



PETERSON
HEALTH

Team Member Handbook

July 2019

Our Mission, Vision, and Values

Mission

Exceptional, compassionate patient-centered care.

Vision

World class care – today, tomorrow and always.

The values that guide us - **CALLING**

C - Caring: Feeling and showing concern and compassion for others.

A - Accountability: Taking responsibility for one's actions.

L - Leadership: Inspiring others to engage in achieving a goal.

L - Learning: The process or experience of gaining and sharing knowledge.

I - Integrity: Being honest and fair and doing what you say you will do.

N - Nurturing: The giving of oneself to help others.

G - Going the Extra Mile: Exhibited in each of the values listed above.

Dear Peterson Health Team Member,

I want to welcome you to the Peterson Health family. We are excited that you have selected Peterson to be your employer of choice. As a new 'team member', you are part of a growing group of leaders who are delivering on our Mission (Exceptional, compassionate, patient-centered care), Vision (World Class Care, today, tomorrow, always), and Values (C.A.L.L.I.N.G). Join us in our effort to deliver the BEST in every aspect of our health system.

Always remember that you represent Peterson Health in every aspect of life - inside and outside of our facilities. You play a vital role in helping our organization thrive, and together we are better.

Since Peterson Health is a 'destination' health system (we treat patients from all over Texas), you will have the honor to provide exceptional care to thousands of residents in the Hill Country and in Texas. We also encourage you to provide us feedback and recommendations on how we can improve upon what we do. Our goals and aspirations will be realized with the combined strength of our staff and the commitment of our dedicated physicians.

We want you to be a proud member of our team and make a positive impact on your department. We expect every member of our team to be treated with the utmost respect, which will create a positive environment and help you with the care you deliver.

This Employee Handbook will serve as a helpful resource and provide you with the tools you need for a positive employer-employee relationship. Please read the handbook and refer to it when questions arise. You are also encouraged to discuss any questions you may have with your Supervisor, Department Director, or with a staff member in the Human Resources Department at any time.

Again, welcome and I look forward to working with you as we deliver world class care. Best wishes for success as you begin your time at this exceptional institution of healing.

Peterson Proud,

A handwritten signature in blue ink, reading "C. Edmondson".

Cory Edmondson, MBA, FACHE
President/Chief Executive Officer

Peterson Health. Elevating Health.

One unique and powerful brand of healthcare making a lasting impact here at home – and earning national recognition along the way.

Peterson Health, a health network serving patients in the heart of the Texas Hill Country, has grown to become so much more than a hospital. What started as a single facility in 1949 has quickly expanded to nine rooftops spanning nine counties across Texas, each united by a singular purpose: to elevate the healthcare experience of every patient under their care. Peterson Health's flagship hospital, Peterson Regional Medical Center, a 124-bed, not-for-profit community hospital located in Kerrville, began a legacy of exceptional, compassionate, patient-centered care – forming the foundation of Peterson's inspired mission: to transform healthcare by *Elevating Health*.

Home to over 1,000 full time employees and 250 medical professionals, Peterson Health is thriving thanks to the tireless dedication of individuals who see healthcare as their calling, delivering world-class care to more people in more places every day. And, Peterson's efforts have gotten noticed – both here at home and on a national scale.

Table of Contents

About This Handbook	6	Paid Time Off (PTO)	21
General Employment Policies		PTO Buy Back Program	22
Employment-At-Will	7	Extended Illness Protection	
Equal Employment Opportunity	7	Insurance (EIPI)	22
ADA Accommodation	7	Employee Wellness Program	23
Recruitment	7	Helping Hands	23
Anti-Harassment	8	Leaves of Absence	
Complaint and Grievance Procedure	9	Family and Medical Leave Act	
Confidentiality and HIPAA	9	(FMLA)	24
Employee Rights	9	Bereavement Leave	24
Conflict of Interest	10	Military Leave	24
Promotions and Transfers	11	Jury Duty	24
Initial Employment Period	11	Safe and Secure Workplace	
30 and 90 Day Meetings	11	Workplace Violence	25
Performance Reviews	12	Plain Language Emergency Codes	25
Annual Education and Employee		Environment of Care (EOC)	
Health	12	Committee	25
Disciplinary Action	12	Safety Guidelines	25
Parking	13	Harassment and Disruptive Behavior	26
Tobacco Free Campus	13	Expectations and Guidelines	
Hiring of Relatives	13	Solicitation and Distribution	27
Work and Pay		Code of Ethics	27
Salary Program	14	Social Networking	28
Employment Status Definitions	14	Marketing	28
Exempt and Non-Exempt	14	Fraud and Abuse	28
Meal and Rest Breaks	15	Patient Care Decisions	28
Overtime Pay	15	Patient Rights	29
Work Week	16	Lost and Found	29
Pay Periods and Payday	16	Your Responsibilities	
Payroll Deductions	16	Absenteeism and Tardiness	30
On Call/Call Back	17	Dress Code	30
Pay Grade Determination	17	Identification Badges	30
Pay/Merit/Market Increases	17	Staff Rights	31
Shift Differential	18	Terminations	31
Social Security	18	Occupational Health	
Time and Attendance	18	Drug and Alcohol Screening	32
Wage and Finance Committee	18	Respirator Protection	32
Benefits		Immunizations	32
Holidays	19	Job Related Injuries (Work Care	
Eligibility Chart with Status	19	Benefit Plan)	33
Employee Assistance Program	20		
Educational Assistance	21		
Meal Discount	21		

About This Handbook

The purpose of the Peterson Health Employee Handbook is to provide employees with an introduction to and a general overview of the Peterson Health policies, procedures, and work environment. More detailed information is available on the Peterson Health Intranet, from your Supervisor, or from a representative of the Peterson Health Human Resources Department.

