource Department or its designee, shall make a finding of whether harassment has occurred. If the investigation cannot be concluded within that time period, the Human Resource Department shall notify the complainant and the CEO, who shall designate the appropriate person or committee to promptly conclude the investigation.

*Objectivity.* The complainant and the accused are entitled to an investigation conducted by an impartial investigator. Thus, if the person(s) charged with overseeing or investigating harassment complaints are implicated in the complaint, or have any personal issue that would cause a conflict of interest, that person shall recuse themselves from the proceeding. Alternatively, the Human Resource Department shall conduct and make findings or shall designate someone impartial to do so, which may in some circumstances be an outside neutral third party.

#### *Notice of Outcome.*

Complaints against Staff and Non-Employee Individuals Affiliated with MCHS. No more than five (5) working days after a decision has been reached, the Human Resource Department shall notify the parties to the proceedings in writing of the findings and the outcome of the investigation.

*Sanctions.* Individuals found to have engaged in harassment shall be disciplined appropriately. Appropriate sanction, ranging from a warning to dismissal, will be determined on the severity of the conduct and in accordance with the provisions of applicable statutes, employment contracts, MCHS policies, and disciplinary procedures as described in the Employee Handbook.

### Appeals

An appeal by either the complainant or the accused must be filed in writing with the Human Resource Department within ten (10) working days of receiving written notice of the outcome of the investigation. The Human Resources Director will review appeals. However, in exceptional circumstances, an appeal may be reviewed by an outside third party.

### Other Legal Resources

The procedures above apply to internal complaints of harassment. In addition to this internal complaint procedure, victims of harassment may file a complaint with an appropriate government agency, or where allowed, file a civil lawsuit. Federal and state laws contain statute of limitations barring claims outside of the applicable limitations period.

Title VII of the Civil Rights Act of 1964, as amended, prohibits employment discrimination based on race, color, religion, sex, and national origin. Sexual harassment and discrimination based on pregnancy are also covered under Title VII.

*Equal Employment Opportunity Commission.* The Equal Employment Opportunity Commission (EEOC) is charged with investigating complaints of harassment under Title VII. Prior to filing a lawsuit, Title VII requires that a charge be filed with the EEOC within the time period designated by law.

### False Accusations Forbidden

While we encourage all to report good faith claims of harassment, false accusations of any harassment can have a serious effect on innocent people. If an investigation results in a finding that an accusation of harassment was maliciously or recklessly made, the accuser will be disciplined appropriately.

Appropriate sanctions, ranging from a warning to dismissal, will be determined based on the severity of the conduct and in accordance with the provisions of applicable statutes, employment contracts, MCHS policies, and disciplinary procedures as described in the Employee Handbook.

## **Standards of Conduct**

Employees are expected to exhibit professionalism, responsibility, and personal integrity at all times. The following standards of conduct help maintain a pleasant, safe, and productive working environment. This is not; however, a complete or exhaustive list of all MCHS conduct guidelines. Individual departments and/or supervisors may establish more specific standards. Also, MCHS may at any time establish additional standards or policies applicable to particular situations. Failure to adhere to these standards may result in disciplinary action, up to and including termination of employment.

Comply with all policies, rules, regulations, procedures, and practices of MCHS and your department, including those contained in this handbook.

Treat co-workers and MCHS property honestly and ethically. Refrain from dishonest or immoral conduct, including stealing, lying, and falsification of or tampering with records.

Report to work free from the influence of illicit drugs, alcohol, or controlled substances. Do not possess, use, distribute, sell, or transfer intoxicants at work.

Avoid excessive absenteeism or tardiness. Arrive at work on time and return on time after scheduled breaks.

Do not carry any kind of weapon on MCHS property.

Treat co-workers and others with courtesy, dignity, and respect regardless of their race, sex, color, religion, national origin, citizenship, marital status, sexual orientation, age, disability, or veteran status.

Never threaten, harass, intimidate, coerce, or fight with another member of the MCHS community. Do not use profane or abusive language.

Do not intentionally fail or refuse to perform your assigned work, or interfere with the work performance of others.

If you must leave work early, do so only after notifying your supervisor.

Accurately complete only your own timesheet or timecard.

Dress appropriately for your position and work place.

Do not engage in any inappropriate, unprofessional, unethical, or illegal conduct that affects your work performance, infringes upon the rights of others, or damages the reputation of MCHS.

Give your full and complete cooperation with any MCHS investigation of a violation of a policy, rule, or regulation.

## **Workplace Violence**

MCHS strives to provide employees with a safe workplace environment and is committed to maintaining a strict policy that prohibits acts of violence in the workplace.

For purposes of this policy, an “act of violence” means any conduct, whether verbal, physical, intentional, or reckless, that harms or threatens the safety of another individual in the workplace, whether or not the individual is a MCHS employee. For purposes of this policy, “workplace” means on MCHS property at any time (before, during, or after work hours), at MCHS sponsored events, and any location while MCHS business is conducted.

The following are examples of conduct which violate this policy:

- Repeatedly swearing at, behaving aggressively or belligerently toward another individual.
- Intentionally or recklessly damaging or destroying property belonging to another individual or MCHS.

- Expressing a threat, wish, or intent to hurt another individual or communicating a threat through a written, electronic, or visual medium.
- Initiating a physical altercation or inflicting bodily harm.
- Repeatedly following or stalking another individual.
- Possessing, wearing, carrying, transporting, or using a firearm, pellet gun, or other weapon on MCHS premise or at a MCHS-sponsored event. This prohibition extends to any person holding a government-issued permit or license.

All acts of violence, whether threatened or actual, must be reported to a supervisor or to Human Resources. If the act appears to present a threat of immediate harm to an individual or to property, it should be immediately reported to the local law enforcement office. An employee who receives threats or is the target of violent, harassing, or stalking behavior is urged to contact the local law enforcement and to avail him or herself of services offered by local law enforcement office. If the employee believes that he or she is the victim of a crime, the crime should be reported to local law enforcement authorities.

## **Disciplinary Action**

We believe that MCHS has established fair and equitable standards, policies and procedures. Employees are expected to conduct themselves in accordance with these rules.

If you engage in conduct that is illegal or violates any rule, regulation, policy, procedure, or practice of MCHS, or if your job performance is unsatisfactory, you will be subject to disciplinary action. MCHS seeks to use the disciplinary action as a means to assist and encourage employees to correct inappropriate conduct and to achieve satisfactory work performance. Nevertheless, your employment with MCHS is on an “at-will” basis. This means that your employment can be terminated, with or without cause, at any time and without prior notice, by you or by MCHS, and regardless whether any disciplinary action has been taken.

Disciplinary action may include any one or all of the procedures listed below, depending upon the specific circumstances of the offense committed or the nature of the unsatisfactory job performance. A suspension also may be imposed during an investigation of inappropriate conduct. The Human Resource Department may work with your supervisor to determine the appropriate disciplinary actions.

*Step One:* Verbal warning – an oral reminder in an informal visit between you and your supervisor regarding the problem.

*Step Two:* Written warning – a formal notice that improvement must be made or a problem area corrected. Generally a time frame will be specified for improvement; otherwise a more serious corrective action must be pursued. A written warning means that your performance is being watched.

*Step Three:* Decision making leave – for failure to conform to the conduct specified in the written warning or for a more serious offense, time off without pay will be given.

*Step Four:* Termination – result from repeated failure to respond to corrective action or for serious misconduct.

Personnel dismissed for cause will not be eligible for rehire.

To ensure that the mission of MCHS in providing quality healthcare is as uninterrupted as possible, certain disciplinary action for violation of policies and procedures must be established.

It is everyone's responsibility to report violations of personnel policies, safety regulations, operational policies and procedures, patient/resident care policies, etc., to their supervisor or department head. Grievance forms should be used to report any situation where violations of policy and procedure occur. Each grievance form will state the violation that occurred and shall require the signature of the employee stating the grievance.

The following are cause for *immediate termination*:

- Theft from fellow employee(s), patients/residents, visitors, or of facility property.
- Immoral or indecent conduct on premises.
- Falsifying any facility/patient/resident/employment record.
- Deliberate damage or attempted damage of facility property or equipment, or that of a patient/resident, visitor, or fellow employee.
- Physical violence.
- The giving or taking of a bribe for any purpose.
- Coercing, bribing, inciting, or otherwise inducing employees to engage in any practice in violation of
- Established policy including horseplay of any kind.
- Violation of the drug free workplace policy.
- Abusive treatment of others (physical and/or verbal abuse).
- Refusal to leave the premises upon the request of an authorized representative of MCHS.
- Possession of an illegal weapon.
- Gross insubordination.
- Violation of confidential information.
- Sleeping on duty.
- Conviction of a felony while employed at MCHS.

Willful violation of the following current policies can result in a verbal or written warning or a **3 day suspension** depending on the severity, repetition, or the violation of multiple offenses:

- Harassment/discrimination in any form (see section on sexual harassment).
- Refusal to perform assigned work tasks.
- Unexcused tardiness or irregular attendance and/or unexcused absences.
- False explanation for absence/tardiness.
- Violation of safety practices that might cause injury or death to self or others.
- Inconsiderate treatment of patient/residents, visitors, or coworkers.
- Obtaining materials, instruments, tools, or foods from assigned places under fraudulent orders or misrepresentation.
- The unauthorized leaving of the premises during working hours.
- Negligence that could result in injury to others or damage to property.
- Willful waste of materials or supplies.
- Disruption of facility routine.

- Insubordination to supervisors.
- Failure to follow prescribed Patient/Resident Care Plan.
- Failure to properly report accident or injury.
- Handling personal affairs during work time without authorization from supervisor.
- Creating or contributing to unsanitary conditions.
- Removal of facility property, parts, or any other material without permission.
- Unauthorized operation of equipment or vehicles or unauthorized repairs.
- Defacing or misuse of MCHS property.
- Stopping work or making preparations to stop work before specified times, including meal and rest periods.
- Failure to follow Patient/Resident Rights policy.
- Failure to attend mandatory meetings.
- Gambling on the premises.
- Smoking in unauthorized areas.
- Accepting gifts or gratuities from patients/residents, their families, or business representatives.
- Disloyal or unethical conduct.

