



# Employee Handbook

*Engaging our Employee Partners in our continued  
journey to provide  
World Class Healthcare*



## **WELCOME TO BROWARD HEALTH ("BH")**

On behalf of Broward Health and the Administration of each Region, welcome to our healthcare team.

Broward Health's vision is to provide world class health care to all we serve. Each employee partner is integral to our success by contributing to the growth, quality of care and public esteem of BH by delivering exemplary care and service to our patients, physicians, and the communities we serve.

Broward Health is committed to provide service excellence to you and those we serve through teamwork and communication. We welcome and value each employee partner's expertise, contributions, ideas, suggestions and input. Our collective engagement and dedication to BH mission and vision is integral to our system success and growth.

In our continuing effort to communicate fully with our employee partners, this Handbook has been prepared to educate you on our Human Resource policies and practices. Please read your Handbook carefully. If you have any further questions about your position, employee benefits or Human Resource policies, please consult your immediate Supervisor or your Human Resource Representative.

We are pleased that you have joined our Broward Health team and will share in our philosophy of healthcare excellence.

Sincerely,

President/Chief Executive Officer  
Broward Health

# TABLE OF CONTENTS

WELCOME TO BROWARD HEALTH ("BH") .....	2
PURPOSE OF EMPLOYEE HANDBOOK .....	6
AN OVERVIEW OF BROWARD HEALTH ("BH") .....	8
BROWARD HEALTH MEDICAL CENTER .....	9
BROWARD HEALTH NORTH .....	9
BROWARD HEALTH IMPERIAL POINT .....	9
BROWARD HEALTH CORAL SPRINGS .....	10
COMMUNITY HEALTH SERVICES (CHS) .....	10
BROWARD HEALTH WESTON .....	10
BROWARD HEALTH FOUNDATION .....	11
CONDITIONS OF EMPLOYMENT .....	12
EMPLOYMENT PHILOSOPHY & EMPLOYEE RELATIONS .....	12
EQUAL EMPLOYMENT OPPORTUNITY .....	12
HARASSMENT AND DISCRIMINATION .....	13
VETERAN'S PREFERENCE IN EMPLOYMENT .....	13
IMMIGRATION LAW COMPLIANCE .....	13
MANDATORY DISCLOSURE REQUIREMENT .....	14
EMPLOYMENT APPLICATION .....	14
EMPLOYMENT REFERENCES .....	14
EMPLOYMENT VERIFICATION .....	14
VERIFICATION OF LICENSES .....	14
DRUG FREE WORKPLACE AND DRUG TESTING .....	15
WORK SCHEDULE .....	15
MEAL AND REST PERIODS .....	16
NEPOTISM (EMPLOYMENT OF RELATIVES) .....	16
EMPLOYMENT CATEGORIES .....	16
ATTENDANCE AND PUNCTUALITY .....	17
CAREER OPPORTUNITIES .....	18
OUTSIDE EMPLOYMENT .....	19
JOINT EMPLOYMENT .....	19
ACCESS TO HUMAN RESOURCE RECORDS .....	19
EMPLOYEE DATA CHANGES .....	20
EMPLOYEE ADVOCACY/APPEALS PROCESS .....	20
CORRECTIVE ACTION .....	20
COACHING PLAN .....	21
TERMINATION OF EMPLOYMENT .....	21
YOUR PAY .....	<b>22</b>
TIME RECORD .....	22
FEDERAL TAXATION .....	22
SOCIAL SECURITY TAX .....	22
PAYDAY/PAYCHECKS .....	23
DIRECT DEPOSIT .....	23
WAGE ATTACHMENTS AND GARNISHMENTS .....	23

<b>COMPENSATION INFORMATION</b> .....	24
<b>JOB DESCRIPTION/JOB EVALUATION</b> .....	24
<b>BASE COMPENSATION</b> .....	24
<b>SALARY RANGE</b> .....	24
<b>COMPETENCY BASED PERFORMANCE APPRAISAL</b> .....	24
<b>MERIT INCREASES</b> .....	25
<b>LUMP SUM AWARD</b> .....	25
<b>PREMIUM PAY</b> .....	25
<b>HIRE-ON/RETENTION/REFERRAL BONUSES</b> .....	26
<b>YOUR BENEFITS</b> .....	27
<b>HEALTH PLAN</b> .....	27
<b>LIFE INSURANCE</b> .....	27
<b>PENSION</b> .....	28
<b>STAR PLUS 403(b) SAVINGS PLAN</b> .....	28
<b>PERSONAL LEAVE PROGRAM</b> .....	28
<b>SICK PAY PROGRAM</b> .....	29
<b>FAMILY AND MEDICAL LEAVE ACT OF 1993 (FMLA)</b> .....	29
<b>JURY DUTY/WITNESS LEAVE</b> .....	30
<b>BEREAVEMENT LEAVE</b> .....	30
<b>MILITARY LEAVE</b> .....	30
<b>SERVICE AWARDS &amp; RECOGNITION PROGRAMS</b> .....	30
<b>INTERNAL CONTINUING EDUCATION PROGRAMS</b> .....	31
<b>CONTINUING EDUCATION AND TUITION REIMBURSEMENT</b> .....	31
<b>SCHOLARSHIP PROGRAM</b> .....	32
<b>RETIREMENT</b> .....	32
<b>VOLUNTARY PROGRAMS</b> .....	32
<b>DOMESTIC PARTNER BENEFITS</b> .....	32
<b>VOLUNTARY SHORT TERM DISABILITY</b> .....	32
<b>VOLUNTARY LONG TERM DISABILITY</b> .....	33
<b>VOLUNTARY LIFE INSURANCE - WHOLE LIFE</b> .....	33
<b>457(b) VOLUNTARY TAX-DEFERRED COMPENSATION PLAN</b> .....	33
<b>FLEXIBLE SPENDING ACCOUNTS - FSA</b> .....	33
<b>NOTICE OF PRIVACY PRACTICES</b> .....	34
<b>UNEMPLOYMENT COMPENSATION</b> .....	34
<b>HEALTH, SAFETY &amp; PROTECTIVE SERVICES</b> .....	35
<b>COMMITMENT TO SAFETY</b> .....	35
<b>REGIONAL ENVIRONMENT OF CARE COMMITTEES</b> .....	35
<b>WORKERS' COMPENSATION</b> .....	36
<b>RISK MANAGEMENT</b> .....	36
<b>EMERGENCY PREPAREDNESS PLANS</b> .....	37
<b>FIRE PLAN (CODE RED)</b> .....	37
<b>WORKPLACE VIOLENCE AND FIREARMS POLICY</b> .....	38
<b>SMOKING POLICY</b> .....	38
<b>SECURITY SYSTEM</b> .....	39
<b>PROFESSIONAL RELATIONSHIPS WITH PATIENTS</b> .....	39
<b>TAKING CARE OF OUR PATIENTS</b> .....	39

<b>NO SOLICITATION RULES</b> .....	40
<b>CONFIDENTIAL INFORMATION</b> .....	40
<b>DATA SECURITY</b> .....	41
<b>EMAIL, INTERNET &amp; SOCIAL MEDIA USAGE</b> .....	42
<b>EMAIL</b> .....	42
<b>INTERNET USAGE &amp; SOCIAL MEDIA GUIDELINES:</b> .....	42
<b>STAFF RIGHTS</b> .....	43
<b>TRANSFERRING TO ANOTHER POSITION</b> .....	43
<b>EMPLOYEE ASSISTANCE PROGRAM</b> .....	44
<b>EMPLOYEE HEALTH SERVICES AND "CLEARANCE FOR DUTY"</b> .....	44
<b>PERFORMANCE IMPROVEMENT</b> .....	44
<b>GENERAL EMPLOYEE INFORMATION</b> .....	<b>45</b>
<b>APPEARANCE AND HYGIENE</b> .....	45
<b>BADGES</b> .....	46
<b>CAFETERIA</b> .....	46
<b>GRATUITIES</b> .....	46
<b>LOST AND FOUND</b> .....	46
<b>PARKING</b> .....	46
<b>PERSONAL MAIL</b> .....	47
Employees are prohibited from utilizing any BH facility address for non BH business related reasons.	
Mailboxes for your stamped, outgoing personal mail are available for your convenience. ....	47
<b>TRI-RAIL EMPLOYER DISCOUNT PROGRAM</b> .....	47
<b>TELEPHONE/ FAX MACHINES</b> .....	47
<b>CELL PHONES &amp; ELECTRONIC DEVICES</b> .....	47
<b>TELEPHONE COURTESY</b> .....	48
<b>USE OF BROWARD HEALTH'S NAME/MEDICAL CENTER REGION NAME</b> .....	48
<b>VOTING TIME</b> .....	48
<b>BULLETIN BOARDS</b> .....	48
<b>PUBLICATIONS</b> .....	48
<b>UNIFORMS AND LAUNDRY</b> .....	49
<b>VISITING</b> .....	49
<b>VOLUNTEERS</b> .....	49
<b>EMPLOYEE ACKNOWLEDGMENT FORM</b> .....	50
<b>CONFIDENTIALITY AND DATA SECURITY AGREEMENT</b> .....	51

## PURPOSE OF EMPLOYEE HANDBOOK

This Handbook is designed to provide you with a general summary of basic policies, programs, and benefits common to Broward Health (BH) employees. Although the Handbook does not provide information on your job duties, hours of work or days off specific to your department, it provides information on work guidelines and our expectations. Understanding how Broward Health works is an important step in developing and maintaining a productive employer-employee relationship.

Please take the time to read this Handbook. We believe that the more information you have about us, and what to expect, the more engaged you will be in providing quality service to our customers. As an employee, you will be held accountable for knowing the information in this Handbook as the information could affect your employment status with Broward Health. ***Please complete the Employee Acknowledgment and Confidentiality and Data Security Agreement forms located in the back of the handbook and return to your Regional Human Resource department.***

This Handbook is not a contract or a suggestion of a contract of employment, or a guarantee as to any of the terms or conditions described in this Handbook or added at a later time. Employment with Broward Health is at-will, unless the President/CEO of BH modifies this with specific contract terms in a written agreement. At-will employment means that either Broward Health, or you, may terminate employment at any time for any legitimate reason, with or without cause.

The term "BH" as used throughout this Handbook refers to any Broward Health owned or operated locations. If you have any questions regarding this Handbook, you may discuss its contents or any aspect of your employment with your immediate supervisor or Human Resource Representative.

***Broward Health Policies*** – Broward Health policies are compiled in several policy manuals and set forth a consistent way of handling various situations. Management reserves the right to deviate from existing policies, if in its discretion, the individual circumstance or special need warrants the deviation. Also, there will be situations that require a change in policies, practices and/or benefits described in this Handbook. Accordingly, BH reserves the right, to modify, add, delete or revise any policy, practice and/or benefit, and any provision in this Handbook, at any time, as necessary or appropriate in its sole discretion. You will be notified of such changes through the normal communication channels. Please keep this Handbook readily available and promptly insert the revised material(s) so that your Handbook is current at all times. Updated versions of BH policies are readily available to all employees on the intranet.

***Your Supervisor*** - Your supervisor is responsible for your departmental orientation and for your facility work routines, procedures, and performance expectations. Department managers and directors are also available to help you and your supervisor maintain a productive relationship with each other. Although your supervisor may not modify or amend our policies, your supervisor's insight may be helpful to you. If you still have questions after speaking with your supervisor, you may consult your Human Resource Representative.

