



# Employee Handbook

Compensation

Benefits

Services

General Policies



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## Foreword

This handbook provides general information about policies, practices, benefits and services affecting employees of McLaren-Lapeer Region.

The statements in this handbook should not be considered a contract of employment, but rather as a guide to your relationship with McLaren-Lapeer Region.

Official McLaren-Lapeer Region policies and procedures will be retained in the Human Resources Department and utilized in the resolution of any dispute. Employees may review these documents through an appointment with the Human Resources Department. Each department also has a complete set of McLaren-Lapeer Region Human Resources policies and procedures in addition to their specific departmental policies and procedures. All policies and procedures are also available on the Intranet.





# Welcome to McLaren-Lapeer Region

Dear Fellow Employee:

I am both pleased and excited that you have chosen to become part of our professional family. As you may be aware, McLaren-Lapeer Region is the only healthcare facility providing care to nearly 100,000 residents of Lapeer County. We also serve as a referral center for many of the areas in the thumb region of Michigan. Our primary and secondary service areas span six counties. In 2011 we provided care to more than 27,000 Emergency Department patients, 7500 inpatients, 140,000 outpatient visits, and performed more than 12,000 surgical and endoscopy procedures.



In addition to our market growth, we received the Governor's Award of Excellence for the past 5 consecutive years, which is given for achievement in the areas of acute myocardial infarction, pneumonia, and heart failure. We also have received the Premier Quality Award for Pneumonia Care in 2006 and 2007. Our commitment and dedication to quality care is also represented in our benchmarks for core measures which consistently fall in the top deciles as compared both on state and national levels.

At McLaren-Lapeer Region we are very proud of the fact that we have committed ourselves to “Quality Care through Teamwork.” The eight tenets of teamwork frame our values at McLaren-Lapeer Region: Trust, Excellence, Accountability, Motivation, Welcoming, Organization, Respect, and Kindness. These values guide everything that we do on a daily basis and support our mission to be “...Michigan’s best value in healthcare as defined by quality outcomes and cost.” I ask that all of our employees embrace our values and utilize the mission to guide our daily work in caring for our patients.

This handbook has been prepared to help answer questions that you may have about our policies and benefits at McLaren-Lapeer Region. After reviewing this guide, I encourage you to consult with your department leadership and/or Human Resources to answer any unresolved questions or concerns. Your career growth and success at McLaren-Lapeer Region is paramount to our continued achievement and growth. I am personally committed to facilitating your success. Please do not hesitate to contact me if there is anything that the organization, or I, can do to support you in your career endeavors at McLaren-Lapeer Region.

All the best,

A handwritten signature in black ink, reading "Barton P. Buxton". The signature is fluid and cursive, with a long horizontal stroke at the end.

Barton P. Buxton, EdD  
President and Chief Executive Officer

## Mission Statement for McLaren Health Care Subsidiaries

McLaren Health Care, through its subsidiaries, will be Michigan's best value in health care as defined by quality outcomes and cost.

### AFFILIATION OF MCLAREN-LAPEER REGION WITH MCLAREN HEALTH CARE

McLaren-Lapeer Region is a private, non-profit, tax-exempt Michigan corporation, and McLaren-Lapeer Region is a wholly owned subsidiary of McLaren Health Care. McLaren Health Care is a private, non-profit, tax-exempt Michigan corporation, which operates as a holding company of McLaren-Lapeer Region and of several other health care entities.

McLaren-Lapeer Region has its own management and its own Board of Trustees; however, certain major decisions of McLaren-Lapeer Region are subject to approval by the Board of Directors of McLaren Health Care. The Board of Directors of McLaren Health Care includes among its members individuals who are on the Board of Trustees of McLaren-Lapeer Region.

As a subsidiary of McLaren Health Care, McLaren-Lapeer Region has access to a broad range of health care services and expertise from other McLaren subsidiaries. McLaren corporate services are also available to McLaren-Lapeer Region in the following administrative areas: marketing/public relations, finance, patient accounts, construction management, materials management, business development, and information services.



## MISSION

To be Michigan's best value in health care as defined by quality outcomes and costs.

## VISION

To become the comprehensive health care provider of choice for Lapeer County.

## VALUES

**H****I****R****E****S****T** – Portrays confidence in and reliance on good qualities, especially fairness, truth, honor, or ability.

**E****X****C****E****L****L****E****N****C****E** – Performs overall job responsibilities at a very high quality or standard.

**A****C****C****O****U****N****T****A****B****I****L****I****T****Y** – Is responsible for own actions and ensures that others are held accountable for their actions as appropriate.

**M****O****T****I****V****A****T****I****O****N** – Displays a feeling of interest and enthusiasm in the work that is performed. Energizes and encourages other staff.

**W****E****L****C****O****M****I****N****G** – Expresses a friendly or courteous greeting to all medical staff, patients, visitors, and staff.

**O****R****G****A****N****I****Z****A****T****I****O****N** – Conducts work in a systematic and efficient manner. Works cooperatively with coworkers to conduct business.

**R****E****S****P****E****C****T** – Shows consideration and appreciation to medical staff, patients, visitors, and staff.

**K****I****N****D****N****E****S****S** – Is considerate and demonstrates a caring and compassionate attitude when interacting with others.





## **HISTORY OF McLAREN-LAPEER REGION**

Lapeer County General Hospital opened its doors on February 4, 1954 with only 52 beds, 50 employees and 24 physicians on staff. Although there were those who doubted the need for such a facility in rural Lapeer at that time, the beds were filled almost immediately and plans were made for expansion. Through the years, and three name changes, the hospital has evolved into McLaren-Lapeer Region (McLaren-Lapeer Region) a 222-bed acute care hospital with the distinction of being the only hospital serving the communities of Lapeer county.

Ground was broken on the original seven-acre Main Street site in 1951 after voters approved a \$375,000 construction bond issue. The funds were matched by a Federal grant, and there was another \$225,000 in private gifts. During the following years the hospital expanded to meet the growing needs of the community . Today the hospital is situated on an 11-acre site which includes the hospital proper as well as the Great Lakes Cancer Institute-Lapeer.

In 1986 the hospital was re-organized from a county-owned institution to a tax exempt community hospital governed by a community-based board of trustees. The hospital underwent its first name change to Lapeer General Hospital to mark the change from county to community ownership. In 1988 the name of the hospital was changed to Lapeer Regional Hospital to reflect service to the county and surrounding areas. After affiliation with McLaren Health Care Corporation in 1992, the hospital name changed one more time to the current name, McLaren-Lapeer Region.