The CEO reserves the right to bypass any step in the procedure when he/she considers that the seriousness of the offense warrants it. All disciplinary action is at the discretion of administration. If reprimands are repeatedly issued to a person, automatic termination may result regardless of the time lapse.

## **Grievance Review Procedure**

MCHS recognizes that problems may arise in the workplace concerning your job or the application of MCHS rules, regulations, policies, and procedures. Normally, these matters can be effectively resolved via informal discussion with your supervisor. The Human Resource Department is available to assist you and your supervisor in resolving such problems. However, certain matters, such as those regarding job classification, promotions, transfers, pay rates and job titles, are handled administratively and are not subject to the grievance review process.

If your grievance raises issues of discrimination, harassment, or retaliation, it will be handled in accordance with the MCHS Harassment Policy, found on page 9 of this handbook.

If you have been disciplined, you may appeal the disciplinary action to your department head within ten (10) business days of the date you were notified of the disciplinary action. Your department head has three (3) business days to respond to your appeal in an effort to achieve a mutually satisfactory resolution. If your problem cannot be resolved informally and you have consulted with the Human Resource Department, you may request that your grievance be reviewed by a grievance review panel consisting of staff employees. The Human Resource Department determines whether or not your grievance will be reviewed.

The purpose of the grievance review process is to obtain an impartial evaluation of the problem so that the parties involved can reach a mutually agreeable solution.



The grievance review procedure is available only to employees who have been employed with MCHS for at least three (3) months.

*Step 1* You have five (5) business days from receipt of a response from your department head in which to request a review of a grievance. The grievance must be submitted in writing to the Human Resource Department. Upon receipt of the written grievance, the Human Resource Department will determine if there are reasonable grounds for a grievance review. You will be notified of the decision within five (5) business days of your submission of a grievance. If the Human Resource Department determines that your grievance raises issues of discrimination, harassment, or retaliation, it will be handled in accordance with the harassment Policy, which is detailed in Section II of this handbook.

*Step 2*

If the Human Resource Department determines there are reasonable grounds for a grievance review, it will appoint a grievance review panel. Both you and your supervisor may request that one member of the panel be replaced. The grievance review will be held within five (5) business days of the panel's appointment.

The grievance review procedure is not a legal or judicial process, and is in no way binding on MCHS. It is a mechanism designed to obtain an impartial evaluation of the problem so that the parties involved can reach a mutually agreeable solution. In order to maintain its informal nature, you may not be represented by an attorney during the grievance review. You may be assisted by another MCHS employee who is not an attorney. You and your department head will be present at the grievance review, and each will have the right to present information and to invite witnesses to appear. A representative of the Human Resource Department will be present to serve in an advisory capacity. After the grievance review, the panel will meet in private to review the information presented and make a recommendation. The panel generally will provide its recommendation and other information it deems relevant to the Human Resource Department within five (5) business days of the grievance review if circumstances so permit.

*Step 3*

The Human Resource Department will notify you, your department head, and the CEO of the panel's recommendation within five (5) business days of its receipt of the recommendation.

*Step 4*

If you and your department head are satisfied with the panel's recommendation, the Human Resource Department will work with you to document and implement the resolution. If you or your department head are not satisfied with the panel's recommendation, either of you may request, within five (5) business days after the receipt of the panel's recommendation, review of the recommendation by the CEO. The CEO will make a determination regarding the grievance within a reasonable time and notify the Human Resource Department in writing of this determination. The Human Resource Department will notify you and your department head in writing of the CEO's determination, generally within five (5) business days of receipt from the CEO, if circumstances permit. The CEO's determination shall be final.

*Step 5*

If you disagree with the determination made by the CEO you may outline your concern in a letter to the President of the Board of Directors of McKenzie County Healthcare Systems. The Board of Directors will respond as soon as possible following the next regularly scheduled meeting.

## **Abuse Policy**

It is the responsibility of the staff to assure the safety of the patients/residents. If abuse is suspected make certain that the patient/resident is safe from harm.

If you have any suspicion of abuse the incident should be reported immediately to the charge nurse. Should this person not be available then follow the chain of command.

### **Good Shepherd Home**

Social Worker  
Immediate Supervisor  
DON, RN, Senior Services Manager, LPN  
CEO or administrative designee

### **Hospital, Clinic & Wellness Center**

Immediate Supervisor  
DON, or ADON, QI/Safety, RN  
CEO or administrative designee

The investigative team will implement a plan to protect the patient/resident during the investigation.

Education on abuse will be given to all employees at time of hire and annually. For more information contact your supervisor.

## **Consensual Relationships**

Interactions between the staff and those who have authority over them are to be guided by mutual trust, confidence, and professional ethics. Any consensual relationship between a staff member on the one hand and any other administrator or staff member on the other has the potential to put these values at risk. Likewise, familial relationships (such as holding a position of immediate authority over one's children or family members) may lead to the reality or the perception of bias. MCHS calls the attention of all members of the MCHS community to these dangers, and notes the appropriateness of existing grievance procedures for dealing with abuses that may arise in all these situations. In this policy, MCHS wishes to deal with the specific issue of consensual relationships in which one of the parties holds a position of authority over the other. The power differential characterizing such relationships create the risk of conflicts of interest, violations of trust, abuses of power, and breaches of professional ethics. The Policy on Consensual Relationships is intended to guard against such risks while protecting the rights of all parties.

Acts or allegations of harassment shall be handled in accordance with the MCHS Harassment Policy, and shall take precedence over this policy with respect to such acts or allegations. Acts or allegations regarding nepotism shall be handled in accordance with the MCHS Nepotism Policy, and shall take precedence over this policy with respect to such acts or allegations.

## **Legal Defense and Indemnification of Employees**

In accordance with state law, MCHS may defend and indemnify an employee against any suit or legal proceeding arising out of an alleged act or omission occurring during employment if the employee was acting in the course and scope of employment and performing authorized duties when the act or omission occurred. To qualify for defense and/or indemnification, the employee must have acted in good faith and in a manner he or she reasonably believed to be in or not opposed to the best interests of MCHS, and with respect to any criminal action or proceeding, the employee must have had no reasonable cause to believe the conduct was unlawful.

MCHS will not defend or indemnify employees for acts of intentional wrongdoing, gross negligence, willful or wanton neglect of duty or in any action brought against an employee by MCHS itself. Decisions on the extent of eligibility for defense and or indemnification, and the selection of counsel, will be made on a case by case basis by the CEO, after an investigation. As a condition of defense and/or indemnification, the employee must cooperate fully with MCHS in defense of the action.

# **SAFETY, SECURITY AND HEALTH**

## **Environmental Health and Safety**

MCHS endeavors to provide a safe and healthy work environment for its employees. MCHS is responsible for ensuring that MCHS is in compliance with federal, state, and local health, safety, and environmental regulations. The MCHS health, safety, and environmental programs are set forth in the Safety Manual and Risk Management Manual. This manual is available from your supervisor or manager.

Employees who may be exposed to hazardous substances in the course of their work are entitled to information about such substances. Instruction on the proper handling of hazardous substances and the proper use of personal protective equipment is available from your supervisor or manager. Risk Management maintains the programs described in the Safety Policy Manual and is available to provide training or assistance.

You should review the safety manual, discuss with your supervisor any health, safety, and environmental programs applicable to your job and request any training you would like. It is your responsibility to observe safety requirements and use safety equipment designated for your job. If you notice unsafe acts or conditions or environmentally unsound practices, either on your job or elsewhere on MCHS property, report them to your supervisor or to Risk Management.

Material Safety Data Sheets (MSDS) manuals are available in each department.

Questions involving health and safety concerns should be directed to Risk Management. After business hours, the supervisor on duty can contact members of Administration in case of an emergency.

## **Workplace Injuries**

**You must notify your supervisor immediately** if you are injured at work, become ill because of what you believe is a work-related incident, or if you are exposed to blood or bodily fluids in the course of your work. It is your responsibility to complete the Workforce Safety & Insurance Claim Injury report, along with an incident report, within 24 hours of the injury or illness and submit it to your supervisor. Your supervisor will complete the forms in the event your injury prevents you from doing so.

MCHS works with its workers' compensation insurer to investigate any suspected fraudulent workers' compensation claims. MCHS seeks the prosecution of employees filing fraudulent claims or engaging in other workers' compensation fraud.

## **Alcohol and Other Drug Policy**

The abuse of alcohol and other drugs can seriously damage your physical and mental health, and may jeopardize your safety and the safety of others. MCHS is committed to providing its employees with a safe workplace, and an atmosphere which would not subject our employees to any safety threats from

fellow workers. Whenever use or abuse of any mood altering or other controlled substance (such as alcohol or other drugs) interferes with a safe workplace, appropriate action will be taken. According to the provisions of the Drug-Free Workplace Act of 1988, you are generally prohibited from the unlawful manufacture, distribution, sale, possession, or use of a controlled substance in the workplace. Employees may not report to work under the influence of alcohol or any other drugs. Also, employees who operate vehicles requiring a commercial driver's license are subject to drug testing under the Department of Transportation's policy. The DOT's alcohol and drug testing policy requires four types of tests to be conducted on covered drivers:

Reasonable suspicion testing when a trained MCHS supervisor observes behavior or appearance that is characteristic of alcohol or drug misuse;

Random testing;

Post-accident testing after any accident for which the driver's performance could have contributed to the accident;

Before allowing drivers to return to work following a positive test or refusal to submit to a test.

For more information regarding this policy, please contact the Human Resource Department. Employees who violate this policy will be sanctioned in accordance with MCHS policy and federal and state law.

Employees convicted of illegal drug activity in the workplace must notify MCHS within three (3) days of conviction.

A list of area assistance programs is available from Human Resources.

## **Prescription and Over-the-Counter Medications**

Drugs prescribed by a physician, dentist, or other person licensed to prescribe or dispense medications as well as over-the-counter medication may be used in accordance with their instructions. However, employees are prohibited from working while using medication or other substances that cause drowsiness or other side effects that may impair their ability to perform their job properly and safely. Employees must inform their immediate supervisor or department head if they are using any medication that may affect their ability to perform their job safely and effectively so that appropriate steps may be taken.