**Orientation** - At the beginning of employment, all newly hired employees are required to participate in General Orientation to become educated with Broward Health's Mission, Vision and Philosophy as well as other safety and regulatory training. Your Human Resource Representative will work with your supervisor to schedule orientation. You will also participate in a department-specific orientation to assist you in the transition to your new job. Your supervisor will review your departmental orientation plan with you within your first week of employment. (*HRAM Policy 2.20- New Employee Orientation*).

**Your Human Resource Representative** - Your Human Resource Representative is available to provide information and assist you in understanding the Human Resource policies and to promote a positive work environment. The Human Resource Representative can provide you with current information on policies, benefits, payroll data, personnel records, insurance, job opportunities and benefit conversion privileges upon separation of employment.

Your Human Resource Representative is responsible for maintaining complete and up-to-date personnel records for all current employees. You are required to promptly notify your Human Resource Representative of any changes in your name, marital status, number of dependents, home address and telephone number(s).

# AN OVERVIEW OF BROWARD HEALTH ("BH")

## Our Mission

The mission of Broward Health is to provide quality health care to the people we serve and support the needs of all physicians and employees.

## Our Vision

The vision of Broward Health is to provide world class health care to all we serve.

## Our Five Star Values



Our name "Broward Health," reflects our commitment to our Mission to provide worldclass healthcare to the Broward County community, our physicians and all our employee partners.

Broward Health is one of the ten largest public healthcare systems in the nation. Providing service since 1938, Broward Health is a nonprofit community health system offering a full spectrum of healthcare services. Broward Health encompasses more than 30 healthcare facilities including Broward Health Medical Center, Broward Health North, Broward Health Imperial Point, Broward Health Coral Springs, Broward Health Community Health Services, and the Salah Foundation Children's Hospital at Broward Health Medical Center and Broward Health Coral Springs. Broward Health is governed by a seven (7) member Board of Commissioners, appointed by the Governor of Florida to serve four-year terms. BH serves as a safety net for members of our community who would otherwise not have access to care while offering the most technologically advanced, innovative state-of-the-art technologies.



## **BROWARD HEALTH MEDICAL CENTER**

Broward Health Medical Center is the largest of the four regional hospitals which make up BH, and has been providing healthcare service to the community since 1938. This 716-bed facility includes a Level I Trauma Center which combines specialized high-tech services such as cardiac treatment, cancer care, trauma services, joint replacement and orthopedic sports medicine, with excellent programs in obstetrics (including Level III NICU), pediatric, psychiatric care, Stroke Center, Wellness Center, Sleep Disorder Center and Heart Center of Excellence.

The Salah Foundation Children's Hospital at Broward Health Medical Center is recognized by the National Association of Children's Hospitals, and provides family-centered care for newborns, neonates, children and youth. The Children's Hospital provides services such as but not limited to the Hospital School – offered to chronically ill children so they are not left behind in school, the Pediatric Sickle Cell Treatment and Wellness Center, Child Life Program to reduce the stress and anxiety of children and their families during hospitalization and a variety of pediatric specialty services and community outreach programs.

## **BROWARD HEALTH NORTH**

This 409-bed comprehensive acute care community hospital has provided healthcare services to Broward and southern Palm Beach Counties since 1961. Specialized services at Broward Health North include an Adult Level II Trauma Center, and features a comprehensive Neurological Institute including centers for the diagnosis and treatment of sleep disorders, memory disorders, dizziness and balance problems. Other specialized services include but are not limited to a Cancer Center, Diabetes Center, Inpatient Rehabilitation Unit, and Outpatient Rehabilitation Therapy services. Broward Health North also boasts a Comprehensive Joint Commission Accredited Primary Stroke Center for rapid assessment and intervention.

## **BROWARD HEALTH IMPERIAL POINT**

This 204-bed hospital has been in operation for more than 30 years and includes a physicians' medical office complex. Broward Health Imperial Point provides a full range of medical services including a 24-hour Emergency Department, state of the art da Vinci Surgical System and 64 Multi-Detection CT Scan, Palliative Care Program, a Center for Wound Care and Hyperbaric Medicine, Behavioral Health Services, Surgical Center including the Surgical Eye Center and Rehabilitative Services offering a full scope of services for the treatment of orthopedic injury and musculoskeletal dysfunction.

## **BROWARD HEALTH CORAL SPRINGS**

Broward Health Coral Springs is a 200-bed community hospital that has been providing comprehensive general medical and surgical services since 1987. Recognized as the "Best Pediatric ER in Broward County" by Parenting magazine in 2010, this Hospital offers a continuum of Pediatric Services from a Pediatric ER to a Pediatric Unit and Level II PICU, which includes on-site 24/7 Pediatrician coverage. "New Beginnings", the Labor/Delivery and Mother/Baby units, include birthing suites that offer a home-like setting, on-site anesthesiologist and neonatologist, couplet care for mom and baby, Level II Neonatal Intensive Care Unit, and lactation consultation. The Hospital offers state of the art Emergency, Critical Care, Telemetry, and Medical Surgical Services. The Outpatient Women's Diagnostic and Wellness Center provides digital mammography, ultrasound, breast biopsy and bone density testing. Additional outpatient services include diagnostic imaging: X-ray, MRI, CT Scanning, Nuclear Medicine, Interventional Radiology, Same Day Surgery/Endoscopy, infusion/ chemotherapy, wound care, sleep diagnostics, adult and pediatric rehabilitation.

## **COMMUNITY HEALTH SERVICES (CHS)**

The Community Health Services (CHS) consists of several primary care centers for both adult and pediatric patients, as well as many school-based centers that provide service to children and people in the community.

Cora E. Braynon Health Center is a multi-service center providing routine adult and child care services to meet the community's needs. In addition, Gold Coast Home Health and the Specialty Care Center provide specialized care to those who require non-acute care. Many of our centers provide outreach educational programs by staff who are very active in the community, working to provide important health information and screening services.

## **BROWARD HEALTH WESTON**

Broward Health Weston is an innovative medical facility offering 78,000 square-feet of the latest technological advancements in healthcare. Services at Broward Health Weston include a Walk-In Urgent Care Center, a Surgery Center, a Diagnostic Imaging Center, and a Women's Center. The Physician Offices offer a full array of physician services conveniently located in the same building. In addition, BH Weston also regularly schedules health fairs, free health screenings and lectures to promote wellness and to improve access for the residents of western Broward County.

## **BROWARD HEALTH FOUNDATION**

The Broward Health Foundation is the fundraising arm of Broward Health. The mission of the Broward Health Foundation is to improve the health of the community by providing resources to promote, support and enhance the programs and initiatives of Broward Health. The Foundation raises funds through individual, corporate and planned gifts, annual fund campaigns, special events and more. Raising funds to support Broward Health initiatives enables us to bring the most advanced technology, medical innovations, and staff support to our hospitals.

Each year the Foundation runs an **Employee Giving Campaign**. The Campaign provides an opportunity for employees to donate to the Foundation, with the dollars directed back to Broward Health facilities. Donations are tax-deductible, and employees may participate in the Campaign at any time. Every donation, large or small, makes a difference! Further information about the Campaign is available at [www.browardhealthfoundation.org/empgiving](http://www.browardhealthfoundation.org/empgiving). For more information about your Broward Health Foundation call 954-712-3980, email [bhfoundation@browardhealth.org](mailto:bhfoundation@browardhealth.org) or visit [www.BrowardHealthFoundation.org](http://www.BrowardHealthFoundation.org).

## **CONDITIONS OF EMPLOYMENT**

### **EMPLOYMENT PHILOSOPHY & EMPLOYEE RELATIONS**

Broward Health's goal is to create a positive, engaged and collaborative partnership and work environment where diverse work groups build quality interpersonal relationships and reach their full potential while fulfilling BH's Mission and Vision. Consistent with these goals, BH seeks to recruit and retain a diverse workforce and suppliers and to value their contributions while fostering an environment of mutual respect and accountability. If you have questions or concerns about work conditions or compensation, you are encouraged to talk openly and directly with your supervisor or your Human Resource Representative.

Our experience has shown that when employees deal openly and directly with management and supervisors, the work environment can be engaging, communications can be clear, and attitudes can be positive. We believe that BH has demonstrated and will continue to demonstrate its commitment to employees by responding effectively to employee questions, concerns and ideas. In an effort to protect and maintain direct employer/employee communications, we encourage you to speak up.

BH is also committed to an employment atmosphere that is most conducive to providing opportunities for individuals to attain their personal and professional goals. We are committed to free and open communication on all topics relating to your employment with strong emphasis on the rights of the individual. We support your individual right to speak and be heard on all issues.

At BH, we believe in providing a positive employee relations work environment. Therefore, if you have issues you wish to discuss, contact your supervisor or your Human Resource Representative for resolution.

Broward Health is proud of its open door policy and encourages employees to meet and discuss relevant employment issues with their supervisors. Should a question or issue arise that cannot be first resolved with your Supervisor, the Human Resource Department staff is available for a consultation. Please feel free to call your Human Resource Representative to set an appointment.

### **EQUAL EMPLOYMENT OPPORTUNITY**

Broward Health is an Equal Opportunity employer that provides equal employment and advancement opportunities to all individuals regardless of race, color, religion, sex, national origin, sexual orientation, marital status, disability, gender identity, genetic information or other protected classifications, except where required or permitted by law. Employment decisions are based on qualifications, abilities and objective measurements of performance. Broward Health complies with all federal, state and local anti-discrimination provisions, and provides reasonable accommodations to individuals with disabilities as required by federal and state law. (*HRAM Policy 1.10- Equal Employment, HRAM Policy 1.20- EEO/Discrimination/Harassment*).

## **HARASSMENT AND DISCRIMINATION**

Our employee partners have the right to work in an environment free from discrimination and/or harassment. Therefore, Broward Health expressly prohibits discrimination, harassment and a hostile work environment. Actions based on race, color, religion, gender, national origin, sexual orientation, marital status, disability, genetic information or any other protected classification that may constitute harassment and/or discrimination will not be tolerated and may result in disciplinary action for the offending employee up to and including termination. Employee partners with knowledge of harassment or discrimination are required to report their observations to Human Resource. *(HRAM Policy 1.10- Equal Employment & HRAM Policy 1.20- EEO/Discrimination/Harassment).*

## **VETERAN'S PREFERENCE IN EMPLOYMENT**

In full compliance of Florida's veteran's preference laws and because of Broward Health's tax-assisted status, BH provides preference in employment to veterans and spouses of veterans who meet the eligibility criteria or preference for re-instatement or re-employment and provide the required supporting documentation. *(HRAM Policy 2.10- Veteran's Preference in Employment).*

## **IMMIGRATION LAW COMPLIANCE**

In accordance with the Immigration Reform and Control Act of 1986, Immigration Act of 1990 and the Illegal Immigration Reform and Immigrant Responsibility Act (IIRIRA) of 1996, Broward Health is required to verify the employment authorization of all employees hired on or after November 6, 1986 to ensure that they may legally work in the United States.

Each new or rehired employee must complete an Employment Eligibility Form (I-9) by their first day of employment and present documentation establishing identity and employment eligibility to their Regional Human Resource Department by their third day of employment.

Employees who are authorized to work in the United States for a limited period of time must complete a new I-9 form and present replacement work authorization documentation to their Regional Human Resource office prior to the expiration of their work eligibility status.

