



Employee Handbook

www.thomashealth.org

TABLE OF CONTENTS

INTRODUCTION

Welcome	1
Thomas Health	1

GENERAL INFORMATION

Your Role as an Employee	2
Customer Service	2
At-Will Employment	2
Equal Employment Opportunity Employer	2
Management Rights and Responsibilities	3
Harassment/Sexual Harassment	3
Confidentiality	4
Background Check/Drug Screen	4
Fingerprinting	4
Tobacco Free Environment	4
Dress Code Policy	5
Grievance Procedure	5
Solicitation	5
Public/Social Media Communications	5

ATTENDANCE

Attendance Control Policy	6
Attendance Control Discipline Process	7

EMPLOYMENT POLICIES

Employment Status	8
Probationary Period/Performance Reviews	8
Job Postings/Transfers/Promotions	9
Employment of Relatives	9
Outside Employment	9
Certification/Licensure/Registration	9
Personnel Files/Personal Information	10
Service Date/Seniority	10
Telephone/Cell Phones	10
Employer Equipment	10
Reduction in Force	10
Reporting of Injury	11
Disciplinary Action	11

BENEFITS

Jury Duty	11
Court Subpoenaed/Summons Leave	11
Funeral/Bereavement Leave	12

Insurance	12
Wellness Program	12
Retirement/401k	13
Time Off	13
Parking	13
Cafeteria	13
Wellness Center	13
Thomas Family Pharmacy	13
Lockers	14
Service Awards/Recognition	14
Leave of Absence	14

PAY POLICIES

Recording Time	14
Arriving Early/Staying Late	15
Accuracy of Paychecks	15
Pay Periods/Paydays	16
Payroll Deductions	16
Overtime	16
Shift Differential	16
Weekend Differential	16
Call Pay	16
Meal Periods	17
Breaks	17
Resignation/Notice	17
Payment of Final Wages	17
Exit Interview	17
Employment References	18

CONCLUSION

INTRODUCTION

Welcome

Thomas Health welcomes you as an employee and team member of an elite group of health care workers dedicated to serving the health needs of the Kanawha Valley and surrounding communities. We sincerely hope your employment with Thomas Health will be a challenging, satisfying and rewarding experience. We take pride in our employees, as well as the services we provide and consider ourselves leaders in the health care field.

Please take the time to read this employee handbook carefully. It is an important communication for employees and management as well as a legal document. Although no employee handbook can anticipate every situation in the work place or answer every question about employment, this handbook is intended to cover the majority of the terms of your employment. This handbook, as well as the hospital policies, may be updated at any time. Please refer to the Intranet for the most recent handbook edition. Thomas Health policies may also be accessed via the hospital intranet.

Thomas Health

Throughout this handbook, we will refer to Thomas Health. Please take note that this handbook covers employees comprised of Thomas Memorial Hospital located in South Charleston, Saint Francis Hospital located in downtown Charleston and Thomas Health Physician Partners with various locations throughout Kanawha and Putnam counties, all working together as Thomas Health.

Thomas Memorial Hospital opened on December 9, 1946. The hospital is named in honor of Sergeant Herbert J. Thomas, former resident of the City of South Charleston, who courageously gave his life in World War II in order to save his fellow comrades. For his heroism, the Congressional Medal of Honor was awarded posthumously. His portrait and medals are proudly displayed in the memory hall on the first floor leading to the clinical pavilion.

Saint Francis Hospital was founded in 1913 when the Most Reverend Bishop Patrick J. Donahue purchased the Laidley homestead at 333 Laidley Street. Three sisters of Saint Francis operated the hospital. During the years of the Depression and World War II, no patient was ever turned away. Bills were charged to "the Dear Lord", the designation of charity care. Drawing inspiration from Christ's healing love; Saint Francis Hospital continues to be in the forefront of meeting the healthcare needs of the community it serves. Saint Francis Hospital celebrated 100 years of healthcare in 2013.

Thomas Health Physician Partners was formed in 2012 and is a wholly-owned subsidiary of Thomas Health. THPP is a rapidly growing multi-specialty group consisting of physicians and mid-level providers serving throughout Kanawha and Putnam Counties. THPP areas of specialty include family medicine, internal medicine, orthopedics, general surgery, urology, oncological surgery, psychiatry, endocrinology, gynecology and obstetrics.