Peterson Health policies are available online to all employees. They can be accessed from the Peterson Health intranet, policytech™. Policies are updated as needed, so please refer to the online policies for the latest information. If you cannot access the online policies for any reason, contact your Supervisor.

The policies and procedures in the Employee Handbook are guidelines only and should not be considered as a contract between Peterson Health and any of its employees. The employment relationship between Peterson Health and its employee is based upon mutual consent and does not guarantee employment for any specific duration. Either Peterson Health or its employee may terminate that relationship at any time without requirement of cause.

If you have any questions regarding any of the information in the Employee Handbook, it is your responsibility to ask your Supervisor or a representative of the Peterson Health Human Resources Department for assistance.

General Employment Policies

Employment-At-Will

Peterson Health is an “at-will” employer, meaning you or Peterson Health have the right to terminate the employment relationship at any time, with or without notice or cause.

Equal Employment Policy

Peterson Health is an equal employment opportunity employer. It is our policy to recruit, hire, train and promote employees, as well as administer all employment decisions, conditions, of employment, and personnel actions, without regard to race, color, religion, sex, age, national origin, citizenship or ancestry, marital status, status as a disabled or Veteran, or status as a qualified person with a disability, or other protected status in accordance with applicable laws. It is the philosophy of Peterson Health to treat all employees fairly and with personal dignity and respect. Individuals with concerns relating to equal treatment under the law should contact the Peterson Health Human Resources representative for assistance.

Americans with Disability Act

Peterson Health supports the policies of the Americans with Disabilities Act and is committed to treating all job applicants and employees with disabilities in accordance with the requirements of that act. Peterson Health will provide “reasonable accommodations” to any employee with disabilities who advises Peterson Health of their specific needs. Information concerning individuals with disabilities and their need for accommodations will be handled with care in a confidential and non-discriminatory manner.

Recruitment

Peterson Health uses a variety of methods to recruit individuals to ensure the Hospital is in compliance with all laws regarding race, color, religion, national origin, sex, age, handicap, veteran status, or other protected class.

In the event that an individual who is hired was referred by a Peterson Health employee, then the referring employee will be eligible to receive an Employee Recruitment Bonus, the bonus will be paid through the payroll system.

Anti-Harassment

Peterson Health strictly prohibits the harassment of any employee by other employees, supervisors, or non-employees working at any Peterson Health campus (Hospice, Home Health, Ambulatory Care Center, Peterson Urgent Care, Peterson Community Care, Kerrville Medical Plaza, and Peterson Medical Associates), including vendors, contractors and doctors, on the basis of the employee's sex, race, color, religion, gender, national origin, age or disability. While it is not the intention of Peterson Health to regulate employees' interactions or relationships, the organization will neither accept, condone, nor tolerate any conduct which may constitute prohibited harassment.

Conduct violates this policy if:

1. Submission to such conduct is either an explicit or implicit term or condition of employment (e.g., promotion, training, timekeeping, or overtime assignments, etc.); or
2. Submission to or rejection of the conduct is used as a basis for making employment decisions affecting such individual; or
3. The conduct denigrates or shows hostility toward an individual because of a prohibited characteristic of the individual, his or her relatives, friends, or associates and has the purpose or effect of unreasonably interfering with an individual's work performance; or creating an intimidating, hostile or offensive work environment; or otherwise adversely affects an individual's employment opportunities.

Examples of conduct which may constitute sexual harassment, as defined in this policy, include, but are not limited to, unwelcome sexual advances; verbal, visual or physical harassment or abuse (e.g. but not limited to: degrading sexual comments, unwelcome propositions, sexually offensive jokes, materials, and tricks); unwelcome requests for sexual favors or activity, inappropriate touching of a sexual or abusive nature (e.g. but not limited to: pinching, hugging, patting, or repeated brushing against another individual's body), or a suggestion, threat or action that makes affected individual's employment, opportunities, or benefits subject to submission to sexual demands, harassment, or sexually offensive conduct.

Examples of conduct which may constitute harassment on account of race, color, religion, gender, national origin, age, or disability include, but are not limited to, slurs, epithets, and negative stereotyping; threatening, intimidating, or hostile acts that relate to a prohibited factor; and written or visual materials that denigrates or shows hostility toward an individual or group because of a prohibited factor and which are placed on walls, bulletin boards, or elsewhere on Hospital property or are circulated in the workplace.

****Refer to Harassment & Disruptive Behavior on page 25 for additional information or view the policy in policytech™.**

Complaint and Grievance Procedure

Situations may occur where an employee believes that the fair and consistent application of policy affecting him or her has not been followed. In such a situation, employees of Peterson Health who disagree with a managerial decision shall utilize the Grievance Procedure described in policytech™.

Confidentiality and HIPAA

All confidential information concerning patients, employees, or Peterson Health business must be held in strict confidence and not discussed with others in Peterson Health not having a need to know, or anyone outside the organization. Medical Records and Employee records are confidential and access to them is limited to those with proper authorization and business necessity to see them. Accessing confidential information without a legitimate “need to know” is grounds for disciplinary action, up to and including termination.

Each employee is expected to carry out his/her assignment, regardless of the patient’s condition, in accordance with medical ethics and established procedures.

Health Information Portability and Accountability Act (HIPAA)

Federal law regulates patient privacy. During your employment at the hospital, you may become aware of private patient information. Revealing details such as patient names to people who are not involved in the care of that patient can result in criminal as well as civil liability. **YOU CAN BE SUED OR FINED!**

You may observe activities that are confidential. If so, maintain the patient’s privacy by not discussing them. Never talk about individual patients to people who do not have a need to know.