It is the employee's responsibility to provide proof of employment eligibility to Human Resource on or before the appropriate deadlines. Employees who do not present appropriate I-9 documentation by the third day of employment or by the expiration date of their current I-9 documents, will be terminated.

BH is committed to employing only individuals authorized to work in the United States and does not discriminate on the basis of citizenship and/or national origin. If you have any questions or seek more information on employment related immigration matters, please contact your Human Resource Representative. *(HRAM Policy 1.30- Immigration Law Compliance).*

## **MANDATORY DISCLOSURE REQUIREMENT**

All employees have an on-going affirmative duty to disclose to their supervisor and/or Human Resource, material facts regarding the employee's own wrong doing, arrest and/or criminal charges, violations by current employees. The self-reporting employee must provide a detailed statement of the occurrence and copies of any relevant documentation. HR will review the information for the nature and seriousness of the offense, the relation to the job duties, the employee's candor, accuracy and full disclosure. Failure to timely self report may be grounds for immediate suspension and/or termination.

## **EMPLOYMENT APPLICATION**

BH relies upon the accuracy of information contained in the employment application, and all other data presented throughout the hiring process and employment. Any misrepresentations, falsifications or material omissions in any of this information or data may result in BH's exclusion of the individual from further consideration for employment or if the person has been hired, termination of employment.

## **EMPLOYMENT REFERENCES**

BH conducts employment reference and background checks on all prospective incoming employees to ensure that individuals who join BH are qualified, have a strong potential to be productive and successfully support the mission and vision of the organization. *(HRAM Policy 2.50- Obtaining Reference Information, HRAM Policy 2.52- Reference- Background Check, & HRAM Policy 2.53- Background Verification & compliance with Fair Credit Reporting Act).*

## **EMPLOYMENT VERIFICATION**

BH utilizes an automated process (THE WORK NUMBER) to handle employment verifications for all current and former employees. This fast, secure service may be used for mortgage applications, reference checks, loan applications, and apartment leases or anything that requires proof of employment. THE WORK NUMBER will confirm the employee's name, dates of employment, salary or wage information, most recent position held, and other information that is legally required.

Contact THE WORK NUMBER at [www.theworknumber.com](http://www.theworknumber.com) or 1-800-367-2884. BH's employer code is 13739. Requests for verification of employment information not provided by THE WORK NUMBER may be submitted to your Regional Human Resource Department. Your Regional Human Resource department is available to answer any questions you may have on the use of THE WORK NUMBER for employment verifications. *(HRAM Policy 2.51- Providing Employment Verification Information).*

## **VERIFICATION OF LICENSES**

All positions requiring licenses, certification and/or educational degrees require verification during the pre-employment process. Employees who are licensed professionals must present evidence of licensure

during their pre-employment intake and, if hired, annually or as required thereafter. It is the employee's responsibility to renew licenses and certification(s) on or before the expiration date. If an employee allows his/her license to expire, the employee may be subject to suspension, change in employment status or termination. (*HRAM Policy 2.50- Obtaining Reference Information and HRAM Policy 2.52- Reference- Background Check*).

## **DRUG FREE WORKPLACE AND DRUG TESTING**

It is the goal of Broward Health to provide a safe and healthy environment for our patients, visitors, and employees by maintaining a drug free work force and work environment.

BH performs the following types of drug testing: Pre-employment, Reasonable Suspicion, Post-Accident, and Follow-Up. BH employees are prohibited from:

1. Manufacturing, distributing, dispensing, possessing or using illegal drugs, or other unauthorized or mind-altering or intoxicating substances while on BH property (including parking areas and grounds), or otherwise performing company duties away from BH.
2. Possessing or using alcohol, or being impaired, intoxicated or under the influence of alcohol while on duty, on-call, or while operating a BH vehicle.
3. Reporting to work under the influence of any mind and/or mood altering substance, illegal drug, or alcohol, or having any illegal or unauthorized controlled substance.
4. Misuse of medication prescribed by a physician or over the counter medication.

Any employee that is taking any mind and/or mood altering substance which might impair safety, performance, or any motor function, must report to the Employee Health Department before reporting to work, when under such medication.

BH employees are required to report any conviction involving illegal substances to Human Resource within five (5) days. For additional information regarding the BH Drug Free Workplace, please contact the BH Human Resource Department. (*HRAM Policy 7.20 - Drug Free Workplace & Drug Testing*).

## **WORK SCHEDULE**

The need to staff BH facilities on a continuous basis means that many employees will work evenings, nights and weekends. BH reserves the right to change employees' shift, days, position, schedule and location based on our business needs. However, every effort will be made to minimize the number of irregular hours employees may be asked to work. Based on patient care needs and business necessity,

your Supervisor will determine your work schedule, the meal break and the need for emergency staffing, if applicable.

Most employment is based on full shifts of 8 or 12 hours worked and a 1/2-hour unpaid, uninterrupted meal period. There may be some exceptions but these must be approved, in advance, by the supervisor. The supervisor, based on staffing needs, may also assign overtime hours. If you work overtime hours without prior supervisor approval, you may be subject to disciplinary action. Please discuss your hours of work and work schedule with your Supervisor. (HRAM Policy 2.18- Attendance & Punctuality)

## **MEAL AND REST PERIODS**

Your Supervisor will schedule meal periods according to the facility's procedures to accommodate patient needs or other business requirements. Generally, you will be relieved of all active responsibilities and restrictions during meal periods. If this is not possible, you may be eligible for pay.

Rest breaks are not required, however, if they are provided, your Supervisor will schedule them according to your facility's procedures and will advise you of the break period length and schedule. To the extent possible, such rest breaks will be provided in the middle of work periods. You are required to be at your workstation at the conclusion of allotted meal or rest periods. BH does not allow sleeping during meal periods or rest breaks.

BH complies with all applicable Federal and State laws regarding meal and rest requirements. Please speak with your Supervisor or Human Resource Representative for details regarding meal periods and rest breaks. (*HRAM Policy 2.18- Attendance & Punctuality*).

## **NEPOTISM (EMPLOYMENT OF RELATIVES)**

BH neither encourages nor discourages employment of relatives. The basic criteria for appointment and promotion of all employees shall be appropriate qualifications and performance. However, no person shall be assigned to, or work in a department/unit under the supervision of a relative (by blood or marriage) who has or may have a direct effect on the person's promotion and/or performance duties and responsibilities.

## **EMPLOYMENT CATEGORIES**

Throughout this Handbook, you will see references to employee classifications. Below are definitions of employment classifications that will provide an explanation of employment status and benefits eligibility. Employment is at-will, so, the classifications do not guarantee employment for any specified period of time or duration. Therefore, you or BH have the right to terminate the employment relationship at any time, for any reason, with or without cause or notice.

Employees are designated as either: Non-exempt, or Exempt, based on the Federal Fair Labor



Standards Act. Non-exempt employees are eligible for overtime pay if they work more than 40 hours in a workweek, in accordance with the Federal Fair Labor Standards Act. Exempt employees are excluded from the overtime provisions of these laws and are not eligible for overtime pay. BH's salary administration plan for Non-Exempt and Exempt employees has been set to equitably compensate for responsibilities.

In addition to belonging to one of the above classifications, you will also belong to one of the following employment categories:

- Full-time eligible employees are those who are not in a temporary status and who are regularly scheduled to work between 64 and 80 hours per pay period (2 week timeframe). Full-time eligible employees are eligible for BH's benefits packages subject to the actual terms, conditions and limitations of each benefit program.
- Part-time eligible employees are scheduled to work between 40 and 63 hours each pay period, but not less than 20 hours per week or 40 hours per pay period. Part-time eligible employees are eligible for BH's benefits package, subject to the actual terms, conditions and limitations of each benefit program.
- "Pool" employees are scheduled based on the staffing needs of the department and do not have guaranteed scheduled hours. These employees work on a per diem basis only. Depending on the operational needs of BH, temporary or pool status may be required to work in excess of 40 hours in a pay period without creating entitlement to a benefits-eligible position.
- Only those employees hired into positions designated as full-time or part-time eligible are entitled to major employee benefits such as health, pension, 403 (b) matching, life insurance, paid time-off, and disability programs.

*(HRAM Policy 2.13- Employee Status)*

## **ATTENDANCE AND PUNCTUALITY**

To maintain a safe and productive work environment, you are required to be reliable and punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on the facility and other employees. Tardiness, in excess of the grace period, can be interpreted as a lack of commitment or dependability and decreases the level of trust needed for teamwork. Excessive absenteeism or tardiness without management approval, may lead to disciplinary action, up to and including termination of employment. Please remember:

- You are expected to be on the job prepared to work at the beginning of your scheduled shift.
- If you are unable to report to work as scheduled, you must notify your supervisor as required pursuant to BH policy.
- You are expected to report to work during inclement weather conditions unless doing so could result in harm to you.
- If you report to work without proper equipment or in improper attire, you may not be allowed to work. If you report for work in a condition deemed not fit for duty, whether for illness or any other reason, you will not be allowed to work.

### **Unscheduled Absences:**

- Full-time employees with unplanned absences of more than four (4) times in a rolling calendar six (6) months period have exceeded the Absence Policy.
- Part-time employees (with standard schedules of less than 64-hours per pay period) with unplanned absences of more than three (3) times in a rolling calendar six (6) month period have exceeded the Absence Policy.
- Employees absent from work for three (3) consecutive days without giving proper notice to the manager/designee of the reason by the end of the 3<sup>rd</sup> day, will be considered to have abandoned their job. This is considered a voluntary resignation, resulting in termination.
- Absences of two (2) or more scheduled days in a row for the same illness is considered one (1) absence and maybe covered under the Family and Medical Leave Act (FMLA), if employee is eligible and proper procedures are followed.
- Unscheduled absences that occur before or after a scheduled day off, vacation/holiday, or the day of the holiday, or a scheduled weekend to work will be reviewed very closely and should be supported by relevant documentation.

### **Tardiness:**

- Full-time employees who are tardy more than six (6) times in a rolling calendar six (6) month period have exceeded the tardiness standard.
- Part-time employees who are tardy more than three (3) times in a rolling calendar six (6) month period have exceeded the tardiness standard.
- Returning late from assigned meal breaks will be considered tardiness and will be treated accordingly.
- The seven (7) minutes clocking/docking payroll rule is used only for payroll purposes, it does not apply to attendance. For attendance purposes, employees are expected to TREC in and out on their assigned work unit/department within the appropriate grace period of three (3) minutes from the beginning or end of the scheduled shift.  
*(HRAM Policy 2.18- Attendance & Punctuality)*

## **CAREER OPPORTUNITIES**

There are many opportunities for growth and advancement within BH and we have a strong commitment to advancement and promotional opportunities for our employee partners. If interested in advancing your career or transferring to another position within BH, you are encouraged to visit the BH career site or review the job opportunities board posted in each medical center. You may be eligible to transfer into another position, department or facility after you have successfully worked in your current position for at least six (6) months.

If you qualify and wish to be considered for one of the available positions, you must complete an Internal Transfer Application online. If you are contacted for an interview, you are encouraged to notify your supervisor of your interest in transferring. You will be notified if the transfer or promotion is approved and its effective date. *(HRAM Policy 2.11- Employee Voluntary Transfer, HRAM Policy 4.30- Transfer to a higher salary range, HRAM policy 4.40- Transfer to a lower salary range).*

## **OUTSIDE EMPLOYMENT**

Current employees may hold an outside job as long as the performance standards of your job with the facility are met and the outside position does not constitute a conflict of interest. Outside employment that constitutes a conflict of interest is strictly prohibited.