MCHS may require an employee to return a fitness for duty or certification from their physician certifying that the employee can perform his or her job duties properly and safely while taking or under the effect of the medication in question.

## **Smoking Policy**

The following policy applies to all MCHS facilities:

McKenzie County Healthcare Systems is concerned for the health and wellness of all people. Therefore, it is our desire that our staff, providers, patients and visitors enjoy a smoke-free environment.

The use of tobacco products is limited to the designated smoking areas throughout McKenzie County Healthcare Systems facilities and all McKenzie County Healthcare Systems property to include property leased by McKenzie County Healthcare Systems. Staff members may be sent home on unpaid time to correct any odor that is offensive to patients and/or co-workers, including, but not limited to smoke, perfume, or other fragrances.

The use of tobacco products is discouraged by inpatients, ambulatory care patients, family members or visitors in McKenzie County Healthcare Systems buildings or property and if used may only occur at designated areas.

The use of tobacco products will not be allowed in any vehicle owned or leased by McKenzie County Healthcare Systems at any time.

The use of tobacco products by employees in conflict with this policy will lead to disciplinary action according to the policy on Progressive Discipline as stated in the Employee Handbook.

Persons or patients smoking outside the building are allowed at these locations:

Hospital -- Lower level by the retaining wall bench.

Good Shepherd Home -- Rear door, kitchen entrance.

Clinic -- Outside rear entrance.

All the locations listed above require individuals to be more than 20 feet from any entrance while smoking.

## **Computer Use**

Use of the MCHS computer system and network is a privilege which carries numerous obligations. You are given access to the MCHS computer system and network because they are tools to help you do your job. Improper or irresponsible use is not permitted and can result in disciplinary action.

Examples of usage that could result in disciplinary action include, but are not limited to:

- Using computing or network resources for the purpose of harassing another individual or group.
- Using computing or network resources for a commercial purpose.
- Sending electronic chain mail or mass unsolicited email.

- Maintaining a server that contains files for which you do not have proper permission to store or redistribute.
- Altering email headers to hide the identity of the sender or to attribute the email to someone other than the sender.
- Playing games on the network or shared computing resources for non-work purposes.
- Using instant messaging resources for non-work purposes or in an abusive or frivolous manner.
- Using the system to post inappropriate material to the MCHS website or other websites.
- Using large amounts of disk space to store files that are not work-related.
- Executing programs which have no useful purpose, thus taxing the system's resources.
- Attempting to gain access to any program which you are not authorized to use.
- Sending or receiving emails or accessing websites that violate the MCHS harassment, discrimination, and retaliation policies.

MCHS will hold responsible the owner of any account through which security violations or irresponsible use occurs. MCHS also reserves the right to withhold computer privileges from those who do not abide by the letter or intent of this policy. Employees who violate this policy will be subject to disciplinary action. See Internet Policy located in HIPAA Manual.

## **Compliance Training**

### **Policy:**

It is the policy of MCHS to ensure a safe environment and provide quality care by meeting prescribed education requirements. Human Resources and department managers are responsible for ensuring that all employees receive education/training as mandated by regulatory and accrediting agencies, as well as MCHS in the allotted timeframe.

### **GUIDELINES:**

1. New hires will receive and complete their assigned mandatory education on the first day of employment, prior to reporting to his/her department.
2. Annual education will be assigned to staff every July of the new FY (July-June) by the HR Department.
3. At the time of annual review, no raise will be given unless the employee is current with all mandatory education requirements.
4. This policy pertains to ALL staff

Annual/New Hire education refers to any courses assigned within SanfordLearn, as well as courses necessary for licensure (e.g. CPR, ACLS, PALS etc.) that would directly pertain to the position the employee is/was hired into. The latter courses will be tracked in the Kronos HR module.

Managers and Staff will receive emails the month prior to course completion deadlines. Staff is required to complete the noted courses immediately to ensure compliance.

Disciplinary action can and will be taken against any employee who is not responsive to communications regarding delinquency and/or is continuously delinquent in completion of mandatory education.

Disciplinary action will be at the discretion of administration, management and human resources.

## **HIPAA**

MCHS strives to maintain HIPAA compliance. HIPAA is a Federal Law created in 1996 to guarantee privacy and confidentiality of personal medical information. MCHS is committed to providing privacy and confidentiality of all our patients and residents. It is the responsibility of staff and volunteers to ensure all safeguards are in place. Staff must report any breaches of privacy to the Privacy Officer or their immediate supervisor. All staff will be educated on HIPAA during new employee orientation and annually at staff meetings.

## **Conflict of Interest**

The purpose of MCHS' Conflict of Interest policy is to safeguard the integrity and reputation of MCHS and its staff and Board of Directors. It seeks to foster the proper and unbiased conduct and activities by providing guidelines and mechanisms for dealing with actual or perceived conflicts of interest.

Employees and Board members sometimes participate in extramural professional activities, such as consulting and similar activities, which can advance the dissemination of knowledge. Conflicts of interest resulting from extramural commitments may, on occasion, threaten to undermine an employee's responsible performance of his or her duties at MCHS.

These conflicts tend to undermine the supportive relationship between MCHS and its employees and board members, and can compromise MCHS' reputation for integrity and healthcare excellence. Thus, each employee or board member, by virtue of employment or board appointment, accepts the responsibility to avoid activities or commitments that are inconsistent with his or her duties at MCHS. In return, MCHS is committed to respecting the dignity and integrity of its staff and board members.

## **Open Door Policy**

All staff members are encouraged to provide input and suggestions concerning the overall operation and programs of the organization, following the proper channels of communication. All staff input is considered and can be presented without fear of personal recrimination on the staff member or his/her position. There is a suggestion box and appropriate forms to use by the time clock room at the GSH and in the front lobby at the hospital.



## **Political Activity**

MCHS does not participate in, or intervene in any political campaign on behalf of any candidate for public office. However, MCHS encourages employees to fulfill their civic responsibilities as private citizens. There are no restraints upon your political activity, provided you are acting as a private citizen and not representing MCHS. You may not use MCHS resources, time, or property for or on behalf of any political candidate, campaign, or organization.

## **Gratuities**

Employees may not accept money, goods, services, entertainment, or any other form of gratuity either directly or indirectly from a resident, patient, or any individual or company interested or engaged in business or financial relations with MCHS over \$25

## **Solicitation and Distribution**

Employees shall not canvas, solicit, or distribute literature for any purpose during an employee's working time or the working time of the employee at whom such activity is directed. Employees shall not distribute literature in any working area on the premises of MCHS, however, may leave literature and solicitations material in the Dining or Staff lounges. Non-employees of MCHS are prohibited from canvassing, soliciting, or distributing literature on the premises of MCHS at any time. Non-employees may leave literature and solicitations material in the Dining or Staff lounges to be viewed.

## **Facility/Property Records**

Facility property shall not be removed from the premises without the express permission of the CEO. Patient, Resident and Employee records shall not be removed from the property.

## **Billing and Reimbursement of Health Care Services**

This Compliance Program evidences the commitment of MCHS and its employees, agents, and contractors to full compliance with all laws and regulations regarding billing for healthcare services. MCHS is committed to ensuring that billing and reimbursement from the Medicare program, the Medicaid program, and all other federal healthcare programs is in compliance with the regulations and guidance for billing such programs. It is MCHS' policy to educate our employees, agents, and contractors about the provisions of the federal and state laws that prohibit the submission of false claims and false statements as well as about the whistleblower protections contained in these laws and the role that these laws play in detecting and preventing fraud, waste, and abuse.

### Applicability

This Compliance Program applies to all MCHS employees, agents, and contractors, however, healthcare providers and individuals supporting healthcare providers are more likely to encounter the situations described in this Compliance Program. Those employees, agents, and contractors who provide

healthcare services, or who provide administrative, managerial, financial, or other support for MCHS' healthcare functions should ensure that they fully understand this Compliance Program.

### State and Federal Laws

Both federal and state laws prohibit MCHS from knowingly presenting a false or fraudulent claim to Medicare, Medicaid, or other federal healthcare programs. Federal law defines a "false claim" as knowingly presenting false or fraudulent claims for payment or making or using a false record or statement to receive payment for a claim. Examples of false claims could include billing for services not rendered or goods not provided, falsifying certificates of medical necessity, falsifying medical records, unauthorized assignment of provider billing numbers, and failing to report overpayments or credit balances. All of the data elements that must be included in submissions for reimbursement from Medicare, Medicaid, and other federal health programs must be accurate. Violations of these federal and state laws can subject MCHS to significant fines and penalties.

### Protection of Whistleblowers

The federal and state laws contain certain protections for "whistleblowers" who alert the appropriate governmental authority of a violation of the false claims acts. Under these laws, any person with actual knowledge of an allegedly false claim, including employees, agents, and contractors, may, under certain conditions, become a whistleblower under these statutes and is free to notify the appropriate state or federal governmental authorities if he/she does not believe that MCHS is responding appropriately when notified about potential violations. Employers are prohibited from taking adverse or retaliatory action against a whistleblower who in good faith notifies the appropriate governmental authority of an alleged violation. Whistleblowers must also be entitled to relief, including employment reinstatement, back pay, and other compensation arising from retaliatory conduct against the whistleblower.

### MCHS' Policies and Procedures

MCHS is committed to promoting ethical practices and to preventing and detecting fraud, waste, and abuse. MCHS systematically reviews its compliance with the rules and regulations of Medicare, Medicaid, and other federal payers. MCHS also has in place compliance procedures for audits, personnel training, and continuing education. MCHS compliance personnel regularly apprise themselves and the organization of current state and federal statutory and regulatory developments to ensure that MCHS is compliant with the rules governing the federal and state healthcare program claims submissions.

In addition, MCHS relies on its employees to notify it of any potential inaccurate billing so that we are not accused of violating laws that prohibit the submission of false claims to the government. MCHS makes it a part of the duty of all employees to assist in this commitment to accurate billing by reporting any potential improprieties without fear of retaliation. MCHS employees may report potential violations directly to their supervisor or to the "hotline" maintained by MCHS, which can be reached at 701-842-7170.