Do not copy any patient information to take away from the Hospital.

Do not discuss patient information in public areas including elevators. People outside the elevator may hear you.

Employee Rights

It is this organizations policy that its employees provide safe care and treatment to patients without regard to an individual's nationality, race, creed, religion, or ability to pay. However, should an employee perceive that patient care would be compromised or become a personal safety hazard if he/she should participate in certain treatments or aspects of care, or if by

accepting an assignment it would put either the patient or the employee at risk of serious risk of harm, it is the responsibility of the employee:

1. To immediately inform their Supervisor or Department Director.
2. Immediately in writing, request not to participate in the aspect(s) of care.
 - a) identify specifically the aspects of care or treatment in which the employee perceives conflict.
 - b) detail the cultural, ethical, religious or personal safety hazard reason(s) he/she cannot participate.
 - c) provide proper advance notice if religious or cultural affiliations require the necessity of absence during days of the year.
3. The Supervisor/Department Director, Director of Human Resources, and Chaplain (if required) will evaluate the request. If the request is deemed valid, necessary adjustments will be made to the employee's assignment.
4. Adjustments may be substitution of other personnel, reassignment of duties, temporary rescheduling, or transfer until the situation of a perceived conflict is nonexistent.
5. These adjustments will be made so that the employee's non-participation in treatment or aspect of care due to the employee's cultural values, ethics, religious beliefs or personal safety concerns will not negatively affect patient care. In no circumstance will patient care be jeopardized.
6. If events such as an emergency prevent accommodation, the employee will be expected to perform assigned duties so he/she does not negatively affect delivery of care or services. If the employee does not agree to render appropriate care in an emergency situation because of personal beliefs, the employee will be placed on leave of absence from his/her position and the incident will be reviewed.

Conflict of Interest

Potential conflicts of interest in contractual relationships are inherent in the conduct of business. The Board of Directors and hospital leadership review relationships carefully.

The successful achievement of an ethical environment is a shared responsibility of employees, medical staff, management, volunteers, trustees, and others associated with Peterson Health. Peterson Health is dedicated to maintaining an environment where high personal and work standards contribute to the delivery of excellent patient care. Peterson Health's long-term success depends upon its reputation for the care given and for the unquestionable ethics in patient care and business judgment.

Every individual is responsible for representing the organization and his or her position with honesty and accuracy at all times. No one will use his or her position or authority for personal gain. Questions or concerns about potential conflicts of interest should be directed to Administration or the Peterson Health Compliance Officer.

Promotions and Transfers

Employees are eligible to request a transfer and/or promotion to other departments within the organization after six (6) months of employment within their current regular position and department.

All transfer/promotions will be taken into consideration primarily from the perspective of the best interests of Peterson health and the patients it serves. You must be in good standing in your current department, as determined by the Department Director. Good standing means not in a disciplinary process or on a performance improvement plan, no attendance problems, and performing satisfactorily within the expectations of Peterson Health.

Arrangements for interviews and all coordination affecting the transfer/promotion will be made by the Human Resources Department.

Employees accepted for transfer shall give two weeks working notice to their current department prior to transfer. Exceptions of the two-week notice shall be coordinated between the Director of the current department and the Director of the new department.

Initial Employment Period

An initial employment period is used to determine if the work is satisfying to the employee and if the employee is suited for the position in the first 90 days of employment.

Any breach of Peterson Health policy or procedure is subject to disciplinary action as set forth in Peterson Health's policies and procedures.

30 and 90 Day Meetings

As a new employee, we realize you bring a wealth of knowledge and experience to Peterson Health that allows you to provide the organization with valuable information and feedback. Meetings with new employees at 30 and 90 days are designed to build relationships and encourage on-going communication that will not only enhance your desire to stay with Peterson Health, but also allows the organization to gain valuable feedback from new employees on the employees experience throughout the hiring and orientation process.

Performance Reviews

Your growth, development and success at Peterson Health are important to us. Performance reviews provide an opportunity for you and your Supervisor and/or Director to discuss success and also identify opportunities for improvement and/or future growth and development.

The review process is designed to give you feedback and allow you and your Supervisor/Director the opportunity to set goals, review progress, identify roadblocks, etc. Performance reviews are held on an annual basis and coincide with your required annual education and occupational health review.

Annual Education and Employee Health

All employees are required to complete an Annual Education Review and an Annual Performance Appraisal.

Completion of the Annual Education Review will be verified by the supervisor that reviews the individual's electronic Peterson Health training record.

To maintain employee health, all employees are required to have an annual TB/PPD Test. They must also verify immunizations, complete their face mask fitting, and follow up with the Human Resources Occupational Health Nurse regarding any injuries or exposures they have incurred in the past year.

Disciplinary Actions

It shall be the policy of Peterson Health to take appropriate disciplinary action when employees are found to have violated Hospital policies, procedures, and/or work rules.

Appropriate disciplinary action may involve progressive disciplinary measure, or may result in immediate release/discharge.

All employees are responsible for complying with organizations policies, procedures and rules for the safety of patients, visitors and fellow staff.

Peterson Health believes in a Just Culture, recognizing that competent professionals make mistakes and acknowledges that even competent professionals will develop unhealthy norms (shortcuts, "routine rule violations"), but has zero tolerance for reckless behavior. Just Culture promote an atmosphere where team members feel comfortable coming forward about their errors without fear of retribution and helping to eliminate that error from happening again.

