

# Employee Handbook





## Welcome to Yale-New Haven Hospital



**Marna P. Borgstrom**



**Richard D'Aquila**

### Dear Fellow Employee:

Welcome to Yale-New Haven Hospital. We are pleased to have you join us in our pursuit of service excellence for our patients, their families and this community.

In this handbook you will see our Service Excellence Pledge which describes the high standards of employee behavior that contribute to the delivery of high quality care and service to the patients we are privileged to serve. It is through Service Excellence that Yale-New Haven Hospital becomes the kind of hospital where patients want to come and the kind of hospital where employees want to work.

For many years, Yale-New Haven Hospital has been consistently ranked among the nation's leading hospitals by *U.S. News & World Report*. One of the major reasons for our success is the caliber of our employees. We are very proud of the extraordinary care our patients receive, and appreciate the work that is required of all employees – those who provide direct patient care and those who support it – to operate a hospital 24/7.

Yale-New Haven employees are like a family – but at the same time, like a finely tuned orchestra – working together through many different departments, buildings, shifts, roles and titles toward a common cause. There is one reason alone we are all here – the patient. As long as we stay focused on this fact, we will succeed.

We hope you find the material included in this handbook helpful, but please do not hesitate to ask if you have questions.

We are very proud of the professionalism of our workforce and hope that your association with YNHH is an enjoyable and rewarding experience.

Sincerely,

Handwritten signature of Marna P. Borgstrom in black ink.

**Marna P. Borgstrom**  
President and  
Chief Executive Officer

Handwritten signature of Richard D'Aquila in black ink.

**Richard D'Aquila**  
Executive Vice President and  
Chief Operating Officer

**Service Excellence  
Commitment, 2**

**Culture and Work  
Environment, 4**

**Ethics and Compliance, 9**

**Workplace Safety, 11**

**Working at Yale-New Haven  
Hospital, 14**

**Workplace Expectations  
and Guidelines, 18**

**Compensation and Benefits, 26**

- Health and Wellness, 30

- Leaving Yale-New Haven  
Hospital, 31

**INDEX**

## About this Handbook

Whether you have just joined our staff or have been employed at Yale-New Haven Hospital for a while, we are confident that you will find our organization a dynamic and rewarding place in which to work, and we look forward to a productive and successful association. We consider the employees of Yale-New Haven Hospital to be our most valuable asset.

This Employee Handbook has been written to serve as a guide to your employment at Yale-New Haven Hospital. There are several important things to keep in mind as you review the contents. First, it contains only general information and guidelines. It is not intended to be comprehensive or to address all the possible applications of or exceptions to the general policies and procedures described. If you have any questions concerning eligibility for a particular benefit, or the applicability of a policy or practice to you, address specific questions with your manager or the Human Resources Department.

Neither this Handbook nor any other Yale-New Haven Hospital document confers any contractual right, express or implied, to remain in the hospital's employ. Nor does it guarantee any fixed terms and conditions of your employment. Your employment is not for any specific time and may be terminated at will, with or without cause and without prior notice, by the hospital. As well, you may resign for any reason at any time, with proper notice required.

Second, the procedures, practices, policies and benefits described here may be modified from time to time or discontinued. We will try to inform you of any changes as they occur and encourage you to check the Yale-New Haven Hospital Intranet for periodic updates.

Finally, some of the subjects described in the Employee Handbook are covered in more detail in the Human Resources Policy Manual, which is available on the Yale-New Haven Hospital Intranet or upon request from your department manager. You should refer to those documents for specific information, as this Handbook only briefly summarizes certain policies and benefits.



## Service Excellence Commitment



2

Yale-New Haven Hospital is committed to the philosophy of delivering Service Excellence. This standard serves as the basis of our expectations for employee conduct and drives our commitment to deliver the highest levels of care and service to patients, their families and our community.

Service Excellence at Yale-New Haven Hospital is defined as the act of providing exemplary service to every person, every time, in every situation. This means that as employees we exemplify the “I am Yale-New Haven” pledge at all times, without exception. We understand that we are Yale-New Haven, and when we interact with others, our behavior should reflect the pledge.

Service Excellence reflects our values and standards of behavior. It is best described by our Service Excellence Pledge. Every employee represents the hospital through his or her actions, words and deeds, and when patients or family members observe us, they see Yale-New Haven Hospital. We are privileged to serve our patients and their families, and we are responsible for providing them with the best possible experience and service at all times. The “I am Yale-New Haven” Service Excellence Pledge provides the roadmap to success. Each one of us is personally responsible to abide by the Pledge 100 percent of the time, in 100 percent of our interactions.

## EMPLOYEE HANDBOOK ACKNOWLEDGEMENT

Please read the acknowledgement below and follow the electronic signature instructions:

- I hereby acknowledge receipt of the Yale-New Haven Hospital Employee Handbook and Service Excellence Pledge.
- I agree to thoroughly read the contents of this Handbook and to acknowledge my responsibility for following all of the policies described within it.
- I understand that the Handbook is only intended as a guide to the work rules, policies and procedures of Yale-New Haven Hospital as they existed at the time of publication and that Yale-New Haven Hospital may change these at any time.
- I understand that nothing contained in this Handbook is intended to create an expressed or implied contract between Yale-New Haven Hospital and me for either employment or the provision of any benefits. I understand that I remain an at-will employee.

### ELECTRONIC SIGNATURE INSTRUCTIONS

Please complete the online Statement of Acknowledgement within 30 days of receiving this handbook, by logging onto the Yale-New Haven Hospital Intranet site. Using any hospital computer, click on the Training tab at the top of the page and follow the instructions on the login page. Click on the “My Learning” tab and click on the course “YNHH Employee Handbook” to begin.

## OUR SERVICE EXCELLENCE PLEDGE

**I will create a great first impression;**

**I will protect the privacy of our patients;**

**I will value diversity and treat all people with respect;**

**I will communicate with compassion and courtesy;**

**I will maintain a safe, quiet and clean environment;**

**I will take action when things go wrong.**

By accepting and agreeing to practice the principles of our Service Excellence Pledge, we confirm our commitment to excellence in everything we do and meeting or exceeding expectations as a leading provider of healthcare.



# Culture and Work Environment

## Our History

Yale-New Haven Hospital's rich history dates back to 1826, when the General Hospital Society of Connecticut became the first hospital in the state and the fourth voluntary hospital in the nation. The General Hospital Society of Connecticut, later to be known as New Haven Hospital, was created to provide healthcare for New Haven citizens, especially those who could not afford to pay for their own care. That mission has since expanded to include the entire Greater New Haven community.

Our integral connection with Yale University began in 1826 as well, when the hospital became affiliated with the Medical Institution of Yale College, founded in 1810. In 1884, our name was changed to New Haven Hospital, which by then was the primary teaching facility for Yale medical students. In 1917, New Haven Hospital and the newly named Yale School of Medicine established an official affiliation that marked the beginning of our modern medical center. In 1945, a relationship with nearby Grace Hospital led to another name change – Grace-New Haven Community Hospital – and 20 years later a more formal agreement with the University created Yale-New Haven Hospital.

## Who We Are

Today, Yale-New Haven Hospital is regularly ranked among the top hospitals in the country. With 966 beds, we are a private, non-profit facility comprising the main hospital, Yale-New Haven Children's Hospital, Yale-New Haven Psychiatric Hospital and Smilow Cancer Hospital. Yale-New Haven Hospital is the largest acute care provider in southern Connecticut and one of the Northeast's major referral centers, covering 2.4 million square feet and employing approximately 8,500 people. We are accredited by The Joint Commission. The hospital receives national and international referrals, and is

nationally recognized for its commitment to teaching and clinical research.

Yale-New Haven Hospital is the founding member of the Yale New Haven Health System (YNHHS), Connecticut's leading healthcare organization. Together with Bridgeport Hospital and Greenwich Hospital, YNHHS has established a common set of goals: delivering outstanding patient care, using resources effectively and efficiently, and creating the best working environment for our employees and physicians. Member hospitals of YNHHS have collaborated to achieve stronger and more sustainable results than would have been possible as independent institutions. Employees throughout YNHHS are able to participate in common health benefits and enjoy a system-wide range of career opportunities.

Yale-New Haven Hospital is considered a "destination hospital" – where people are willing to travel outside their community for outstanding medical care. Destination hospitals attract patients regionally, across the state and across the country by focusing on specific core service lines and providing high level expertise and service.

Yale-New Haven Hospital contributes to overall quality of life for employees and the community through its efforts to be an increasingly "green" institution – improving air and water quality and efficiency, recycling and reducing solid waste, conserving natural resources and saving energy. In addition, Smilow Cancer Hospital has applied for LEED certification through the Leadership in Energy and Environmental Design Green Building Rating System.™

## Employer of Choice

Yale-New Haven Hospital diligently strives to attract, hire and retain the very best workers for each and every job. As a designated Employer of Choice, we greatly value and respect that our employees also have chosen Yale-New Haven Hospital as a place where they can establish and continuously grow their careers.

As we endeavor to maintain competitive pay and benefits, as well as a quality work experience and environment, it is gratifying to be named as an Employer of Choice by such prestigious organizations as *Working Mother* magazine, AARP, *Family Digest*, *Connecticut Magazine* and *Essence* magazine.

Those national recognitions are an affirmation of our commitment to our employees, who work hard every day to provide outstanding service to patients, their families and our entire community.

## Our Mission

*The following principles define our mission as a premier healthcare provider:*

### Patient Care

To provide high-quality, cost-effective and appropriate healthcare services to all patients, regardless of their ability to pay.

Yale-New Haven Hospital cares for patients from the Greater New Haven community who require primary, secondary and tertiary care, as well as patients from the rest of Connecticut, other states and other countries who are referred for specialized tertiary care. Yale-New Haven Hospital seeks to provide essential healthcare services for low-income or uninsured people in New Haven, working with various community resources — including federal and state agencies, other healthcare providers and private groups — to develop cost-effective means of meeting the healthcare needs of the city's medically indigent population.

### Teaching

To be the primary teaching hospital for Yale School of Medicine, in support of its goals to educate and train physicians for medical leadership in clinical practice, teaching and research.

Yale-New Haven Hospital also provides training opportunities for nurses and other healthcare professionals in affiliation with Yale School of Nursing and other universities, colleges and technical schools in the region. Continuing education for employees and all healthcare professionals is an important aspect of our mission.

### Clinical Research

To provide a setting for ongoing clinical research that helps bring medical advances from the laboratory to the patient's bedside.

This commitment to advancing clinical understanding promotes high-quality medical services and education.

### Community Service

To serve the Greater New Haven community as a public health advocate and provide services and support to respond to the area's healthcare needs through health education, health promotion and access to care.

Consistent with our aim to be a good neighbor, the hospital brings economic benefits to the city and the region. This part of our mission also includes meeting community needs and working with area schools to promote careers in healthcare services.