# **EMPLOYMENT CLASSIFICATION AND INFORMATION**

## **Employment Category**

Your employment with MCHS falls within one of the following categories: (1) full-time; (2) Intermediate; (3) part-time; or (4) PRN/CASUAL. Employment Categories have been established as follows:

1. Full-time Employee:

You are a full-time employee if you work 100% of a full-time schedule. For most positions, a full-time schedule means at least 39 hours per week. Full-time employees are eligible to participate in the MCHS benefits program.

2. Intermediate Employee:

You are an intermediate employee if you work 30-38.9 hours per week. Intermediate employees are eligible to participate in the MCHS benefits program.

3. Part-time Employee:

You are a part-time employee if you work 24 to 38.9 hours per week. Part-time employees must work a minimum of 24 hours per week to be eligible to participate in the MCHS benefits program.

4. PRN/CASUAL:

PRN/CASUAL employees are not regularly scheduled, but may relieve on vacations, sick leave, etc.

Summer time employment is considered PRN employment.

## **Employment Classification**

In accordance with the Fair Labor Standards Act (FLSA), MCHS employees are classified as either “exempt” or “non-exempt.” Generally, an employee is exempt if he or she qualifies as an executive, administrative, professional, or computer employee as defined by the FLSA. Exempt employees are exempt from the overtime pay provisions of the FLSA. However, exempt employees must perform their work during the regular business hours of MCHS, unless otherwise required by their department or approved by Administration. All other employees are classified non-exempt and must be paid overtime pay when applicable. The Human Resource Department classifies staff employees using criteria developed by the U.S. Department of Labor. If you have questions about the classification of your position, please contact Human Resources.

To be classified as an exempt employee, you must satisfy the Department of Labor's salary test and duties tests. The salary test limits the deductions that can be made from an exempt employee's pay. Improper deductions will not be made. Deductions will be made in accordance with the FSLA and are permissible in the following circumstances:

1. Absence from work for one or more full days for personal reasons other than sickness or disability.
2. Absence from work for one or more full days due to sickness or disability if the deduction is made pursuant to a bona fide plan, policy, or practice of providing compensation for salary lost due to illness.
3. To offset jury duty pay, witness fees, or military pay.
4. Unpaid disciplinary suspension of one or more full days imposed in good faith for workplace conduct rule violations of the policies and procedures set forth in this handbook, including but not limited to, the (a) Harassment Policy; (b) Workplace Violence Policy; and (c) Alcohol and Other Drugs Policy. Serious violations of other workplace conduct rules may result in pay deductions.
5. The initial or terminal week of employment; for penalties imposed in good faith for infractions of safety rules of major significance or for weeks in which an exempt employee takes unpaid leave under the Family and Medical Leave Act.  
In these circumstances, either partial day or full day deductions may be made.

In addition, exempt employees are not paid for any work week in which they perform no work at all for MCHS. If you work a partial day, you do not need to take "time off (PTO); "i.e., if you leave early, you are not required to use PTO. If you are absent from work for a full day you would need to take "time off" (PTO); however you must obtain your supervisors' approval before leaving early

If you believe that your pay has been improperly reduced, you should immediately file a complaint, in writing, with the Human Resource Department. You may be asked to specify the circumstances surrounding the pay deduction. If it is determined that an improper deduction was made, you will be promptly reimbursed and MCHS will take all necessary steps to ensure that such improper deductions do not continue.

## **Citizenship**

MCHS is committed to employing U.S. citizens and aliens authorized to work in the United States. MCHS does not discriminate on the basis of citizenship or national origin. All new employees must complete a Form I-9 and provide documentation establishing identity and eligibility to work in the United States. Former employees who are rehired must also complete the form if they have not completed an I-9 with MCHS within the past three years or if their previous I-9 is no longer valid or has not been retained. You are expected to complete the Form I-9 prior to or on your first day of work. If you are unable to provide the necessary documentation within three (3) days following your first day of

work, you are not eligible to work and may be terminated. If your original employment authorization is due to expire, MCHS will re-verify your eligibility to work. If your eligibility cannot be re-verified, you may be terminated.

### **Employment of Minors**

Federal regulations and state laws impose restrictions and strictly govern the employment of minors. A person must be at least sixteen (16) years of age to work at MCHS. Departments should consult the Human Resource Department for assistance prior to hiring a minor.

### **PRN/CASUAL Policy**

The purpose of the PRN/CASUAL policy is to allow the employee who works on a limited basis for a specific department to maintain their PRN/CASUAL status and to ensure current knowledge and skills of job description and MCHS policies and procedures.

The employee must have completed new employee orientation. The employee must maintain current licensure, CPR if department requires CPR, annual mandatory education, written testing and/or skills validation as required of their department.

For more information regarding the PRN/CASUAL/CASUAL Policy contact Human Resources.

## **BENEFITS**

### **Paid Time Off (PTO)**

MCHS maintains a PTO (paid time off) program for the purpose of providing employees with the opportunity to take time away from work without loss of compensation. The PTO program is an inclusive time off program intended for use in connection with vacations, holidays, personal business, family care, and other needs which may require time off from work. The PTO program combines holidays, vacation, and bereavement leaves. To be eligible for PTO an employee must work a minimum of 24 hours per week.

#### PTO Accrual Schedule

Eligible employees accrue PTO time based on years of service. Full-time employees will accrue PTO based on the following schedule:

<u>Years of Continuous Service</u>	<u>PTO Accrued</u>	<u>Days Annually</u>	<u>Maximum PTO</u>
0 to 5 years	.0653	17 (136 hours)	25.5 (204 hours)
6 to 10 years	.0846	22 (176 hours)	33 (264 hours)
11 years and up	.1039	27 (224 hours)	40.5 (324 hours)

Maximum accrual for PTO in the Vacation /Holiday Bank is 1.5 times annual FTE

**Once you reach the maximum level you will, additional accrued hours will be forfeited.**

The following formula is used in determining the annual PTO hours for part-time employees working greater than twenty four (24) hours/week:

**Total hours worked per pay period x annual accrual rate = pro-rated PTO**

For example, an employee with less than five (5) years of service who works 52 hours in a pay period:  
 $52 \times .0653 = 3.4$  PTO hours earned this pay period.

Hours paid in excess of forty (40) per work week (overtime) are not subject to PTO accruals. Employees will earn PTO for hours paid when absent from work in connection with PTO, bereavement leave, and civil leave. Employees will not earn PTO when absent from work in connection with excused or unexcused absences without pay, including unpaid leaves of absence or workers compensation leaves.

Annual accrual rates are to increase the first day of the pay period following achievement of the applicable service milestone.

#### Scheduling PTO Time

To the extent possible, PTO is to be requested and approved by your supervisor in advance. Supervisors are responsible for scheduling PTO in a manner that balances the needs of the department with the time

off preferences of the employee. MCHS reserves the right to deny PTO request which may have an adverse effect on the department or cancel previously approved requests if unexpected circumstances arise which require the employee's attendance at work.

In the event of illness or emergency preventing the employee from requesting PTO in advance, the employee is to notify the supervisor as soon as possible but no later than the start of the workday or as directed by departmental policy.

#### PTO Reporting

Employees are required to report PTO hours taken during each pay period. PTO hours taken will be charged against the employee's PTO account at the conclusion of the pay period during which it was taken. Employees may use PTO only for regularly scheduled days and only up to forty (40) hours a week; you may not work forty (40) hours and take eight (8) PTO hours. If you regularly work twenty four (24) hours a week, you may not exceed twenty four (24) hours/week in PTO time. However, you may pick up additional shifts up to forty (40) hours combined PTO and worked time.

#### Excused Absence Without Pay in Lieu of PTO

Employees carrying PTO balances may not opt to take excused absences without pay in lieu of PTO for purposes of saving accrued PTO time. Employees with insufficient PTO balances to cover requested periods of time off may be granted excused time off without pay at the discretion of their supervisor.

Employees may take an approved unpaid leave of absence for up to twelve (12) weeks in a twelve (12) month period in conjunction with the Family Medical Leave Act.

#### PTO Usage During Worker's Compensation Leave

Employees may use PTO during the first five (5) working days of absence from work due to a work related injury or illness. PTO may also be used to supplement the workers compensation weekly benefit. The supplemental PTO may be used to provide an income no greater than the base salary income received prior to the work related injury or illness.

### **Sick Leave**

The Sick leave (SL) program is designed to provide employees with compensation for lost hours due to an extended illness.

Only full and part time employees are eligible to earn and utilize SL hours. Those employees working 24 or more hours per week are eligible.

The calculation of SL hours earned utilizes a factor based on an actual rate of .0231 of hours worked per pay period. Maximum amount of accrual is 480 hours; excess hours will be lost to the employee.

Upon termination sick leave hours will be forfeited and no pay out for such hours. Employees changing status from full or part time to PRN/Casual will forfeit all SL hours.

Sick Leave hours will be utilized for scheduled work days lost due to personal illness and will not be granted for ill family members, subject to FMLA.

Employees, who return to work following an illness or injury after three or more days off from work, must provide a release from their provider authorizing the returning to work. Sick leave ends upon a practitioners release to work.

This release must state “without restrictions” if there are none, or if restrictions apply, what the restrictions are.

A “Fitness for Duty” exam (when applicable) is to be completed if the employee has restrictions to determine the feasibility of returning the employee to work in a restricted capacity.

If an employee is unable to work due to a work related injury and the employee applies for and receives compensation through ND Work Force Safety, any adjustment will be made to the employee’s paycheck. Sick leave may be used to provide an income greater that the base salary income received to the work related injury or illness.

The payroll department is responsible for calculating and monitoring the earning and utilization of SL hours.

Department supervisors or designees are responsible to note on the electronic payroll timesheet for the payroll period, days lost due to an illness/injury.

Vacation/Holiday Leave will be used for SL when the employee does not have SL hours.

Employees who have questions are to direct them to Payroll or Human Resources Departments.

Sick leave can be utilized after successful completion of your orientation period. All accrued sick leave hours shall be forfeited upon notice of termination of employment.