Thomas Health was formed in 2007 to forge a partnership based on the strengths of two established hospitals – Thomas Memorial and Saint Francis and later adding Thomas Health Physician Partners. Forging these all together allows us to bring innovative and cost effective health care to Kanawha and the surrounding counties.

GENERAL INFORMATION

Your Role as an Employee

Your job at Thomas Health is essential and is vital in providing quality patient care. It is important to remember that our patients are our customers. Employees are always expected to wear their name badge, inform patients of their name and job title and give a brief explanation of the procedure/task to be performed. Patients, families and visitors are the reason for our existence.

Customer Service

Thomas Health employees will be given initial customer service training in new employee orientation and annually thereafter. At Thomas Health, we use customer service skills to decrease patient anxiety and increase patient compliance which in turn improves our clinical outcomes and increases our patient satisfaction. All employees are expected to use their customer services skills in every interaction with all customers, including co-workers, vendors, patients, families, physicians, volunteers, etc.

At-Will Employment

This employee handbook does not constitute an employment contract, either explicit or implied, or any other type of contract between Thomas Health and its employees. Employees of Thomas Health are considered “at-will”, and therefore, either the employee or Thomas Health may terminate the employment relationship at any time with or without cause or notice.

Equal Opportunity Employment

It is a fundamental policy of Thomas Health not to discriminate on the basis of race, religion, sex, sexual orientation, gender identity, national origin, age, veteran status or disability, with respect to recruitment, hiring, training, promotion and other terms and conditions of employment.

Management Rights and Responsibilities

Thomas Health has the exclusive right to exercise the customary functions of management including, but not limited to: the right to select, hire, promote, suspend, dismiss, assign, supervise and discipline employees; the right to determine and change starting times, quitting times, shifts and schedules; the right to transfer employees within departments or into other departments and other classifications; the right to determine and change the size of, composition of and qualifications of the work force; the right to establish, change and abolish its policies, practices, rules and regulations and to adopt new policies, practices, rules and regulations; the right to determine and modify job descriptions and performance standards; the right to determine and change methods and means by which its operations are to be carried out, and the right to assign duties to employees in accordance with the needs and requirements determined by the hospitals. Thomas Health reserves the right to modify the provisions of this handbook at any time.

Harassment/Sexual Harassment

Thomas Health is committed to maintaining a working environment free from all forms of conduct which may be considered harassing, abusive, coercive, or disruptive. Harassment includes, but is not limited to, a demonstration of hostility or aversion towards an individual because of his or her race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, marital status or other status protected by law.

Any employee found to have committed acts of harassment will be subject to appropriate discipline, up to and including termination. Thomas Health strictly prohibits and will not tolerate harassment in the workplace. Retaliation against any employee exercising a legal right, such as filing a complaint in good faith or providing information during an investigation, is also expressly prohibited, will not be tolerated and will result in disciplinary action, regardless of the disposition of the underlying complaint.

Sexual Harassment is defined as unwelcomed or unwanted advances, requests for sexual favors and any other verbal or physical conduct of such nature when:

- (1) Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;
- (2) Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or
- (3) Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

Thomas Health requires immediate reporting of all incidents of harassment, regardless of the offender or of the offender's relationship with the hospital. Individuals who believe they have been subjected to harassment should report the incident to their immediate supervisor. If, for any reason, an employee cannot discuss the situation with their supervisor, they should contact

the Vice President of Human Resources directly. All complaints, discussions, and resolutions should be documented and filed with the Human Resources Department. Complaints will be promptly and thoroughly investigated so that, where appropriate, remedial action can be taken.

Confidentiality

Thomas Health has a legal and ethical responsibility to safeguard the privacy of all patients and to protect the confidentiality of the patients' health information. In addition, the confidentiality of Thomas Health operations, including information related to human resources, payroll, finance, internal reporting, computer and information systems, research initiatives, and communications, strategic planning and management, must also be preserved.

In the course of your employment with Thomas Health, you may be given access to this type of confidential information. You may use this information only when it is necessary to perform your job related duties. You must not disclose or discuss any confidential information with others, either in the work area or outside in the community, including friends, family or co-workers, who do not have a need to know.