### Cultural Diversity

Yale-New Haven Hospital is committed to providing an environment that encourages the talents and recognizes the uniqueness of each employee and patient with respect to race, gender, age, cultural background, ethnicity, sexual orientation, disability, religion and other types of diversity. We believe a diverse workforce will help Yale-New Haven Hospital interact effectively with a culturally diverse community in achieving our primary mission of providing the highest quality patient care. We operate on the fundamental belief that individual and cultural differences are a reality, and that such differences will produce better ideas, quality service and a genuine competitive advantage.

Believing that diversity and inclusion are important organizational values, Yale-New Haven Hospital has an Office of Workforce Diversity, which supports these values and serves as a resource to our employees on issues related to cultural and other differences.

### Equal Employment Opportunity and Affirmative Action

Yale-New Haven Hospital is strongly committed to the principles of Equal Employment Opportunity and Affirmative Action. The hospital demonstrates this commitment through a policy of providing equal employment opportunities and by not discriminating against any employee or applicant based on race, color, sex, age, religion, national origin, sexual orientation, disability, genetic information, military or veteran status or other characteristics protected by federal, state and local law.

All selection decisions are made in line with the Equal Employment Opportunity principle and the hospital's current Affirmative Action Plan goals. The hospital's policy of non-discrimination applies to recruiting, hiring, training, transferring, promoting, assignments, compensation and all other personnel decisions.

All complaints of discriminatory treatment in violation of this policy should be made to your supervisor or the Human Resources Department, so that an investigation may be undertaken. Appropriate disciplinary action will be taken to address any wrongdoing under this policy. (See Human Resources Policy B:1).

### Philosophy of Employee Relations

At Yale-New Haven Hospital, we strive to provide excellent service and medical care to our patients while valuing the dignity and worth of each employee. We believe that our first responsibility is to the patients we serve. We also believe that our people are the source of our success, and therefore we are committed to providing a work environment that enables our employees to fulfill their professional, family and community responsibilities.

Yale-New Haven Hospital believes in, has practiced and will continue to practice positive and fair employee relations policies that promote our values of integrity, compassion and excellence and encourage a culture of participation and fairness.

Yale-New Haven Hospital believes that there are key elements for a successful employer/employee relationship. Thus we attempt to:

- Treat employees with respect;
- Communicate organizational objectives;
- Celebrate and share our organization's successes;
- Provide learning opportunities for professional growth;
- Respect and promote diversity within our organization;
- Provide equal employment opportunity and treatment regardless of race, color, sex, age, religion, national origin, sexual orientation, disability, genetic information, military or veteran status or other characteristics protected by federal, state and local law;

- Provide compensation and benefits commensurate with the work performed and competitive with the local market;
- Establish reasonable hours of work based on the organization's production and service needs;
- Provide safe and positive working conditions; monitor and comply with applicable federal, state and local laws and regulations concerning employee safety;
- Be receptive to constructive suggestions about job duties, working conditions or human resources policies; and
- Establish appropriate means for employees to discuss matters of concern with their immediate supervisor or department head.

Yale-New Haven Hospital is committed to instilling a positive work environment and values a mutually rewarding and direct relationship with its employees without the intervention of outside groups. We implement programs that demonstrate that employees, patients and communities are best served by effective internal communications. We believe that adherence to these principles is the best policy for our employees, and that their best interests are served through direct communications with their manager and the administration.

We are steadfast in our compliance with all laws and regulations, including those with respect to labor unions. We also believe we should make our views known to all employees and pledge to do all we can to further their interests.

### Communication and Participation

We believe that our greatest strength is our people. We want you to be well informed about what is going on at Yale-New Haven Hospital, and to feel comfortable in sharing your thoughts and suggestions. We value your opinions. Our leadership is committed to communicating openly and honestly, fostering an environment of mutual trust. We have created a number of programs designed to collect employee feedback and suggestions, including the following:

**Employee Engagement and Opinion Surveys –** These hospital-wide surveys are designed to better understand the level of employee engagement and opinions. We want to hear how you think we are

doing; we believe it is important to give you an opportunity to confidentially share your thoughts and opinions on a variety of work issues. We share the results of these periodic surveys with all levels of staff and use the results to continuously improve our working environment. Employees have the opportunity to work with their managers and co-workers to develop action plans to improve various aspects of work life.

**Employee Feedback Programs** – These include departmental and divisional meetings and regularly held open forums, hosted by senior leadership, to which all staff are invited to hear about current topics and engage in two-way dialogue with leadership. We also offer opportunities to question our Chief Operating Officer on any hospital-related topic, using a convenient, online process via the hospital Intranet, available to all employees. You can also submit your suggestions on ways to improve efficiency, save money and reduce waste through an employee suggestion program available to all employees on the hospital Intranet. You will also experience meeting members of our hospital management team as they make rounds throughout the hospital, talking with and listening to employees on an ongoing basis. If you are a new employee, you will be invited to a meeting after 90 days, where you can share your observations and have an opportunity to ask questions of one of our Human Resources vice presidents in a small group setting.

### How to Find Information

We want to make sure you are well informed about what is going on at Yale-New Haven Hospital and have easy access to information you need to stay connected and involved. Listed below are some of the ways you can better manage your job and work life and find information.

**Your Manager** – You will find that your manager can provide a great deal of information about your job, your department and the hospital in general. He or she will also be able to help by offering advice and guidance regarding various job-related issues.

**Intranet** – The hospital maintains an extensive Intranet system, where you can access information on a variety of topics, including benefits, training opportunities, wellness programs, internal job

postings, policies and procedures, and notices about events. All employees have access to the hospital Intranet from any hospital computer, including those in kiosks conveniently located throughout the hospital.

The Yale New Haven Health System Intranet appears as the default home page when you click on the computer's web browser icon. If your Intranet page is not the default page, type "Intranet" in the URL address bar. To access the Human Resources (HR) pages, click on Departments and choose HR-Yale-New Haven Hospital. This link will land on the Yale-New Haven Hospital HR Intranet page.

**Employee Self Service (ESS)** – Employees can access their personal information on Employee Self Service. There you can update your home address, phone numbers and emergency contact information. In addition, you can view your pay stubs, position information, salary, performance reviews, PTO balance, and link to your benefits information. You will also be able to apply for Tuition Reimbursement and Travel Expense Reimbursement online.

After completing your New Hire Orientation, you will be able to use a link on the hospital's Intranet to look up your employee I.D. number.

#### *How to access Employee Self Service:*

- Go to the Intranet and click on Yale-New Haven
- Click on Applications
- Click on Employee Self Service
- Click on Lookup Employee #
- Enter your Social Security number
- Your name, Employee I.D. number and Organization number will be listed on the page. Click on Return to Login Page
- Enter your Employee I.D. (six digit number)
- Enter your default password (last four digits of your Social Security number)
- For example: 1234
- The system will ask you to change your password.

**Hospital Publications** – You will find interesting articles and timely hospital news in the *Bulletin*, the hospital-published employee newsletter, distributed throughout the hospital and viewable on the hospital's Intranet, as well as other regular publications.

**Hospital Website** – The Yale-New Haven Hospital website [www.ynhh.org](http://www.ynhh.org) offers a wealth of information for employees, patients, families and the general public – from directions and parking to general information to calendar listings to medical services and more.

**Human Resources** – You can contact Human Resources for information on benefits programs, wellness programs, career counseling or other Human Resources issues.

**Bulletin Boards** – Given the size of the Yale-New Haven Hospital campus, bulletin boards are generally decentralized and local to a particular department or work group. There are three main bulletin board locations for hospital-wide notices related to regulatory requirements and postings: the Clinic Building entrance to the Human Resources Department; the second floor of the Clinic Building (outside the Legal Office CB 230); and the exit of the East Pavilion Cafeteria.

**TV Monitors** – TV monitors throughout the hospital show LCD slides which announce events, services and activities for employees, as well as some geared toward patients, visitors and the public.

### Continuous Learning

Because we take pride in the expertise and knowledge of our workforce, Yale-New Haven Hospital is committed to offering opportunities to enhance your skills and help you succeed and advance in your career. A variety of learning opportunities are offered onsite and online. In addition, our Tuition Assistance Program provides financial assistance to support continued education at local schools and colleges, as well as online educational programs. Our Human Resources Career Development Office staff includes a career counselor who helps employees identify career opportunities, college and training resources, and job search techniques. In addition, employee career exploration opportunities are available.

### Recognition Programs

When our employees reach career milestones, go above and beyond in delivering service excellence or accomplish significant goals, we strive to recog-

nize those achievements through a variety of special programs. We want you to know that we highly value your efforts to excel.

**Our Employee Performance Incentive Plan (PIP)** provides a monetary reward to all eligible employees if specific, measurable, hospital-wide goals are met or exceeded each fiscal year. The goals and earning potential vary from year to year, but they focus on key performance factors that include financial, patient safety and satisfaction, and department-specific goals. You are eligible to participate in PIP during any fiscal year in which you work at least 1,000 hours.

**Special Achievement awards** of up to 2 percent of salary can be given to employees who achieve specific, challenging goals or perform at exceptionally high levels. Department managers can nominate an employee for these special awards.

After they reach one year of service, employees are invited to the **“Glad You’re Here One Year”** event where they have the opportunity to join with other celebrants and senior leadership to celebrate this first milestone.

**Years of Service awards** are granted to employees who reach significant employment milestones, beginning at 10 years. Those employees reaching 25 or more years of service are honored at an annual celebration, where they become members of the Quarter Century Club.

The hospital’s **Service Excellence Heroes** program honors a select group of employees, physicians and volunteers who are nominated by their peers and recognized for high levels of service in their work.

Other reward and recognition programs provide **“On-the-spot” recognition** to those who are observed demonstrating high levels of Service Excellence, such as taking the initiative to help a colleague or going above and beyond during the performance of their jobs. The \$2 Bill program allows managers to quickly provide recognition for acts of service excellence, while the Employee-to-Employee program provides a similar process for employees to recognize each other.

# Ethics and Compliance

## Corporate Compliance Program

As an institution and employer, Yale-New Haven Hospital has a commitment to provide healthcare services of the highest quality. By acting responsibly in dealings with the customers and the communities we serve, we ensure our reputation as a national leader in healthcare. Our Code of Conduct brochure is available from management or on the Intranet under the Corporate Compliance and Privacy page.

## Conflict of Interest

As employees of Yale-New Haven Hospital, we all have a duty to act in a manner that inspires public trust and confidence. Generally, a potential conflict of interest exists any time an observer of your actions could question whether you are acting in your own interests rather than those of the hospital.

All actual or potential conflicts of interest must be disclosed to your supervisor or administrator. If you have a doubt as to whether a conflict of interest exists, treat the situation as if there is one until you discuss it with your supervisor or administrator. Conflicts of interests can often be resolved if you disclose them before you act.