For the last 57 years McLaren-Lapeer Region as added new programs and services to meet the changing needs of patients and their families. Today McLaren-Lapeer Region offers a comprehensive range of care that includes:

- Cardiac care
- Cancer diagnosis and treatment
- Orthopedic care
- Obstetrics
- 24-hour emergency and trauma care
- Diagnostic imaging
- Surgical services
- Pain, Wound and Sleep Centers
- Physical Rehabilitation Services
- More than 150 primary and specialty care physicians.

With a history that is rich with growth and change, McLaren-Lapeer Region has remained committed to providing the highest-quality healthcare to the residents of Lapeer County.

## **EMPLOYMENT POLICY**

McLaren-Lapeer Region offers equal employment opportunity to all, based upon individual merit and without regard to race, color, religion, national origin, sex, age, marital status, height, weight, or disability. Any individual needing accommodation for employment must notify the Medical Center, in writing, within 182 days after the need is known by the employee.

The employee and McLaren-Lapeer Region have a right to freely enter into the employment relationship and to sever this relationship at any time for any reason.

Also, it is the policy of McLaren-Lapeer Region that it will maintain a work environment free from all forms of unlawful discrimination or harassment, which is prohibited under Title 7 of the Civil Rights Act. Unlawful discrimination and harassment is prohibited and will not be tolerated.

## **FITNESS FOR DUTY POLICY**

Employees may not use, possess, conceal, manufacture, distribute, divert, or sell controlled substances, narcotics, drugs, or alcohol on the premises. Employees are prohibited from improper use of prescribed medication and/or being under the influence of illegal drugs or alcohol while on the premises.

## **MANAGEMENT RIGHTS AND RESPONSIBILITIES**

The management of McLaren-Lapeer Region is charged with the responsibility and authority to coordinate, plan, and control Medical Center operations, including but not limited to the direction of employees; hiring, suspending or discharging; promoting or transferring, and relieving employees from duty. Management also has the responsibility and authority to make job assignments, schedule hours, assign and reassign work duties, determine standards of work quality and quantity of work,

evaluate performance, establish wages, develop and alter policies and benefits. Management reserves the right to modify the policies, conditions and terms of employment set forth in this handbook.

## **STATEMENT OF PATIENT'S RIGHTS**

All employees of McLaren-Lapeer Region have an ethical and professional responsibility to respect the needs of our patients, at all times, and honor the following statement of patients' rights:

- A patient will not be denied appropriate care on the basis of race, religion, color, national origin, sex, age, disability, marital status, sexual preference, or source of payment.
- An individual who is or has been a patient is entitled to inspect, or receive for a reasonable fee, a copy of his/her medical record upon request. A third party shall not be given a copy of the patient's medical record without prior authorization from the patient.
- A patient is entitled to the confidential treatment of personal and medical records. A third party shall not be allowed to access personal or medical records without prior authorization from the patient, except as allowed or required by law. A patient or former patient may:
  - Inspect, or receive for a reasonable fee, a copy of his/her medical record upon request;
  - Restrict release of personal or medical records to a person outside the Medical Center, except as required for transfer of care to another health facility or provider, as allowed or required by law or third party payment contract;
  - Request amendment of his/her personal or medical records; or
  - Request an account of disclosures of his/her medical records as permitted by law.
- A patient is entitled to privacy, to the extent feasible, in treatment and in caring for their personal needs, and to consideration, respect and full recognition of his/her dignity and individuality.



- A patient is entitled to adequate and appropriate pain control and should inform their physician or nurse if pain is not adequately relieved.
- A patient is entitled to request a transfer to a different room that is available and equally suitable for their care, if another patient or a visitor in the room is unreasonably disturbing him/her. A patient may not be transferred to another facility unless complete explanation of the need for the transfer is provided.
- A patient is entitled to receive adequate and appropriate care.
- A patient is entitled to receive, from the appropriate individual with the Medical Center, information about his/her medical condition, proposed course of treatment and alternatives, and prospects for recovery, in terms that the patient can understand, unless contraindicated as documented by the attending physician in the medical record. A patient is entitled to participate in decisions about his/her own plan of care.
- A patient may formulate, review, or revise advance directives and may, as permitted by law, designate a representative decision maker to be in the room if he/she is incapable of understanding a proposed treatment or procedure; is unable to communicate his/her wishes regarding care, or has been determined incompetent in accordance with the law.
- A patient is entitled to refuse care, treatment, or services, to the extent provided by law and to be informed of the consequences of that refusal. When a refusal of treatment prevents the Medical Center or its staff from providing appropriate care, according to ethical and professional standards, the relationship with the patient may be terminated upon reasonable notice.
- A patient is entitled to exercise his/her rights as a patient and as a citizen, free from restraint, interference, coercion, discrimination, or reprisal. A patient's civil and religious liberties, including the right to make independent personal decisions and to receive knowledge of

available choices, shall not be infringed. The Medical Center shall encourage and assist, in the fullest, with the possible exercise of these rights.

- A patient is entitled to information concerning an experimental procedure proposed as a part of his/her care and shall have the right to refuse to participate in the experiment or research without jeopardizing his/her continuing care.
- A patient is entitled to receive and examine an explanation of his/her bill regardless of the source of payment and to receive, upon request, information relating to financial assistance available through the Medical Center.
- A patient is entitled to know who is responsible for and who is providing his/her direct care, is entitled to receive information concerning his/her continuing health needs and alternatives for meeting those needs, and to be involved in his/her discharge planning, if appropriate.
- A patient is entitled to participate in the consideration of ethical issues that arise in his/her care or treatment.
- A patient is entitled to associate and have private communications and consultations with his/her physician, attorney, or any other person of his/her choice. A patient is entitled to send and receive unopened personal mail on the same day it is received at the Medical Center, unless medically contraindicated as documented by the attending physician in the medical record. A patient may participate in the activities of social, religious, and community groups at his/her discretion, unless medically contraindicated as documented by the attending physician in the medical record.
- A patient is entitled to be free from mental and physical abuse and from physical and chemical restraints, except those restraints authorized in writing by the attending physician for a specified and limited time or as necessitated by an emergency to protect the patient from injury to self or others.

## **EMPLOYEE HANDBOOK** McLAREN-LAPEER REGION

- A patient is entitled to be free from performing services for the Medical Center that are not included for therapeutic purpose in the plan of care.
- A patient is entitled to information regarding the Medical Center's policies and procedures relating to patient care and the patient compliant process. This information may be used for initiation, review, and resolution of patient complaints.



# Employee Compensation

## CALL-IN PAY

A non-exempt employee called at the Medical Center's request, to work outside of and not continuous with their regular work schedule, will be paid at 1-1/2 their normal rate for all hours worked or for a minimum of two (2) hours, whichever is greater.

## HOLIDAY PREMIUM

If you work on New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving or Christmas, you will be paid at the rate of 1-1/2 times your regular base rate for all hours worked.