Background Check/Drug Testing

It is the policy and practice of Thomas Health to conduct a background check on all applicants considered for employment. This background check includes criminal records, employment history, education and credential verifications, OIG/FACIS III checks and sex offender registries, etc. After an offer of employment has been made, a drug test is also required. Future drug tests may be administered for reasonable suspicion.

Falsification, fabrication or omission of information on the employment application, or refusal to submit to a drug screen may result in disciplinary action, up to and including termination.

Fingerprinting

In addition to the background check/drug test, working in certain areas within Thomas Health may require you to be fingerprinted through WV Cares, the WV State Police and/or FBI. Failure or refusal to complete this step of the employment process may result in disciplinary action, up to and including termination.

Tobacco Free Environment

Smoking, or tobacco use including vaping and electronic cigarettes of any kind is not permitted on any property of Thomas Health. This policy includes employees, physicians, contractors, vendors, visitors and patients. A tobacco free environment supports our mission of protecting the health of the community while promoting and supporting a community culture of healthy living.

Dress Code Policy

Employees of Thomas Health are required to comply with the Dress Code Policy. This includes reporting for work in a clean, hygienic, presentable manner. Employees are required to wear their name badges at all times. Extremes in dress, grooming, jewelry and/or poor personal hygiene are strictly prohibited while at work. Visible body piercings and tattoos, other than earrings, are prohibited. Individual departments may have additional guidelines regarding dress code. Please check with your Department Manager. Failure to adhere to the dress code may result in disciplinary action, up to and including termination.

Grievance Procedure

From time to time, differences of opinion may develop between employees and their supervisors. The majority of these differences can be resolved in the normal course of daily operation. Thomas Health has a formal grievance procedure to address any problems that cannot be settled between the employee and supervisor to their mutual satisfaction. Employees must initiate the grievance procedure according to policy and within five working days of the issue to be grieved. Please refer to the Thomas Health Grievance Procedure Policy.

Solicitation

Thomas Health has a strict policy on solicitation. All employees are strictly prohibited from engaging in any form of solicitation in any work area during work time. Solicitation includes, but is not limited to: the distribution of literature of any kind, the sale of goods or services, or the posting of signs/flyers/announcements not related to the function and operation of the hospital. Violation of this policy may subject employees to disciplinary action, up to and including termination.

Public/Social Media Communications

Thomas Health employees, unless otherwise specifically instructed, are not authorized and therefore are prohibited from (1) speaking on behalf of Thomas Health and/or (2) disclosing or verifying any patient protected health information. This prohibition extends to all communications and public forums, including internet or social media/networking sites. Social media/social networking includes, but is not limited to, sites such as Facebook and Twitter, YouTube video or postings, chat rooms, personal blogs and other similar forms of online communications, journals, diaries or personal newsletters.

Employees are personally responsible for what they communicate in social media. Such postings may reflect negatively on Thomas Health regardless of whether there is a direct reference to the organization or the employee's affiliation with the organization. Although Thomas Health,

in the normal course, does not monitor the social media posts by employees, if it comes to the attention of Thomas Health that an employee has posted something that is disparaging, harassing, inciting of violence, or contrary to the mission or core values of the organization in such a manner that calls into question the ability of the employee to meet the requirements of their position (which includes being respectful and collegial), or that is discriminatory with regard to race, religion, national origin, gender, disability, age or any other protected class, then Thomas Health reserves the right to impose discipline up to and including termination of employment.

ATTENDANCE

Attendance Control Policy

Thomas Health jobs are interdependent and failure to report to work on time often delays the departure of another employee. Absenteeism and tardiness may seriously disrupt the flow of work and can cause an extra burden to co-workers. In an effort to ensure adequate staffing and to provide corrective action when deemed necessary by management, Thomas Memorial Hospital, Saint Francis Hospital and Thomas Health Physician Partners (THPP) utilize an Attendance Control Policy.

Each employee must physically be present at their work area prior to clocking in or out of the ADP system. Clocking in/out for another employee is subject to discipline up to and including termination for both parties involved.

Two unexcused absences within a twelve month period will result in termination of employment. Two no show/no calls will result in termination of employment. These will both be considered a voluntary resignation and will be processed as such. The employment relationship will be considered as voluntarily severed by the employee.