## Confidentiality

Yale-New Haven Hospital does everything possible to safeguard against unauthorized access to confidential business information or Protected Health Information (PHI), which is medical information of any patient. As part of your job, you may have access to PHI, but you should not discuss such information in any public space (within the walls of the hospital and the external perimeter), including patient care units and general corridors, waiting rooms, elevators or cafeterias.

You are not allowed to access or disclose information concerning patients, employees or hospital records other than as required for business needs.

You are also strictly prohibited from sharing computer sign-on codes, illegally accessing systems or information to which you do not have access or to which you have no legitimate business interest, or allowing non-authorized personnel to access patient, personnel or business information files.

Confidential records of any nature, including information displayed on computer screens, must be safeguarded, and reasonable effort should be made to prevent its viewing by unauthorized persons.

Violating this or any policy regarding confidentiality is very serious and could result in discipline up to and including termination.

## Health Insurance Portability and Accountability Act (HIPAA)

Yale-New Haven Hospital makes every effort to ensure the privacy of Protected Health Information (PHI) and to comply with the rules and regulations provided by the federally-mandated Health Insurance Portability and Accountability Act. In order to ensure this is accomplished, the Hospital will provide you with resources to help you understand and comply with this law.

Please note that if you fail to comply with HIPAA regulations, you may face corrective action, as well as discipline up to and including termination.

## Regulatory Readiness

As a healthcare provider, Yale-New Haven Hospital is subject to a unique regulatory environment that requires a constant state of readiness and preparedness with federal, state and local governing bodies. Specifically, Yale-New Haven Hospital, as a provider of Medicare services, must adhere to specific conditions of participation which are routinely audited to ensure compliance. Yale-New Haven Hospital holds in high regard its commitment to providing an environment that minimizes hazards and the risk of injury to patients, visitors and staff. It is the responsibility of all employees to adhere to organization and department safety policies, procedures and plans that have been developed based upon the following:

- Applicable laws, regulations and accreditation standards (OSHA, EPA, DPH, CMS, The Joint Commission, etc.)

- External services and standards relating to healthcare safety practices
- Disaster protocols or other emergency declaration events.

Yale-New Haven Hospital requires attendance at safety education and training programs, participation in mock audits and compliance with any legitimate governmental agency request in accordance with our industry practice. Any notices, inquiries or citations related to outside regulatory agencies should be reported to your manager.

**Non-Retaliation Policy**

We will protect any employee who reports a concern in good faith. While you are accountable for your own wrong-doing, we will discipline anyone who retaliates against you for reporting a concern in good faith. Report any retaliation or harassment immediately to your supervisor, other management, the Compliance Office or the Compliance Hotline.

**False Claims Act**

Yale-New Haven Hospital is required to provide information to you about both the federal and state False Claims Act (FCA). The hospital has a policy called the False Claims and Payment Fraud Prevention Policy (CC:R-33), which provides detailed information about your rights to be protected as whistleblowers and our policies and procedures for detecting and preventing fraud, waste and abuse. A whistleblower is an individual who reports illegal activities.

Both the federal and state FCA allow employees to file actions against people and companies who knowingly submit a false claim or statement or conceal, avoid or decrease any obligation to try and defraud the government. The company is subject to fines and penalties for violation of these Acts.

A whistleblower must file his or her lawsuit on behalf of the government in court. If the lawsuit is successful, and provided certain legal requirements are met, whistleblowers may receive a percentage of the award of the amount recovered. These laws also protect people who make efforts to stop suspected fraud. Consistent with the law, YNH will not discharge, demote, suspend, threaten, harass, or in any manner discriminate against employees in making a report, or filing a whistleblower suit under a FCA.

See Non-Retaliation and Non-Retribution for Reporting (CC:R-23) located on the Intranet under Compliance Program Policies.

The Office of Privacy & Corporate Compliance is available to assist you with further information.

**How to Report a Suspected Violation**

**If you feel uncomfortable about your activities or those of others around you and feel hesitant about making a report in person**



**If you wish to obtain guidance on ethics or compliance issues, or if you are unsure about reporting a suspected violation,**

**YOU MAY TAKE ANY OF THE FOLLOWING ACTIONS:**

**CONTACT**

your direct supervisor

**VOICE**

your concern at the next supervisory level up to and including the highest level of management

**CONTACT**

the Human Resources Department if the issue involves a human resource concern such as work conditions, discrimination or harassment, theft or abuse of property and personal security

**CALL**

the Yale-New Haven Hospital Compliance Officer at **203-688-3369**

**CALL**

the Compliance Hotline to make an anonymous report at **1-888-688-7744**. Or visit the Corporate Compliance/Privacy website at [www.ynhhscomplianceprogramhotline.com](http://www.ynhhscomplianceprogramhotline.com)

**You are not required to identify yourself. Information you provide will remain confidential to the extent possible.**

# Workplace Safety

Maintaining a safe and secure environment for you, our patients and visitors is a priority at Yale-New Haven Hospital. We all play a role in this effort by participating in safety training, reporting suspicious activity and safety hazards, and adhering to guidelines for safe practice in our jobs. It is important that you become fully aware of your responsibilities for your safety and that of our patients and property.

## Infection Control

Infection control is taken very seriously at Yale-New Haven Hospital. In the interest of protecting patients and staff, all employees are expected to complete annual tuberculosis surveillance (tuberculin skin test) and to receive an annual influenza vaccination. Employees engaged in patient care must comply with standard and transmission-based precautions, complete annual infection control training, and perform hand washing before and after every patient encounter. Any potential blood-borne pathogen exposure should be reported immediately to Occupational Health Services. Questions regarding other infectious exposures or more general workplace safety issues may also be referred to Occupational Health Services.

## Protective Services

Our Protective Services department provides a wide range of security, safety, crime and accident prevention at our facility, including:

- Patrolling all areas of the hospital building and grounds
- Filling out incident reports
- Investigating any suspicious activities or persons
- Assistance with handling difficult patient and visitor behavior

- Investigating accidents and incidents
- Providing escort services, upon request, 24 hours a day, 7 days a week, to and from all parking lots and garages
- Assistance with personal vehicle problems on hospital properties
- Storing and retrieving lost and found items

## Emergencies and Disasters

Being prepared for unforeseen disasters or emergencies is a key element of the hospital's disaster plans. Every department maintains a disaster/emergency manual containing detailed information about reacting to and effectively coping with a variety of emergency situations, such as fire, explosions, natural disasters, etc.

Your supervisor will explain your specific duties and responsibilities in the event of either a drill or an actual emergency so that you will be prepared. You will receive detailed information at orientation and annual refreshers so that safety is ensured for all who walk through the hospital's doors. Please discuss any questions you have about these plans with your supervisor.

## Safe Work Practices

There are a number of steps and precautions you can take to help you and others ensure safe work practices, including:

- Perform all tasks in a safe manner (if in doubt, ask your supervisor).
- Use the appropriate safety equipment (gowns, gloves, masks, ear and eye protection, etc.) for the work you are doing. If such personal safety equipment is not immediately available, ask your supervisor.
- Report loose or defective floor tiles, spilled liquids or other conditions that could cause someone to slip or fall. Wipe up wet spots immediately.
- Report unsafe conditions to your supervisor or the appropriate department (broken glass or furniture, defective equipment, etc.) and take protective action such as removing the equipment from service or putting out a "wet floor" sign.

- Always follow the label and Material Safety Data Sheets (MSDS) instructions when working with any chemical or potentially hazardous material. Ask your supervisor for the MSDA sheets for your work area.
- Report any illness or injury immediately to your supervisor.
- Report non-injury accidents or injuries involving yourself or co-workers immediately to your supervisor. Such occurrences should also be documented.
- Walk (don't run) in hallways and on stairs. Stay to the right and approach corridor intersections carefully. Keep corridors and passageways clear of all equipment and other obstacles. Use the safety mirrors.
- Keep your shoes, especially the heels, in good repair.
- Refrain from practical jokes and horseplay.
- Keep your work area neat and clean.
- Avoid wearing personal items that might become caught in equipment or be grabbed by a patient, causing injury (such as long necklaces or I.D. badge lanyards that do not easily break away).
- Follow all established safety guidelines.

### Accident and Crime Prevention

Our goal is preventing criminal incidents and avoiding accidents. However, we need your help to make this proactive approach work. That means expressing your concerns about potential safety and security problems to your supervisor or the Protective Services department.

Protective Services officers are available to assist you and your department in reviewing incidents and developing strategies to help reduce security problems and accidents. Accident prevention is beneficial to you and the organization by reducing costs, lost time and injuries. All employees are required to complete an annual safety refresher course covering fire safety, hazardous-materials handling and other important safety issues.

### Fire Safety

Knowing and following fire safety regulations is a critical part of your job. Your well-being and the well-being of our patients and visitors depends on your knowledge of fire precautions and your ability to implement proper procedures during emergencies.

Properly maintained smoke-detection systems, fire-suppression systems and smoke compartments throughout our buildings are specifically designed to ensure that occupants will be safe from fire and protected from combustible materials. In addition, several policies and procedures, such as the R.A.C.E. and P.A.S.S. protocols, are in place to help manage fire events and to inform everyone how to use a hand-held fire extinguisher.

Your supervisor will review the fire safety plans for your work area, including the location of fire extinguishers. Become familiar with the plan for your area and understand your responsibility in the event that a fire occurs.

An easy way to remember your responsibilities during a fire emergency is to follow the acronym "RACE":

**R**ESCUE – Remove anyone in immediate danger from the area of fire.

**A**LARM – Activate the fire alarm system by dialing 911 from any location, and activate the nearest fire alarm pull box.

**C**ONFINE – Close as many doors as possible to compartmentalize the fire and stop the spread of toxic smoke and gases.

**E**XTINGUISH – Extinguish the fire, if you feel you are able to safely.

The "P.A.S.S." acronym reminds you of the steps to follow to activate a fire extinguisher:

**P**ULL the ring pin on the fire extinguisher.

**A**IM the extinguisher directly at the base of the fire.

**S**QUEEZE the handles together.

**S**WEEP the extinguisher from side to side.

Fire drills are periodically conducted to prepare you for proper action in the event of an actual fire. These drills are required by city and state fire codes, and your participation is essential.

### Safety Committee

The hospital's Health and Safety Committee plays a valuable role in promoting and improving workplace conditions. The committee members represent all work activities and job levels, including clinical, support and administrative services. At monthly meetings, they review hospital-wide compliance with various safety regulations, as well as internal policies designed to ensure a safe and healthy workplace and patient-care environment. To refer issues to the committee, contact your department representative, a member of your safety team or a committee co-chair. Ask your manager for contact information.



# Working at Yale-New Haven Hospital

## Employment Status Classifications

### **YOU ARE A REGULAR FULL-TIME EMPLOYEE IF:**

You are regularly scheduled to work 40 hours per week and your employment is not limited by the terms and conditions of the formal employment offer.

### **YOU ARE A REGULAR PART-TIME EMPLOYEE IF:**

You are regularly scheduled to work less than 40 hours per week and your employment has not been limited by the terms and conditions of the formal employment offer.