Please Note: Peterson Health reserves the right to start the progressive discipline process at any level. Thus Peterson Health may immediately transfer, suspend, or terminate a team

member depending on the severity of the offense. The progressive counseling process does not alter the at-will status of employment with Peterson Health.

Parking

Our patients and visitors are our top priority and Peterson Health. Ease of access and convenience of parking is important. Please be sure to only parking in those designated employee parking areas marked with a blue line to ensure that we have ample parking for our patients and visitors.

Please refer to the online parking diagram on the Peterson Health Intranet.

Tobacco Free Campus

The use of tobacco products is prohibited in the buildings and on the grounds of Peterson Health property owned or leased. This includes but is not limited to the Hospital, Peterson Urgent Care, Hospice, Home Health, and Community Care Clinic, Kerrville Medical Plaza, Ambulatory Care Center, Peterson Medical Associates offices and all associated parking areas. Smoking is not allowed in vehicles on Peterson Health property.

Hiring of Relatives

The relatives of current Peterson Health employees are prohibited from being employed in the same department if there is a supervisory relationship between the individuals.

Work and Pay

Salary Program

Peterson Health has established a compensation program that reflects its culture and values. The salary program assists Peterson Health in meeting the long-term health care needs of the community as well as maintaining a fair relationship between the salaries paid for the various types of work performed by ensuring pay decisions that:

- Enhance and support Peterson Health's Mission, Vision, Values, and strategies
- Support Peterson Health's budgetary requirements
- Meet all legal requirements
- Establish wage levels that are competitive in the relevant labor market

To meet these objectives, Peterson Health maintains a market-based pay strategy using prevailing wage rates in the relevant labor market as a basis for establishing a pay structure.

The current policy is to match the relevant market based on survey data. The structure will consist of grade levels with minimum, mid-point, and maximum rates for each level. Administration retains the right to change the competitive position and structure if deemed necessary.

Employment Status Definitions

- Full-Time – 36-40 hours per week, 72-80 hours bi-weekly, 1872-2080 hours per year
- Part-Time I – 30-36 hours per week, 60-72 hours bi-weekly, 1560-1872 hours per year
- Part-Time II – 24-30 hours per week, 48-60 hours bi-weekly, 1248-1560 hours per year
- Part-Time III – 20-24 hours per week, 40-48 hours bi-weekly, 1040-1248 hours per year
- Part-Time IV – 16-20 hours per week, 32-40 hours bi-weekly, 832-1248 hours per year
- Full Time Without Benefits – 36-40 hours per week, not eligible for any benefits except participation in retirement plan. Higher rate of pay in lieu of benefits.
- Pool – work at least 8 hours per a 4 week schedule
- PRN – employees hired to work on an "as needed" basis
- Temporary – employees who are employed for a limited time period, regardless of the hours or days worked. Temporary employees are not eligible for any employee benefits at Peterson Regional Medical Center.

Exempt and Non-Exempt

Exempt employees are not eligible to receive overtime pay. Positions are exempt if they meet certain criteria determined by the Department of Labor and the Fair Labor Standards Act (FLSA).

Non-exempt employees receive overtime pay for time actually worked over forty (40) hours in a week.

Meal and Rest Breaks

It is the policy of Peterson Health that employees be allowed, whenever possible, an uninterrupted meal break or be paid for the time that is spent working in lieu of the meal period. Meal and rest periods are scheduled by supervisors depending upon the requirements of the department. Meal breaks may be thirty minutes or one hour depending upon departmental needs and shift length. Rest periods are limited to two (2) fifteen minute periods in an eight (8) hour shift. However, workload or emergency situations may require continuing work without a break. Meal time should be uninterrupted time and therefore, employees will not eat their meal at their work station. If an employee's meal time is interrupted, or if they are unable to take a meal break, they will notify their supervisor and/or departmental time-keeper to inform them of the interruption of their meal and the time they spent eating without interruptions.

Overtime Pay

Overtime will be paid to all non-exempt employees who work hours beyond full time. Mandatory overtime is prohibited except in extenuating circumstances. Overtime consists of hours worked by non-exempt employees, beyond full time, compensated at one and one-half (1.5) times the hourly rate.

An employee may be asked to work in excess of normal working hours. Provisions for overtime will vary according to:

- terms of the Federal Wage and Hour Law
- the position held by the employee
- policies and other laws governing that position

Non-productive time is not counted in the computation of overtime (time and a half). In addition, overtime hours worked will not increase or affect the amount of PTO, SLIP, or other benefits accumulated.

Any overtime hours worked must be pre-authorized by the Department Director. No employee is authorized to assign himself or herself work for which overtime is paid. Unless assigned, an employee may not be on the job before the work assignment begins or remain on the job after the approved work assignment is complete.

Work Week

A work week is defined as a seven day pay period of time beginning Monday at 7:15 am and ending the following Monday at 7:14:59. For those employees working on an 8 and 80 schedule, the pay period is 14 days starting from Monday at 7:15 am and ending 14 days later on Monday at 7:14:59.

Pay Periods and Payday

A pay period covers two weeks with 26 pay periods in a calendar year. Paychecks will be distributed **ONLY** on scheduled paydays. Scheduled paydays are every other Friday and cover a two-week pay period ending at 7:15 a.m. the Monday before you are paid. This allows one week for payroll preparation. If a holiday falls on a Friday payday, you will be paid on Thursday.

After receiving your first paycheck, you will be paid every other Friday. Under no circumstances will an advance on earnings be authorized.

When you complete your new hire paperwork, you will be asked to complete a “Direct Deposit” form. Your first paycheck will be a “live” paycheck and all paychecks after that will be direct deposit.