You should also consider the impact outside employment might have on your health and physical well-being. All employees will be judged by the same performance standards and will be subject to facility scheduling demands, regardless of any existing outside work commitments.

If BH determines that your outside work interferes with your performance or your ability to meet the requirements of the facility as they are modified from time to time, you may be requested to terminate the outside employment, if you wish to remain employed by BH.

Outside employment that constitutes a conflict of interest is strictly prohibited. You may not receive any income or material gain from individuals outside the facility for material produced or services rendered while performing your job. If you have any questions, please contact your Human Resource representative. *(GA Policy 001-015- Conflict of Interest policy).*

## **JOINT EMPLOYMENT**

BH follows very strict and specific guidelines regarding employees who are concurrently employed by more than one of BH's facilities. BH aggregates on one payroll system all hours worked by employees for the purpose of administering overtime pay and benefit plans. A current employee may not work as a temporary agency employee or as an independent contractor at any other BH facility within our organization. This policy applies to all employees in our organization. *(HRAM Policy 4.72 – Compensation- Non Exempt Employees, HRAM Policy 4.92 – Floating Differential).*

## **ACCESS TO HUMAN RESOURCE RECORDS**

The Human Resource Department maintains an employee file on each employee. The Human Resource file includes information such as the employee's job application, resume, records of training, documentation of performance appraisals and pay changes, and other employment records.

Human Resource files are the property of BH and are confidential, except as required by law. If you wish to review your own file, you should contact your Human Resource Representative. With reasonable advance notice, you may review your own Human Resource file during normal business hours and in the presence of a Human Resource Representative. The facility is not required to provide copies of materials contained in your own employee file. If you would like copies of your employee file, you must contact Human Resource for approval and you will be charged a set fee per copy. *(HRAM Policy 2.30-*

*Employee HR File).*

## **EMPLOYEE DATA CHANGES**

It is BH's policy to maintain current and accurate personnel records. As an employee, you must promptly submit any change affecting your Human Resource records to your Human Resource Representative and your Supervisor.

The types of information that require notification include, but are not limited to, changes in name, marital status, address, telephone number(s), changes in beneficiary, education, Leave of Absence Requests and any other significant event. This includes any arrests, legal action or regulatory board action taken against any professional license. Additionally you should notify your State licensing Board of name and address changes.

## **EMPLOYEE ADVOCACY/APPEALS PROCESS**

Broward Health is committed to the equitable and fair treatment of all of its employees. Employee advocacy is everyone's responsibility. In situations where an employee, after discussing an issue with the immediate supervisor, feels his/her concerns were not satisfactorily addressed, the employee may utilize the Employee Advocacy/ Appeals Process to resolve the issue.

Every effort will be made to resolve issues as soon as we are made aware of the issue(s). With the exception of Administrators, Executive Staff and other designated groups predetermined in policy, all full-time or part-time eligible employee with three (3) months of continuous service, may access the BH's Employee Advocacy/ Appeals Process if the employee sincerely believes the issue has not been satisfactorily resolved by his/her manager.

In preparing this information, employees and managers may not conduct unauthorized investigations, intimidate participants or retaliate against complainants or witnesses. Such conduct may be grounds for disciplinary action. This is a confidential process and documents submitted are designated "limited-access records." (*HRAM Policy 3.20- Employee Advocacy/Appeals Process*).

## **CORRECTIVE ACTION**

BH encourages the resolution of work related problems through open communication between an employee and his/her Supervisor. Eligible full-time and part-time employees with a minimum of three (3) months continuous service may be subject to BH's progressive corrective action system if the misconduct or negative situation(s) fails to improve. Depending on the severity and/or frequency of the situation, progressive corrective action may include any of the following steps: 1) a written level one corrective action 2) written level two corrective action 3) final written corrective action or suspension for 1-5 days and/or 4) termination. Some situations require immediate action and therefore, steps in the corrective action process may be eliminated depending on the nature and severity of an incident. Similarly, if an employee maintains consistent improvement for 12 months from the last corrective action, any new counseling may be implemented at one-step lower than the previous

action.

Eligible employees are encouraged to use the Employee Advocacy/Appeals program if they disagree with the corrective action given. To be eligible for the Employee Advocacy/Appeals program, employees are required to sign the Corrective Action Acknowledgment Statement on the Corrective Action Form. An employee's refusal to sign the Corrective Action Acknowledgment shall forfeit the employee's rights to the Advocacy/Appeals process. *(HRAM Policy 3.10- Corrective Action & Coaching Plan)*

## **COACHING PLAN**

A Coaching plan may be initiated for poor and/or deficient performance and to indicate areas for improvement. Failure to meet the goals of the coaching plan within a reasonable time period may result in further disciplinary action up to and including termination. *(HRAM Policy 3.10- Corrective Action & Coaching Plan)*

## **TERMINATION OF EMPLOYMENT**

Broward Health promotes employment stability, but recognizes that employment is at will for both the employer and employee. Therefore, employment may be terminated at any time by the employee or BH for any reason.

If you wish to resign, submit a written notice of resignation prior to your last day. You may be given consideration for vacant positions should you re-apply for employment with BH. However, consideration for rehire will be on a case-by-case basis after evaluating several factors, such as, past performance, reason for termination, etc.

Employees who are absent for three (3) consecutive scheduled workdays without notifying their supervisor shall be considered to have resigned without notice. Job abandonment will be assumed if the employee has not notified their manager or designee by the end of the shift on the third scheduled workday.

If you are dismissed, your Human Resource Representative will provide you with the necessary information at termination.

Regardless of the reason for termination of employment, all employees must meet with their Human Resource representative prior to the termination of the employment relationship, in order to review the status of your benefits upon termination, to discuss any outstanding balances you may have with BH, and to make arrangements for an Exit Interview. It is very important that you meet with your Human Resource Representative prior to your last day worked so that you may have your questions addressed before your employment ends. You are also responsible for returning all BH property including but not limited to keys, badges, beepers, uniforms, special equipment prior to the termination of the employment relationship.

Your final paycheck will be issued within thirty (30) days and will include all hours worked, less regular deductions and other deductions for any money owed to BH in accordance with all Federal and State regulations. Any accrued Personal Leave will be sent in a separate check approximately three (3) weeks after your final pay period. A permanent forwarding address is required for our permanent personnel records and for the proper mailing of your W-2 form. (*HRAM Policy 3.40- Severance of NON PFP, HRAM Policy 3.41- Severance PFP*)

## **YOUR PAY**

### **TIME RECORD**

Broward Health has an automated time and attendance system accessed via telephone. Non-exempt employees are required to clock-in and out from designated telephones at their workstations or in their departments, unless they have permission from their Supervisor or designee to utilize another telephone within the facility. Employees are expected to be ready to commence work immediately following clock-in.

Employees may only clock-in and out for themselves. Falsification, alteration, or misrepresentation of time worked and clocking-in or out for any other employee is strictly prohibited and constitute grounds for termination. Employees are expected to TREC in and out on their assigned work unit/department within the appropriate grace period of three (3) minutes from the beginning or end of the scheduled shift and will receive in-service training on the time and attendance system during their orientation period.

Your Supervisor or designee is responsible for reviewing, approving and submitting your time record to the Payroll Department for computation of your paycheck. All overtime hours must be approved in advance by your Supervisor or designee prior to working and are paid in accordance with the Fair Labor Standard Act guidelines. (*HRAM Policy 2.18- Attendance & Punctuality*).

### **FEDERAL TAXATION**

Federal income withholding tax is required by Federal Law and is calculated on each paycheck. The tax amount is calculated by taking your taxable wage, using the Federal graduated scale and the valid W-4 on file. You may complete a new W-4 form in the Human Resource Department to change marital status, number of exemptions, or additional amount. You will receive a W-2 form for income tax purposes by January 31st of each year.

### **SOCIAL SECURITY TAX**

Social Security Taxes (FICA OASDI and FICA MED) are required by Federal Law and are deducted from each paycheck. The tax is based on the percentages set by the Social Security Administration subject

to change by the Federal Government. FICA OASDI has a maximum deduction, FICA MED has no limit.

## **PAYDAY/PAYCHECKS**

Employees are paid every two (2) weeks on a Thursday. The workweek begins with the first shift scheduled after Saturday midnight and ends with the last shift beginning before the following Saturday midnight. This paycheck reflects hours worked and paid absences during the two-week pay period preceding the paycheck date. If your schedule and job code would make you eligible for 2nd and/or 3rd Shift Differential pay, you will also be paid those applicable Shift Differentials. Paid time off is paid at a base hourly rate.

Supervisors must authorize all overtime in advance. If you qualify for overtime you will be paid at a weighted average rate for the overtime premium and will be paid all applicable differentials. Payroll stubs display all hours paid and differentials (if applicable), gross earnings, taxes and deductions. If you still require an explanation of your paycheck, contact your Supervisor. Your Supervisor will handle all inquiries requiring resolution by the Payroll Department.

## **DIRECT DEPOSIT**

Direct Deposit is an efficient and convenient way to distribute your bi-weekly paycheck. For this reason, you are encouraged to sign-up to have your payroll check automatically deposited into the bank or financial institution of your choice by completing the appropriate forms in the Human Resource Department.

## **WAGE ATTACHMENTS AND GARNISHMENTS**

You are responsible for managing your financial commitments to avoid the inconvenience of wage attachments and garnishments and the responsibility it places on BH to comply with such orders. However, in the event that a wage attachment or garnishment is ordered by an official state, local or federal agency, BH will honor and fulfill all garnishments and wage attachment orders as required by law.

## **COMPENSATION INFORMATION**

BH's employees are our most valuable resource. In recognition of your valuable contributions, we have developed a variety of programs, functions, and departments to ensure that your contributions to BH's mission and vision are communicated and rewarded. BH's pay philosophy is to be competitive with similar employers with the same types of jobs and providing comparable services. In addition, our Compensation Department supports BH's values by providing pay programs and/or systems that maintain internal equity and external competitiveness.

Below are explanations of the most common elements of the compensation program, as well as some definitions of commonly used terms.

### **JOB DESCRIPTION/JOB EVALUATION**

Each BH position has a related job description. The job description provides detail of the required duties and responsibilities, levels of education, competencies and experience necessary to successfully perform the job. Each job description is analyzed by the Compensation Department and assigned a pay grade based on an analysis of the market value of the job. *(HRAM Policy 4.01- Job Evaluation)*

### **BASE COMPENSATION**

The local, regional or national market research, as well as, the candidate's applicable experience in excess of the minimum requirements for the position can determine base compensation. Therefore, salary range for the position and the amount of relevant experience the employee brings will determine that specific employee's base hourly rate *(HRAM Policy 4.01- Job Evaluation, HRAM Policy 4.10 – Start Rate)*.

### **SALARY RANGE**

For each position, there is a salary range with a minimum and maximum value. Newly hired employees may be hired above the minimum if their qualifications and/or credentials significantly exceed the minimum qualifications for the position. *(HRAM Policy 4.01- Job Evaluation, HRAM Policy 4.10 – Start Rate)*.