### **YOU ARE IN A FLEX POSITION IF:**

You are regularly scheduled for either a full-time 40-hour or part-time 36-32-hour per week position, and you agree, as a condition of employment, to flex down to no less than 24 hours per week to adjust for changes in patient volume.

### **YOU ARE A CASUAL STATUS EMPLOYEE IF:**

You are not scheduled to work a set number of hours per week on a regular and consistent basis. Your duration of employment may or may not be limited by the terms and conditions of the formal employment offer. You won't be able to accrue seniority credit, but will retain any seniority earned as a regular status employee if there has been no break in service.

### **YOU ARE A TEMPORARY EMPLOYEE IF:**

You are regularly scheduled to work and your duration of employment has a set completion date. Temporary employees can be either full-time or part-time. Employees who work for less than six months are not eligible for hospital benefits.

In addition to the above classifications, employees are categorized as either "exempt" or "non-exempt" in compliance with federal and state wage

and hour laws. Exempt employees are not eligible to receive overtime pay; they generally receive the same weekly salary, regardless of hours worked. You will be informed of your classification upon hire, and informed of any subsequent changes to your classification. If you are in a non-exempt job, you will be paid for all work authorized by Yale-New Haven Hospital. For example, if your job requires you to miss an unpaid meal period, you will be paid for that meal period, unless you are granted another meal period during your work shift.

## Department Policies

You can review the hospital's administrative and Human Resources (HR) policies through the HR Intranet, which is accessible from any hospital computer. In addition to hospital-wide administrative and HR policies, each department may maintain policies specific to its operations. You should become familiar with those policies so that your job performance is consistent with the expectations of your department manager.

## Starting a New Job

Yale-New Haven Hospital employees who transfer to a new position, as well as new employees, need a period of time to determine if the selection process has resulted in a good fit. We want you to be successful, therefore we consider your first months to be an orientation or probationary period, during which you are oriented and trained to perform the duties required for the job. It is the hospital's policy to use the orientation period to determine general suitability and adaptability to your position. The orientation period will be either three or six months, depending on your job classification. There will be an evaluation at the end of that period to ensure that the job is right for you. Under special circumstances, the orientation period may be extended.

Inservice education programs will be provided for you to maintain current, state-of-the-art delivery of services. Each department will offer a regular schedule of inservice programs appropriate for your job, and the department's leadership will assure and document the attendance at these programs in appropriate employee files.

## Parking and Commuting Options

Yale-New Haven Hospital does its best to supply its employees with easy and convenient parking options and partially subsidizes the cost of parking for employees. Parking lots are located near most of the hospital's buildings, and there are shuttles available to ensure quick and safe transportation between your work area, your car and your assigned lot.

Alternatives to using hospital parking lots are available at reduced costs, partially subsidized by the hospital, such as reduced train fares, free shuttle service from the train station, bus service subsidy and free park-and-ride commuter lots. More information on these and other transportation options will be provided to you during orientation and is available through the Parking Office.

## Referring Others

We encourage you to refer and recommend people for employment at Yale-New Haven Hospital. This is one of the best ways for us to recruit candidates for open positions. You might even be eligible for a referral award when referring qualified applicants for certain positions. A list of position titles currently eligible for referral awards, as well as policy guidelines, can be found in Human Resources Policy C:13.

## Employment of Friends, Relatives and Significant Others

We know that employees often recommend relatives and friends for employment at the hospital. While we encourage such referrals, please be aware that there are certain restrictions and guidelines we must adhere to. When hiring individuals with whom current employees are closely related, reside together as domestic partners or are involved in relationships that might create conflicts of interest in the workplace, the hospital must exercise sound business judgment. The hospital must be careful to avoid any conflict of interest or appearance of a conflict of interest, avoid favoritism or the appearance of favoritism, and minimize the distraction of personal relationships in the work setting.

As an employee, you are not allowed to be placed in a position where you are directly supervising or being directly supervised by a relative, domestic

partner or significant other. Also, no relative, domestic partner or significant other of yours will be hired or permitted to work within your direct chain of command.

If you are employed in a direct chain of command and develop such a relationship, you should advise your supervisor of that relationship. In no case will such reporting relationship be permitted to continue. This policy also applies in any organizational or business situation in which the hospital believes the potential of favoritism or the appearance of favoritism may exist or develop.

## Work Schedules

Work schedules are established by each department according to the needs of the patients and the efficient functioning of the hospital. Reasonable efforts will be made to provide fair work schedules for you, but scheduling may change due to patient care requirements and emergencies. When changes in schedules are necessary, you will be given as much prior notice as possible.

## Working from Home

There are unique situations that may permit employees to work from home, such as:

- If they are approved for a telecommuting arrangement.
- If they obtain prior permission from their immediate supervisor.

Under no circumstances are employees permitted to work at home without prior permission.

## Meals and Rest Periods

Whenever possible, there will be a paid 15-minute rest period or break provided for every four hours of work not interrupted by a meal period. Rest periods or breaks are to be taken according to departmental procedure when work demands permit. While breaks are not required, you are encouraged to take advantage of such time, as long as it does not interfere with patient care or hospital operations.

An unpaid meal period of at least 30 minutes will be provided at approximately the middle of each

work shift of 8 hours or more. Your department has the responsibility to schedule your breaks in accordance with work needs. As such, your breaks might not take place at the same time every day. Please note that it is not acceptable to skip your rest periods or meal breaks as a means of shortening the workday, except with prior approval from your department head.

### Recording of Work Time

You are required to record your work time daily by swiping your I.D. badge in a designated card reader closest to your work area at both the start and end of your assigned shift, careful to do so within seven minutes of the assigned time. If not reporting to your regularly assigned location, another card reader on the campus may be used. If working off campus, your manager is to be notified so the in and out swipe times can be entered into your time card. Your unpaid meal break of 30 minutes is automatically deducted. Yale-New Haven Hospital will compensate non-exempt employees for all hours worked.

Any deviations from your regular work schedule must be documented and authorized by your supervisor. If you work through your meal period, it is your responsibility to record this according to your department's procedures. If you are unsure how to record time worked during previously unscheduled time, please contact your supervisor or Human Resources.

You are responsible for keeping your own time record, and may neither record the time of another employee nor record time other than that actually worked. Willful falsification of time records or recording another employee's time is considered a major violation of the rules of employee conduct and can result in disciplinary action up to and including discharge.

### Leaving the Premises during a Work Shift

If you need to leave your work area or department during the workday for any reason other than a scheduled meal break, you must get permission from your manager. You should clock in and out if this period extends beyond your normal meal period.

### Pay Periods / Payday / Direct Deposit / Online Pay Stubs

You will receive your paycheck every other week, on a Thursday. The pay period ends on a Saturday at midnight before the payday. Your check will be given to you in person or deposited directly to your personal bank account, if you set up direct deposit. Direct deposit for your paycheck is a good option, as it allows you to receive the funds from your check immediately and more quickly than you would by receiving a physical check and depositing it yourself. Direct deposit forms are available in the Human Resources Office for your convenience. Your supervisor can help answer any further questions you might have regarding payroll at Yale-New Haven Hospital. If you choose to use direct deposit, you can elect to view your check stub online, using Employee Self Service, instead of receiving a paper check stub.

### Transfers and Promotions

Yale-New Haven Hospital encourages employees to advance their careers at the hospital. You may want to apply for other positions within your department, another area of the hospital or within the Yale New Haven Health System. Transfers and promotions are determined by the requirements of the position and the need to hire the most qualified individual for each position.

The hospital supports your goals for career advancement and assists you in those efforts. In addition to tuition assistance and career counseling, the hospital ensures all vacant positions are initially made available to current employees before external candidates are considered.

Once a vacant position has been approved for recruitment, the Recruitment and Staffing department prepares a job posting, which is made available online on the hospital website or in the "Jobs" section of the Human Resources Intranet. You can access the online job postings from any computer terminal within Yale-New Haven Hospital, including available terminals in the Human Resources department, between 8 a.m. and 4:30 p.m., Monday through Friday. Step-by-step instructions are available on the hospital's Intranet.

In addition, employees can access internal job postings via the Internet from home, school or any

computer with Internet access. Employees who are on vacation or unable to spend time at a hospital-based computer can view internal job postings at their leisure by going to [www.ynhh.org](http://www.ynhh.org). If you encounter any difficulties, contact the Help Desk at 203-688-4357.

Jobs are posted internally for seven days, during which, if interested and qualified, you can apply for the position. Employees who respond during the seven-day posting period are considered before any commitment is made to external candidates.

***You are eligible to apply for a posting if:***

- You have completed your orientation period.
- You have been in your present position for at least six months.
- You have a score on your most recent performance evaluation of at least “meets expectations” / “successful.”
- You do not have any active written disciplinary warnings in your personnel file.
- You meet the minimum qualifications of the job for which you are applying.

All applications are reviewed by one of the HR recruiters. Those applicants who are eligible to apply and who qualify based on the posted job requirements are referred to the hiring managers for review.

The hiring managers will interview those candidates who best meet the needs of the department. Although all referred applications are reviewed, there is no requirement that all referred candidates are to be interviewed by the manager.

All candidates will be notified in writing by a representative of the Recruitment and Staffing department at the conclusion of the selection process regarding the outcome of the selection process.



# Workplace Expectations And Guidelines

## Evaluating Job Performance

We believe it is important to give you periodic feedback about your job performance as a way of helping you to grow, develop and achieve your career goals at Yale-New Haven Hospital. Your success is a shared responsibility between you and the hospital.

In addition to meeting job-specific competencies and expectations, all employees are expected to demonstrate a commitment to our Six Core Success Factors. These factors define desirable work behaviors consistent with the hospital's commitment to Service Excellence.

### Core Success Factors

*Every Yale-New Haven Hospital employee is expected to be:*

- **A Team Player** – displaying willingness and cooperation when interacting with others
- **A Communicator** – effectively expressing your thoughts and engaging in productive dialogue
- **Open-minded and Flexible** – demonstrating willingness to entertain new ideas, people and approaches to work
- **A Problem Solver** – demonstrating a mindset and skills to address and resolve issues and obstacles to progress
- **Helpful** – demonstrating responsive, respectful and caring behavior toward customers
- **Friendly** – treating people as guests, with warmth and goodwill
- **Personally Effective and Accountable** – accepting ownership and accountability for job-related outcomes

As part of your development plan, we encourage managers to have informal and formal performance evaluation conversations with their employees. It is very important to your success that your manager talks with you on an ongoing, informal basis about

your job performance. Those discussions may include coaching, problem solving, recognition and progress reports on projects and assignments, as well as assessment of the competencies and expected work behaviors specific to your job.

You will also have a more formal performance review discussion with your manager at the conclusion of your orientation period (usually three to six months, depending on your job category) and at least once a year after that. As part of those discussions, you will have an evaluation of your performance relative to the responsibilities and expectations of your position and your established goals for the year. You and your supervisor will document a performance improvement plan for any competencies where it is felt that you need improvement.