Questions regarding your paycheck should be directed to your Supervisor or Department Director.

Payroll Deductions

The net amount of your paycheck after deductions may differ from that of another employee who makes the same hourly rate or salary. This may be due to the number of voluntary deductions claimed. Only deductions required by law or authorized in writing by the employee will be withheld from a paycheck.

The deductions required by law include:

- Social Security – The hospital matches the employee’s payments, and both payments are credited to the employee’s account with the Social Security Administration.
- Federal Income Tax – Tax on income earned at Peterson Health.
- Assessments – Assessments by Federal or State Governments for amounts owed by the employee. For example: income tax, child support, student loans, and any other wage garnishment required by law.

Examples of deductions which may be authorized by the employee include:

- Life Insurance and Group disability Income Insurance

- Group Hospitalization Insurance
- Dental Insurance
- Hospital Accounts Receivable
- Credit Union
- Cancer Insurance
- Tax Sheltered Annuities
- Pension
- Physical Fitness Programs
- Uniforms
- United Way
- Helping Hands

On Call/Call Back

“On Call” is the period of time for which an employee must be available to work in their department.

“Call Back” is the period of time the employee works. If the employee “On Call” is required to come in to work, “Call Back” pay will be paid. “Call Back” time will be included for purposes of calculating overtime pay.

Only specific departments and job classifications are eligible for On Call or Call Back pay.

Pay Grade Determination

Jobs are slotted into pay grades with the closest match between pay range mid-point and weighted average market rate for the job.

Unique jobs will be slotted based on specific job requirements defined in the job description and standard compensation practice.

Pay/Market/Merit Increases

Availability, amount, and timing of any pay increases will be determined by the Board of Directors and Peterson Health Administration. There is an opportunity for a pay increase at least twice a year. On an annual basis Human Resources reviews each pay grade and compares them to market based surveys to make sure that we stay competitive with state and local markets. And each year an annual performance review will be completed for each employee and an opportunity for a merit increase based on that performance may be available.

Shift Differential

Shift Differential is added compensation for working the evening or night shifts. No shift differential is paid for hours worked on the day shift, except as authorized. See the Differential Pay Policy for details.

Social Security

Social Security taxes are deducted from your paycheck as required by law. The amount deducted from your paycheck is matched by Peterson Health.

Social Security provides an important part of your total retirement income. In addition, Social Security provides for disability income for workers who become totally and permanently disabled.

If additional information concerning Social Security Benefits is required, please contact your Social Security Office.

Time and Attendance

Peterson Health has an automated time and attendance system. This system helps you record your hours accurately for payroll purposes. You will “clock-in” using designated telephones in your work area. Your supervisor will give you the necessary codes for your work assignments.

You should not clock in more than three minutes before the start of your shift and you should not clock out more than three minutes after the end of your shift.

If a mistake is made, you should bring it to the attention of your supervisor immediately so it can be corrected.

Wage & Finance Committee

A committee comprised of Senior Leaders meets periodically to review and make recommendations concerning compensation policies.

The Wage & Finance Committee’s responsibilities include:

- Evaluation of job description and position guidelines for inclusion in the appropriate salary ranges
- Evaluation of salary surveys and survey data for comparability
- Resolving concerns regarding the salary administration program
- Providing information on wage budget to Senior Leaders and the Peterson Health Board

Benefits

Holidays

Peterson Health observes the following holidays:

- New Year's Day – January 1st
- Memorial Day – Last Monday in May
- Independence Day – July 4th
- Labor Day – 1st Monday in September
- Thanksgiving Day – 4th Thursday in November
- Christmas Day – December 25th

Designated holidays that fall on a Saturday will be observed the preceding Friday, and those that fall on a Sunday will be observed on the following Monday.

For those staff working overnight, holidays will begin at 7:00 pm on the preceding day and end at 7:00 am the morning following the designated holiday. Otherwise Holiday pay is for individuals who work on a designated Holiday.

Employees in departments that provide administrative support or scheduled clinical services will be closed and are not staffed on holidays. Employees in these departments will take the day off, unless prior approval is obtained. If an employee chooses to work, they will not receive differential pay.

Employees in patient care and clinical support areas will remain open on holidays and require staffing. Employees who work in these departments may request the holiday off following established departmental procedures. Scheduling managers will grant employees request based upon staffing plan requirements and departmental procedures.

Peterson Health offers a comprehensive health care benefit program to all eligible employees. Employees are eligible for medical benefits as shown on the following table.

MEDICAL BENEFITS	Full-time	Part-time I	Part-time II & III	Part-time IV	Pool I, II, PRN
Cancer Plan	•	•			
Dental	•	•			
Disability Insurance	•	•			
o Short Term Disability	•	•			
o Long Term Disability	•	•			
Flexible Spending Accounts	•	•			
o Medical Expenses	•	•			
o Dependent Care	•	•			

Life Insurance	•	•			
o Accidental Death & Dismemberment	•	•			
O Basic Life	•	•			
o Group Term Life	•	•			
Medical Coverage	•	•			
Medical Discounts	•	•	•		
Prescription Drug Coverage	•	•			
Vision	•	•			

Details and forms for healthcare benefits are available on the Peterson Health Intranet under Human Resources.

NOTE: In certain circumstances, COBRA health insurance may be continued at the employee's expense. Contact the Human Resources Benefits Coordinator for additional information.