### **COMPETENCY BASED PERFORMANCE APPRAISAL**

All employees will be given a copy of their job description and performance expectations or tool during their orientation period. The job description/performance appraisal outlines the tasks, responsibilities, performance standards and required competencies necessary to perform the essential functions of the position. In addition, each department utilizes other internal manuals, checklists, competencies etc. to assist in job performance/competency measurement.



While employment with BH remains at-will during their entire tenure, an employee is considered a probationary employee for their first ninety (90) days. At the conclusion of this first ninety (90) day period, the employee receives a performance appraisal to review his/her success in completing orientation and meeting the expectations of the position. Employees who fail to meet the expectations of their position within the first ninety (90) days of employment may be terminated. *(HRAM Policy 4.20- Performance Appraisal- Staff Employee, 4.21- Performance Appraisal- Management, and 4.22- Competency)*

## **MERIT INCREASES**

Employees are eligible to receive annual merit increases based on individual performance, until reaching the maximum of the salary range, assuming they meet or exceed established standards of performance. An employee may receive an interim evaluation for performance review purposes only. Merit increases are based on prevailing policy and are subject to change. Employees will be notified of changes to the merit chart by the usual means of communication. *(HRAM Policy 4.20- Performance Appraisal- Staff Employee, HRAM 4.21- Performance Appraisal- Management)*

## **LUMP SUM AWARD**

Employees who have reached the maximum of their range through proven performance are eligible to receive a lump sum award at their merit review. Employees who have attained 5 years of service as of their review date are eligible for longevity pay. As with all merit increases, employees must meet established standards of performance. *(HRAM Policy 4.20- Performance Appraisal- Staff Employee, HRAM Policy 4.91- Longevity Pay)*

## **PREMIUM PAY**

In addition to your base compensation (base hourly rate), BH offers many opportunities for non-exempt/hourly staff employees to enhance their earnings such as the following **PREMIUM PAYS:**

**Shift Differential:** This is a set pay rate, in addition to the base hourly rate to recognize the commitment of working a non-standard/non-traditional shift. *(HRAM Policy 4.50- Shift Differential)*

**Holiday Pay Premium:** A pay premium of ½ your base hourly rate for eligible hours of work performed on a designated holiday (New Years Day, Memorial Day, July 4<sup>th</sup>, Labor Day, Thanksgiving Day, Christmas Day). *(HRAM Policy 4.61- Holiday Compensation).*

**Weekend Differential:** This is a set pay rate, in addition to your base hourly rate, and is available to employees supporting departments open six (6) or more days per week on a regular basis. Weekend differential is paid for eligible hours worked during a designated weekend shift. *(HRAM Policy 4.93- Weekend Differential)*

**On-Call/Call-Back:** In the event employees are assigned to "on-call" status, they receive on-call pay to recognize the commitment of remaining available beyond their normally scheduled shift. If employees are called back to work, they receive a premium payment of ½ their base hourly rate for actual call-back hours worked (including shift differential if applicable); with two (2) hours pay guaranteed for return, regardless of the number of hours worked in the week. *(HRAM Policy 4.81- On Call-Call Back).*

**Float Differential:** To reward employees for accepting work assignments outside of their normal and regular work schedule/area (in order to fill short term vacancies) a Float Differential of 5% of the applicable base rate shall be paid (in addition to any other differentials). *(HRAM Policy 4.92 – Floating Differential)*

**Critical Care Differential:** RN's and Assistant Nurse Managers assigned to float in a critical care nursing environment are paid a premium of \$1.00/per hour. *(HRAM Policy 4.82- Registered Nurse Critical Care Premium)*

**Charge Pay:** Non-management employees who have been asked to temporarily assume supervisory responsibilities are eligible for a Charge Pay premium equal to 6% of applicable base pay for all designated charge hours. *(HRAM Policy 4.85- Charge Premium)*

**Registry Pay:** This provides an alternative method of compensation for eligible employees who work BH's Internal Registry thereby reducing the need for outside agency personnel. *(HRAM Policy 4.62- Internal Registry Program)*

**Preceptor Pay:** Eligible Clinical preceptors assigned to orient new employees will be paid a 5% Differential for the period of preceptorship. *(HRAM Policy 4.23- Clinical Preceptor)*

## **HIRE-ON/RETENTION/REFERRAL BONUSES**

Hire-on and Retention Bonuses are utilized to enhance our recruitment efforts for hard-to-fill positions. Referral Bonuses reward existing employees whose referral of a quality candidate resulted in the successful employment of that candidate to fill designated positions. Hire-on, retention and referral bonuses vary depending on the critical need, as well as the difficulty in filling the position.

These summaries are brief and are not meant to cover all situations. However, you can discuss this further with your Supervisor, a representative from your Human Resource Department, or a member of the Compensation Department. *(HRAM Policy 4.89- Hire on Bonus, HRAM Policy 4.90- Referral Bonus).*

## **YOUR BENEFITS**

As a BH employee, you may be eligible for one or more of the following benefits. Please refer to the "Employment Categories" section of this Handbook and/or your Human Resource Representative if you have questions regarding eligibility.

The following benefit options are covered in detail in the "Guide to Broward Health Employee Benefits" booklet and applicable Human Resource Administration Manual Policies.

### **HEALTH PLAN**

BH offers a comprehensive healthcare package that includes a choice of three (3) medical and two (2) dental plans and domestic partner benefits. BH pays a major portion of the premium for both single and family coverage for this plan. The employee pays a share of the premium at group rates through bi-weekly payroll deductions and may elect to pay this premium on a pre-tax basis. If you elect the pre-tax premium option, you cannot cancel coverage or change dependent status until the next annual open enrollment, unless you experience a "qualifying event". If you have a qualifying event you must notify Human Resource and complete the proper forms requesting change consistent with the event within 60 days. Documentation of the qualifying event is also required. Coverage is effective on the first day of the month following your hire date and health plan identification cards will be mailed to you after your enrollment in the program.

You may waive participation in the health plan, but be advised that the plan only re-opens once each year during the open enrollment period. The health plan application must be signed and returned to the Human Resource Department at orientation or after transferring to an eligible status. It is your responsibility to ensure that your application is received in the Human Resource Department. Late applications will not be accepted after 60 days.

You are required to continue paying the employee portion of the health premiums during any approved Family and Medical Leave of Absence (FMLA), or Medical Leave. Similarly, if you take an approved Personal Leave of Absence, and wish to continue your health plan coverage, you must pay the entire premium, both the employer and the employee portions by the first of each month, in order to maintain your health and benefits coverage.

If you leave BH's employment and desire to continue your coverage, you have sixty (60) days to elect continuing coverage under the Consolidated Omnibus Budget Reconciliation Act (COBRA). Information regarding continuing coverage is available in your Human Resource Department. (*HRAM Policy 5.10 – Health Plan*)

### **LIFE INSURANCE**

Group coverage is effective (for eligible employees) on the first day of the month following hire. BH

pays the full cost of your life insurance coverage, which equals your annual base salary, rounded to the next highest \$1,000. Your coverage will increase as your salary increases. You may also choose to purchase additional life insurance and pay the additional premium.

You may elect to continue coverage when you leave our employment by converting your policy to individual coverage within 30 days following your separation. Your Human Resource Department can assist you with conversion information.

Business Travel Accident Insurance in the amount of \$500,000 is provided to you at no cost as well as Professional and General Liability Insurance. *(HRAM Policy 5.20 – Life Insurance Program)*

## **PENSION**

BH provides financial security for retirement through an employer financed pension plan. Upon completion of one year of eligible employment and attainment of age 21, you will be enrolled as an active participant in the Pension Plan.

After you have completed five years of vesting service, or any time after you have attained age 65, regardless of your years of service, you may terminate and receive a lump sum payout of your pension account, or you can choose to leave your money in the plan and collect a pension after retirement age is attained. Early Retirement options are available as well as Retiree Health Insurance. *(HRAM Policy 5.40- Pension Plan)*

## **STAR PLUS 403(b) SAVINGS PLAN**

You are eligible to participate in the STAR Plus (Savings Toward Affordable Retirement) 403(b) Program. This program provides multiple investment options and allows for contributions on a pre-tax basis through payroll deductions. BH makes a matching contribution (up to 2.4%) for eligible employees who have attained one year of employment. Employees are eligible to join the STAR Plus Program from date of hire and participation is encouraged, not only because it will assist you in planning for retirement, but also because of the current tax savings. *(HRAM Policy 5.41- Star Plus 403(b))*

## **PERSONAL LEAVE PROGRAM**

The Personal Leave Program consolidates the four separate categories of paid time off; holiday, illness and incidental absence plans into a single package giving employees greater flexibility to achieve work-life balance and to plan for paid time off. All full-time and part-time eligible employees participate in this Program after completing three months of continuous employment. Personal Leave accruals are calculated based on three factors: 1) employment status, 2) length of service, and 3) the number of hours worked each pay period. You can use accrued Personal Leave within certain defined limits, subject to your department's policies. *(HRAM Policy 6.10- Personal Leave, HRAM Policy 6.11 – Pay in Advance for Personal Leave)*

## **SICK PAY PROGRAM**

The Sick Pay Program provides income protection in the event you have a prolonged period of illness or injury. Full-time and part-time eligible employees may be eligible for Sick Pay after completing three months of continuous eligible employment, when the appropriate documentation is provided in the proscribed time. Sick Pay allocations are based on employment status, length of service, and scheduled hours and are replenished into your Sick Pay Account each fiscal year.

If you are hospitalized, scheduled for outpatient surgery in an approved facility, or on worker's compensation, your illness will be charged to the Sick Pay account from the first day of hospitalization. However, for all other illnesses, the first three work days/24 hours (prorated for schedules less than 80 hours per pay period) of illness will be charged against your Personal Leave (PL) account entering into the Sick Pay Program on the fourth (4<sup>th</sup>) illness day. Each succeeding day of illness or disability, after the third day/24 hours, will be charged against your Sick Pay account until it is exhausted. After your Sick Pay account is exhausted, each succeeding day of illness or injury will be charged against any remaining balance in your Personal Leave account. *(HRAM Policy 6.20- Sick Pay)*

## **FAMILY AND MEDICAL LEAVE ACT OF 1993 (FMLA)**

Broward Health employees who have been employed for at least twelve (12) months and have worked a minimum of 1250 hours during the previous twelve (12) months of employment are eligible to request Family and Medical Leave. The twelve (12) months of employment need not be consecutive as separate periods of employment will count towards eligibility as long as the break in service does not exceed seven (7) years; or unless the break is a result of the employee's military obligations.

Eligible employees may take Family and Medical Leave for:

1. the birth of a child, and in order to bond with or care for that child;
2. the placement of a child with the employee for adoption or foster care;
3. care of a spouse, child or parent who has a "serious health condition";
4. the employee's own "serious health condition" which make him/her unable to perform the functions of the job;
5. qualified exigencies that are the result of a covered servicemember being called to duty in the Armed Forces; or
6. to care for a covered servicemember who is injured or becomes ill while on covered active duty

It is the employee's responsibility to timely notify their Regional HR Department and supervisor of their request for Family and Medical Leave and to complete the required paperwork. Requests for Family and Medical Leave should be made at least thirty (30) days in advance for foreseeable events, or as soon as possible for unforeseeable events.