## Managing Performance

We want employees to be successful at performing their jobs. However, if an employee's performance is not meeting expectations, the hospital will attempt to work with that employee to correct the performance. Depending on the circumstances surrounding the performance concerns, corrective action could include counseling, development of a performance improvement plan or, if warranted, progressive discipline.

## Basic Code of Employee Conduct

Your adherence to certain rules and expectations governing employee behavior is necessary for the efficient operation of Yale-New Haven Hospital, as well as for the benefit and safety of all employees and patients. Conduct that interferes with hospital operations, is offensive to others or is not in the best interests of other staff or patients cannot be tolerated. It is important to be familiar with these expectations in order to help ensure a positive, productive workplace and the safety and well-being of patients and co-workers.

The Code of Employee Conduct, listed below, is by no means all-inclusive, and it does not preclude any hospital employee from being required to comply with additional rules or standards as set out by their department and/or the hospital where appropriate. Appropriate disciplinary measures will be taken in cases where there has been a violation of

the Code. While some aspects of the Code may be discussed in more detail elsewhere in this Handbook, the following lays out a brief description of your responsibilities as an employee of Yale-New Haven Hospital:

- Patient information must only be discussed with authorized personnel, in private areas and in strict compliance with HIPAA guidelines.
- You must wear your I.D. badge while on duty as a means of identification to patients, visitors and other hospital personnel.
- You must refrain from engaging in abusive, provocative or profane language or actions, and must refrain from creating or being party to any form of physical violence or threatening behavior.
- You should observe the principles of mutual respect in your contact with patients and visitors, as well as in your working relationships with your supervisor and co-workers.
- Sexual harassment that includes unwelcome advances, requests for sexual favors, offensive verbal or physical conduct of a sexual nature (e.g. unsolicited remarks, gestures or physical contact, name calling, sexually suggestive comments, conduct or profanity) is strictly prohibited.
- Soliciting or accepting gratuities, gifts or personal favors from patients or visitors is strictly forbidden. Offers of gratuities or personal gifts should be graciously declined.
- Unclaimed property found on hospital premises must be delivered to the Protective Services Department, where a lost-and-found service is provided.
- Written, oral and posted instructions from authorized personnel (e.g. supervisor, department head, Protective Services staff) must be followed.
- Regular and punctual attendance must be maintained. Departmental instructions for reporting absenteeism from work should be followed.
- You must not report to work or be on hospital premises while under the influence or exhibiting odor of intoxicating liquor or controlled substances, or be otherwise unfit for duty.
- You must obtain permission from your supervisor when it becomes necessary to leave your work area during working hours.
- Your working time must be accurately recorded, and you may not record the working time of other employees. This includes daily “swiping” in and out at appropriate card readers.
- Whenever needed, you are expected to respond to work assignments outside of regularly scheduled hours as may be necessary to provide essential staffing.
- Because of the large volume of hospital business transacted by telephone, incoming and outgoing personal telephone calls must be limited to those of an urgent nature.
- Personal mail must be addressed to your residence rather than the hospital.
- Packages, handbags, purses, tote bags, brief cases, shopping bags or other containers being brought into or taken from the hospital must be opened for inspection upon request by supervisors or Protective Services staff.
- You should assist in keeping hospital equipment, buildings and grounds clean, orderly and in good condition. In general, you should avoid creating or contributing to unsanitary conditions.
- Public lounges, lobbies and waiting areas, including patient care division solaria, are provided for patients and visitors, and should not be used for employee breaks or meal periods.
- You may be expected to wear prescribed uniforms while on duty, if your position warrants it.
- Sleeping on the job, except while on an on-call status, is strictly forbidden.
- Theft, misappropriation or the removal from hospital premises (without supervisory approval) of property belonging to patients, visitors, contractors, other employees or the hospital is strictly forbidden. This includes the removal of hospital property that has been discarded or sample products, unless prior approval has been granted by the supervisor.
- Inaccurate or false information must not be entered on hospital records, including patient records, time records, employment applications or other personnel forms.
- Under no circumstances should unauthorized firearms or weapons of any kind be brought onto hospital premises.
- Hospital property and equipment must be used or operated in a safe and proper manner. Failing

to use safety devices or making them inoperative is a serious offense. All hospital property must be returned upon termination.

- You should not engage in horseplay, scuffling, running, throwing of any objects or unprofessional behavior while on hospital premises.
- Gambling, including the sale of lottery or raffle tickets, is prohibited on hospital premises.
- You may not sell or otherwise solicit payment for any form of merchandise or services for your own account while on hospital property.
- You must observe safe work practices and published safety rules.
- You must observe the hospital's tobacco-free policy.
- You must know and observe established fire emergency procedures.
- You should not have other employees or guests visit you in work areas.
- When not on duty, you may not be on hospital premises, with the exception of hospital parking lots or outside non-working areas, except to receive medical care, to visit a patient or for valid work-related reasons.
- You must not commit any criminal act on hospital premises or against hospital employees, patients or visitors.
- When purporting to represent Yale-New Haven Hospital, you must accurately represent the hospital, yourself and your position to patients, visitors and the general public. You must not use another employee's identification card or I.D. badge.
- You should use only authorized hospital entrances and exits.
- Violation of access to confidential information, including dissemination of computer security access codes and/or unauthorized use, is strictly prohibited.
- You are expected to be properly dressed and groomed appropriate to a professional business environment.
- You are expected to obey any other rules, regulations or guidelines as laid out by your department and/or the hospital.

### Employee Records

Yale-New Haven Hospital maintains employee records that must be updated and accessible for authorized business reasons.

Changes to your record are submitted by the department management staff or Employee Self Service (ESS). It is your responsibility to update information using ESS, as changes occur, in the following categories:

- Name
- Home Address
- Home Telephone Number
- Marital Status
- Emergency Notification Data
- Licensure or Registration Required
- Education Completed

Your records are maintained in confidence and with appropriate security.

You have the right to inspect your own personnel files. Your records are accessible, for legitimate business reasons, through the Human Resources staff and your manager.

### Attendance and Absenteeism

Because the hospital's primary mission is to provide quality care and service to patients and their families at all times, it is essential that you maintain good attendance and punctuality in the performance of your job. If you are going to be late or unable to come to work, it is important that you contact your manager to make him or her aware of the situation. Poor attendance or excessive absenteeism may result in disciplinary action, up to and including discharge.

Unscheduled absence is defined as any scheduled work period that an employee misses without prior management approval. We track unscheduled absences. For continued absences, the action that is taken depends on your number of absences during the last 12 months for a full-time employee, as outlined below:

**Four occurrences within a 90-day period** – You will receive verbal counseling, including an action plan and consequences of future unscheduled absences.

**Seven occurrences** (including the four prior absences) – You will receive a written warning,

including next steps and consequences if the behavior continues.

**Nine occurrences** (including the seven prior absences) – You will receive a final written warning, which is considered to be final notice for this issue/behavior, and employment will be terminated if the behavior continues.

**Eleven occurrences** (including the nine prior absences) – Your employment will be terminated.

Part-time employee unscheduled absences are subject to discipline based on scheduled hours. Please refer to Human Resources Policy B:6 for details.

Lateness or early departure is defined as reporting for work after the starting time of your shift or leaving before your shift is completed. If this is a recurring problem, your manager will talk with you about correcting such behavior. Each incident of tardiness or early departure counts as half an incident of unscheduled absenteeism.

### Solicitation and Distribution

No solicitation or distribution of any kind will be allowed during working time. Working time is defined as any portion of the working day during which you are paid to perform your job duties; that does not include unpaid time, such as unpaid meal periods.

No solicitation or distribution of any kind to other employees who are on working time will be allowed, even if you are on non-working time.

Additionally, no solicitation or distribution of any kind will be allowed to take place in patient care areas.

Non-employees will not be allowed on the hospital premises to solicit or distribute for any reason, unless authorized by the hospital.

These rules will be strongly enforced in order to avoid the disruption of patient care at the hospital.

### Hospital Equipment and Materials

You may use the equipment and materials owned by the hospital to complete business needs. However, remember that such materials and equipment belong to Yale-New Haven Hospital and should be

treated accordingly. You will be expected to keep hospital equipment, buildings and grounds clean, orderly and in good condition, and should avoid creating or contributing to unsanitary conditions. Hospital property and equipment must be used or operated in a safe and proper manner. Making equipment inoperative or failing to use safety devices is a serious offense. All hospital property must be returned upon termination.

### Gifts and Gratuities

If you have direct contact with patients or visitors, you may at no time say or do anything that could be construed as inviting gifts or gratuities. When gifts of a personal nature are offered by patients or visitors, they should be discouraged. In circumstances where acceptance is unavoidable, a nominal gift, such as flowers or candy, which is intended as a token of appreciation, may be accepted. Such gifts must be in good taste and may not include money, loans of money or intoxicating beverages.

When relatives, patients or friends express a desire to make a gift to the hospital in appreciation, they should be referred to the Development Office at 203-688-9644, which will advise the donor with respect to a suitable gift.

### Adverse Weather Conditions

Yale-New Haven Hospital needs to provide essential services to our hospital patients during emergency weather conditions. Any employee scheduled to work during a declared state weather emergency is expected to make every reasonable effort to be at work. During such periods, employees may be reassigned to best meet patient and operational needs. If an employee is unable to be at work, they will need to use any accumulated paid time off (PTO). If an employee is able to come to work, but will arrive late for their shift due to weather conditions, they will be paid from the start of their regularly scheduled shift. Department management will determine what constitutes a reasonable timeframe on a case-by-case basis.

Employees who receive permission to leave early due to weather conditions will be paid for hours worked.

### Licensure, Registration and Required Certification

You will need to provide satisfactory proof that you meet licensure, registration or certification required for your job prior to beginning employment. It is your responsibility to maintain all required licenses, registrations and certification. You will also need to provide proof of any re-licensing, re-registration or re-certification at appropriate times.

### Standards of Appearance

Your personal appearance is important to the level of confidence patients have in our care and services, and significantly impacts patient satisfaction. Neat, clean, appropriate attire is a visual confirmation of the pride we take in what we do; it also relates to the image we present to patients, families, co-workers and visitors. How we appear to patients and visitors is an important component of maintaining a great first impression as described in our Service Excellence Pledge.

Dress code requirements should meet a business standard as determined by your department. Your clothing should always be clean and in good condition. Any item of clothing, jewelry, makeup or hair style that distracts or detracts from the hospital's public image, proper performance of your job responsibilities, or compromises the health or safety of patients, staff or visitors will not be permitted.

Personal grooming and attire should respect the diversity of taste and style, but avoid extremes of fashion. Personal statements expressed by symbols, messages or insignia must be appropriate and consistent with our goals and policies of safety and patient satisfaction.