In addition to medical benefits, there are numerous other benefits that are available to employees. Other benefits include:

OTHER BENEFITS	Full-time	Part-time I	Part-time II & III	Part-time IV	Pool I, II, PRN
Credit Unions	•	•	•	•	•
Educational Assistance	•				
Employee Recruitment Bonus	•	•	•	•	•
Fitness Center Discounts	•	•	•	•	•
Longevity Bonus	•				
Meal discounts in Peterson Health cafeteria	•	•	•	•	•
Paid Time Off (PTO)	•	•	•	•	
Parking - Free	•	•	•	•	•
Retirement Plan (401-k)	•	•	•	•	•
Extended Illness Protection Insurance (EIPI)	•				
Wellness Program	•	•			

Contact the Human Resources Department for additional information regarding these benefits.

Employee Assistance Program

Peterson Health offers an Employee Assistance Program to help employees manage personal problems (such as alcohol and drug abuse, emotional difficulties, stress, marital and family conflicts and financial/budgetary issues) in order to enhance the employees productivity and

well being both on and off the job. The Employee Assistance Program is an employee counseling and referral service, available to all active, regular employees of Peterson Health and their dependents over age 14. Participation in the Employee Assistance Program is voluntary.

Education Assistance

- Full-time employees (scheduled at least 1872 hours per year) who have been employed for at least one year are eligible to participate in the Peterson Health Education Assistance Program.
- All courses of study will be approved on a case-by-case basis. A grade of “B” or above is required for all graduate level courses and a grade of “C” or above is required for all other courses.
- Upon satisfactory completion of approved courses of study provided through a qualified institution, Peterson Health will reimburse an employee’s expenses for tuition, books, and required laboratory fees.
- See policytech™ for details.

Meal Discounts

All Peterson Health employees receive a discount on select items for lunch and dinner in the Peterson Health Blue Sage Bistro cafeteria.

Employees must wear their Employee ID badge to receive the discount.

Paid Time Off (PTO)

- Full-time and Part-time 1, 2, 3, & 4 employees are eligible to accrue paid time off hours every pay period.
- Accrual of PTO begins immediately upon employment and employees are responsible for managing their PTO hours.
- PTO hours are accrued on a pay period basis with accrual rates contingent on employee’s status and tenure.
- Requests for time off must be made in advance according to each specific departments scheduling policy.

- Employees who resign without providing the required notice to Peterson Health, or who fail to work all scheduled shifts during their notice period will forfeit all accrued and unused PTO benefits. PTO may not be used in lieu of notice of resignation or after notice of resignation is provided to the hospital.
- Employees who are terminated or asked to resign by Peterson Health for violation of policies, rules, or procedures will forfeit all accrued and unused PTO.

See policytech™ for details or speak with your supervisor or Human Resources if you have questions regarding PTO.

PTO Buy Back Program

Employees of Peterson Health have the option to sell back a portion of their Paid Time Off hours during two annual buy-back periods. Buy Back occurs in March and October of each year and last for two weeks each. The exact dates will be communicated to staff at least one week ahead of time and will include start/stop dates. For guidelines and limitations please review the HR – Paid Time Off (PTO) policy in policytech™.

Extended Illness Protection Insurance (EIPI)

- Extended Illness Protection Insurance (EIPI) previously referred to as Sick Leave Insurance Program (SLIP).
- Only full-time employees are eligible to accrue EIPI. Accruals begin immediately upon employment and employees are eligible to use accrued EIPI hours after their first complete pay period with approval from their department heads.
- Accruals will not accumulate beyond a maximum of 480 hours in the EIPI bank.
- No EIPI time will be approved without a physician's certification.
- EIPI commences after 24 consecutive scheduled hours of absence per occurrence due to a medical condition. Available PTO will be used to cover the 24 hours "waiting period." If there is no PTO available, employees will have time off without pay until EIPI begins.
- Employees who end employment with the Hospital for any reason will forfeit all accrued and unused EIPI hours.

See policytech™ for details or speak with your supervisor or Human Resources if you have questions regarding EIPI.

Employee Wellness Program

The Peterson Health Wellness Program will reward you for making healthy choices. Get the motivation you need to reach personal health goals along with the education and support to make wellness a lifestyle. All Peterson Health employees who have Peterson Health health insurance are eligible to participate.

Helping Hands Program

Any employee of Peterson Health who is experiencing a dire economic need due to an emergency, short term and temporary financial crisis can request a financial “helping hand” from their peers. The employees of Peterson Health have created “Helping Hands” program to provide financial support for co-workers in need.

To learn more about donating to the Helping Hands Program or how to request assistance, visit Human Resources or review the HR – Helping Hands Program policy on policytech™

Leaves of Absence

Family Medical Leave Act (FMLA)

The FMLA entitles eligible employees of covered employers to take unpaid, job-protected leave for specified family and medical reasons with continuation of group health insurance coverage under the same terms and conditions as if the employee had not taken leave.

FMLA is available to all employees after they have worked one year and 1250 hours in the past 12 months, regardless of status (employees are not required to work full-time to qualify for FMLA).

To apply for FMLA, contact the Human Resources Occupational Health Nurse.

Bereavement Leave

In the event that an employee of Peterson Health experiences the death of a family member or significant person in their life, they shall be allowed to take bereavement leave to allow time for making funeral arrangements, attending the funeral and burial, paying respects to a family at a wake or visitation, dealing with the deceased's possessions and will, and any ancillary matters that must be addressed.

For definitions of who qualifies and the number of excused hours/days, please see policytech™ or speak with your supervisor or Human Resources.

Military Leave

An employee who is called to active military duty will be protected in accordance with the Uniformed Services Employment and Reemployment Rights Act.

Peterson Health will supplement the employee's government pay up to what their base pay (excluding differentials, overtime, etc.) would have been.

Jury Duty

Full or part-time employees who are summoned for a jury panel or to serve as a witness for Peterson Health will receive their pay.