For additional information regarding Family and Medical Leave and the procedure to apply for this Leave, contact your Regional Human Resource Office. *(HRAM Policy 6.70- Family and Medical Leave)*

*Compliance)*

## **JURY DUTY/WITNESS LEAVE**

Full-time and part-time eligible employees will be granted a paid Leave of Absence to serve on Jury Duty or to serve as a witness (if subpoenaed) for Broward Health, provided they give the facility reasonable advance notice of their obligation to serve. Non-eligible/pool employees, regardless of length of service, will be eligible for paid time off only if they are subpoenaed (including time off for legal conferences and depositions) because of, or arising out of their duties performed for BH. Regular full-time and part-time eligible employees called to Jury Duty or as a witness for Broward Health may be eligible to receive their current rate of pay while on jury duty.

It is your responsibility to report to work at the end of an approved Jury Duty or Broward Health Witness Leave and contact your manager. Failure to do so may result in disciplinary action, up to and including termination of employment. All employee benefit accruals and other benefits in which you are enrolled will continue while you are on Jury Duty or Broward Health Witness Leave. You will also be required to continue payment of any required contributions for employee benefits during these leaves. *(HRAM Policy 6.30 – Jury/Witness Duty)*

## **BEREAVEMENT LEAVE**

In the event of death of a member of your immediate family, you may be granted a Bereavement Leave of absence of up to three (3) normally scheduled consecutive days (maximum 24 hours) off with pay immediately following the death to arrange for and/or attend the funeral. "Immediate family" is defined as: current spouse, domestic partner, parents, sister, brother, children, grandparents, grandchildren, current mother-in-law, current father-in-law, stepparents, stepbrothers, stepsisters and stepchildren. A request for paid Bereavement Leave must be made through your Supervisor and requires approval of the Department Manager. Documentation such as an obituary notice, funeral notice, etc. is required upon your return. *(HRAM Policy 6.40- Bereavement)*

## **MILITARY LEAVE**

BH complies with all military leave and Uniformed Services Employment and Reemployment Rights Act (USERRA) provisions as required by law. Employees should consult with Human Resource Representative regarding the requirements and availability of military leave. *(HRAM Policy 6.50 – Military Leave, HRAM Policy 6.70- Family and Medical Leave Compliance)*

## **SERVICE AWARDS & RECOGNITION PROGRAMS**

Broward Health sponsors numerous employee recognition programs to acknowledge employees for their contribution, dedication and loyalty and to celebrate their achievements. All full-time and part-time employees who have completed five (5) years of continuous service, prior to May 1 of the relevant

year will be recognized. Thereafter, the employee will be recognized for continuing service in the same way after each succeeding 5-year period of continuous eligible employment.

Other Employee Recognition opportunities may be available during each fiscal year. *(HRAM Policy 5.80 – Service Recognition Program)*

## **INTERNAL CONTINUING EDUCATION PROGRAMS**

Continuing Education Programs designed to enhance the experience and development of BH employees are available through the Clinical Education Departments and the Department of Learning. Programs range from traditional classroom to electronic e-learning platforms spanning content from general professional development to specific knowledge and skills training needed to accomplish assigned clinical tasks. Program areas include: Nursing, Allied Health, Support Staff, Secretarial/Clerical Skills and Management Development.

Contact hours for continuing education, may be available for many programs, dependent upon the professional discipline requirements, to assist employees in meeting mandatory healthcare professional education requirements. Educational activities are posted on the internet and intranet. Employees are welcome to attend programs for their personal development on their off time. If however, the employee is requesting paid educational time, the employee's Supervisor must approve attendance in advance. *(HRAM Policy 5.90 – Continuing Education & Certification Reimbursement Program)*

## **CONTINUING EDUCATION AND TUITION REIMBURSEMENT**

BH's Continuing Education Program financially assists eligible employees to pursue educational opportunities in fields that relate to current BH needs and position requirements through local and online educational institutions. Employees are eligible to apply for tuition assistance after successfully completing the first three months of employment.

The program provides 100% reimbursement to full-time employees and 50% reimbursement to part-time eligible employees for tuition or vocational fees. Generally this reimbursement is limited to the tuition rates charged by Florida State universities, community colleges and public vocational schools.

BH's Certification Program acknowledges your achievement by reimbursing the examination fees for national certifications relating to, but not required for your position. The exam fee reimbursement is up to a maximum of \$500. The Human Resource Department will assist you with your application and provide additional information. *(HRAM Policy 5.90 – Continuing Education & Certification Reimbursement Program)*

## **SCHOLARSHIP PROGRAM**

The Broward Health Nursing and Allied Health Science Scholarship program provides financial assistance to employees and members of the Broward County community who are interested in pursuing an education in designated difficult-to-fill Allied Health Careers. The scholarship traditionally covers the cost of tuition, fees and books for specified programs. Contact your Human Resource Representative if you are interested in finding out more about available scholarship opportunities. *(HRAM Policy 5.91 – NBHD & Broward College Scholarship Program)*

## **RETIREMENT**

Once you make the decision to retire, you need to give a minimum of sixty (60) days advance notice to Human Resource to process your necessary records and implement your retirement benefits. A Representative from your Human Resource Department will provide counseling and information to assist you in a smooth transition from active employment to your well-deserved retirement. *(HRAM Policy 5.43 – Retiree Benefits)*.

## **VOLUNTARY PROGRAMS**

### **DOMESTIC PARTNER BENEFITS**

In order to be eligible for Domestic Partner status, BH's Benefit Department requires proof of one of the following options:

Broward County Residents: Proof of Certificate of Registration (Declaration of Domestic Partnership) in accordance with Broward County Ordinance 1999-18.

Non-Broward County Residents: Proof of "equivalent" Certificate of Registration (Declaration of Domestic Partnership) similar to Broward County Ordinance's 1999-18 from another Federal, State or County jurisdiction; **or** a duly sworn (and notarized) Affidavit of Domestic Partnership (form available in the Benefits' Department), including documentation of joint responsibility for common welfare and financial obligations. *(HRAM Policy 6.41- Domestic Partners)*

### **VOLUNTARY SHORT TERM DISABILITY**

Short-term disability provides coverage for up to 60% of basic weekly earnings/disability payments subject to pre-existing condition limitation. Program features include: 29 day elimination period, payments up to 9 weeks and, \$1,000.00 maximum weekly benefit. Evidence of insurability may be required. *(HRAM Policy 5.30- Long Term & Short Term Disability)*



## **VOLUNTARY LONG TERM DISABILITY**

Long term disability coverage subject to pre-existing condition limitation provides for up to 60% of basic weekly earnings/disability payments until you are able to return to work. The maximum monthly staff benefit is \$5,000.00 (physicians and management subject to higher benefit limit). Evidence of insurability may be required. Broward health pays a portion of the premium. *(HRAM Policy 5.30- Long Term & Short Term Disability)*

## **VOLUNTARY LIFE INSURANCE - WHOLE LIFE**

Employees may purchase additional life insurance coverage for themselves and/or dependents/domestic partners. Policies are initiated for employees and dependents according to age limitations of the life insurance product and medical insurability. *(HRAM Policy 5.20- Life Insurance Program)*

## **457(b) VOLUNTARY TAX-DEFERRED COMPENSATION PLAN**

A 457(b) plan is a tax-deferred compensation plan that works very much like other retirement plans such as the 403(b) and 401(k). Employees may defer up to 100% of includible compensation up to the applicable IRS limits. *(HRAM Policy 5.44- 457B Deferred Compensation Plan)*

## **FLEXIBLE SPENDING ACCOUNTS - FSA**

- **Health Care FSA**

Employees may set aside pre-tax dollars from paychecks to pay for out-of-pocket health care expenses that will not be paid by insurance or reimbursed from any other source. The money set aside in the account is available for medical expenses and the expenses of anyone you claim as a dependent on your tax return. Employees may set aside from \$5.00 to \$192.00 per paycheck, up to a maximum of \$5,000.00 a year for eligible expenses including prescription drug co-pays, many over-the-counter medications and other qualified medical, dental and vision expenses.

- **Dependent Day Care FSA**

Employees may set aside pre-tax dollars from paychecks for child care expenses they may have for eligible dependents while you and your spouse work or your spouse goes to school full-time. Eligible dependents are: 1) Children under age 13 who you claim as dependents on your tax return; or 2) Anyone age 13 or older who lives with you at least eight hours a day and needs supervised care, such as an elderly parent or disabled spouse or dependent. In most cases, employees may set aside up to \$5,000.00 annually.

- **Health Savings Account - HSA**

A Health Savings Account is used to set aside dollars pre-tax to pay for qualified medical expenses. IRS rules state that in order to open an HSA and make tax deductible contributions, an employee must be enrolled in a high-deductible health plan. Employees can use HSA funds to pay for eligible medical expenses for anyone you claim as a dependent for tax purposes (typically excludes domestic partners), whether or not they are enrolled in your Medical Plan coverage option.

*(HRAM Policy 5.12 – Flexible Spending Account)*

## **NOTICE OF PRIVACY PRACTICES**

BH is required by law to maintain the privacy of your medical information and to provide you with a Notice of Privacy Practices. The Notice outlines BH's legal duties and privacy practices with respect to your medical information. BH must comply with the terms of the Notice currently in effect. BH reserves the right to change its privacy practices retroactively with respect to medical information previously created or received. BH will revise the Notice if it materially changes any use, disclosure, individual right or legal duty or other privacy practice stated in the notice and will highlight in the Notice the changes from the prior Notice. Please visit BH website: [www.browardhealth.org](http://www.browardhealth.org) to obtain additional and relevant information, including an electronic copy of the Notice. If you believe that any of your rights with respect to your medical information have been violated by BH, you may file a complaint with BH and/or the Office of Civil Rights. Please contact BH's Privacy Officer at (954) 847-4295 to obtain a complaint form or you may find one quickly and easily at [www.browardhealth.org](http://www.browardhealth.org).

For More Information please reference: <a href="http://www.browardhealth.org/">www.browardhealth.org/</a> (Then Click- For Employees, Then Click- Employee Benefits) or contact your regional Human Resource Department.
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## **UNEMPLOYMENT COMPENSATION**

BH provides unemployment compensation coverage in accordance with the laws and requirements of the State of Florida. State guidelines and your reason for leaving Broward Health's employment determine eligibility for benefits.

## **FOR YOUR GUIDANCE**

The following will be reviewed with you as a part of your unit specific orientation:

### **HEALTH, SAFETY & PROTECTIVE SERVICES**

Periodically, you will receive training, instructions or written updates on new or revised safety programs or policies that can help to protect you in the workplace. These programs are outlined in the Environment of Care Manual. These Manuals are available to all employees to review and use as a resource tool.

### **COMMITMENT TO SAFETY**

The personal safety and health of each employee, patient and visitor is of primary importance to BH. We strive to maintain a comprehensive environmental safety program to minimize injuries and accidents to our employees, patients and visitors, and damage or loss to BH. Our safety program requires the total commitment of all employees on safety matters. The success of our safety program means strict adherence to established policies, prompt reporting of incidents, potential incidents or near-misses, the elimination of hazardous conditions and pro-active behavior.

Supervisors are available to assist employees with safety and health requirements or concerns. Employees are expected to observe all applicable safety requirements, and to immediately report any unsafe or hazardous condition to his/her supervisor.

### **REGIONAL ENVIRONMENT OF CARE COMMITTEES**

Each region has an Environment of Care Committee charged with the development, implementation, and monitoring of the various safety programs contained in the Environment of Care Manual.