### Holidays

For staff required to work holidays due to patient/resident care needs; i.e., nursing, dietary, activities, Holiday pay rate will be paid for the following holidays: New Year’s Day, Easter Sunday, Memorial Day, July 4<sup>th</sup>, Labor Day, Thanksgiving, and Christmas Day. Non-essential staff must have manager approval to work holidays but will not be paid at the holiday pay rate

North Dakota law mandates that unused vacation leave be paid out at date of termination of employment. Accrued vacation pay will be paid out at 100%.

While a reasonable amount of paid time off should be taken annually by each employee, the timing and duration of successive days of paid time off is subject to satisfactory arrangements having been made for work to be continued in the employee’s absence. A significant portion of the employee’s allotted days should be taken as necessary for unexpected circumstances and illnesses for any one of the purposes, the circumstances under which they are taken will be considered with respect to job performance.



## **Donation of PTO Hours**

An employee is able to donate PTO hours to another MCHS employee who does not have enough banked Paid Time Off to cover a Leave of Absence for health and/or wellness related issues. The Human Resources Department will serve as coordinator to post requests for PTO Donations. For more information regarding this policy contact the Human Resources Department.

## **Workers' Compensation**

Any employee, who suffers a work-related injury or work-related illness within the meaning of any applicable workers' compensation laws, is entitled to workers' compensation benefits. Workers' compensation insurance provides medical, rehabilitation, and wage-replacement benefits. Workers' compensation benefits may be denied if your injury is due to your use of drugs or alcohol.

## **Leave of Absence**

Time off without pay can be granted for compelling personal reasons with prior written approval of the employee's supervisor or Administration. Requests for a personal leave of absence should be made in writing to your supervisor as far in advance as possible. Your supervisor will review with you the reason for your request. You will be required to use all your new and old PTO hours prior to unpaid leave.

Some leaves of absences may fall under the *Family Medical Leave Act*.

The Family Medical Leave Act (hereafter FMLA) is a federal act which requires an employer to provide a 12-week leave of absence each year to an employee with a serious health condition or on maternity leave. The employee must have worked for the employer for at least twelve (12) months and have worked at least 1250 hours during that time. In addition to his/her own serious health condition or maternity leave (birth, adoption, or foster care); an employee is entitled to FMLA leave to care for an ill member of his/her immediate family.

If the person is also covered under the American with Disabilities Act, there may be a reason to extend the leave beyond twelve (12) weeks.

A "serious health condition" is defined as:

*An illness, injury, impairment or physical or mental condition that necessitates:*

- a) Inpatient care in a medical care facility; or*
- b) Absence from work for more than three calendar days and continuing treatment under the supervision of a healthcare provider; or*
- c) Continuing treatment by a healthcare provider for a chronic or long term health condition that, if untreated, would result in a period of incapacity of more than three calendar days, including prenatal care.*

During the time of your leave (FMLA) the following conditions will apply:

1. Your position will be protected for up to ninety (90) calendar days from the onset of your leave of absence. This leave will be counted against your annual FMLA

entitlement. If your leave extends over ninety (90) days, this organization is not obligated to guarantee re-employment.

2. An approved leave of absence will not be extended beyond the date of the initial written request without further written request and approval.
3. Your seniority will not be affected by your leave; however, your annual performance appraisal review will be postponed by the amount of time you are on leave.
4. Pension eligibility or participation remains in effect as long as you work at least 1000 hours in the plan/calendar year.
5. You will not accrue vacation or sick leave credits while you are on leave.
6. You are required to present a medical release from your provider stating your unconditional release to resume your full duties prior to your scheduled date of return.
7. Group life insurance coverage remains in force during a leave of absence, up to 90 days.
8. If you are on an unpaid leave of absence, you are responsible for paying the employee portion of your insurance premiums by the end of each month that you are on leave of absence in order to maintain your benefits. **Your premium payment must be made on time or your benefits may be subject to cancellation.**
9. Employees are required to use all available PTO prior to taking unpaid leave.
10. When leave is completed, the employee will return to the same position or a position with equivalent compensation and benefits.
11. Prior to leave, all required forms must be completed in the Human Resource Department.
12. Arrangements for continuation of tax sheltered annuity, health insurance, etc., must be made with Human Resources before you begin your leave of absence.

**Please see Human Resources for additional information regarding FMLA or leave of absence.**

### **Separation from Employment**

Upon separation from MCHS employment, an employee who has successfully completed 3 months of employment shall be paid 100% for any vacation leave (PTO) accrued but not taken. Sick leave is not paid out upon termination of employment.

When an employee resigns his/her position, but agrees to remain as a PRN/CASUAL employee, he/she will be paid 100% of his/her PTO bank, as per policy.

## Health Insurance

MCHS provides you with the opportunity to participate in a group health insurance program. This program provides hospitalization, surgical and medical coverage. In addition the program provides major medical benefits.

Definition of Plan Coverage:

Single Employee: Coverage for employee only

Single Employee with Children(s): Coverage for a single employee with one or more children

Single with spouse: Coverage for a single employee and spouse

Family: Coverage for employee, spouse and children. Coverage extends to your unmarried children through their 26<sup>th</sup> year if such children reside with you or are attending school/college.

Should you change dependent status or marital status, be sure to contact the Human Resource (HR) office so that you may have proper insurance coverage.

All employees may enroll in the health insurance plan following the month after employment. If you do not enroll at this time, you may only enroll during the yearly “open enrollment” period scheduled by the Insurance Company, however, the insurance company may then require proof of health, and may reject your request for insurance.

An employee must work at least 24 hours per week to qualify for health insurance. Benefits are prorated as to the number of hours worked:

39 to 40 hours	MCHS will pay 80% of any plan option
30 to 38.9 hours	MCHS will pay 70% of any plan option
24 to 29.9 hours	MCHS will pay 50% of any plan option

If less than the regular committed hours are worked over a 3 month period the employee will be responsible for the premium.

## Health and Welfare Benefits

MCHS offers a comprehensive employee benefit program to protect the health and welfare of you and your family. At the present time, we offer eligible employees the opportunity to participate in the following benefit plans:

- Health Insurance Plan
- Dental Insurance Plan
- Vision Insurance Plan
- Cancer Insurance Plan
- Medical Flexible Spending Account Plan
- Dependent Care Flexible Spending Account Plan
- Long-Term Disability Insurance
- Tax-Deferred Retirement Plan
- Life Insurance Plan
- Accidental Death and Dismemberment Insurance

Summary plan descriptions describing each benefit plan offered, the benefits available, and the eligibility requirements are distributed to all eligible employees. Generally, an employee's eligibility to participate in MCHS' benefit program depends upon his or her employment category. Regular full-time employees, intermediate and part-time employees with benefits are eligible for these plans, unless eligibility is otherwise required by federal or state law. For more information concerning the benefit plans available, please contact the Human Resource Department.

Each benefit plan is subject to change, amendment, or termination by MCHS at any time at its sole discretion.

MCHS adheres to all requirements of the Consolidated Omnibus Budget Reconciliation Act of 1986, as amended ("COBRA") and the Health Insurance Portability and Accountability Act of 1996, as amended ("HIPPA") as they apply to our employees.

### **Retirement Plan**

MCHS provides the opportunity to participate in a 403B retirement plan. All eligible employees should visit with Human Resources following one year of continuous service and must be 21 years of age.

### **Medical Spending Account**

For those employees who do not enroll in the offered health insurance plan, MCHS offers a medical spending account prorated on your committed hours worked:

39 to 40 hours	MCHS will pay \$500 per year
30 to 38.9 hours	MCHS will pay \$350 per year
24 to 29.9 hours	MCHS will pay \$250 per year

For more information contact the HR or Payroll Departments.

### **Medical Write Off**

Employees of MCHS are entitled to the following employee benefit. Each **ELIGIBLE** employee is able to have written off charges for medical bills acquired at the MCHS Hospital and/or Clinic as follows:

39 to 40 hours	MCHS will pay \$500 per year
30 to 38.9 hours	MCHS will pay \$350 per year
24 to 29.9 hours	MCHS will pay \$250 per year

For more information contact Human Resources.

## **Connie Wold Wellness Center Membership**

All staff, regardless of employment status, will be given free membership to the Connie Wold Wellness Center. There is a \$3 fee per 24/7 access card. Membership is also offered for spouses or children (over the age of 14) at a discounted rate. Employee must be married to the spouse. Boyfriends, common law, parents (if employee is an adult), or siblings will not be eligible for the discount. For more information contact Human Resources

## **EMPLOYMENT**

### **Orientation – New Employee**

To ensure that new personnel are orientated and educated in a timely manner to McKenzie County Healthcare Systems wide, issues of safety, infection control, and other pertinent issues.

All departments will adhere to the requirement that new employees receive initial job training and information in order to fulfill specified responsibilities.

The orientation process begins with the employee start date. Information related to the hospital “exposure control plan” on blood-borne pathogens shall be provided prior to employee being placed at risk to exposure. The Human Resource Department will do initial training when obtaining Orientation Signature Sheets and credentials. Hepatitis B vaccine information will be offered within 10 working days to those employees considered at risk for exposure to blood- borne pathogens. Education must be completed within sixty (60) days of employment; these courses are generated on new employees’ Sanford Success Center profile.

### **Orientation Period**

Your first three (3) months of employment are considered an orientation period during which time your work performance and suitability for employment are evaluated. The orientation period will end after 3 months of continuous service without a break in service. Time on leave, with or without pay, is not counted towards completion of the introductory period. New employees and rehired employees are all subject to the introductory period.

Employment is not guaranteed for the duration for the orientation period and an employee may be terminated at any time during the orientation period or thereafter without notice. Such termination shall not be subject to MCHS disciplinary or grievance procedures. Successful completion of the orientation period does not guarantee continued or permanent employment. A performance review will be done at the end of the three (3) month orientation period.

The Orientation Period may be extended should additional time be required to determine suitability for employment or improvement of work performance is needed. The orientation period may be extended for a specified period of time not to exceed ninety (90) days.

## **Pre-Employment Background/Reference Investigation**

MCHS conducts pre-employment investigations on all applicants to whom a job offer has been extended. Employment is conditioned upon the results of such investigations. Investigations are conducted to verify the accuracy of an applicant's employment and academic information and to identify an applicant's job-related accomplishments, skills, and abilities that establish his or her qualifications for the position. Some positions may require additional investigation, which may involve reviewing motor vehicle records, and/or performing drug tests. MCHS reserves the right to conduct any other background investigation necessary to ascertain the suitability of the applicant. MCHS may utilize the services of a third party investigative service to perform these background investigations.