If you request an exception to these guidelines based on medical or religious needs, you must do so in writing to your manager.

The hospital may require you to wear a designated uniform during your working hours. These uniforms will be issued by the hospital or furnished by you according to established policies. Uniforms issued by the hospital are not to be taken from or worn off hospital premises, except on meal periods or in the performance of hospital duties. Uniforms should not be altered or changed from the intended design and appearance. Please refer to Human Resources

Policy B:4 for more details about workplace appearance expectations and guidelines. Be sure to consult with your manager about any job-specific or uniform requirements.

### Photo I.D. Badge

An I.D. badge will be issued by Protective Services at the beginning of your employment and should be returned to your manager upon completion of employment. Employees are required to identify themselves to hospital management or security staff upon request.

You are required to visibly display the hospital-issued photo-identification card, or I.D. badge, on your clothing at all times while on hospital property. I.D. badges should not be altered or defaced in any way or decorated by the addition of decals, insignias or pins of any type.

Lost or stolen I.D. badges should be immediately reported to the Protective Services Department. Replacement I.D. badges will be issued by Protective Services for a fee. Replacement I.D. badges will be provided at no charge for change of name, title, position, department or appearance when the original badge is returned.

### Telephone Courtesy

Hospital telephones are for hospital business only, except in cases of emergency. Please use public phones or your personal cell phone for personal calls. To the extent possible, personal calls should not be made during work time. The hospital may charge you for the cost of any personal calls made on hospital phones.

Your courtesy when using the telephone in the course of conducting hospital business reflects well on the hospital and makes work more pleasant for you and those with whom you communicate. In using the telephone, please answer promptly. Identify yourself and your department. Be careful to give accurate answers. Always be kind and courteous.

### Electronic Communications

Yale-New Haven Hospital provides staff with access and authorization to use electronic communications systems and devices in order to perform

their jobs more efficiently and effectively. You should use these electronic communications responsibly and for business purposes only. Along with such use goes a responsibility to safeguard devices assigned to you, comply with policies governing their use and protect the confidentiality of patient information. All hospital computers, portable drives and PDAs that contain patient or confidential information must be encrypted. Yale-New Haven Hospital reserves the right to monitor, at its discretion, the use of electronic communications systems by means of direct or remote observation and access.

Electronic communication systems include, but are not limited to, email (and electronically transmitted data files), electronic calendar, telephone, voice mail, pagers, Internet and Intranet, and may be modified from time to time without notice.

You should refer to Human Resources Policy B:16 for details about electronic communications.

### **Tobacco-Free Environment**

As a healthcare institution, Yale-New Haven Hospital is committed to providing a tobacco-free environment for patients, employees, visitors and others on properties owned or leased by the hospital. This includes buildings, parking lots and most sidewalk areas surrounding the hospital. This policy supports not only good health but also our Service Excellence Pledge to make a great first impression.

### **Work Environment**

We all have a responsibility to ensure a safe and respectful work environment for everyone. Part of this requires that you support the hospital's Equal Employment Opportunity, Affirmative Action and other employee-development policies and programs. The hospital prohibits discrimination on the basis of race, color, sex, age, religion, national origin, sexual orientation, disability, genetic information, military or veteran status or other characteristics protected by federal, state and local law.

You also should strive to maintain a safe and healthy work and patient care environment. This includes following all policies, procedures, laws and regulations applicable to the environmental aspects

of the hospital's operations, including use of buildings, property, laboratory processes, chemicals and medical equipment and products.

### **Elevator Use**

You will notice that certain elevators in the hospital are designated for patient transport only. Please obey the posted signs on or near elevators. This helps to ensure that our patient transport needs are met in the safest and most efficient manner.

### **Media Contact**

Any newspaper, radio or television inquiries you receive for information about the hospital or requests for interviews should be brought to the attention of your supervisor. Any such information provided to the media must first be routed through the Yale-New Haven Hospital Marketing and Communications Department (203-688-2488).

### **Threats or Aggressive Behavior**

It is the hospital's goal to maintain an environment for employees, patients and visitors that is free from threats and acts of violence and any behaviors intended to intimidate or create fear.

Threats against individuals, regardless of how transmitted (written, verbally, electronically), are not tolerated under any circumstance and are grounds for dismissal. If you should observe any such act by any person on hospital property, you should immediately report it to the appropriate supervisor and/or Employee Relations.

### **Sexual Harassment**

It is our policy that all individuals should enjoy a work atmosphere free from sexual harassment. Sexual harassment infringes on an individual's right to a comfortable work environment and serves to undermine the integrity of the employment relationship. No individual – male or female – should be subject to unsolicited or unwelcome sexual advances or harassing conduct, either verbal or physical.

Sexual harassment in the workplace is also a form of employment discrimination and is prohibited by law.

Sexual harassment refers to unwelcome sexual advances, requests for sexual favors and other conduct of a sexual nature. Sexual harassment can also include vulgar and crude comments and jokes, gestures and behavior. Physical contact is not a necessary element of sexual harassment.

All questions, complaints or allegations concerning sexual harassment should be brought to the attention of your supervisor or the manager of Employee Relations. If appropriate, the manager of Employee Relations will undertake an investigation of all allegations of sexual harassment in a prompt and confidential manner and will take appropriate corrective action, where warranted.

The hospital will take disciplinary action against any person found to have engaged in sexual harassment. Such action may include discharge. In addition, where appropriate, the complainant will be informed of the ultimate disposition of the investigation.

Retaliation in any form against an employee who exercises his or her right to make a complaint under this policy, or against a witness who participates in an investigation, is strictly prohibited and will itself be cause for appropriate disciplinary action, including termination. Failure to participate fully and truthfully in the investigation can also result in disciplinary action, including termination.

### Substance-Free Workplace

Yale-New Haven Hospital is committed to a work environment free of substance abuse. The unlawful manufacture, distribution, dispensation, possession, presence in the body or use of a controlled substance and/or alcohol, drugs, perception-altering or other substances is prohibited at any time during work hours, whether or not you are on duty or on hospital premises. Compliance with this policy is a condition of employment.

If you are convicted of drug abuse or possession, you will be reviewed by your department to determine what action may be necessary as the conviction relates to your duties for the hospital.

If you suspect a co-worker of abusing this policy, you should speak to your manager or the Human Resources Department.

HAVEN, the Health Assistance interVention Education Network, was established to provide confidential support to caregivers with chemical dependency or mental health issues. In June 2007, HAVEN and the Department of Public Health joined forces to support P.A. 07-103, a statute enabling confidential treatment and counseling for Connecticut Health Professionals, with the common goal of "Intervention Before Harm." Where appropriate, the Yale-New Haven Hospital Employee Assistance Program uses HAVEN as a referral source for caregiver staff experiencing substance or other problems that may affect their practice.

### Progressive Corrective Action

Yale-New Haven Hospital encourages the highest standards in employee conduct in order to promote the best possible patient care, safeguard hospital equipment and property and ensure that the rights of patients, visitors and employees are respected. When an employee displays unacceptable job behavior, violates established customer-service standards, fails to comply with policies and procedures or commits an act of misconduct, the hospital follows a formal procedure to document such actions and reinforce what is expected. The usual procedures are:

**Employee Counseling:** The employee is counseled by his or her supervisor or department head in an effort to eliminate possible misunderstandings and to explain what is considered appropriate behavior or acceptable job performance.

**Verbal Warning:** Following unsuccessful attempts to correct the problem through repeated counseling, the employee will be verbally warned that the repetition and severity of the offense is a violation of departmental and/or hospital policy, and that further discipline may follow if the employee continues to commit the offense in question or does not otherwise correct the problem.

**Written Reprimand:** The employee receives written notice of discipline following intentional or repeated offenses.

**Final Written Warning:** The employee receives final written notice of discipline, following serious misconduct or further repeated offenses.

Disciplinary time off without pay or suspension may also be given, except in the case of attendance and punctuality.

**Discharge:** The employee receives written notice of discharge.

For serious acts of misconduct or where the employee is under a performance improvement plan or other form of discipline, one or more of the procedures described above may be bypassed. Depending on the seriousness of the offense, the above procedures may be accelerated, up to and including immediate discharge.

### **Employee Code of Conduct and Discipline During Orientation Period**

Employees in their orientation period normally will not be issued disciplinary actions. Any newly hired orientation-status employee may be released at will and without further notice, and such action is not subject to review under the hospital-wide Problem Review Procedure.

### **Problem Review Procedure**

In this organization, as in any organization, there will be times when job-related misunderstandings and problems may arise. It is always preferable for employees to try to resolve differences through discussion in a respectful and open manner. If issues cannot be satisfactorily resolved in this way, an employee has the option of using the Problem Review Procedure. While not every problem can be resolved to the full satisfaction of all parties, Yale-New Haven Hospital has developed a Problem Review Procedure to help improve communication and reach a satisfactory resolution to problems in the workplace. Employees can use this process without fear of reprisal. It is policy that you deal professionally and courteously with all involved throughout such a process. The Problem Review Procedure can be used for any employee dissatisfaction relating to employment. Casual status, temporary and newly hired probationary employees are ineligible to use the Problem Review Procedure. Please refer to Human Resources Policy B:2 for details.



# Compensation and Benefits

## Compensation System

Yale-New Haven Hospital seeks to ensure that you are fairly compensated for the work you do and for your level of performance in your job. The hospital aims to maintain competitive levels of compensation, and ensures that there is a written job description and position evaluation plan for all positions in order to provide a standard method for effectively administering and planning compensation. Your pay rate is based on the salary grade of your position and your related work experience, among other factors.

Additional compensation programs include the Employee Performance Incentive Plan (PIP) and opportunities for special achievement awards, both of which are described in the section “Recognition Programs.”

Our Employee Performance Incentive Plan (PIP) is a program that provides a monetary reward to all employees if specific, measurable, hospital-wide goals are met or exceeded each fiscal year. The goals and earning potential vary from year to year, but focus on key performance factors that include financial, patient safety and satisfaction and department-specific goals. You can participate in PIP during any fiscal year in which you work at least 1,000 hours.

Special Achievement awards of up to 2 percent of salary can be awarded to employees who achieve specific challenging goals or perform at exceptionally high levels. Department managers can nominate an employee for this special award.

## Performance Evaluation and Pay Increases

Performance reviews take place on a regularly scheduled basis, with the goal of developing and guiding you in your career at Yale-New Haven Hospital. Initial performance evaluations are com-

pleted three to six months after your date of hire, depending on your job category. The performance evaluation process consists of a discussion of strengths and areas needing improvement in a specific, measurable and objective manner.

Performance reviews evaluate your job competencies and work behaviors. They also allow supervisors to make merit increase determinations and evaluate your suitability for current and future positions. Additionally, reviews help the hospital better determine training and/or remediation needs, provide a record of your progress, and ensure that mandatory compliance standards are maintained on a timely basis.