Each Regional Environment of Care Committee has a primary goal to:

- Provide a safe, supportive and functional environment for patients, staff members, and other customers served by BH medical centers.
- Provide comprehensive management plans for the seven (7) functions and processes identified in the Environment of Care Standards by The Joint Commission(TJC). The Seven Cross Functional Teams (CFT's) are:
  1. Safety
  2. Protective Services
  3. Hazardous Materials & Waste Management
  4. Emergency Preparedness
  5. Fire & Life Safety
  6. Medical Equipment
  7. Utility Systems

- Develop or approve from the CFT's written policies and procedures designed to recognize, evaluate and control all potential hazards to patients, hospital staff and visitors to enhance safety within the hospital and on its grounds. *(EOC 001-001)*

## **WORKERS' COMPENSATION**

As an employee of BH, you are protected under the Workers' Compensation Law of the State of Florida if you are injured or exposed to disease in the course and scope of your employment, or suffer a job-related illness while on duty. All job-related injuries, illnesses and/or exposures must be reported immediately to your supervisor or designee and the BH Intake Service Coordinator at 1-888-373-8282 prior to seeking medical care for the work-related injury.

BH's Workers' Compensation Program operates under a State-approved managed care arrangement which requires all medical treatment to be authorized by the Intake Service Coordinator or Workers' Compensation Department in advance of treatment. Therefore employees may not self-direct or refer themselves to any medical provider for care related to a work-related injury or illness. If the injury is an emergency, life or limb threatening, proceed to the nearest emergency room, or call 911 if you are not in a hospital; in any event, you will be assigned a primary care physician (PCP) who will manage your care related to the injury.

Note:

1. Notify your Supervisor of your health status and maintain regular contact.
2. If your injury results in lost time from work, BH is committed to assist you in recuperating as quickly as possible so that you may return to full, productive capacity (both at work and in your personal life). Our Workers' Compensation Department will work closely with you to ensure you get the appropriate medical care so that you can continue your active employment with BH. Should you have any grievance regarding your care related to a work-related injury, refer to BH's Workers' Compensation Grievance policy and procedure. *(HRAM 4.68- Worker Compensation)*

## **RISK MANAGEMENT**

Risk Management evaluates risks to the organization. The goal is to identify and evaluate potential risks and to be proactive to prevent occurrences or mishaps. This can only be accomplished through the cooperation and participation of each and every employee.

Employees must report any unusual occurrence having a negative impact to Risk Management, within three (3) business days of the event. It is the responsibility of the person with the most knowledge of the incident, or the "first on the scene" to report the facts. An investigation will follow and procedures will be developed to prevent or avoid future mishaps.

## EMERGENCY PREPAREDNESS PLANS

The Emergency Preparedness Department collaborates and partners with many community, state and federal agencies to ensure the most efficient response for Broward Health during emergencies or disasters. The Department is responsible for all aspects of Broward Health's emergency management plans. Preparedness is accomplished through continuous planning, training and exercising. Disaster drills are conducted as necessary.

As a Broward Health employee, you are an essential team member. You could be asked to alter your work schedules or hours depending on the nature/type of emergency. Ask your supervisor what your participation and response to a critical incident should be as each department will have a slightly different response.

Having a personal plan is critical since disasters are unanticipated and may occur at any time. If you are not prepared at home, it may become difficult for you to fulfill your job responsibilities. Personal preparedness is everyone's responsibility. To assist you in your personal or work preparedness plans consult your supervisor or e-mail the Emergency Preparedness Department at [emergencypreparedness@browardhealth.org](mailto:emergencypreparedness@browardhealth.org) or call the Employee Hotline (954) 355-5111 for updates. ***Be Safe, Be Smart, Be Prepared.*** (EOC Policies Section 005– Emergency Preparedness )

## FIRE PLAN (CODE RED)

Well informed and well-prepared employees are our best defense against fires. Every employee is required to know BH's fire procedures as well as their individual roles during a fire. Duties will be assigned by your Supervisor and should be carried out at once during non-scheduled fire drills. All Code Red alarms should be considered to be "real" fires regardless of whether it is a drill or not (please follow your assigned Code Red duties immediately upon notification of a Code Red). Detailed information can be found in the Fire & Life Safety section of the Environment of Care Manual. Evacuation procedures can be found in the Emergency Preparedness section.

The following acronyms, **R.A.C.E.** and **P.A.S.S.** spell out employees actions in a fire:

**R**escue all patients and personnel from danger

**A**lert the fire department. Tell the operator where the fire is, what kind of fire

**C**lose all doors in the fire zone

**E**xtinguish the fire, if possible

P.A.S.S explains the desired action when using a fire extinguisher

**P**ull out the locking pin

**A**im the hose at the base of the fire

**S**queeze the handle and direct the extinguishing materials at the base of the fire

**S**weep from side to side across the base of the fire

(EOC Manual Section 006- Fire & Life Safety).

## WORKPLACE VIOLENCE AND FIREARMS POLICY

BH is committed to a professional work environment free from violence. Threatening, intimidating, and unprofessional, and unproductive behavior, or acts of violence against BH employees and/or their property, or non-BH employees working in our facilities, patients, or visitors will not be tolerated. Possession, use, or threat of use of a deadly weapon, including but not limited to all firearms, weapons, explosive devices or other dangerous materials is not permitted in BH facilities or BH owned vehicles, unless such possession is an approved requirement of the job (e.g. law enforcement officers who must be armed as a requirement). Pursuant to Florida law, possession of prohibited items above in an individual's personal vehicle are excluded from this provision, as long as the individual follows all applicable state & federal laws pertaining to storage of the weapon.

Any employee who becomes aware of a threat or possible act of violence, whether immediate or at some future unspecified time, must report the threat to their immediate supervisor, Human Resource and Protective Services for evaluation. In case of emergencies, the following contact numbers should be used.

- **Protective Services Department (PSD) TOV Hotline** (954) 468-4000
- **Employee Assistance Program (EAP) TOV Hotline** (954) 752-9898
- **Regional Human Resource:**
  - BHMC (954) 355-5048
  - BHN (954) 786-6900
  - BHIP (954) 776-8680
  - BHCS (954) 344-3010
  - Corporate and satellite sites (954) 355-5013
- **Regional Protective Services:**
  - BHMC (954) 355-5350
  - BHN (954) 786-6688
  - BHIP (954) 776-8719
  - BHCS (954) 344-4094
  - Corporate and satellite sites (954) 355-5147

If the threat is immediate and present, dial 22; report a "CODE STRONG" for a person with a weapon or "CODE ASSIST" for a person with no weapon. Failure by employees to adhere to this policy may lead to disciplinary actions up to and including dismissal from employment at BH. (*HRAM Policy 8.40 – Threat of Violence, EOC Policy 003-009-Threat of Violence*)

## SMOKING POLICY

BH is dedicated to providing a safe, healthy and comfortable work environment for all employees, customers and visitors. As a result, smoking is prohibited within BH facilities and is limited to designated

areas on our facilities' grounds. This policy applies to all BH employees, visitors, patients, and physicians; and employees are encouraged to remind persons seen smoking in unauthorized areas to abide to our Smoking Policy. Employees in violation of this policy may be subject to progressive disciplinary action. *(EOC Policy 002-0014- Smoke Free Environment Policy)*

## **SECURITY SYSTEM**

Protective Services personnel provide BH facilities with 24-hour security coverage, every day to protect against vandalism and pilferage in buildings and grounds, to control and direct visitors and patients, and general policing activities. BH reserves the right to examine any employee storage areas such as lockers, desks or employee belongings while on the premises if there is a reasonable belief that unauthorized personal or BH property is contained there.

In addition, BH has in operation, various physical and electronic security systems throughout our facilities. These systems are designed to protect patients, visitors, employees and assets of BH. Breach of these systems increase the risk of property loss and jeopardizes the safety of our employees, patients and visitors. It is your affirmative duty as an employee of BH to report unusual or irregular activities to the Protective Services Department. *(EOC Manual Section 003)*

## **PROFESSIONAL RELATIONSHIPS WITH PATIENTS**

You are required to maintain a professional relationship with patients at all times, and to provide the highest quality of care to our patients. The following are examples of types of gross misconduct that can result in disciplinary action, up to and including termination of employment:

- Socializing or engaging in sexual activity with current or former patients, or any member of their family who is or was participating in any family-oriented therapy or treatment.
- Physical abuse, including but not limited to slapping, hitting, kicking or biting, or using abusive or provocative language with a patient.
- Using any type of restraint other than those prescribed and approved by the physician within the specified guidelines.
- Failing to maintain the confidentiality of any patient information.
- Accepting gifts from, or giving gifts to a patient or any member of the patient's family.
- Providing unauthorized or un-prescribed drugs, alcohol or related paraphernalia to a patient.

*(HRAM Policy 2.23- Conduct Standards)*

## **TAKING CARE OF OUR PATIENTS**

Patients are entitled to exceptional courtesies and kindness and must be treated accordingly. Please follow these basic rules:

- Patient confidentiality is paramount. The release of information without a patient's consent is not only improper, but also illegal. Do not discuss a patient's condition, on or off duty, unless it is an authorized professional exchange of information on a need-to-know basis. Patients must be

protected at all times from invasion of privacy.

- Employees should keep conversations appropriate to the health-care setting. When talking with patients and other staff in the presence of the patients, employees must remain professional and attentive to the patient.
- Services or goods may not be purchased for patients, or sold to them unless authorized by the employee's immediate Supervisor.
- Potential safety hazards must be reported immediately to your Supervisor and/or the Protective Services Department.
- Promptly deliver all patient's mail as it is their connection to family and friends and continue to maintain confidentiality.
- Maintain our BH facility as a quiet environment. Be mindful of this from your moment of entry until your departure.
- Patient valuables require extra care because a patient's room may not be totally secure. If you are responsible for a patient and notice that valuables are not protectively secured in a locked area, report the matter immediately to your Supervisor.
- Employees may use the Interpretation Line as needed to assist clients having language issues.

## **NO SOLICITATION RULES**

Except as specifically authorized, employees, non-employees, vendors, contractors, sub contractors etc. are not permitted to distribute materials or to engage in any solicitation activity on BH premises. Parties with a legitimate contractual agreement with Broward Health may be allowed to provide information where appropriate, for the purpose of delivery of healthcare, efficient business practices and to provide professional development. Such persons shall not engage in sales solicitation directed at employees, patients or guests.

Similarly, off-duty employees who remain on BH premises after the completion of the work shift, or return for reasons unrelated to work, or visit another work location for any reason other than official business, shall be subject to the rules applicable to non-employees. Employees may not use the electronic mail, voice mail, or facsimiles to solicit membership, sell items or support for external business or organizations.

Employees are urged to immediately report any prohibited solicitation or distribution of literature to their Human Resource Department and the Protective Services Department. Requests for the opportunity to engage in solicitation activity or to distribute material pursuant to this policy should be submitted to the Regional Director of Human Resource. Employees, non employee, contractor, sub contractor and vendor activity must comply with Broward Health's policies. (*HRAM Policy 3.30- No Solicitation, GA001-105 -Vendor Solicitation*).

## **CONFIDENTIAL INFORMATION**

The protection of confidential business information and trade secrets is vital to the interest and success



of the organization. As a condition of employment, you may be required to sign a Non-Disclosure Agreement. Healthcare organizations, by their very nature, are privy to sensitive, confidential information, such as, but not limited to, patient information; clinical protocols; research and development and marketing strategies; scientific and technical data and formulae; customer lists; financial information; compensation and benefits data; inside publications; employee data; policies and procedures; and forms. Disclosing confidential information could be an invasion of employee/patient privacy, and business operations, and could result in adverse legal and financial consequences for you and for BH.