If you have a criminal history or have been convicted of a crime, you are not necessarily precluded from employment. In evaluating your suitability for employment, MCHS will consider the nature of the offense, its relevance to the position, and the implications for the general safety and security of the MCHS community.

If you are currently employed by MCHS and are convicted of a crime or enter a plea of no contest or a guilty plea, you must notify your supervisor within three (3) days. A criminal conviction that is relevant to your position may be grounds for termination or reassignment. Your failure to report is grounds for disciplinary action, up to and including termination.

All applicants and, if necessary, employees are required to sign release forms authorizing background investigations. If you refuse to sign a release form, you will be eliminated from further consideration for employment or promotion.

All information obtained during the course of a background investigation is kept strictly confidential by MCHS to the extent required by law.

Providing false, misleading, or erroneous information in an employment application or supporting materials or during an interview is grounds for non-selection or an applicant or immediate termination of employment.

Human Resources will check at least one reference on qualified applicants. All requests for information about a current, retired or terminated employee will be transferred to Human Resources who may disclose the former employee's date of employment, final title or position, job location, and eligibility of rehire. The release of information other than dates of employment, job title, job location and eligibility for rehire will require written consent, unless otherwise required by law.

## **Pre-placement Musculoskeletal Screen**

MCHS requires all applicants to whom a conditional job offer has been extended undergo a Preplacement Musculoskeletal Screen. Physical examinations are mandatory for all positions within the system. MCHS retains the right to revoke conditional offers of employment when the Preplacement

Musculoskeletal Screen indicates that an applicant cannot safely perform the job, even with reasonable accommodation.

MCHS takes all necessary steps to safeguard the confidentiality of all medical information, including Preplacement Musculoskeletal Screen results. Any records containing medical information about job candidates shall be maintained by the Human Resource Department in secure files separate from general personnel files. Access to medical information in these separate files is restricted to individuals with a valid and documented need to know. All new hires that must undergo a musculoskeletal screen are asked to sign forms consenting for release to MCHS of all medical information from the examination that is relevant in determining fitness or ability to perform essential functions of the job.

All examinations and tests are conducted on a nondiscriminatory basis and in conformance with requirements of the Americans with Disabilities Act and other federal, state, and local laws guaranteeing equal opportunities to individuals with disabilities and members of other protected groups.

## **Recruitment**

MCHS fills open positions with qualified applicants. Preference is given to internal candidates over external candidates when both are equally qualified. However, internal candidates are not guaranteed the positions for which they apply. Applicants may be tested to see if they are qualified and able to do the required job. Job candidates will be interviewed and reference checks made. New employees are aware that they may be utilized at any MCHS facility, not strictly the facility they applied to.

## **Service Awards**

Special recognition is given each year to employees who have completed one, five, ten, fifteen, and each succeeding five years of service.

## **Transfers and Promotions**

It is the policy of MCHS to promote from within where appropriate. The intent of this policy is to provide you with opportunities for promotion and professional advancement. To apply for transfer and/or another position – an in-house application must be completed. See Human Resources for in-house application forms.

Staff employment opportunities within MCHS are listed in the Human Resource Department, on its website, and various other locations throughout MCHS. Open positions are advertised in house for a minimum of five (5) days before they are advertised publicly. If you are terminated following a transfer or promotion, you are not entitled to be reinstated to the position you held prior to the transfer or promotion.

If you have any questions regarding your eligibility for an available position, please contact the Human Resource Department.

## **Census (Low) (High)**

During times of variable census it has been apparent that McKenzie County Healthcare Systems (MCHS), in certain departments, has been either over or under staffed for a particular shift.

During low census situations certain employees would just as soon have the day off and MCHS might prefer, due to low census, to reduce staff for that day. This would be a benefit not only to the employee but also to MCHS, from the stand point of cost.

The employee, however, may be concerned with loss of benefits that might occur as a result of taking time off and subsequently comes to work rather than lose benefit time.

Low Census Time (LCT) would be time off without loss of the benefits that accumulate based on hours worked

The employee taking LCT would earn no pay but would not lose any credits toward the accumulation of PTO and health insurance.

Employee has the option to utilize PTO if they desire. Minimum hours for utilizing LCT are 2 hours of an assigned shift.

(Note: LCT hours will not be counted toward the accumulation of time to determine premiums on health insurance.)

Supervisors in the various areas should examine their workloads to establish the need for staffing. If it is seen that they may be over-staffed, they should then go to the employees to determine who should be interested in taking LCT. If no one expresses interest the supervisor will select individuals based upon the needs of the department.

LCT is to be assigned on a rotational basis to insure a fair and equitable distribution of time to any employee.

LCT may not be initiated based on an employee's request for time off.

LCT is to be approved by supervisor.

During LCT employees are encouraged to work at another MCHS facility if their job description allows them.

Example: A Certified Nurse Assistant from the hospital may help out at the nursing home. The certified nurse assistant or supervisor is required to notify the nursing home. The employee is to transfer hours worked to the appropriate department.

## **RE: INCREASED CENSUS**



During times of increased census the department supervisor will develop appropriate staffing levels and will call on staff to work extra hours/shifts on rotational basis to insure a fair and equitable distribution of extra time to any employee and based upon the needs of the department. As a condition of employment staff may be required to work extra hour/shifts as requested to insure care for patient needs.

### **Temporary Reduction of Hours**

Temporary Reduction of Hours allows flexibility in the scheduling needs of the employee's department and accommodate, to the extent possible, the employee's scheduling preference.

Temporary Reduction in Hours is a privilege, not a right and must be approved by department supervisor/manager. It applies to non-exempt employees only. The temporary reduction in hours may be granted for justifiable reasons provided the leave does not seriously disrupt the department operations. For more information contact the Department Supervisor.

### **Education and Travel**

From time to time it is necessary and /or beneficial for an employee to attend meetings, workshops, or seminars, or to undertake some other job related travel.

Education and /or travel must be authorized in advance by the employee's immediate supervisor. Expenses incurred while traveling should be turned into the HR or Accounts Payable Personnel on an Expense Request Form. Fares and other reasonable incidental travel expenses will be allowed. A corporate vehicle is available for use when not needed for patient/resident transportation. It is highly encouraged to travel together when possible. It is also encouraged to room together when feasible. The corporation does not pay for any liquor expense.

Mileage will be reimbursed at the IRS rate per actual mile traveled. Actual meal expenses will be reimbursed up to a reasonable amount per day. Alcoholic beverages are paid for by the individual. These must be documented by receipts. Lodging will be reimbursed at actual cost. Lodging arrangements should be cleared with HR or Account Payable Personnel in advance. A copy of the hospital's tax exempt certificate should be obtained from HR or Accounts Payable Personnel and shown to the hotel/motel clerk at check in time. If the employee's spouse or family stays in the room with the employee, the corporation will reimburse the room rated base on the single rate. To schedule the corporate vehicle call the Good Shepherd Home front office at extension #401 and schedule with the receptionist.

### **Pay for Travel by Non-Exempt Employees**

Whether a non-exempt employee is paid for travel time is dependent on the specific circumstances, as described below. These pay policies are intended to comply with the Fair Labor Standards Act.

Home to work: Generally, a non-exempt employee is not paid for time spent commuting from home to work. This is also true if an employee is required to return to work to respond to an emergency situation.

Travel as part of the day's work: A non-exempt employee must be compensated for time spent traveling as part of his principal work activity, such as travel from job site to job site during the work day. In addition, if a non-exempt employee must report to a meeting place to, perform other work; the travel time from the meeting place to the work sit is counted as hours worked.

Overnight travel: If a non-exempt employee travels to a seminar, training session, or work assignment, and leaves the day before the seminar, training session, or work assignment begins, the employee will be compensated only for the travel time that overlaps the employee's regular work day. For example, if the employee's regular work day is from 8:30 am until 5:00 pm, and the employee leaves at 4:00 pm to attend a seminar the next day, arriving at the destination at 9:00 pm, the employee will be paid only for one hour of travel time. Time for normal meal periods will be deducted from the total hours worked, provided the employee performs no work during the actual meal period.

In addition, a non-exempt employee will be compensated for travel time during the employee's regular work hours on days which the employee is not regularly scheduled to work. For example, if an employee who does not regularly work on weekends travels on a Saturday, the employee will be paid for travel time occurring during the hours of his regular work day. Also, if an employee must be away overnight, time spent as a passenger in a car, plane, train etc. outside the employee's normal working hours is not considered time worked. Time for normal meal periods will be deducted from the total hours worked, provided the employee performs no work during the actual meal period.

Work performed while traveling: A non-exempt employee will be compensated for work actually performed while traveling.

### **Travel Reimbursement Policy**

Reimbursement from MCHS funds for travel will be made on the basis of reasonable actual expenses. Original receipts must be submitted for all reimbursable expenses claimed. Forms required for reimbursement are available from your supervisor or the Payroll Department.

## **EMPLOYEE RESPONSIBILITIES**

### **Absenteeism, Tardiness, and Notification**

You are expected to be in your work area and ready to work at the beginning of your assigned hours, as described in your job description. Unscheduled absences, late arrivals, and early departures must be kept to a minimum.

If you are unable to report to work, or if you expect to arrive late, you must notify your supervisor as far in advance of the beginning of your shift as possible. Notifying a coworker or leaving a voice message is not sufficient, unless such a notification is specifically permitted by your supervisor. If you are physically unable to call, you must have someone call on your behalf and speak directly with your supervisor. As soon as you are able, you should make a follow-up call to your supervisor. You may be required to provide your supervisor with a doctor's note regarding your absence, late arrival, or early departure. You may also be subject to disciplinary action for failure to notify your supervisor.

Unscheduled and/or unexcused absences, late arrivals, and early departures will result in disciplinary action, up to and including termination. An employee who misses more than 3 days due to illness must provide a healthcare professionals release prior to returning to work. An employee who is absent, for three (3) days, without appropriate notice is considered to have voluntarily resigned.