## HOURLY

Hourly employees who work on the actual holiday (not when it is observed, if different) will receive the holiday premium. If you are scheduled to work third shift, you will receive the holiday premium for all hours worked on the shift, which begins on the holiday.

## SALARIED

Salaried employees who work on the actual holiday (not when it is observed, if different) will not receive the holiday premium, but will be allowed to take one day of compensated time away from work at a later date in the same calendar year with the approval of the Department Director/Manager.

## ON-CALL PAY

In certain departments the nature of the work may require an employee to be available for work in case of emergency. If your Department Director/Manager assigns you to such duty, you will be paid at the current on-call rate.



## **OVERTIME**

Periodically, overtime work may become necessary in order to maintain necessary departmental services. Overtime must be pre-approved by the appropriate supervisor. In these situations, the Medical Center will attempt to provide adequate notice to employees so that their personal lives will be minimally disrupted. In any event, however, employees must come into work or stay at work if directed by their supervisor. Overtime is calculated at one and one-half (1 ½) times the hourly rate for all hours worked in excess of forty (40) hours in a work week for those employees on a 7/40 pay schedule, and for all hours worked in excess of eight (8) hours in a day or eighty (80) hours in a 14 day period for those employees on an 8/80 pay schedule, as defined under the FLSA.

Overtime pay is 1-1/2 times the regular rate of pay. If an employee exceeds 40 hours of work in a calendar week, compensation will be at 1-1/2 times base hourly rate. Paid time off does not count in the overtime calculation with the exception of paid time off used to cover a holiday.

## **PAY DAYS**

Paydays are every other Friday unless the day is a holiday. Then payday will be on the preceding Thursday. Your paycheck covers the two-week period, which ends at 11:59 p.m. on the Saturday preceding payday unless the 2nd shift employee is working beyond that time.

Direct Deposit – As a convenience to you, your paycheck can be electronically transferred to any bank or credit union which is a member of the Federal Reserve.

## **PAY SCALE**

Most employees will be hired at the minimum of their pay range. However, employees may be given credit for previous experience and started at the appropriate pay rate within their pay range.

## **PAY INCREASES**

Pay increase for employees are considered on an annual basis (once every twelve months). Pay increases will depend on:

1. Market Conditions – the amount of increase and comparative wage range of other hospitals of similar size in the mid-Michigan area; and
2. Financial Conditions – McLaren-Lapeer Region’s financial performance during the past year and future financial constraints facing the Medical Center.

## **PAYROLL DEDUCTIONS**

Your paystub will be available electronically and will provide you with assorted information. It itemizes the compensation you have been paid, which comprises your gross pay. It lists the deductions that have been made to result in your net pay. It also shows annual accumulated totals for tax deductions and salary. Some deductions are required by law, these include: federal withholding (income) tax, Social Security (F.I.C.A.) tax, Michigan State income tax and the City of Lapeer income tax. The amount of tax is fixed by law and computed on your gross salary. The amount deducted is altered when you claim allowable exemptions (in the Payroll Department). By February 1 of each year, the Payroll Department issues the statements that are required for filing with your tax returns for the previous year. These forms show your gross taxable salary for the previous year and a breakdown of the taxes deducted during the previous year. You may also authorize deductions for retirement benefits, life, health/dental/vision benefits, other fringe benefits, and United Way or Employee Giving Pledges.

## **PERFORMANCE EVALUATIONS**

Near the end of each evaluation period, your supervisor will complete a performance appraisal of your work performance/behavior and discuss it with you. Your evaluation will be based on your position description and other pertinent factors related to your responsibilities. New employees will receive a performance evaluation at the time they complete their probationary period (generally after 90 days of employment). Based on classification, performance evaluations will be given to all McLaren-Lapeer Region employees on an annual basis (generally 12 months from the previous performance review).

## **SHIFT DIFFERENTIAL**

McLaren-Lapeer Region provides a shift differential to hourly employees who must work during afternoon and evening shift operations. Your shift differential will depend on the shift you are working and your classification. Please refer to the Shift Premium Policy (#335) for further information.

### **AFTERNOON SHIFT**

All hourly employees who work at least four continuous hours between 1500 and 2330 will receive second shift premium.

### **MIDNIGHT SHIFT**

All hourly employees who work at least four continuous hours between 2300 and 730 will receive third shift premium.

## **TIME RECORDS**

It is required by law that the Medical Center maintain accurate records of the time you work. To meet this requirement and assure that you will be paid for all the hours you work, if you are an hourly employee, you must clock in or out at your designated time clock each time you begin or end work. If it is necessary for you to leave the Medical Center during work hours for any reason other than Medical Center business, you must receive permission from your supervisor and must clock "OUT" before leaving and "IN" again when returning to work.

If you fail to clock in or out of the time clock either upon entering or leaving work, you must enter your time on the designated form and have the entry initialed by your supervisor or department manager in order to get credit for time worked. Repeated failure to punch will result in disciplinary action. Clocking in or out for anyone other than yourself is considered falsification of records and will subject you to the corrective action process.



## Employee Benefits

The benefits discussed below are not intended to fully describe the details of each benefit. Should any questions arise, please contact Human Resources. Benefit Plan, Cafeteria Plan, Human Resources policies, or contract language will take precedence over “Benefits at a Glance.” For further details regarding these benefits, please contact Human Resources. These benefits are subject to change or revision without notice. This form is not a guarantee of past or future benefits.

### BEREAVEMENT

Both full-time and part-time employees will be fully compensated, exclusive of any premiums, for all regularly scheduled hours of work, up to seven (7) consecutive calendar days which are not worked as a result of the death of:

1. Spouse
2. Domestic Partner
3. Parent
4. “Loco Parentis”
5. Child
6. Current Step-Parent
7. Current Step-Child

An eligible employee shall be granted time off with pay, exclusive of any premiums, for all regularly scheduled hours of work, up to three (3) consecutive calendar days, which are not worked as a result of the death of:

1. Grandparent
2. Grandchild
3. Brother/Sister (including current half and step brother/sister)

4. Current Father/Mother-In-Law
5. Current Son/Daughter-In-Law
6. Current Brother/Sister-In-Law

An eligible employee shall be granted time off with pay, exclusive of any premiums, for all regularly scheduled hours of work, up to one (1) calendar day, which are not worked as a result of the death of the employee's:

1. Great Grandparent
2. Aunt
3. Uncle
4. Niece
5. Nephew
6. First Cousin

The employee shall designate when such leave shall start, provided that one (1) of the designated days is the day of the funeral/service.