For the purpose of the Attendance Control Policy, the following terms are defined:

Occurrence:

- Any single period of absence excused/unexcused (including sick time or suspension, unpaid sick time, failure to attend mandatory educational offerings, etc.) regardless of duration. This excludes approved funeral, vacation, holidays, jury duty, lost time due to compensable injuries, a shift on which an employee is sent home by Employee Health due to work-related illness or injury, military leave, or any leave protected under FMLA.
- Three tardies and/or three occasions of failure to clock in/out or a combination of these will equal one occurrence.
- If an employee does not work their regularly scheduled shift the day before, the day of, or the day after a hospital recognized holiday or the day before/after a scheduled day off, this incident will result in two occurrences of absence.
- Each occasion of failure to call in within the designated time frame equals one occurrence. If the employee does not report for the shift, it will be considered an unexcused absence.

- If an employee reports to work and leaves before the end of shift due to non-work related illness/injury, the hours will be counted as an occurrence.

Excused Absence: An excused absence will be granted only in situations which make it extremely difficult or impossible for the employee to report for work as scheduled. If an absence is to be excused, employees will be expected to notify their Department Manager of any impending absences as far in advance as possible of the time assigned for reporting for work, and no less than the designated time frame. For Nursing personnel, refer to HR Policy "Nursing Staffing Procedure Guidelines" for definition of appropriate call-in times. Non-nursing employees working day shift are to report their intent to be absent no less than one hour in advance of their normal start time and no less than two hours in advance for employees working evening and night shifts. Excused absences are not to be interpreted as a means to extend a vacation or for time off that the employee would not otherwise be entitled.

Unexcused Absence: Unexcused absences occur when the employee fails to timely notify their supervisor of their intent to be absent or when the absence was controllable and could have been avoided. Two unexcused absences within a 12 month period will result in termination of employment. As stated above, an unexcused absence will count as an occurrence.

Tardy: When an employee fails to report to work or clock in within seven (7) minutes after their scheduled start time, without prior approval from management.

Attendance Control Discipline Process

Step 1 – Verbal Warning: If an employee has three occurrences within a six month period of time (or less), they will receive a verbal warning (documented in Performance Manager).

Note: The date of the first occurrence starts the initial six month period. The date the counseling is reviewed with the employee starts the next six month period.

Step 2 – Written Warning: If the employee has three additional occurrences within the following consecutive six month period of time (or less) after the verbal warning, they will receive a written discipline, documented in Performance Manager.

Step 3 – Suspension: In the event of three additional occurrences within the following consecutive six month period of time (or less) following the written disciplinary action, the employee will be suspended without pay for a total of 24 hours. The department manager will inform the employee and document in Performance Manager that if absenteeism/tardiness continues and the employee has two more occurrences within the next six month period (or less), the employee will be terminated.

Step 4 – Termination Employees having two additional occurrences within the following consecutive six month period (or less) following a suspension without pay will be terminated. This process will be documented in Performance Manager and discussed with Human Resources prior to the discipline.

Employees with attendance issues are expected to correct these issues on a sustained basis. Employees who improve their attendance beyond the time periods in these guidelines, then

lapse back into further absences, may be brought back into the process at the appropriate discipline level, as determined by consultation between the Department Manager and the Vice President of Human Resources.

It is the responsibility of each Department Manager to regularly review the overall attendance record of each employee in the department and to assure the corresponding level of attendance is maintained. Attendance issues must be addressed appropriately and timely by the Department Manager.

EMPLOYMENT POLICIES

Employment Status

Thomas Health recognizes the following employee categories:

- **Full Time** – Full time employees are scheduled to work a minimum of 32 hours/week on a regular basis for no definite term. Full time employees are eligible for benefits.
- **Part Time** – Part time employees are scheduled to work between 16 and 24 hours/week on a regular basis for no definite term.
- **Temporary** – Temporary employees are hired for an assignment of limited duration. Temporary employees have no specific assignment or guarantee of hours.
- **Per Diem (PRN)** – Per Diem Employees agree to a certain schedule with no guarantee of hours.

Probationary Period/Performance Appraisals

Thomas Health has a probationary period of six months for new employees. This probationary period gives the employee time to become accustomed to the duties required of them and gives the employer time to evaluate the work of the employee and make any suggestions for improvement. The probationary period does not affect the employee's at-will status, and during the probationary period and at any time thereafter, you may resign with or without explanation and Thomas Health may terminate your employment with or without explanation.