Eligible employees are entitled to a merit pay increase at the time of their first annual performance evaluation and annually thereafter, according to the compensation plan guidelines of the hospital for that fiscal year. Merit increases are given as a percentage increase, based on your level of performance during the past year. If you should reach the maximum of the pay range for your job, your annual increase may be paid as a lump sum bonus instead of as an increase to your rate of pay. Merit increases are not guaranteed each year. Review dates may be changed if the employee is on an extended leave of absence or receives a promotional increase during the review year.

## Overtime

There will be times when you may be asked to work overtime. Non-exempt employees will be compensated for hours worked in excess of 40 in the workweek. The overtime rate is not less than one-and-one-half times your regular rate of pay, and may be higher, based on pay-rate calculations of all hours and dollars earned each week.

Your manager must authorize overtime work in advance. Your manager may require that you document your overtime hours worked in a payroll log maintained in your department.

## Premium Pay

As compensation for working evening, night or weekend shifts, the hospital provides additional pay to non-exempt employees who work any of those shifts or any combination of those shifts.

**DIFFERENTIALS**

Off-shift premiums will be paid only for time actually worked, and is not to be included in paid time off (PTO), extended sick leave or other forms of paid leave. For shifts that cross over the designated start times for day, evening, night and weekend, the determining factor for premium eligibility will be where the majority of the hours are worked.

**DEFINITIONS OF OFF-SHIFT HOURS**

**Evening Shift** – The evening shift is considered to be between the hours of 3 p.m. and 11 p.m. An evening off-shift premium will be paid for all hours for any scheduled shift that begins on or after 11 a.m. or in which at least one half of the shift falls after 3 p.m.

**Night Shift** – The night shift is considered to be between 11 p.m. and 8 a.m. A night off-shift premium will be paid for all hours worked between 11 p.m. and 8 a.m.

**Night Shift Extension** – When a night shift is extended beyond 8 a.m., a night shift premium will be paid for all hours worked on the night shift until 12 p.m.

**Weekend Shift** – A weekend off-shift premium will be paid for all hours worked between 11 p.m. Friday night and 12 a.m. Monday morning. For 12-hour shifts beginning at 7 p.m. on Friday, a weekend premium will be paid for all hours between 7 p.m. Friday and 7 p.m. Sunday.

**On-Call Pay**

Employees who are regularly required to be on-call to meet patient care needs or to maintain efficient operations will be compensated appropriately. If your position requires you to be on-call, you will be notified by your manager. You will be advised by your supervisor if your position will require you to be on call, how it will work and the rate of compensation for on-call hours.

**Benefits**

As part of our total compensation package, Yale-New Haven Hospital provides a wide variety of benefits to eligible employees, including a variety of

health and wellness plans, salary continuation plans, time-off, retirement plan options and other benefits. Please consult your Summary Plan Descriptions (SPD) or the Benefits Office for details of the benefits plans and options available to you. Below you will find a brief summary of our comprehensive benefits.

**Health and Welfare Benefits**

These benefits include medical, prescription drug, dental, vision care and life insurance benefits for you and your dependents, as well as flexible spending accounts. The options available allow you to choose which plans best meet your needs.

Each year during our annual open enrollment period, you select the benefits you want for the following year. Newly hired, eligible employees will select their benefits shortly after their hire date. You can change those elections during the year only if you have a qualifying event in family status (e.g., birth of a child, marriage, divorce, etc.). For more information, please contact the Benefits Office.

**Retirement Benefits**

Yale-New Haven Hospital provides two retirement plans designed to help provide employees with future financial security. The first, entirely funded by Yale-New Haven Hospital, is the Cash Account Pension Plan, to which the hospital annually contributes a percentage of your pay based on your years of service. The second is the Matching Tax Sheltered Annuity (TSA) 403(b) Plan. If you contribute at least 5 percent of your pay, YNH will contribute an additional 3 percent. You can increase or decrease your contribution at any time. You can contribute up to the annual IRS limit for a 403(b) Plan.

There are additional benefits that provide assistance with medical care costs upon retirement for employees who retire at 55 years of age or older with at least 10 years of service. For more information, contact the Benefits Office.

**Tuition Assistance / Loan Forgiveness**

Tuition assistance is available to regular benefits-eligible full-time and part-time employees who have

satisfied the six-month waiting period and have not received a recent overall performance evaluation of “Not Demonstrated.”

You will be able to receive tuition assistance for individual job-related courses for which college credit is granted and are a part of an Associate’s, Bachelor’s or Master’s level degree. Some non-degree or selected certificate courses are also eligible for tuition assistance, if they meet certain criteria. You should consult with a Human Resources representative to ensure which courses are eligible.

The Loan Forgiveness Program provides additional tuition assistance to eligible employees pursuing a career in nursing, respiratory therapy or diagnostic radiology. Detailed information is available from the Human Resources Office.

### Day Care Center

The hospital operates an on-site day care center for the convenience of employees seeking childcare during daytime work hours. The day care center is located directly across the street from the main hospital complex. Tuition is automatically paid through a payroll-deduction program, and some scholarship assistance is available. Please call 203-688-5246 for more information.

### Paid Time Off

The Paid Time Off (PTO) Program provides a specified number of paid days each year for scheduled and unscheduled absences from work. Instead of separate allowances for vacation time, holiday time, sick leave and other personal time, PTO combines the specific number of days, which you may take according to your individual interests, needs or circumstances, into one program.

You are eligible for PTO if you are regularly scheduled for at least 24 hours per week. You will begin to earn PTO for each pay period after the first 90 days of employment. PTO is based on your job category and on hours paid each pay period (including regular hours worked, jury duty, bereavement, PTO used and miscellaneous), up to and including 80 hours paid in the pay period. PTO accrued in the current pay period is available to be used in the next pay period. If you are on approved leave of absence, you may continue to earn PTO based on PTO used

during the leave. For more details, please see Human Resources Policy H:18.

### Holidays

Yale-New Haven Hospital observes the following eight major holidays each year:

- New Year’s Day
- Martin Luther King, Jr. Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

A listing of these holidays, and the dates and shifts that are observed by the hospital, is provided to departments annually by the Department of Compensation and Benefits. Please ask your manager for the listing for this year. Because we provide patient care around the clock, the hospital recognizes that working on a holiday sometimes represents time away from family celebrations, and thus provides additional holiday pay, at the rate of time and a half, to all non-exempt staff and certain exempt staff who are scheduled to work during one of the eight major holidays listed.

### Bereavement Days

Yale-New Haven Hospital will grant reasonable bereavement time off without loss of pay if a death occurs in your immediate family and, when staffing permits, to attend the funeral of a deceased co-worker.

**Immediate Family** – Spouse, parent, daughter, son, brother, sister, mother-in-law, father-in-law, daughter-in-law, son-in-law, grandparent, grandchild, a person who is legally acting in one of the above capacities, or another relative living in the employee’s residence.

**Deceased Co-Worker** – A hospital employee at the time of death.

When a death occurs in an employee’s immediate family, the bereaved employee will be granted time off with pay up to three working days, to a maxi-

mum of 24 hours, to attend the funeral, to make arrangements relating to the death, and as emotional stress or other circumstances require. The amount of paid bereavement time off authorized should be determined by your department head, who may require verification of the death and relationship.

This policy applies to all regular employees scheduled to work at least 24 hours per week following completion of three months of employment. If you are covered by a collective bargaining agreement, you are not eligible under this policy.

### Jury Duty

If you are a regular full-time employee, part-time employee working 30 hours or more per week, or a casual or temporary employee working 30 hours or more per week for a period in excess of 90 days, you are eligible for lost work time as a result of jury duty, if summoned by the state or federal court.

You must present your notice of summons to court to your supervisor as soon as possible, and will be expected to work as much of your regularly scheduled shift as possible, but not exceeding your regularly scheduled hours of work. If you work the night shift, you are not required to report to work while on jury duty.

Checks received from the court for jury duty compensation must be endorsed to the hospital and presented to your supervisor. You should instruct the court to issue a separate check for reimbursable expenses (mileage, parking). You may retain those reimbursable expenses.

### Family Medical Leave Act (FMLA) Absences

Leaves of absence are available if you are unable to work due to a medical condition or illness, the serious illness of a family member, or to fulfill parental needs for a newborn or adopted child. Under this policy, FMLA may be granted for a period up to 16 weeks during a 24-month period for all eligible employees under Connecticut statutes. Under federal provisions, additional time may be available if more than 12 months have elapsed since the beginning of the last family/medical leave. The leave may be paid, unpaid or a combination. For full details about FMLA, please see HR Policy C:7.

### Military Leave

Yale-New Haven Hospital will grant unpaid leaves of absence and the right to be re-employed to you if you are a member of the armed services.

Medical benefits will be provided in full for up to 12 months at the same level of coverage that existed for you and eligible dependents prior to the start of military leave. For leaves longer than 12 months, you may keep your existing group health insurance coverage for yourself and/or previously covered dependents at full premium under Consolidated Omnibus Budget Reconciliation Act (COBRA).

When returning from military leave, you will be reinstated with all rights and benefits you would have attained had you remained continuously employed, including health coverage under the terms and conditions that existed while you were at work.

When returning from military leave, you will receive the full benefits of the employer pension plan, including employer contributions accrued during the time of leave.

### Personal Leave of Absence

If you are a regular-status employee, scheduled to work 24 hours per week or more, who has completed one year of service, and are otherwise eligible, you may request an unpaid leave of absence for personal reasons for a period not to exceed four months.

Leaves of absence for personal reasons other than those related to FMLA will be considered at the discretion of your department head or administrative officer.

### Extended Sick Leave and Long-Term Disability Plans

Salary continuation benefits will be provided to qualifying employees during periods of disability. Please consult your Summary Plan Description (SPD) or contact the Benefits Office for specifics about benefit amounts, waiting periods, duration and other particulars regarding qualification for extended sick leave and long-term disability coverage.

### Workers' Compensation

All employees are covered under Workers' Compensation insurance for any job-related injury or illness. You are responsible for immediately notifying your supervisor of an accident and/or injury that occurs while on the job.

Yale-New Haven Hospital will do everything possible to ensure a speedy return to work if you experience a work-related injury or illness. Reasonable accommodations will be considered to allow you to return to work as soon as possible, and include, but are not limited to, modifications to the job site, equipment, task and work schedule.

### Other Yale-New Haven Hospital Benefits

Yale-New Haven Hospital provides a wide variety of additional benefits programs designed to provide security for you and your family, with opportunities for additional cost savings and convenience. Descriptions of the programs are available on the hospital Intranet, or call the Benefits Office at 203-688-2401. These programs include:

- 529 College Savings Plan
- Adoption Assistance Program
- Cafeteria Discount
- Credit Union
- Dependent Tuition Loan Program
- Home Ownership Made Easier (H.O.M.E.)
- On-site Banking
- Paid Time Off Cash-in
- Paid Time Off Donation
- Personal Lines of Insurance (auto, homeowners, liability and pet insurance)
- Retirement Planning Workshops
- Supplemental Life Insurance (for employees and their dependents)
- Transportation Assistance Programs (mass transit subsidy, shuttle bus service)

## Health and Wellness

### Occupational Health Services

The Occupational Health Services (OHS) at Yale-New Haven Hospital provides employment-related medical care to all employees of the hospital. The healthcare professionals in OHS deal constructively with the health of employees in relation to their work. OHS is committed to ensuring a safe and healthy environment for all employees by:

- Measuring the medical fitness of individuals to perform their duties without hazard to themselves or others;
- Establishing a record of the condition of the individual at the time of each examination; and
- Detecting the effects of harmful working conditions and advising corrective measures.