### **DENTAL INSURANCE**

Full-time and part-time employees are eligible to be covered by the Medical Center's dental insurance plan. There is an employee contribution for this coverage. The contribution amount is based on the number of hours worked and the number of people on the coverage, and will be deducted from the employees paycheck on a semi-monthly basis. A complete benefit summary is available in Human Resources.

### **DISABILITY INSURANCE**

Eligible full-time and part-time employees may choose to receive short term disability insurance. This benefit provides compensation if the employee is unable to work due to a non-occupational accident or illness. A complete benefit summary is available in Human Resources.

### **EMPLOYEE ASSISTANCE PROGRAM**

At times, you may be faced with difficult issues in life and work. Coping with these issues can develop problems that result in unsatisfactory attendance, below standard work performance and inappropriate



conduct. When this occurs, less than satisfactory service is provided to our patients, and additional stress is created for co-workers. In order to provide you with a resource to help you successfully resolve these issues, an Employee Assistance Program (EAP) is available to all McLaren-Lapeer Region employees and their immediate family members.

Our Employee Assistance Program is a professional counseling firm that provides assessments, short-term counseling, agency referral and follow-up. There is no charge to you for their services. If additional treatment is needed, they will refer to other appropriate community agencies that accept third party health insurance reimbursement or that charge fees based on an employee's ability to pay. Charges for referral will be the responsibility of the employee or his/her insurance carrier. If you decide to contact EAP, all personal information discussed with them will remain confidential. Information will only be released with your written permission.

Your participation in the Employee Assistance Program is seen as a positive step to deal with your problems. This step will not affect your future employment or career advancement at McLaren-Lapeer Region, just as participation will not protect you from corrective action due to poor attendance, unsatisfactory work performance, or inappropriate conduct. However, in the event of consistent sub-standard performance and/or conduct, attendance at the Employee Assistance Program may be required by the Medical Center.

## **HEALTH INSURANCE**

McLaren-Lapeer Region offers a variety of comprehensive health insurance options from which to choose. Eligible full-time and part-time employees may choose to receive health insurance benefits. The employee contribution for this coverage is based on the number of hours worked and the number of individuals covered. These contributions will be payroll deducted on a semi-monthly basis. A complete benefit summary is available in Human Resources.

## **LIABILITY INSURANCE**

McLaren-Lapeer Region provides general and professional liability insurance to cover all employees while they are working under the direction of the Medical Center.

## **LIFE INSURANCE**

Eligible full-time and part-time employees may choose life insurance and accidental death and dismemberment coverage. An enrollment form naming your beneficiary must be completed at the time you enroll for life insurance. A complete benefit summary is available in Human Resources.

Employees may also wish to purchase additional life insurance at their own cost. Information regarding supplemental life insurance may be obtained in Human Resources.

## **PAID TIME OFF (PTO)**

McLaren-Lapeer Region has a combined time off program. Paid time off (PTO) is accrued each pay period for all employees who are in regular full or part time positions, and who are classified and work a minimum of 32 hours per pay period.

### **PTO ACCRUAL**

Eligible hourly employees begin to accrue PTO as of their date of hire and are eligible to use these hours upon successful completion of the probationary period, which is 90 days. Salaried employees are eligible to utilize their PTO time upon hire.

Accrued PTO time is banked for use when an employee takes a scheduled or unscheduled day off from work. Accrued PTO time is used for sick time, personal time, and vacation time.

Refer to PTO policy (#220 & #221) for specific PTO accrual amounts.

## **RETIREMENT PLANS**

Recognizing a need to supplement Social Security retirement benefits, the Medical Center provides retirement plans. The terms and provisions of the plans may be revised from time to time. Currently the plans are available to all employees who work at least 1,000 hours per calendar year, and are at least 21 years of age. Details of the retirement plans are explained in the Summary Plan Description Booklets and are available in the Human Resources Department.

## **TUITION ASSISTANCE**

It is the policy of McLaren-Lapeer Region to encourage staff members to continue their health related education and to assist them with the associated expenses.

After successfully completing their probationary period, regular full-time and part-time employees (classified in a minimum 48 hours per pay position) wishing to receive tuition reimbursement must apply and be approved at least 30 days before the course begins. This form must be approved and signed by both the manager and a designated Human Resources representative in order for the employee to qualify for tuition reimbursement.

Payments made to staff members under the Tuition Assistance Plan will have a yearly maximum reimbursement amount of \$1,500.00 for undergraduate studies and \$2,000.00 for graduate studies. For further details refer to the Tuition Assistance Plan Policy #250.

## **VISION INSURANCE**

Eligible full-time and part-time employees may choose to receive vision insurance. There is an employee contribution for this coverage. The contribution amount is based on the number of hours worked and the number of people on the coverage, and will be deducted from the employees paycheck on a semi-monthly basis. A complete benefit summary is available in Human Resources.

# Employee Services

## CAFETERIA

Cafeteria facilities are located on the ground floor of the North Building. Serving hours are posted in the cafeteria. You may utilize payroll deduction for purposes of charging your food. This option is offered for your convenience. Food purchased in the cafeteria is not to be taken to your work area unless authorized by your department supervisor. Food must be covered or contained if removed. You must return trays and dishes to the cafeteria.

## CONFERENCES, SEMINARS, AND WORKSHOPS

Employees are encouraged to participate in conferences, seminars and workshops to enhance their knowledge, competence, skills and/or job performance. In order for these programs to be reimbursed by McLaren-Lapeer Region, such programs must first meet with the prior approval of the department manager.

## EMPLOYEE HEALTH SERVICE

The McLaren-Lapeer Region's Employee Health Services is available to all employees. A registered nurse is available from Monday through Friday. This service is for evaluating, recommending treatment, and follow-up related to work-related illness, exposure, or injury. Employee Health Services also provides TB skin testing for employees twelve months from their last skin test. Vaccinations for other communicable diseases are provided per policy.

Employee Health Services is not to be used in lieu of an employee's private physician for personal illness (colds, vomiting, etc.).

Before returning to work from a health leave of absence, the employee must report to Employee Health Services for authorization to return to work. A physician statement authorizing return to work must be provided at that time.

## **EMPLOYEE RECOGNITION**

McLaren-Lapeer Region recognizes employees for their service and dedication through various employee recognition programs such as the annual service award program, holiday dinner, etc. These programs are subject to change.

## **GIFT SHOP**

The gift shop, located in the Central Waiting area, is operated by the McLaren-Lapeer Region's Auxiliary as a convenience to employees and visitors. All profits are returned to the Medical Center in the form of gifts or donations. If you have a need for gifts or other items, you will find the gift shop a convenient place to purchase them. Hours of operation are posted at their location.