An appraisal and initial skills checklist will be done after three months to assess your performance. Thomas Health managers will informally evaluate and monitor the performance of their employees on a continuous basis. All employees are required to meet certain annual educational requirements and competencies. It is **the employee's responsibility** to keep their education, competencies, license/certifications and any other requirements up-to-date. Failure to do so may impact the employee's eligibility for continued employment.

Job Postings/Transfers/Promotions

Thomas Health utilizes an online system for internal and external job openings and applicants. Thomas Health gives first consideration for transfers, change of status, and promotions to its current employees who apply timely for job openings. Newly approved positions are "open" for current employees for a period of five days. After this five day period, current employees may apply and be considered with outside employees.

Employees performing satisfactorily in their present position who have not had a written, suspension, last chance agreement disciplinary action or placed in a work improvement plan within the previous 12 months are eligible to apply for a transfer. Employees must have been in their present position for at least one year prior to applying for a transfer outside of their department or with another manager. The employee must meet all requirements of the job. Graduate nurses are required to stay on their floor/unit for one year after completing their orientation before applying for a transfer.

Although job qualifications, work performance/attendance and discipline are the primary factors in determining job advancement, seniority may be the deciding factor when all other factors are equal. Employees are expected to notify their current manager when applying for another position within the hospital.

Certain areas of the hospital have additional requirements such as fingerprinting and background checks that must be done before an employee may transfer. Management retains the right at all times to fill a job with the candidate deemed to be the most qualified, whether internal or external.

Employment of Relatives

Thomas Health does not prohibit related employees from working at the same hospital or in some circumstances, in the same department. However, related employees will not, under any circumstances, be allowed to supervise one another.

Outside Employment

Thomas Health does not prohibit employees from accepting employment outside the hospital. Employment outside Thomas Health must not compromise an employee's loyalty to Thomas Health, or compromise their ability to complete their job assignments or report to work as scheduled.

Certification/Licensure/Registration

Certain positions require the employee to achieve and maintain professional certification licensure, and/or registration. It is the responsibility of the employees to meet such standards. Employees allowing their required certification, license, or registration to lapse or expire are subject to disciplinary action up to and including termination. It is the employee's responsibility to maintain current licensure and certifications.

Personnel Files/Personal Information

Thomas Health retains personnel files on each employee. Personnel files are business records of the hospital and are the property of Thomas Health. Upon request from an active employee, the Vice President of Human Resources may agree to schedule an appointment to review some or all of the contents of the employee's file with the employee.

For various reasons, it is important that your personnel file contain up-to-date personal information including address, telephone number, name, emergency contact, etc. It is the responsibility of the employee to keep this information updated in the ADP system.

Service Date/Seniority

Your service date serves as your seniority date with regard to timely vacation requests, schedules, transfers etc.

Telephone/Cell Phones

Personal phones are for use on meal breaks and approved work breaks. Employees should not use their phones for personal use (calls, texts, music, internet, etc.) during work time. Employees not following these guidelines are subject to disciplinary action, up to and including termination.

Employer Equipment

Thomas Health employees are provided with and have access to a wide variety of equipment and devices in order to perform their job duties. Thomas Health employees are cautioned that they should have no expectation of privacy regarding the use of any employer provided tools or equipment, including, but not limited to, electronic devices such as computers and communication systems. Use of any such equipment may be monitored or audited at any time by Thomas Health.

Reduction in Force

If it becomes necessary to implement a reduction in hospital staff, Administration will implement the precise reduction plan called for at the time in question. An employee's history of discipline and/or performance issues may be taken into account in determining what workforce composition is best suited to providing quality care to the patients. Employees affected by economic reductions in force which are not related to discipline or poor work performance are welcome to apply for future job openings.

Reporting of Injury

It is mandatory for any employee who is injured at work to immediately or as soon thereafter as possible, report to Employee Health or the Nursing Supervisor. The employee is required to complete an occurrence report per the Occurrence Reporting System Policy. Failure to comply with the above may result in disciplinary action.

Disciplinary Action/Corrective Feedback

The management of Thomas Health will develop, implement and enforce reasonable policies, procedures, rules and regulations to increase or maintain efficiency in the operation of the system and to provide optimal standards of health care. Employees are expected to have a clear understanding of the hospital policies. If any employee is unclear as to a specific policy, procedure, rule or regulation, they may go to their Department Manager, the policy section on the Intranet, or the Human Resources Department.