Absences and late arrivals covered by an employee's use of approved family or medical leave under the Family and Medical Leave Act (FMLA) are not considered grounds for disciplinary action. For more information regarding the FMLA, refer to pg. 35 of this handbook or contact Human Resources.

### **Cell Phone Usage**

Employees are permitted to use cell phones on the premises with the following restrictions:

- Only be used during recognized breaks
- Be turned off or on vibrate mode AT ALL TIMES.
- Be stored in a purse, desk drawer, or locker; NOT ON THE INDIVIDUAL.
- Be used only in private non-patient care areas.

Visitor/Patient/Residents are permitted to use cell phones on the premises with the following restrictions:

- Must be turned off or on vibrate mode AT ALL TIMES.
- Conversations must be held in a private area, away from other visitors, patients or residents.
- Cell phone conversations will end when a nurse or provider enter a room.

Camera phones are permitted on the premises for cell phone use only. Employees **WILL NOT TAKE PICTURES** inside the facility or facility grounds. This can be considered a patient/resident privacy; violations or abuse of this policy by employees can result in disciplinary action up to and including termination.

## **Certification and Licensure**

All licensed or certified staff must maintain their current ND license/certification and renew same so they remain licensed at all times. Maintaining and renewing licenses/certification are solely the responsibility of the employee. Copies of your license/certification with the new expiration dates must be furnished to the Human Resource Department upon renewal.

## **Dress Code and Uniforms**

All MCHS employees, volunteers, physicians and contract/agency staff must maintain a professional, well-groomed appearance at work. Clothing and grooming of all personnel should contribute to a positive impression of the organization, while contributing to a safe and efficient work environment. In the interest of infection control it will be necessary for all employees to maintain good personal health and cleanliness at all times.

The manager/supervisor will discuss the dress code policy with new employees at the time of hire. Managers and supervisors are responsible for monitoring and reinforcing the dress code policy.

General dress code of MCHS employees are as follows:

- Clothing and shoes will be neat and clean in appearance and will not have any holes or fraying.
- Shoes need to be closed toed and preferably have a closed back.
- All employees are responsible to maintain good personal hygiene.
- Undergarments must be worn and be unnoticeable while on duty.
- Appropriate name badges provided by MCHS with picture, name and title must be worn by all employees and must be visible (above the waist).
- Some departments will be required to wear uniforms/scrubs as directed by MCHS administration.
- Those employees not required to wear uniforms/scrubs shall dress neatly and appropriate for their department
- Hair must be neat and clean and of appropriate length as to not interfere with the performance of one's job
- Hair must be of a natural color; i.e. shades of blonde, brunette, red or black
- A beard or mustache must be neatly trimmed at all times
- Employees will maintain reasonable finger nail length and must be kept clean to facilitate effective hand hygiene. Those in direct patient care will refrain from wearing acrylic fingernails or ornamental nails.
- Tattoos and/or body art must be conservative and covered while on duty; if possible.
- Piercings should be conservative (i.e. no gauges) and limited to the ears only, or a small stud (i.e. not a ring) in the nose, in order to maintain a professional image and safety.

- Perfumes, colognes, and scented lotions are not allowed in patient and non-patient care areas due to patient and employee sensitivities.
- Leggings can be worn with sweaters or shirts that hang past mid-thigh
- Employees should refrain from clothing that attracts undue attention because of length or style.
- Denim clothing should only be worn on Fridays for those who have opted into the Jeans Fund.

Unacceptable attire:

- Low cut blouses or dresses
- Spaghetti strap tops or dresses
- Midriff tops
- Sweatshirts, sweatpants or hooded sweatshirts
- Athletic wear, caps (only exception is maintenance staff)
- Any attire with printed logo or advertisement (other than MCHS, or affiliates)
- Flip flops and open toed shoes

Management reserves the right to determine appropriate dress and appearance for employees. Any employee found improperly dressed will be asked to go home, change clothing and return to work with loss of pay for the entire time they are absent from work. Disciplinary action may be required for continuous dress code violations. MCHS administration also has the right to change the dress code at any time when the need arises.

## **Outside Employment**

MCHS employees are permitted to engage in outside employment as long as it does not interfere with the performance of their duties for MCHS or assigned work hours. Outside employment is not an excuse for poor job performance, tardiness, or absenteeism. Employees are required to notify their supervisor should they engage in outside employment.

MCHS resources may not be used in outside employment, and you may not use your position with MCHS to obtain outside employment or in the course of your outside employment. Any outside employment must comply with all other applicable MCHS policies, including the policy on Conflicts of Interest.

If you are on a Medical FMLA leave of absence from MCHS, you are not permitted to engage in outside employment during the period of your leave. If you are on a personal leave of absence, administrative approval must be received to engage in outside employment during your leave of absence.

## **Personnel File**

The Human Resource Department maintains an official personnel file for every employee containing information that MCHS needs to conduct business and administer its employment and benefit programs. This information includes:

Employment application and copy of resume  
 Written references, if any  
 Job description

Federal and state income tax withholding forms  
Staff handbook acknowledgment  
Performance appraisals  
Notices of commendations or discipline, if any  
Wage and salary information

The following records are maintained in files separate from employee's personnel files:

Medical records  
Equal opportunity documents identifying an individual's race, sex, or other protected status,  
Immigration forms and related documentation

All files and records maintained by MCHS are the property of MCHS. Such files are confidential and access is limited to those individuals who have a job-related need to obtain specific information from your file.

Requests from outside of MCHS for verification of employment should be referred to the Human Resource Department. The release of information other than your dates of employment and your job title will require your prior written consent, unless otherwise required by law.

It is important that you keep the personal information in your file up to date. Coverage or benefits that you and your family may receive under MCHS' benefit plans could be negatively affected if the information in your personnel file is incorrect. Notify the Human Resource Department of any change in name, address, telephone number, emergency contact, marital status, number of dependents, or change in exemptions on your tax forms. In addition, it is important to notify the Human Resource Department of any change in circumstances that may affect benefit coverage, such as a change of beneficiary, divorce, or birth of a child.

A current employee may review his or her personnel file once every twelve (12) months. To review your file, contact the Human Resource Department to schedule an appointment. You must review your file in the presence of a human resources employee.

## **Identification Badges**

MCHS issues an identification badge to all employees. MCHS requires the wearing of name badges by all employees. If you lose your name badge it will be replaced one time with no fee. Each time you lose your name tag thereafter you will be charged \$5.00 for replacement costs. You will be given two (2) weeks to either find or replace your badge. Name badges are the property of MCHS and must be returned upon termination of your employment. If you do not turn in your badge upon termination, there will be a \$5.00 charge deducted from your last paycheck. New name badges are supplied free of charge should your name change or your badge breaks.

## **Job Descriptions**

MCHS will maintain a written job description for all staff positions. In the event new positions are created through expansion or reorganization, written job descriptions will be prepared and then approved by administration prior to filling the position. Job descriptions are to be as detailed and explicit as

possible. For each job there is an approved job description which outlines the tasks and responsibilities of the position. Your job description will be reviewed with you at the time you are hired. You may, on occasion, be asked to assist with duties not specifically in your job description.

## **COMPENSATION**

### **Timekeeping**

Federal law requires that MCHS maintain a daily record of time worked by each non-exempt employee. All non-exempt employees are required to report a starting time, a lunch break, and an ending time each day. Exempt employees are required to record only those hours that are an exception to their regular hours, such as sick leave or vacation leave. If at any time you feel that you have not been paid for all hours worked, please consult with your supervisor or the Human Resource Department. You will be subject to disciplinary action, up to and including termination, if you alter, falsify, or tamper with time records, whether your own or someone else's.

All employees are required to do their own punching in and out. They are responsible for using the time clock in an accurate manner. Employees who punch in early or late without manager's approval will be subject to disciplinary action.

### **Work Schedule**

Work schedules are determined by supervisors or designee according to departmental needs. Because many of MCHS department operations must be staffed continuously, some work schedules may include shift work and work during evenings, weekends, and holidays.

Each employee is responsible for his/her posted hours. If unable to work, the employee must follow departmental policy to ensure that the department is adequately staffed. In the event that the departmental policy is such that staff is responsible for replacing themselves on the schedule, employees with less than 40 hours per week should be contacted first. Those in charge will approve overtime only after all other resources have been considered.

Employees not working schedule hours are perceived to lack commitment to the facility. This may result in the implementation of the disciplinary policy. Working without the correct number of staff has an adverse effect on quality care and employee morale. Employees are expected to work regular shifts that will include all seven days of the week over a regular period of time. Posted work schedules are not to be changed or altered by anyone except authorized personnel. Failure to work schedule hours or give the required notice will result in loss of a good recommendation. All employees will report to their supervisor prior to leaving their workstation to go on break or before the end of the shift.

## **Salary Schedule**

It is the intention of MCHS to provide fair and equitable compensation for services performed, while motivating employees to reach desired levels of performance. We wish to comply with the letter and the spirit of applicable federal and state laws pertaining to compensation.

A salary schedule is established and maintained at MCHS. Salaries for each job title are commensurate with the nature of the position, taking into consideration the diversity and complexity of duties, the amount of responsibility, judgment exercised, the qualifications required and years of service in that related field. Compensation will also be based on prevailing rates for similar work in similar organizations in our area. The salary schedule will be reviewed annually. Salary ranges for any job classification may be increased (or decreased in times of financial difficulty) by the board of directors. Salary increases depend upon MCHS' ability to meet its budget. Therefore, any changes in income may affect the organizations ability to provide raises and/or bonuses. Cost of living adjustments may be made at the discretion of the CEO and the Board of Directors and such adjustments depend in the overall financial status of the Corporation and are neither automatic nor granted on a regular basis.

Salary increases are not automatic, but shall be based on individual performance and evaluation. Compensation levels are reviewed annually to ensure that they will continue to meet market criteria. Annual pay rate change occurs on your anniversary date.

Bonuses are determined on a year-to-year basis and will depend upon a healthy financial picture or outlook.

Jury Duty: An employee summoned for jury duty must notify his/her supervisor. MCHS will pay the difference between your regular salary and the amount received for your jury duty, excluding transportation allowance. Check from the court should be presented to payroll for necessary adjustment.