## **JURY DUTY**

Employees who have completed their probationary period are eligible for jury duty pay. The employee must submit a court statement to his or her Department Director/Manager. This statement must display the dates and times served for jury duty. Employees will be compensated, upon receipt of verification from the court, at their straight-time hourly rate. Employees will only be compensated for hours served on a scheduled workday. If an employee is scheduled for the afternoon or midnight shift and is summoned for jury duty, he/she will not be expected to work the shift in addition to jury duty.

## **LOCKERS**

Lockers are available for your use, if needed. McLaren-Lapeer Region does not assume responsibility for your personal property. Locker keys will be issued, but replacement keys are issued at the employee's expense. Lockers remain the exclusive property of the Medical Center.

You are not to use your personal padlock or combination lock on these lockers. The Medical Center reserves the right to inspect the contents of or to assert custody or control over any locker at any time. To protect your valuables, it is your responsibility to keep your locker locked! The Medical Center does not accept responsibility for clothes, valuables, or other items in the locker. Employees are responsible for keeping their lockers clean and should not use lockers to store food, wet clothing or valuables.

### **LOST AND FOUND**

Articles found in the Medical Center or on Medical Center grounds should be taken to the Environmental Services Department. With proper identification, the item(s) may be reclaimed. Patients should be encouraged to keep valuables in the Medical Center safe. Employees should keep valuables at home.

### **PARKING**

Free parking is available to all McLaren-Lapeer Region employees. However, employees must park in designated employee parking areas. Certain areas are restricted to patient, visitor, and physician parking.

McLaren-Lapeer Region does not assume responsibility for damage or theft to your vehicle or the contents contained therein. Please keep your car locked, and if you notice any suspicious activities or witness any accident, notify Security or the switchboard operator immediately.

### **PHYSICAL ASSESSMENTS**

All new employees will receive post-offer physical assessments to determine their physical ability to perform the work of the position offered to them. Certain tests will be required at this post-offer physical assessment.

Also, the Medical Center retains the right to require employees to have physical/medical examinations when such examinations are considered to be of value to the Medical Center in maintaining a capable work force and employee health and safety. McLaren-Lapeer Region will pay the costs of these tests and examinations.

## **PREVENTIVE PROCEDURES**

Employees may also be required to receive various medical tests or immunizations to ensure the health and safety of themselves and patients. These include: PPD skin tests, influenza and hepatitis immunizations, among others.

McLaren-Lapeer Region reserves the right to require any employee to submit to urine or blood testing if there is reason to believe that the employee may be impaired as a result of use of a controlled substance. Refusal to consent to such testing may result in the application of the Corrective Action Policy, up to and including termination.

## **RETAIL PHARMACY**

The Retail Pharmacy is located in the Lobby as a convenience to employees and visitors. Hours of operation are posted at their location.

## **SOCIAL SECURITY**

Federal Social Security provides a variety of benefits including retirement payments, death benefits, disability insurance, hospitalization insurance (Medicare), and monthly income payments to certain dependent survivors of covered workers. As required by law, a percentage of your gross salary will be deducted as your contribution for this protection. The Medical Center will contribute an amount at least equal to that deducted from your salary.

## **UNITED WAY/EMPLOYEE GIVING**

Exceptions to the no soliciting rule are made each year for the United Way/Employee Giving Campaign. The United Way is a nonprofit organization that solicits funds once per year for its affiliated agencies and allocates these funds according to a predetermined audited budget. McLaren-Lapeer Region cooperates by organizing the annual campaign and encouraging employees to support these efforts. The Employee Giving Campaign supports pre-determined Medical Center sponsored projects.



## **WORKERS' COMPENSATION**

All employees are covered by the Michigan Workers' Compensation Act in the event that an injury or illness is caused by, or arises out of, the course of employment. Workers' Compensation provides for partial reimbursement for lost workdays of more than one week (7 calendar days) by a work-incurred disability.

In the event of illness or injury on the job, an employee must notify his/her Department Director/Manager or House Supervisor, complete an Employee Occupational Incident Report, and report to Employee Health Services immediately upon onset of illness/injury. If Employee Health Services is not open, the Emergency Department will do the initial evaluation. All work-related illnesses and injuries (cut, fall, sprain, burn, puncture wound; inhalation of chemical, gas, or other hazardous fumes, etc.) must be referred to Employee Health Services. Follow-up treatment and evaluation will be coordinated through the Employee Health Services Department at McLaren-Lapeer Region. Employees are required to contact Employee Health Services for ongoing weekly evaluations of the disability. Private physician services will not be paid unless proper authorization is provided by Employee Health Services and/or Human Resources.

The injured employee (or their designee) must forward all Worker's Compensation medical bills to Employee Health Services for verification, and if applicable, payment.

Private physicians' services for on-the-job injuries will not be paid during the first 10 days of disability unless authorized by Employee Health Services in advance.

In accordance with law, McLaren-Lapeer Region is not liable for an on-the-job injury or illness if it is caused or arises out of employee willful misconduct. Employees do not earn and may not use paid time off while receiving Workers' Compensation.

# General Policies

## ATTENDANCE AND TIMELINESS

The Medical Center cannot operate efficiently when employees are absent or late for work. Absenteeism and un-timeliness reduces the quality of patient care and puts an added burden on co-workers. Excessive absenteeism, un-timeliness, or overuse of leave privileges will be subject to Corrective Action, as described in Human Resources Policies #410 and #415.

## SCHEDULED TIME OFF

Scheduled time off is defined as time off from work that has been prearranged with your supervisor. Normally, your request for scheduled time off must be made in advance or as department policy dictates. Your supervisor will attempt to accommodate your request; however, due to staffing and Medical Center necessity, it cannot always be granted. When granted, scheduled time off will be paid with hours from your PTO bank.

## ABSENCE

An absence is defined as unplanned time off from work. This is normally due to your illness, family illness, or other emergency situations. The Medical Center recognizes that these types of absences will occur but, in order to maintain the Medical Center operations, these should be kept as infrequent as possible.

Once you know you will be absent, you must notify your supervisor at least two hours prior to the start of your shift. If there is no supervisor available in your department to accept your notification of absence, you must inform other designated department staff or the Medical Center switchboard. It is your responsibility to keep your department informed of your condition and expected duration of your absence.

If you are going to be absent from work for more than seven consecutive calendar days, you must request a leave of absence.

If you have three (3) consecutive days of absence without notifying your department, you will be considered to have voluntarily resigned your position.

### **TIMELINESS**

You are required to report to your work area ready for work at your scheduled starting time, and you are required to remain in your work area until your scheduled quitting time. You must report to your supervisor if you are expecting to be late for work or leaving early from work. Failure to clock in or out can also subject you to a Tardy or Leave Early designation and Corrective Action.