Paid time off for jury duty will be up to a maximum of three weeks per calendar year.

Safe and Secure Workplace

Workplace Violence

Peterson Health supports and promotes a safe workplace for employees and will not tolerate violent or disruptive behavior. All reports of incidents will be taken seriously without any discrimination or retaliation for reporting such behavior in good faith. All violations of the HR – Workplace Violence Policy shall result in corrective action, up to and including termination of employment and/or legal action if appropriate.

Plain Language Emergency Codes

In the event of an emergency situation, a plain language emergency code will be used to notify the appropriate individuals to initiate an immediate and appropriate response based on the hospital emergency operations plan. The emergency code activation may or may not include widespread notification, based on the incident and established emergency procedures.

Peterson Health will communicate an internal emergency situation with the plain language emergency code by calling Peterson Emergency Number 511 or 84 in the ACC.

Environment of Care (EOC) Committee

The role of the EOC Committee is to develop effective programs, policies and procedures for the Safety Management Program by monitoring and evaluating safety data and issues.

The EOC Committee meets on a regularly scheduled basis and sends quarterly reports to the Hospital Board and Administrator for feedback.

Safety Guidelines

All employees are asked to cooperate in helping to prevent injury to themselves, other employees, patients and visitors by observing the following rules:

1. Stay informed regarding safety rules for your work location, i.e., Hospital, Ambulatory Care Center, Home Health, Hospice, and remote Lab locations.
2. Know the location of alarm boxes, fire extinguishers, and your duties in the event of a fire.
3. Immediately report to your supervisor any unsafe conditions such as:
 - Wet or slippery floors

- Equipment left in the halls
 - Defective equipment
 - Careless handling of equipment
 - Use or storage of combustible materials near open flames
4. Always stay especially alert when using wheelchairs and patient stretchers.
 5. Exercise extreme caution when using electrical equipment. NOTE: Any personal electrical equipment used in the Hospital must FIRST be checked and approved by the Facilities Management Department.
 6. When you are not sure, ask...

Harassment and Disruptive Behavior

Peterson Health strictly prohibits harassment of any employee by other employees, supervisors, or non-employees working at Peterson Health including vendors, contractors, and physicians, on the basis of the employee's sex, race, color, religion, gender, national origin, age or disability.

If any employee has any complaint of harassment on any basis, he or she should report it immediately (preferably within 48 hours) to his/her direct Supervisor or the Human Resources Department.

Any supervisor who receives a harassment complaint must immediately notify the Human Resources Department, which will then conduct a prompt investigation of the incident(s). Disruptive behavior is defined as any behavior that disturbs the regular operation of the Hospital. See policytech™ for examples.

Disruptive behavior by any employee is not acceptable.

Any employee who witnesses another employee exhibiting disruptive behavior or uncooperative conduct should promptly document the incident in a written confidential report to the Director of Human Resources. See the policytech™ "Disruptive Professional Behavior" policy for additional details.

Expectations and Guidelines

Solicitation and Distribution

The solicitation of staff to purchase, enroll or participate in gatherings and distribution of materials on Peterson Health property shall be allowed only when the solicitation and distribution follow specific guidelines in the online policy.

Solicitation includes attempting to persuade another person, by oral, e-mail or other communications, to engage in, or refrain from, certain actions such as joining an organization, purchasing goods or services, or donating goods, services or money to an organization.

Code of Ethics

As a not for profit, charitable, health care organization, Peterson Health has a responsibility to its patients and to the community it serves to conduct both business and patient care operations in a consistent and ethical manner. The Board of Trustees has established a Code of Ethics to guide the quality and integrity of the provision of services as defined by the Peterson Health Mission, Vision, Values and related policies.

Ethical practices include, but are not limited to all areas of:

- Patient Rights
- Patient Care Decisions
- Billing Practices and resolution of conflicts associated with billing
- Marketing Practices
- Confidentiality of information
- Admission, transfer and discharge practices
- Avoidance of conflict of interest in contractual relationships

The Code of Ethics supports the right of patient and families to ask and be informed of the existence of business relationships among the hospital, educational institutions, other health care providers, payers, or networks that may influence the patient's treatment or care.

New services and technology shall be consistent with the organization's Mission, Vision, and Value Statements. Such services and technology are based on:

- Safety
- Efficacy
- Efficiency
- Costs
- Benefit to the patient and community
- Ability of the organization to support these services

- Competent and qualified staff to provide the services

The Board of Directors recognizes its duty to operate the organization in light of applicable State and Federal statutes, and to comply with laws and regulations that apply to our business.

Social Networking

All Peterson Health Employees must follow the guidelines for social networking as set forth in the Peterson Health policy. Any information posted on a social networking site, personal website and/or the Internet must comply with all Peterson Health Social Networking policies. Refer to policytech™ “HR – Social Networking” for additional details.

Marketing

Marketing practices are conducted with truth, accuracy, fairness and responsibility to patients and the community. Marketing materials reflect only those services available, the level of licensure and accreditation, and comply with applicable laws and regulations of truth in advertising and non-discrimination.

If you are contacted by anyone from the news media, please refer them to the Marketing Department. The Marketing Department is Peterson Health’s voice to the community.

Fraud and Abuse

Section 6032 of the Deficit Reduction Act of 2005 requires hospitals to establish policies for the False Claims Act and educate employees about the act and whistleblower protections available under those laws, which provide for protection for employees for retaliation.

If an employee becomes aware of any violation, he or she should report it to the Compliance Officer, complete Compliance Report Form SPF 360, or call the compliance hotline number at 1-877-662-4394. All employees are required to read the policy entitled “Reporting Fraud, Waste and Abuse” which is found in policytech™.