Military Service: Should you enter or be inducted into the armed forces of the United States, and unpaid leave of absence will be granted for the duration of your military selective service.

Members of the National Guard or any armed service force reserve unit receive and unpaid leave of absence to fulfill annual military obligations. Accrued vacation time must be used prior to Leave of Absence.

## **Direct Deposit**

All new and current employees must have their paycheck automatically deposited into their bank account. Please contact the Payroll Office or the Human Resource Department for details and the necessary authorization form. Employees will receive an itemized statement of earnings and deductions.



## **Overtime**

Federal law defines overtime as time worked in excess of forty (40) hours in a single work week. Under federal law, non-exempt employees are entitled to one and one-half times (1-1/2X) their regular pay rate for overtime. If you are non-exempt, you will receive 1-1/2X your regular rate for time worked in excess of 40 hours in a single work week.

Your regular job responsibilities should be completed without the need for time in excess of your regular work hours. However, you may be required to work additional hours on an overtime basis when authorized and considered essential by your supervisor.

Vacation and sick leave do not count as time worked in determining overtime. Overtime is paid in the pay period in which it is earned and may not be carried over from one payroll period to the next.

## **Paychecks**

Payroll is issued bi-weekly, on the Friday following the pay period end. Your supervisor will inform you of the payroll schedule.

MCCHS is required to withhold federal and state income tax and social security taxes from your paycheck. MCCHS will also withhold court-ordered garnishments from your paycheck. If you are eligible for certain MCCHS benefits, the premiums for such benefits, as well as any deductions you have authorized, will also be deducted from your paycheck.

Please contact the Payroll Department if you have any questions about your paycheck.

## **Shift Premiums (for nursing staff only)**

Employees who are scheduled to work evenings and nights will receive differential pay as follows:

Nurse Aides and Certified Nurse Aides receive an additional \$0.35/hour for evening shifts at both the hospital (2:30pm to 11:00 pm) and long term care (2:00 pm to 10:30 pm).

Nurse Aides and Certified Nurse Aides receive an additional \$0.75/hour for night shifts at both the hospital (10:30 pm to 7:00 am) and long term care (10:00pm to 6:30 am).

RN and LPN receive an additional \$0.50/hour for evening shifts at both the hospital (2:30 pm to 11:00 pm) and long term care (2:00 pm to 10:30 pm).

RN and LPN receive an additional \$1.00/hour for night shifts at both the hospital (10:30 pm to 7:00 am) and long term care (10:00 pm to 6:30am).

When computing pay for paid time off (PTO), your base salary is used, without any differential pay.

## **Departmental Pay Practices**

Due to specific operational needs, certain departments may have additional premium pay practices, such as call-back or on-call pay. These practices must be approved by the CEO.

## **Payroll Checks & Deductions**

Payroll checks/stubs are distributed every other Friday. By Federal law, we are required to deduct Social Security, Medicare, and Federal income taxes. State law requires us to deduct state income taxes if Federal income tax is withheld. State income tax is a percentage of the federal tax. MCHS is also required to withhold any garnishment – a court order requiring MCHS to remit part of your wages to a third party in payment of a debt.

You may authorize MCHS to make deductions for:

- Group Health Insurance
- Tax Sheltered Annuity – Retirement Plan Premium
- Cafeteria Plan
- Other insurance premiums
- Meals
- Jeans Fund
- Clinic and/or Hospital Debt
- Christmas Club
- Wellness Center dues

If you have any questions regarding your payroll check or deductions, please contact the Human Resource Department.

## **Jeans Day**

Employees of MCHS are allowed to wear jeans on Fridays if they contribute to the Jeans Day Fund. The Jeans Fund contribution is \$2.00 per pay period. This may be a payroll deduction if approved by the employee. Jeans must not be faded, torn or frayed. More information is available from the Human Resources Department.

## **Meals**

Employees may purchase their meals (at greatly reduced prices) while at work. All employee meals are paid through payroll deduction. The employee is charged for the meal only after he/she has signed up for

the meal of choice from the menu provided. A weekly menu will be posted by the time clock. MCHS values its employees and provides coffee and cookies for breaks at no cost.

## **Meal/Coffee Breaks**

**Meal**—Meal periods are mandated by the ND Department of Labor (chapter 46-02-07) and are the policy of MCHS. A thirty (30) minute meal period will be provided for each shift five hours or longer when there are two or more employees on duty. Employees may waive their right to a meal period given prior approval from their manager. If prior approval cannot be obtained, employee needs to notify their manager so that he/she will be compensated for their time. The manager may only approve a waiver of a meal period under unusual circumstances or if only one staff member is on duty. Unused meal periods cannot be accumulated nor can they be combined.

Unless otherwise instructed by your manger, you must clock out when leaving the building.

**Break**— Supervisors are authorized to permit rest periods during the workday. At your supervisor's discretion, you may be granted a fifteen (15) minute paid rest period during each half day you work. This indicates a limit of two (2) rest periods per work day. Rest periods are scheduled by your supervisor and must be taken at a time so that it must not interfere with department operations. Rest periods may not be used to compensate for arriving late to work or leaving early and must be taken on the premises unless approved by your supervisor, and may not be broken up into several smaller rest periods.

## **Performance Reviews and Salary Adjustments**

Performance reviews are a means of formally documenting your performance and identifying ways you can contribute to the success of MCHS and your own professional growth. Communication is very important in this process. You are encouraged to be an active participant in the review process, to examine how you are performing your job and to work with your supervisor to set goals for your future.

Your supervisor will formally review your performance at least once each fiscal year, with a face to face meeting. Telephone or alternative methods of review may be used in an effort to provide a timely performance review for those employees who are on extended leave, are PRN/CASUAL/CASUAL status employees or have exceptional difficulty in scheduling a performance review. Alternative reviews must be approved by Human Resources or the CEO. A performance review may also be conducted in the event of a promotion or a change in your duties and responsibilities. If you have questions about the performance review process, please do not hesitate to talk to your supervisor.

Your wage or salary level may be adjusted based on merit. Wage and salary increases are provided on the sole discretion of MCHS, and are not guaranteed. You are not eligible for wage or salary review during your introductory period.

Your performance reviews are kept in your personnel file, which is maintained by the Human Resource Department.

### **Recruitment Fee Program**

It is the policy of McKenzie County Healthcare Systems Inc. to utilize this Recruitment Fee program for the recruitment of hard to fill positions. The Recruitment Fee Program can only be utilized with advanced approval of Human Resources. In-house transfers do not qualify.

A recruitment fee of \$150 will be paid to employees of McKenzie County Healthcare Systems Inc. for the successful hiring of a qualified candidate for an approved position. The successful hiring of a qualified candidate is also determined by the length of stay of the new hire.

A payment of \$75 will be made at the end of six months from date of hire of the new recruit; the second payment of \$75 will be made at the end of 12 months from the date of hire of the new recruit. The new recruit must stay at least 12 months for the employee to be eligible for the total \$150.00.

For an employee to be eligible for the recruitment fee, the Referral Coupon must be completed in advance and turned in with the referral applicant's application. Coupons are available in Human Resources departments.

Approval for payment will require authorization from Human Resources and/or Administration.

A "Hard to fill position" list will be kept in Human Resources and published periodically in the employee newsletter.

Managers and the Human Resource Department employees are exempt from this policy.

## **TERMINATION OF EMPLOYMENT**

### **Reduction in Force**

From time to time, MCHS may have to reduce the number of staff positions. In this circumstance, MCHS will endeavor to provide separated employees as smooth a transition as possible.

### **Reemployment**

Previous employees eligible for rehire will be rehired at the same rate of pay that they received at resignation or termination, if the reemployment occurs within 180 days of termination. Employees terminating and going to a PRN/CASUAL status will have all current benefits terminated.

### **Voluntary Termination**

If you are a non-exempt employee and you intend to voluntarily terminate your employment with MCHS, you are asked to provide written notice to your supervisor at least two weeks prior to your last working day. If you are an exempt employee, you are requested to provide at least four weeks' notice. Nevertheless, you are employed by MCHS on an at-will basis, and your employment may be terminated at any time, with or without cause, even during such notice period.

On or after your last working day, you will receive your final paycheck, including unused PTO hours in accordance with MCHS policy. Sick bank hours are not paid upon termination. COBRA health insurance is available for those employees receiving health insurance through the organization.

An exit interview will be attempted prior to your leaving. If an exit interview is not able to be completed prior to your leaving, an exit questionnaire may be forwarded to you. This interview is a time for the employee to share their experiences and for MCHS to learn from them.

Revised: 11/2016

## HANDBOOK ACKNOWLEDGEMENT

Please read this page, complete the information at the bottom, and return it to the leader of your orientation session or to the Human Resource Department.

- I have received a copy of the McKenzie County Healthcare Systems Employee Handbook. I understand that the Handbook is not a contract. I understand that I should contact the Human Resource Department for additional information regarding the information in the Handbook.
- I understand that I am employed on an “at-will” basis, which means that either McKenzie County Healthcare Systems or I may terminate my employment at any time, with or without cause.
- I understand that nothing in the Handbook in any way changes my at-will status.
- I understand that the Handbook does not contain every policy or employment practice of McKenzie County Healthcare Systems. I further understand that the Handbook supersedes any and all prior communications, handbooks, memoranda, and notices that I may have received regarding the topics covered therein.
- I understand that McKenzie County Healthcare Systems in its sole discretion may make changes to the Handbook at any time, and if changes are made, McKenzie County Healthcare Systems may require an additional acknowledgement from me to indicate that I have been informed of the changes.
- I understand that it is my responsibility to become familiar with and follow McKenzie County Healthcare Systems practices set forth in the Handbook.
- I understand that my violation of any policies and procedures contained in the Handbook is grounds for immediate disciplinary action, up to and including termination.

A reproduction of this acknowledgement appears at the front of this Handbook for your records.

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\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Employee name printed

\_\_\_\_\_  
Date

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\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Employee name printed

\_\_\_\_\_  
Date

copy

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## Important!

Make sure to click the **‘Mark Complete’** button on your learning transcript, next to the course title, to record your completion.

**By clicking ‘Mark Complete’ you are verifying that you have read and understand the information in this course.**