### **BREAK & MEAL PERIODS**

All active employees will be allowed an unpaid 30 minute meal period if scheduled to work 5 hours or more and a 15 minute break period will be provided, whenever possible, for each 4 hours worked.

### **BULLETIN BOARDS**

Bulletin boards are placed throughout the Medical Center to keep you informed of announcements and changes that may affect your job.

Only information approved by the Medical Center President or Vice President of Human Resources may be posted on these bulletin boards. Request for posting should be submitted through your department manager or directly to Human Resources.

### **COMMUNICATION**

It is the objective of McLaren-Lapeer Region to be able to communicate and provide access to health care services to all visitors and patients who have a visual or hearing impairment, or are unable to communicate in the English language. The Nursing Office should be contacted if a request for assistance in communication is made.

If a Medical Center employee could facilitate the communication, the employee's supervisor must be contacted to arrange for their availability. If an employee is unavailable or the needs require a more skilled person, contact your supervisor to arrange for proper assistance. Above all, it is most important that effective communication takes place for the individual being served.

### **CONFIDENTIAL INFORMATION**

As an employee of McLaren-Lapeer Region, there is opportunity for access to confidential information related to patients, co-workers, and Medical Center business. It is extremely important that this information remain strictly confidential and only be discussed when it relates to the necessary duties of the job. Any employee who releases confidential information without proper authorization will be subject to Corrective Action and possible penalty by law. Please refer to the Using, Disclosing, and Requesting Only the Minimum Amount of Protected Health Information (PHI) Necessary Policy #580.

### **COMPLIANCE OFFICER**

The Compliance Officer is a resource for providing education, answering questions, or investigating any real or potential violations. You are encouraged to discuss any questions or possible unethical conduct with your Department Director/Manager. If you feel uncomfortable discussing questions or concerns with your Department Director/Manager, or do not believe that he/she adequately addressed your concerns, the Compliance Officer should be notified at (810) 667-5787.

### **CONFLICT RESOLUTION**

The Human Resources Conflict Resolution Policy #420 has been established to provide all employees with a fair and effective process for resolving concerns in a timely manner. The conflict resolution process may be pursued after the employee has discussed the problem openly and completely with their immediate supervisor. An employee shall not be mistreated, reprimanded, or harassed by anyone as a result of initiating this process.

A conflict for which an employee might seek resolution may include, but is not limited to: wages, hours of work, Human Resources policies, perceived unfair or inequitable treatment or discipline, or other conditions of employment.

### **CORRECTIVE ACTION**

It is the policy of McLaren-Lapeer Region that all employees are expected to be compliant with organizational rules and regulations. Corrective Action is a constructive approach to solving employee problems to the mutual benefit of the individual employee and the Medical Center. Please refer to the Human Resources Corrective Action Policy #410 for further information.

Corrective Action is used when an employee does not follow (or deviates from) established standards, rules, regulations, etc. A deviation occurs whenever actual performance does not meet established standards.

### **COUNSELING**

Prior to taking the first step of Corrective Action, the Department Manager/Supervisor has the option of counseling an employee in an attempt to correct his/her behavior without the need for formal action. Documentation of the counseling should be retained in the employee's departmental file.

### **PROGRESSIVE DISCIPLINE STEPS**

Corrective Action usually consists of the following steps; however, serious violations will result in immediate discharge with no progression through the system.

- **Written Record of a Verbal Warning-** This is the first step of corrective discipline to address the initial occurrence of unsatisfactory conduct that is defined as a minor infraction. The Department Director/Manager meets with the employee to advise him/her of the inappropriate conduct, and to warn that further occurrences of the same or similar inappropriate conduct may result in progressive corrective action up to and including termination.

- **Written Warning** - This is the second step of progressive discipline to address unsatisfactory conduct that is defined as a minor infraction. Multiple minor infractions occurring simultaneously may result in corrective action more severe than a written warning being administered.
- **Suspension** - An unpaid suspension may be issued for continued minor infraction(s), multiple minor infractions occurring simultaneously, or a single major infraction. Suspensions will be reviewed by the Vice President of Human Resources, or his/her designee, and the President & CEO, or his/her designee, prior to issuance of discipline.
- **Suspension Pending Investigation** – An employee may be suspended pending the outcome of an investigation. This action will occur if, at senior management’s discretion, the employee should be removed from the situation/environment until such time the investigation is complete.
- **Termination** – Generally, if infractions persist or a major infraction is committed, the employee is subject to immediate termination. Terminations will be reviewed by the Vice President of Human Resources, or his/her designee, and the President & CEO, or his/her designee, prior to issuance of discipline.
- **Active Discipline** – Corrective actions issued within the most recent 12-month period are considered active. Any period in which the employee is on an approved leave of absence does not count toward the 12-month period. Additional violations within the most recent 12-month period may result in further corrective action, up to and including termination.

Please consult Human Resources Policy #410 for a general description of infractions and related Corrective Action.

## **E-MAIL**

The E-mail system is Medical Center property and should be used for Medical Center business only. E-mail should be used only if it has a legitimate business reason. Employees should disclose information or messages from an E-mail system only to authorized personnel. E-mail information will be limited to those with a need to know.

The Medical Center reserves the right to monitor the E-mail system to ensure that it is being used for Medical Center purposes only. Information sent through E-mail is not considered private, and employees do not have a personal privacy right in any matter created, received, or sent from the E-mail system.

## **EMPLOYMENT AND JOB CLASSIFICATION**

### **EMPLOYMENT CLASSIFICATIONS**

Following are the employment classifications that define an employee's status at the Medical Center.

- Full Time Employee- An employee regularly scheduled to work 70 hours per pay period.
- Part Time Employee- If an employee is regularly scheduled to work less than 70 hours per pay period, then the employee is considered a part time employee.
- Casual Employee- If an employee is not scheduled to work on a regular basis but is assigned or called to work as needed, the employee will be classified as a casual employee. There should be no expectation of hours as a casual employee. If for any reason an employee is called and unable to report to work for a 90-day period, he/she may be removed from the casual classification and considered to have resigned his or her position.
- Temporary Employee- If an employee has been hired for either a full-time or part-time position for a specified period of time (normally less than six months) the employee will be classified as a temporary employee. Employees in this category are not eligible for benefits.



## **JOB CLASSIFICATIONS**

Employees are assigned to specific positions at McLaren-Lapeer Region and given designated job classifications (job titles). These classifications will have position descriptions that define their duties and responsibilities and be assigned certain pay levels that are representative of the skills, knowledge, abilities, and work of that classification. Market conditions will also be considered when determining appropriate pay levels.