When corrective feedback is deemed necessary, discipline will be initiated in the form of verbal, written, suspension, last chance agreement and/or termination. Thomas Health reserves the right to vary the discipline based on the circumstances, including, but not limited to, the severity of the incident, the employee's prior disciplinary record and the employee's length of service. All disciplines are documented in the Performance Manager system.

BENEFITS

The following is a brief overview of the benefits offered to employees of Thomas Health. New employees will be given additional information in orientation. The employee benefit program is continually reviewed to offer the best benefit package available and may be changed or cancelled at any time at the discretion of the system unless otherwise required by law.

Jury Duty

When called to serve, Thomas Health employees will be granted jury duty leave. Employees must inform their supervisor immediately upon receiving the summons. Employees will be expected to work all scheduled hours when not required to be in court. Employees will receive the difference between their normal base rate and jury duty pay for regularly scheduled hours. Employees will not receive differentials (shift, charge, etc.) as part of their difference in pay while serving on jury duty.

Court Subpoenaed/Summons Leave

If an employee is required to appear as a witness or to testify on behalf of Thomas Memorial, Saint Francis Hospitals or THPP, the employee will receive their regular base rate for time spent performing these duties to the extent allowed by law.

If an employee is required to appear as a witness or to testify on a personal matter, the employee will be granted leave. The employee may elect to take accrued vacation. Employees must immediately inform their supervisor upon receiving the summons.

Funeral/Bereavement Leave

Full and part time employees may be granted funeral/bereavement leave for a period of up to three shifts in the event of a death of an immediate family member. Full and part time employees may be granted funeral leave for a period of one shift in the event of a death of a brother-in-law or sister-in-law.

Funeral/bereavement leave is to be taken between the date of death and up to three days after the funeral. Funeral/bereavement leave will not be granted for days in which an employee is not or would not normally be scheduled to work. Funeral/bereavement leave is paid at the employee's base rate.

Immediate Family: Spouse, significant other, mother, step-mother, father, step-father, foster parent, children, step-children, brother, step-brother, sister, step-sister, grandparents, grandchildren, legal guardian and the employee's son-in-law, daughter-in-law, father-in-law and mother-in-law.

Insurance Benefits

Thomas Health employees are offered a comprehensive benefit package including health, vision and dental insurance, long and short term disability, life and accidental death/dismemberment, health savings account or flexible spending accounts. Eligible full time employees will be given information on enrollment during new employee orientation or at the time they become benefit eligible. Enrollment must be timely according to your eligibility date or life event and failure to enroll in a timely manner may make you ineligible to apply for certain benefits until the next open enrollment period.

Thomas Health utilizes the ADP system for online enrollment. Open enrollment normally occurs in November for an effective date of January 1st of the upcoming calendar year.

The only time during the year that employees can make changes to their benefits is if they have a qualifying life event. Qualifying life events (marriage, birth of child, divorce, etc.) must be reported to Human Resources within 30 Days.

Wellness Program

Thomas Health employees are encouraged to maintain proper health and wellness practices. Employees participating in the wellness program may be eligible for incentives and prizes.

Retirement/401k

Thomas Health provides its employees with a way to save for their retirement. Employees age 18 and over are eligible to participate in the Thomas Health 401k Plan. You will receive 100% matching on the first 4% of your eligible compensation and an additional 50% matching on the next 2% of your eligible compensation.

Time Off

Thomas Health encourages its employees to take time away from the everyday stress of their jobs. Full and part time employees at Thomas Health accrue time off as Vacation, Holiday and Sick time. Please check the policy for accrual rates in accordance with your years of service.

Parking

Thomas Health offers free parking to its employees. Saint Francis employees may utilize the parking garage across from the main entrance to the hospital and Thomas Hospital employees may park in the parking garage or on the surface lots surrounding the hospital.

Cafeteria

Thomas Health offers a cafeteria for their employee's convenience. Please check with the individual hospital café for hours of operation.

Wellness Center

Thomas Health offers a Wellness Center to its employees. At Thomas Memorial Hospital the Center is located in the Medical Office Building South adjacent to the Physical Therapy Department. At St. Francis Hospital, employees are encouraged to utilize exercise equipment in the Physical Therapy Department. These areas provide exercise equipment for employees, their spouses or significant others, and their children over the age of 12 to use during non-work time. Employees interested in utilizing the Wellness Center should check with their Physical Therapy Department for further information.