If you become ill or injured on the job, you may be referred to OHS for medical evaluation. OHS is available to all employees, Monday through Friday, from 7:30 a.m. to 4:15 p.m., and is located in the East Pavilion of the main hospital. If you are working outside those hours, then your condition should be evaluated in the Emergency Department.

For a full description of services offered, please refer to the OHS link in the Human Resources Intranet.

### Employee Assistance Program (EAP)

Yale-New Haven Hospital cares about the health and well-being of its employees, and recognizes that a variety of personal problems can disrupt their personal and work lives. While many employees solve their problems either on their own or with the help of family and friends, sometimes employees need professional assistance and advice.

The Employee Assistance Program (EAP) has been established to address a variety of issues that can negatively affect employees both in and out of work, including problems relating to physical illness, mental health, financial difficulties, marital/family issues, substance abuse or other concerns. Recognizing that many of these problems can be successfully addressed and treated if identified early on, the hospital offers prompt, professional assessment,

grief counseling and/or referral to other resources for ongoing help for you and your immediate family to promote remaining healthy and productive, both in your career and your family life.

Participation in EAP is strictly confidential. Records are maintained separately from Human Resources and employee health files. No information revealed by the employee to the counselor will be shared, either verbally or in writing, without the employee's knowledge and written consent. Because of the confidential nature of the program, the counselor will not participate in any disciplinary or grievance procedures.

Minor concerns can become major problems if you ignore them. No issue is too small or too large, and a professional counselor is available whenever you need help. Call 203-688-2256 to contact an EAP counselor.

### Wellness Programs

Yale-New Haven Hospital is committed to building a culture of health across the system. We provide a variety of programs and services designed to educate, motivate and engage employees and covered dependents in pursuit of their optimal health and well-being. The program's vision is: "Taking Care. Giving Care – Taking excellent care of our employees. Giving excellent care to our patients."

Our system-wide health and wellness program is called "livingwell." It provides a variety of health and wellness programs and resources to employees to help them make healthy choices everyday.

You will find more information on current "livingwell" programs on the Human Resources homepage of the hospital's Intranet and in brochures available in the Human Resources department.

## Leaving Yale-New Haven Hospital

### Resignation

If you voluntarily leave your job, you should provide your immediate supervisor or department head with notice of resignation. The following describes what is considered sufficient and insufficient notice:

**Sufficient Notice** – Should be given either two or four weeks in advance of your last day of work, depending on your position.

**Insufficient Notice** – Notice is less than the period of time specified for your position.

**No Notice** – Absence without notification for three consecutive scheduled work days is considered to be job abandonment, and you are considered to have voluntarily resigned without notice.

The notice period should be worked as scheduled. If you become temporarily disabled during the period between giving notice and the termination date, Paid Time Off (PTO) will be allowed only if approved by your department head. Unused PTO is paid at termination in accordance with PTO policy, but in no case may PTO be used to extend the termination date. For full details about unused PTO, please see HR Policy H:18.

You must notify your immediate supervisor of your intention to resign in writing as soon as possible, and notify the Parking Office on your last day of work to stop parking deductions.

### Retirement

Yale-New Haven Hospital greatly values the years of service provided by all its employees. In recognition of this, the hospital offers many benefits to its retirees. A retiree is defined as an employee who retires at age 55 or older with at least 10 years of continuous service. (See pages 27 and 30 for more information on the hospital's retirement benefits and plans.)

### Release of Final Paycheck

The final paycheck will include pay for work performed through your last hour worked. Any unused PTO accrued based on your last day of

work is paid in a separate check issued in the pay period following the last day worked, in accordance with hospital policy.

The final paycheck may be reduced by required legal deductions, authorized Benefit Plan deductions, and deductions authorized by the employee (e.g. Credit Union, Tax-Sheltered Annuity, United Way, tuition repayment, Savings Bonds, etc.). If you resign with insufficient notice or have been discharged, you will receive the final paycheck with unused PTO reduced for insufficient notice. Your final paycheck will be available on the regular pay day following the date of termination. Such checks are issued through normal payroll distribution channels unless alternative distribution arrangements are made with Payroll.

If you are being released or discharged, your final paycheck will be made available for distribution by the close of the next business day following the date of termination.

Your I.D. badge, hospital-issued keys and property must be turned in to your manager on your last day worked.

### Termination of Insurance Benefits

#### Healthcare / Disability Protection

Healthcare coverage will be continued through the last day of the month of termination. Coverage may be extended under the group policy for a period allowed by Consolidated Omnibus Budget Reconciliation Act (COBRA) legislation, if certain requirements are met. If you are approved for long-term disability benefits, healthcare coverage can be extended for up to one year from initial date of disability.

Extended sick leave coverage ends as of your termination date.

#### Life Insurance

Your group term life insurance is cancelled as of your termination date. You can convert all or part of your coverage to an individual policy. To convert coverage, you must apply for conversion to the insurance carrier and pay the first premium within 31 days after your group coverage stops.

#### Unemployment Compensation

In accordance with applicable employment laws, the hospital is fully compliant with the Connecticut Department of Labor in regards to unemployment compensation.

# INDEX

- Accident and crime prevention, 11, 12
- Adoption assistance, 30
- Adverse weather conditions, 21
- Affirmative Action, 5, 6, 23,
- Attendance, 10, 14, 19, 20, 25
- Absenteeism, 19, 20, 21
- Banking, 30
- Benefits, 3-8, 14, 26-32
- Bereavement, 28
- Bulletin boards, 8
- Cafeteria discount, 30
- Career development, 8
- Casual status employee, 14, 25
- Code of conduct, 9, 25
- College savings plan, 30
- Communication, 6, 22, 23, 25
- Compensation, 6, 26, 27, 28, 29, 31, 32
- Complaints, 6, 24
- Compliance, 9, 10, 13, 14, 19, 24, 26
- Confidentiality, 9, 23
- Conflict of interest, 9, 15
- Core success factors, 18
- Corporate compliance, 9, 10
- Corrective action, 9, 18, 24
- Credit union, 30, 32
- Cultural diversity, 5
- Day care center, 28
- Department policies, 14
- Dependent Tuition Loan Program, 30
- Destination hospital, 4
- Direct deposit, 16
- Discharge, 12, 18, 20, 24, 32
- Dress code, 22
- Electronic communications, 22
- Elevator use, 23
- Emergencies and disasters, 11, 12, 15
- Employee Assistance Program (EAP), 24, 30
- Employee conduct, 2, 9, 16, 18, 19, 24, 25
- Employee counseling, 8, 16, 18, 20, 24, 31
- Employee feedback programs, 6, 7
- Employee records, 20
- Employee relations, 6, 23, 24
- Employee Self Service, 7, 16, 20
- Employee surveys, 6, 7
- Employer of choice, 4, 6
- Employment of friends, relatives and significant others, 15
- Employment status classifications, 14
- Equal Employment Opportunity, 5, 6, 23
- Escort services, 11
- Ethics, 9, 10
- Evening shift, 27
- Extended sick leave, 27, 29, 32
- False Claims Act, 10
- Family Medical Leave Act, 29
- Final written warning, 21, 24
- Fire drills, 13
- Fire safety, 12
- Flex position employee, 14
- Full-time employee, 14, 20, 27, 29
- Gifts and gratuities, 21
- Health benefits, 27
- Health Insurance Portability and Accountability Act (HIPAA), 9, 19
- Healthcare/disability protection, 32
- History, 4
- Holidays, 28
- Home buyer assistance program (H.O.M.E.), 30
- Hospital equipment, 19, 21, 24
- Human resources, 15, 16, 17, 20, 21, 23, 24, 25, 28, 30, 31
- I.D. badge, 12, 16, 19, 20, 22, 32
- Infection control, 11
- Insurance, 9, 27, 29, 30, 32
- Intranet, 1, 3, 7, 9, 10, 14, 17, 23, 30, 31
- Job performance evaluations, 14, 17, 18, 24, 28, 30
- Jury duty, 29
- Leaving the premises, 16
- Licensure, registration and certification, 20, 22
- Life insurance, 27, 30, 32
- Long-term disability plans, 29, 32
- Material safety data sheets (MSDS), 11
- Meals and rest periods, 15
- Media contact, 23
- Military leave, 29
- Mission, 5
- Mock audits, 10
- Mutual respect, 19
- Night shift, 27
- Non-retaliation policy, 10
- Occupational health services, 11, 30
- Office of workforce diversity, 5
- Off-shift premiums, 27
- On-call pay, 27
- Online pay stubs, 16
- Orientation, 7, 11, 14, 15, 17, 18, 25
- Overtime, 14, 26
- P.A.S.S., 12
- Paid time off (PTO), 7, 21, 27, 28, 30, 31, 32
- Parking and commuting options, 15
- Part-time employee, 14, 21, 27, 29
- Pay increases, 26
- Pay periods, 16
- Payday, 16
- Performance evaluation, 17, 18, 26, 28
- Performance Incentive Plan (PIP), 8, 26
- Personal leave of absence, 26, 28, 29
- Personal telephone calls, 19
- Premium pay, 26
- Problem review procedure, 25
- Progressive correction action, 24
- Protected health information, 9
- Protective services, 11, 12, 22
- Publications, 7
- R.A.C.E., 12
- Recognition programs, 8, 26
- Recording work time, 16
- Referring others for employment, 15
- Regulatory readiness, 4, 9
- Resignation, 31
- Retirement, 27, 30, 31
- Safety, 3, 6, 8, 10-13, 18, 20-22, 26
- Service excellence pledge, 2, 3, 4, 22, 23
- Service excellence, 2, 3, 8, 18, 22, 23
- Sexual harassment, 19, 23, 24
- Solicitation and distribution, 21
- Special achievement awards, 8, 26
- Standards of appearance, 22
- Substance-free workplace, 24
- Telephone courtesy, 22
- Temporary employee, 14, 29
- Threats or aggressive behavior, 23
- Tobacco-free policy, 23
- Transfers and promotions, 16
- Transportation, 15, 30
- Tuition assistance, 8, 16, 27, 28
- TV monitors, 8
- Unemployment compensation, 32
- Uniforms, 19, 22
- Website, 8, 10
- Weekend shift, 26, 27
- Wellness programs, 31
- Work schedules, 15
- Workers' compensation, 30