## **EMPLOYEE-PATIENT RELATIONS**

Medical Center affairs, a patient's disease or treatment, and an employee's own personal experiences or medical history, are never to be discussed with or in the presence of a patient. Patients, families, and visitors must always be treated with courtesy, tact, and kindness. If they ask the employee for information, which the employee is not permitted to give, the employee should refer them to the nurse or supervisor in charge of the unit. Some specific regulations have been established to maintain good patient-employee relations. They are as follows:

1. An employee may not borrow money or materials from patients at any time.
2. An employee may not accept tips.
3. An employee may not transact any business or sell goods or services to patients.
4. An employee is not permitted to provide any Medical Center information or personal advice to any patient if this is not appropriate to the employee's job duties.
5. An employee is not permitted to provide information about a patient to another patient.

## **EMPLOYMENT PROCEDURES**

All applicants are screened in the Human Resources Department. Any false or misleading information on the application form or pertinent information concealed will subject the employee to immediate dismissal. Criteria for employment are as follows:

1. Appropriate education, training and/or experience indicating potential for successful performance in a particular position.
2. Possession of necessary registration, license, or membership when positions call for those qualifications.
3. Satisfactory references from past employers.
4. Adequate health for Medical Center employment, determined by a post-offer health assessment/physical.

## **EMPLOYMENT RECORDS**

The Human Resources Department maintains a confidential record of each employee's attendance, education, experience, performance and progress in his/her job. These records will be considered for promotion or when an employee requests a transfer.

To assure that the information in each employee's record is accurate and up-to-date, each employee must report any change in his/her address, beneficiaries, dependents, marital status, name or telephone number promptly to Human Resources and his/her supervisor. An employee may review his/her personnel file as needed. Please contact Human Resources to schedule an appointment.

## **IDENTIFICATION BADGE**

All employees, physicians, students, and volunteers are issued an identification badge. Identification badges are to be worn at all times when on duty. They must be worn on the upper torso and the picture and printed information must not be obscured. An identification badge is provided for the following reasons:

## **EMPLOYEE HANDBOOK** McLAREN-LAPEER REGION

1. To identify you as a Medical Center employee performing a specific Medical Center function.
2. To gain entrance to the Medical Center.
3. To help fellow employees, physicians, visitors, and patients to know your name and position.
4. Clocking in and out for timekeeping purposes.

The identification badge is the property of McLaren-Lapeer Region and must be turned into the Human Resources Department upon termination of employment before the final paycheck will be issued. If the identification badge is lost or stolen, the employee will be charged for its replacement.

Lost or stolen badges must be reported immediately to the Human Resources Department.

### **INQUIRIES FROM THE NEWS MEDIA**

Any inquiries from newspapers, magazines, radio, and television should be directed to the Marketing Director, or to Administration. During the evenings and weekends, please direct all inquiries to the Nursing Administrative Supervisor or the Administrator on call.

### **LEAVE OF ABSENCE**

As outlined in the Human Resources Leave of Absence Policy #235, an employee must have a Health Certification completed verifying that there is a serious health condition and is unable to perform the duties of the job. The Health Certification can be obtained from the Human Resources Department, and the completed certification must be returned within 15 days.

Before returning to work from a medical leave of absence, employees must report to Employee Health Services for authorization to return to work. A physician's statement authorizing return to work with or without restrictions must be provided at that time.

## **LEGAL INQUIRIES**

If employees receive any Medical Center related communication from a court or an attorney (i.e. subpoena, letter or phone call), they must immediately bring the communication to the attention of Human Resources or Administration.

Exceptions to this would be legal inquiries for medical or employment records. These must be directed to the Health Information Management Department or Human Resources Departments, respectively.

When subpoenaed in cases related to his/her work, an employee will receive work time and be compensated at the appropriate rate of pay for all related activities.

## **LENGTH OF SERVICE**

Length of service is the amount of time an employee has been an employee of McLaren-Lapeer Region. Length of service is measured by the number of hours paid, exclusive of on-call pay. Length of service will not accumulate when an employee is on a leave of absence.

After termination of employment from McLaren-Lapeer Region, length of service is normally forfeited. Bridging of seniority will be allowed if an employee is rehired within 12-months from the termination date, and worked at least one year in the previous period of employment.

## **PERSONAL APPEARANCE AND CONDUCT**

It is the policy of McLaren-Lapeer Region that all staff exercises proper professional judgment in ensuring that a positive image is displayed to co-workers, patients, and all other medical center customers. To achieve this goal, it is important that employees dress safely and conservatively while maintaining a high standard of personal hygiene and conducting themselves in an exemplary manner. As appropriate, employees are required to wear Standard Precaution garments and follow guidelines set forth in the Standard Precautions Policy. Please refer to the Human Resources Personal Appearance and Conduct Policy #405 for further information.

## **PROBATIONARY PERIOD**

### **NEW HIRE PROBATIONARY PERIOD**

The probationary period for new employees is 90 days and can be extended an additional 30 days when further review is necessary due to unsatisfactory work performance, conduct, or additional training. During this period, the employee will be instructed and evaluated in the job's responsibilities.

A written evaluation will be prepared and discussed with the employee when he/she completes the 90 day probationary period.

During the probationary period, a new employee may be released for any reason with or without notice or access to the Conflict Resolution Process, Grievance Procedure, or Corrective Action Program.

### **EMPLOYEE ORIENTATION PERIOD**

Employees who have completed their initial probationary period (90 days) and are transferred, promoted, or demoted will be considered on orientation for 90 calendar days. Due to the need for additional training, the orientation period may be extended an additional 30 days.

A written performance appraisal will be prepared and discussed with the employee when she/he completes the 90 day orientation period.

During the orientation period, if employees are unable to satisfactorily perform the job, they may be transferred back to their former classifications or another position for which they are qualified and a vacancy exists. Otherwise, their employment may be terminated.

## **PROMOTIONS AND TRANSFERS**

It is the policy of McLaren-Lapeer Region to ensure positions within the Medical Center are filled with the most qualified candidates.

Available positions are posted for 7 calendar days on-line, on the bulletin board, outside of the Cafeteria, and at each subsidiary location. Eligible employees may apply by completing a on-line application. This application must be completed within the appropriate timeframe. If the employee is a probationary employee, they will need prior written approval from their current manager to apply for a posted position.

All positions, except department manager level and above, are posted and made available for current McLaren-Lapeer Region employees. Both internal and external candidates will be considered. Employees must apply during the posted period in order to be considered for the opening. Any application received after the posting period will be considered late. These requests may be considered at the Director/Manager's discretion.

### **NEWLY HIRED EMPLOYEES**

New employees must complete six (6) months of service with McLaren-Lapeer Region before they can transfer into a new position. The department manager may, however, agree to let the employee transfer earlier. Normally, this decision will be made based on the amount of training already provided.