Thomas Family Pharmacy

Thomas Family Pharmacy is located inside the Division Street Lobby at Thomas Memorial Hospital. The Pharmacy is open Monday-Friday from 7am to 5pm. You can order prescription refills through an app available for your mobile device. Mail order services are also available. In addition to prescription medication, they have a selection of OTC medications and vitamins. You may contact the pharmacy at 304-414-4820 for more information.

Lockers

Based upon the requirements of your work, you may be assigned a locker for your shift. Employees are urged not to leave valuables or money in their locker. Lockers are the property of Thomas Health and are subject to inspection when deemed necessary.

Service Awards/Recognition

Thomas Health recognizes the service and dedication of its employees with an Annual Dinner. Thomas Health has many long term employees and uses this annual opportunity to personally thank them. At this dinner, employees are honored at the five, ten, fifteen, twenty, etc. service milestones, as well as, other honored achievements.

Leave of Absence

Thomas Health will consider leaves of absence for eligible employees for medical, military, as well as reasons covered by the Family and Medical Leave Act. Employees requesting a leave of absence should refer to the Leave Of Absence Policy on the hospital intranet. All requests for a leave of absence must be submitted in writing as far in advance as possible. The completed forms are to be turned into the Human Resources Department. Each request for a leave of absence will be decided on its own merit and requires the approval of the Human Resources Department and Administration. A leave of absence will protect the employee's accrued seniority, but with the exception of leave covered under FMLA, does not necessarily guarantee continued employment.

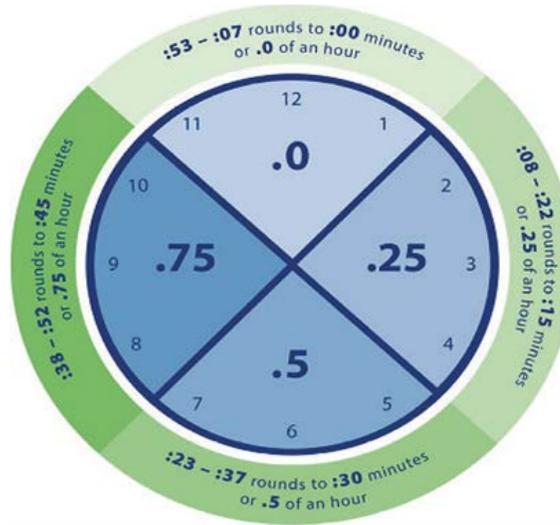
Failure to return to work or obtain an approved extension at the expiration of an approved leave will result in discipline, up to and including termination. Falsification of a request for leave of absence will result in immediate termination of employment.

PAY POLICIES

Recording Time

All hourly employees will clock into the ADP system from their work area upon beginning work and clock out upon completion of their work. ADP will record the actual time the employee activates the system. **Employees must be physically in their department/work area and ready to work when clocking in or out.** Managers and/or designee must review and approve their employees' time each pay period. Employees who miss a clock-in are required to report it to their manager immediately. Three missed clock-in/clock outs count as an occurrence under the Attendance Control Policy. Under no circumstance may one employee clock in or out for another. Employees violating this prohibition are subject to disciplinary action, up to and including termination for all employees involved.

Time is calculated according to the following:



Arriving Early/Staying Late

Employees are responsible for following departmental directives regarding their work schedules and the hours they are expected to be at work. Employees should not arrive at work or clock in seven minutes prior to their normal start time or stay or clock out seven minutes after their normal end time without prior approval from management. Clocking in early and/or clocking out late, without prior management approval, may result in disciplinary action, up to and including termination.

Accuracy of Paychecks

Employees are encouraged to review their paychecks carefully to understand and be conscious of deductions from their pay for the purpose of ensuring accuracy. An employee who believes they have been paid incorrectly should immediately discuss the matter with their department manager. If an error has occurred, the manager should contact the Payroll Department to resolve the issue. Thomas Health's intent is to pay all employees their full wages in a timely manner, and will correct all errors that are brought to the Payroll Department or Human Resources' attention.