Patient Care Decisions

The Code of Ethics supports and protects the integrity of clinical decisions, which shall be based on medical necessity and patient need; not on financial incentives. All patient care and work practices will be conducted in a safe manner and performed in accordance with standard procedures to meet identified needs. Patients are informed about all aspects of their care and treatment, and are expected to participate in all decisions pertaining to their care.

Patient Rights

It is Peterson Health's responsibility to recognize, respect, and protect the rights and privileges of all patients. Peterson Health will provide avenues to address and resolve differences whenever they arise. Peterson Health also supports the patient's right to access child and adult protective services.

Ethical relationships with patients and their significant others are described in the Patient Rights Policy which is available on the Peterson Health Intranet.

Lost and Found

Items that are lost or found should be reported to Quality Services/Patient Experience which is located on the first floor of the Hospital. Guests and visitors should be directed to the Quality Services/Patient Experience department to recover lost items or to turn in items which are found.

Your Responsibilities

Absenteeism and Tardiness

All employees are responsible for being aware of their own attendance and the implications that would apply.

Employees must report to their supervisor each day they are absent, unless other arrangements have been made. Calls from family members and friends will not be accepted unless the employee is incapacitated. Fulfilling the call-in requirements does NOT negate the occurrence.

Employees are required to adhere to the HR – Absenteeism and Tardiness policy in policytech™ regarding call-in requirements to allow time for managers to address staffing needs.

If an employee has one or more consecutive unscheduled absence(s) anytime during their scheduled shift (that is not approved at least 24 hours in advance), it is considered an occurrence. Receiving eight occurrences in a running twelve month period is subject to disciplinary action.

An absence is defined as any time an employee is not at work during regularly scheduled hours. Approved PTO/EIPI, and leaves of absence are not included in this definition. Unscheduled sick days with a physician note will count as an occurrence.

Dress Code

Employees are responsible for maintaining high standards by presenting a neat, clean, well-groomed appearance at all times.

The dress code shall be enforced by the department director and/or supervisor.

For clarification of proper dress code, please refer to departmental policies and Peterson Health online policies.

Identification Badges

All employees, volunteers, contractors, agency personnel, and clergy providing services at Peterson Health shall be required to wear a Peterson identification name badge while at work or representing Peterson Health.

Staff Rights

It is Peterson Health's policy that its employees provide care and treatment to patients without regard to an individual's nationality, race, creed, religion, or ability to pay.

Should an employee perceive that patient care would be compromised if he/she should participate in certain treatments or aspects of care, it is the responsibility of the employee to follow the procedure as stated in the online policy.

Terminations

An employee may resign in good standing by providing the department head with written notice of his or her resignation a minimum of two weeks in advance of the effective date of resignation.

Individuals employed in supervisory, managerial, and executive positions may resign in good standing by providing a written notice of his or her resignation a minimum of four weeks in advance of the effective date of resignation.

Individuals who do not give the minimum resignation notice to Peterson Health, who are terminated, or who are asked to resign by Peterson Health for violation of policies, rules or procedures will be considered to have quit without notice and will forfeit all accrued and unused PTO benefits.

Extended Illness Protection Insurance (EIPI) hours are not payable to any individual when their employment is terminated.

Occupational Health

It is the mission of Occupational Employee Health to minimize exposure, maximize prevention, and promote a healthy environment for and among employees.

The Employee Health Clinic is open with no appointment needed on Mondays from 7:00am to 4:00pm and on Fridays from 7:00am to 11:00am. Tuesday-Thursday is by appointment.

The Employee Health office phone number is: 830-258-7459.

The Occupational Health Nurses are located on the first floor of the Hospital in the Human Resources Department.

Drug and Alcohol Screening

Employees are subject to testing during the course of their employment. These tests may be done on a “Random” basis or on a “For Cause” basis.

Respirator Protection

All employees who have patient contact are required to complete a Medical Clearance Form and annual training for use of the N95 Respirator or Powered Air Purifying Respirator (PAPR) for protection against TB, and other airborne particulates.

Immunizations

- All new employees are required to present documentation of immunization, or provide evidence of immunity to the usual vaccine-preventable diseases.
- It is recommended that all employees be vaccinated against influenza annually. Employees who chose not to be vaccinated must decline the vaccination in writing. If declining the influenza vaccine, employees with patient contact may be required to wear Personal Protective Equipment (PPE).
- An initial 2 step TB test is required within the first month of employment. A TB questionnaire must be completed annually thereafter. If further action is indicated it will be followed by a PPD skin test and/or chest x-ray.

Peterson Health will provide vaccinations to employees who are not immune to the following vaccine-preventable diseases:

- TD – Tetanus/Diphtheria (every 7-10 years)

- TDAP – Tetanus/Diphtheria/Acellular Pertussis (one-time booster)
- MMR – Measles (Rubeola, Hard Measles, Red Measles, Morbilli), Mumps, and Rubella (3-day German measles)
- VARICELLA (Chicken Pox) – All employees are required to provide a record of having had the disease or an immunization
- HEPATITIS B – series of three injections and if declined, employees must sign a form indicating such
- INFLUENZA – seasonal flu immunizations are required for all healthcare workers

Job Related Injuries (Work Care Benefit Plan)

Peterson Health does not subscribe to the Texas Worker's Compensation Act. But Peterson Health does feel an obligation to provide care or compensation for Peterson employees who in the scope of employment obtain a work-related injury or illness.

Refer to the HR – Workcare Benefit Plan in policytech™ for additional details and guidelines.