### **REGULAR EMPLOYEES**

Employees with more than six (6) total months of service with the Medical Center can transfer into a new position as long as they have worked at least 6 months in their current position. The manager may, however, agree to let the employee transfer earlier. This normally occurs when a position becomes available in the same department.

### **TRANSFER DUE TO PERFORMANCE DIFFICULTIES**

In the event an employee transfers into a new position and either the

employee or the manager determines that the employee will not be proficient, or satisfied with, the new job duties, he/she will be allowed to go back to the job position he/she transferred from. The position must still be available, and the sending manager must be agreeable with the transfer. If it is not available, or the transfer is not agreeable to the manager, the employee may apply for any open position for which he/she meets the minimum requirements. If no vacancy exists, the employee may be terminated.

### **SELECTION PROCESS**

1. The most qualified candidate (internal or external) will be selected. In the event that required and/or preferred qualifications and job performance are equal, preference should be given to the internal candidate. All “Required” qualifications must be met.
2. “Preferred” qualifications should then be evaluated for assessing the best candidate.
3. The manager may consider negative as well as positive aspects of the employee’s work record, attendance record, corrective actions, etc, in selecting the most qualified candidate.
4. If two or more candidates are equally qualified after steps #1-#3 above, the employee with the most Medical Center seniority (life-to-date hours) should be selected.

### **SALARY ADJUSTMENTS FOR PROMOTIONS**

If an employee moves to a job in a higher pay grade (promotion), their hourly rate of pay must fall within the new pay range.

### **SAFETY PROGRAM**

A great amount of time and effort is spent to make the Medical Center safe for patients and employees and to prepare for emergencies. Several programs are in place to ensure a safe environment, including the mandatory annual Safety Fair.



## **SCHEDULING**

Each employee's work schedule will be determined by his/her supervisor/manager. Because the Medical Center must provide service to patients on a 24 hour a day, seven days a week basis, it is necessary for some employees to work afternoons, evenings, and weekends. Whenever possible, supervisors will try to schedule hours according to an employee's preference. However, in the event of an emergency or organizational need, an employee may be asked to work on his or her day off, to change his or her scheduled working hours or day off, or to work overtime so that Medical Center services and service to our patients will not be interrupted. Such changes will be made only when it is absolutely necessary. Each employee will be expected to cooperate by accepting any schedule changes.

## **SECURITY MANAGEMENT**

For the protection of employees, patients, visitors, and for the security of McLaren-Lapeer Region buildings, equipment, and grounds, a security force is on duty 24 hours per day, seven days a week. If an employee observes an individual acting in a suspicious manner anywhere in the Medical Center or on the grounds, he or she should report it immediately to the Security Office or the switchboard operator. Theft or suspicion of theft should be reported to the employee's manager, the Security Office, or Human Resources.

Employees needing to remove equipment and/or supplies from the Medical Center must obtain written approval from the manager or designate.

Employees may request a Security escort to their vehicles.

McLaren-Lapeer Region retains the right to inspect any incoming/outgoing packages.

Specific policies exist for employees and visitors in sensitive areas such as Emergency, Birth Center, Pharmacy, and Behavioral Health.

## **SMOKING**

McLaren-Lapeer Region is committed to creating a healthy environment for our employees, patients, guests, and visitors. The health hazards associated with smoking are well documented and known. Smoking, unlike many other health issues, affects the health of non-smokers in addition to those who choose to smoke.

In the interest of providing a safe and healthy environment, McLaren-Lapeer Region is a tobacco and smoke free campus.

Employees who violate this policy will be subject to the Corrective Action program. The success of this policy will depend upon the thoughtfulness, consideration, and cooperation of smokers and nonsmokers. All employees share in the responsibility for adhering to and enforcing this policy.

## **SOLICITATION AND DISTRIBUTION**

Solicitation of any type on Medical Center premises must be conducted solely during non-working time (i.e. before and after work shifts, during meal periods, or on breaks) and is prohibited in work areas. Distribution of literature is confined to non-working hours and non-work areas of the Medical Center. Non-working time includes the non-working time of both the employee doing the solicitation or distribution and the employee to whom it is directed. Individuals who are not McLaren-Lapeer Region employees are not allowed to sell or solicit to employees, visitors, or patients on Medical Center properties at any time. Please refer to the Human Resources Solicitation and Distribution Policy #130 for further clarification. The only exception to this policy will be the United Way/ Employee Giving Campaign.

## **STAFF ADJUSTMENT TO MEDICAL CENTER WORK FORCE**

Due to fluctuations in patient census, it is necessary for McLaren-Lapeer Region to maintain flexible staffing. Therefore, staffing levels are adjusted to correspond with a fluctuating patient census. When an employee reports for work on a scheduled shift and it is determined by the department manager/supervisor that he/she is not needed due to staffing needs on that shift, the employee will be staff adjusted (sent home). It may be determined at any time during the shift that an employee should be staff adjusted, not only at the beginning of the shift. Employees may also be notified prior to the beginning of their shift that they are staff adjusted and do not need to report to work. Please consult Human Resources Policy #530.

When an employee reports to work and is staff adjusted, the employee will be paid for all hours actually worked or a minimum of two hours, whichever is greater.

The employee may request additional time from his/her PTO bank for the remainder of the scheduled hours for that day.

## **TERMINATION OF SERVICE**

The decision to terminate employment with McLaren-Lapeer Region is an important one. If employees wish to terminate their employment, they must provide this information in writing to their manager/supervisor. In order to ensure a good reference with eligibility for rehire, it is strongly recommended that all non-supervisory personnel give a minimum of two weeks notice for termination (four weeks for supervisors and above).

After receipt of notification of the employee's intent to terminate, a meeting with a Human Resources Department staff member will be arranged to ensure an orderly final processing of pay and the return of any Medical Center property.

If all Medical Center property has been returned, the final paycheck will be processed and will include any remaining worked time and/or accrued paid time off.

## **VERIFICATION OF EMPLOYEE LICENSURE, REGISTRATION, CERTIFICATION**

There are a variety of job classifications at McLaren-Lapeer Region that require certain licensure, registration, degree, and/or certification before the employee will be allowed to work within that classification.

The Human Resources Department will verify licensure, registration, and/or certification prior to the time of employment. The appropriate department will work in cooperation with Human Resources to ensure ongoing validity. If a candidate cannot provide proof of licensure, registration, and/or certification, the employment offer will be rescinded. If a current employee cannot do so, the employee will be reassigned, suspended or terminated at the sole discretion of the Medical Center.

## **EXCEPTION PROVISION**

If any provision of this handbook conflicts with an express provision(s) of an applicable collective bargaining agreement or letter of understanding, the latter shall supersede this handbook to the extent necessary to comply the contractual obligations.