Recovery of overpaid salary is required whether it is due to an error by the employee or the hospital, regardless of when the error is discovered. Errors in an employee's pay are generally adjusted on the next scheduled payday and the employee may be required to sign a wage payment authorization.

Pay Periods/Paydays

Thomas Health has a two week pay period. Paydays are normally every other Thursday. Employees are required to use direct deposit. Paychecks are not issued in advance of a regularly scheduled payday. Employees may not borrow against future earnings.

Payroll Deductions

There are two types of payroll deductions: those required by law (Social Security, State and Federal Taxes, Garnishees, Tax Levies, Child Advocate, City Fees etc.) and those authorized by the employee (Insurance Premiums, Cafeteria, Gift Shop etc.) Federal and State laws will be followed when an employee's pay is insufficient for all deductions to be taken.

Overtime

Due to the nature of hospital work, it may be necessary to work overtime. Mandatory overtime (as allowed by State and Federal laws) may be required if deemed necessary by management. Employees refusing to work mandatory overtime are subject to disciplinary action, up to and including termination. Employees are only allowed to work overtime if it is required or approved by their manager. Employees who work unauthorized overtime are subject to disciplinary action, up to and including termination.

Shift Differential

Employees working non-preferred shifts (evening and night) may be eligible for shift differential. Shift differential is only paid for actual time worked, not hours for which the employee receives compensation but does not work (vacation, sick, funeral, etc.) Certain per diem employees and exempt employees are not eligible for shift differential.

Weekend Differential

Employees working weekends may be eligible for weekend differential. Weekend differential is paid only for actual time worked. Weekend differential is not paid for hours for which the employee receives compensation but does not work (vacation, sick, funeral, etc.) Certain per diem employees and exempt employees are not eligible for weekend differential.

Call Pay

In order to effectively staff for all situations, certain employees may be required to be on-call during off-duty hours. Certain employees may be compensated for on-call and call-back hours based on the current call pay policies. An employee must have left hospital property prior to being eligible for call-back pay. Please refer to the Call Pay Policy.

Meal Periods

Employees are required to take one 30 minute meal period per 8, 10 or 12 hour shift. The meal period will be within your scheduled shift and will not be considered work time or time for which you are compensated. Employees are not to work through their meal periods without approval from their Supervisor or Department Manager. In order to provide an uninterrupted meal period, employees are to leave their work areas for their meal breaks. Certain situations will require you to work through your meal break. Employees working through their meal period are to notify their Supervisor or Department Manager so that the time can be edited as compensable time. Employees must clock out in the ADP system if leaving hospital premises.

Breaks

Work load permitting, employees of Thomas Health may take two 15 minute breaks per shift. This includes smoke breaks. These breaks normally occur during the first and second half of the employee's shift and are not permitted the first two hours of their shift. These breaks are considered work time and the time lapse between leaving and returning to work may not exceed the 15 minute period. Employees found abusing this privilege and taking additional breaks will be subject to disciplinary action, up to and including termination.

Resignation/Notice

Thomas Health employees are requested to give the courtesy of a two week working notice. Managers are requested to give a four week working notice. This notice gives management time to prepare for your replacement. Employees are expected to submit their resignation in writing and to work their commitment during their notice period. Sick, vacation, holidays, etc. will not be allowed during the notice period. Employees not working their notice will be marked not eligible for rehire.

Payment of Final Wages

Thomas Health employees must have been employed by Thomas Health for a period of 24 continuous months to be eligible for payment of unused accumulated vacation time on the final paycheck of the employment relationship. Accrued sick time will not be paid out under any circumstances.

Exit Interview

Thomas Health employees who resign or are terminated will receive a phone call and/or email from The Work Institute, an outside workforce research business. Feedback received from these exit interviews will be used to determine opportunities for improvement and ideas for retention.

Employment References

Employment references are completed by an outside company called The Work Number. Thomas Health Human Resources Department will verify employment dates and titles only. All employment references are to come through the Human Resources Department. No one other than the Human Resources Department is to give employment references.

CONCLUSION

This handbook is intended as a guide to the day to day operations of Thomas Health. It is in no way intended to be a contract of employment. Every employee of Thomas Health is expected to also familiarize themselves with the hospital policies and procedures available on the hospital intranet. This handbook, in no way, guarantees continued employment or employment for any definite term. If you should have any questions regarding the content of this handbook, please go to your department manager and/or the Human Resources Department.