Employees should not seek out sensitive information. Also, sensitive subject matters should only be discussed on a need-to-know basis, in a discrete manner and in a location where it will not be overheard by others who are not privy to that information. Failure to follow these restrictions will result in disciplinary action, up to and including termination of employment, even if you do not actually benefit from the disclosed information. *(GA-003-004 Policy- Confidentiality and Data Security)*

## **DATA SECURITY**

Computer systems should be used in a manner that protects the confidentiality, integrity and availability of electronic data since accurate and reliable data and computer systems facilitate the delivery of quality patient care and support our financial and administrative functions.

All BH employees are required to sign a Confidentiality and Data Security Agreement before they are given access to BH computer systems. Once signed, the Agreement is permanently filed in your Human Resource Records and you become individually responsible and accountable for all computer activity that occurs under your log-on security access. Therefore, you must not share, or allow others to use your log-on/security password. You should also log out or secure your workstation whenever you leave it so that others cannot inappropriately use your log-on access. You must protect your password by following the rule to never write it in any place where it can be found, or easily discovered using your personal data/information. A good quality password is one that is: easy to remember; made up of both letters and numbers; at least 6 characters; not a common word or date identifiable with you, unless the characters are scrambled.

When you are first given an initial password to a system, you must immediately log in and change the password to a quality password. Most computer systems require you to change your password at least every 90 days. If you think someone knows your password, you should change it immediately. If you need to share data with another authorized user, there are various methods to accomplish this purpose. Please work with your supervisor on an appropriate method. Sharing passwords is a violation of policy. Breaches to data security policies may compromise patient confidentiality or impact business operations and are very serious. If you are aware of a security breach, call the Help Desk at 954-847-HELP (954-847-4357).

Noncompliance or violation of data security policies will result in action that may include, but may not

be limited to, verbal/written warnings, suspension, termination, or civil or criminal prosecution, as outlined in HR procedures. *(GA-003-004 Policy- Confidentiality and Data Security)*

## **EMAIL, INTERNET & SOCIAL MEDIA USAGE**

Communications produced by Broward Health or its employee partners via email and on the internet including social media sites must be consistent with Broward Health's policies, procedures and applicable laws including but not limited to laws relating to protected classes/groups, health information, privacy, confidentiality, copyright and trademarks.

### **EMAIL**

BH's e-mail systems are to be used for conducting BH's business only. The use of this equipment for private purposes is strictly prohibited. There is no expectation of privacy and BH reserves, and will exercise the right to review, audit, intercept, access and disclose all matters on their e-mail systems at any time, with or without employee notice.

Never send documents, files or e-mail messages that are confidential. Do not use the Internet to send or receive inappropriate text, files or pictures or to express views or communicate information that is contrary to BH policies. Do not use BH's electronic equipment (electronic mail, voice mail, fax machines) to solicit membership, sales or support for external business or organizations.

As a public entity governed by Florida Statutes, any e-mail used in the transaction of official business which is intended to perpetuate, communicate or formalize knowledge is public record and must be retained in accordance with BH record retention policy. BH employees are encouraged to check their e-mail accounts daily to stay updated on day-to-day operations. *(GA 003-045 Policy – Electronic Mail)*

### **INTERNET USAGE & SOCIAL MEDIA GUIDELINES:**

Use the Internet only for BH's work-related purposes.

Do not access erotic or sexually oriented sites; such access is prohibited. If you accidentally find yourself at a site with objectionable material, follow the Internet policy to document the incident so that you will not be subject to corrective action.

Do not use the Internet to disseminate contractual, medical or intellectual property data.

Do not send confidential data of any kind except using approved applications that have been determined to be secure and appropriate for patient data.

Do not download any software programs from the Internet without prior authorization from the CIO or designate. If you are asked to download software in order to view a site, do not continue.

Do not use the Internet for personal gain or non-BH solicitations.

Social media sites refer to, but are not limited to postings on online forums, blogs, microblogs, wikis e.g. Facebook, LinkedIn, Myspace, Twitter, Youtube, webpages or similar types of online forums.

Communication on BH, other public sites or the employee's personal social media sites must not contain:

- Patient identity or health information including patient images;
- Confidential, proprietary or trade-secret information for BH or its affiliates;
- Obscene, defamatory, derogatory, libelous, threatening, harassing, abusive, hateful or humiliating remarks.

Employees in violation of BH's email, internet and social media principles and policies may be subject to disciplinary action up to and including termination. *(GA Policy 003-055 – Internet Usage and Access Request)*

## **STAFF RIGHTS**

BH employees have the right to request not to participate in any aspect of patient treatments or procedures that infringe upon the cultural, values, ethics, and/or religious beliefs. When BH's commitment to the delivery of quality health care to all conflicts with an employee's values ethics and/or beliefs, the conflict must be resolved in such a way that patient care is not adversely or negatively affected. Requests by employees must be made to their Supervisor, who will review the request with Human Resource and notify the employee of the decision. If you have any questions concerning the Staff Rights Policy, please contact your direct supervisor or your Human Resource Representative. *(HRAM Policy 2.80- Staff Rights)*

## **TRANSFERRING TO ANOTHER POSITION**

A transfer is the movement of an employee from one position to another position and includes lateral transfers, promotions, and transfers to lower positions. Transfers are limited to employees in active employee status who possess at least the minimum qualifications for the posted vacancy, passed his/her last Performance Evaluation, did not receive a corrective action, suspension or final level in the six (6) months prior to the transfer request. Employees are eligible to transfer after completing six (6) months of employment service; department heads and higher positions are eligible after 12 months. *(HRAM Policies 2.11- Employee Voluntary Transfers, HRAM 4.30- Promotion/ Transfer to a Higher Salary Range, HRAM 4.40-Transfer to a Lower Salary Range).*

## **EMPLOYEE ASSISTANCE PROGRAM**

The Employee Assistance Program (EAP) is designed to assist employees with personal issues that could affect work, attendance and performance. The EAP offers professional, confidential services to benefit eligible employees and their eligible dependents. Services provided include counseling services and information and referrals to resources that can assist with the resolution of personal, family, substance abuse, and job related problems. EAP also offers work-life seminars that address workplace and personal issues. The goal of the program is to assist employees develop a healthy work life balance and enhance workplace productivity. Assistance is available by contacting the EAP office at (954) 847-4EAP (847-4327). (*HRAM Policy 5.50 – Employee Assistance Program*).

## **EMPLOYEE HEALTH SERVICES AND "CLEARANCE FOR DUTY"**

We believe that both BH and the employee share a mutual responsibility to provide a safe and healthy environment for fellow employees and patients. Employee Health Services provides pre-employment health physical exams, vaccinations and TB tests, drug testing, as well as services that address the spectrum of occupational health issues. The Employee Health Nurse/Nurse Practitioners are available to answer questions, discuss your health concerns and provide you with helpful information. (*HRAM Policies in Section 7- Employee Health*).

Employees that have been out of work for 3 days/24 hours due to illness or injury, must be seen in Employee Health for a Clearance/Fitness for Duty prior to returning to work. The returning employee must schedule an appointment with the Employee Health Services and provide documentation from the healthcare provider which clears the employee to return to performing work duties and responsibilities. (*HRAM 7.10- Clearance for Duty, HRAM 7.11- Temporary Clearance for Duty*).

## **PERFORMANCE IMPROVEMENT**

To enable employees and healthcare team members to deliver efficient and effective services, BH designed a process that supports and measures performance improvement.

Healthcare team members should be aware that:

- Quality is the focus at every level of the organization. It is every employee's responsibility to identify and report performance improvement opportunities to the Department Manager.
- Each department, on a quarterly basis, collects indicators and reports them through their respective quality process.
- The information is shared with five Key Groups:
  1. Patient Care Key Group
  2. Administrative/Strategic Planning/Human Resource Key Group
  3. Environment of Care Key Group
  4. Regional and Community Health Services (CHS) Quality Councils
  5. Regional/Community Health Services (CHS) Medical Councils

- The Groups oversee the design, measurement, assessment and improvement activities for their areas. Representatives from all District facilities participate on the five Key Group teams.
- Information is reported quarterly from the Key Group to the District-wide Quality Assessment and Oversight Committee (QAOC). This group works at the administrative level, and provides reports to the Board of Commissioners.
- Information is returned to the departments and employees at all stages of the process.
- Through this communication structure, opportunities for improvement are identified.

## **GENERAL EMPLOYEE INFORMATION**

### **APPEARANCE AND HYGIENE**

Our employees are our ambassadors and representatives. Your appearance and conduct generates goodwill, confidence and trust in the health-care services we provide to our patients and the communities we serve. As our representative, you are required to dress professionally and appropriately and present a clean, neat appearance in accordance with your position, while respecting the diverse cultures of our patients, families and co-workers. Whether you are on a BH facility, or representing BH outside of the workplace, you are required to observe the following:

- Maintain your personal hygiene, neatness of attire and cleanliness of apparel. Strong odors or excessive use of fragrances, perfumes or cologne are inappropriate. Your good judgment, with periodic assistance from peers and supervisors should, in most instances, be sufficient to define appropriate dress and hygiene.
- Employees who provide direct patient care and have shoulder length hair should wear their hair fastened back so that it does not interfere with the delivery of patient care services. Extreme hairstyles and/or hair colors are prohibited. Jewelry should be worn in moderation, but facial jewelry and visible body piercings, other than earrings, are prohibited.
- Employees who provide direct patient care must maintain clean and neat fingernails, with smooth edges. Nail polish must be intact without chips or cracks and artificial fingernails or acrylic nails/gels or enhancements are prohibited. Proper hand washing techniques must be followed to decrease the risk of bacterial colonization and transmission of pathogens to our patients. Refer to your supervisor for specific information regarding uniforms for your specific area.
- Employees or guests may not wear any dress or apparel or display any insignia that has the purpose of soliciting membership or support for an external business or organization, or may be offensive to others.

If you fail to follow personal appearance and/or hygiene guidelines, or report to work inappropriate/improper attire, you will be sent home and directed to return to work in appropriate work attire. If directed to return home to change, you will not be compensated for the time away from work. If you report to work without proper equipment you may not be allowed to work. If you report to work in a condition deemed unfit for duty, whether for illness or any other reason, you will not be allowed to work.

Each facility reserves the right to determine the appropriateness of your attire. Continued failure to comply with this policy may result in disciplinary action, up to and including termination of employment. Please discuss with your Supervisor the applicable dress code for your department and facility. *(HRAM Policy 2.22- Appropriate Appearance Standards)*

## **BADGES**

Broward Health provides identification badges for its employees, volunteers, and vendors as a means of identification and access to certain areas, computer systems and equipment related to their jobs. Badges should be worn in plain view, above the waist while at work, or on BH premises and should not be defaced or obscured by unnecessary jewelry, insignia, stickers, pins or buttons of any kind. Employees are prohibited from sharing or borrowing other employees' badges. Employees will be held responsible for unauthorized use of their badge unless it is reported as lost/stolen to their Regional Human Resource department. If the badge is lost, defaced, or broken, you must purchase a replacement from your Regional Human Resource Department. Upon separation from employment, you must return your ID badge to your supervisor or Human Resource Department.

All visitors are required to openly display a visitor ID badge. If you observe someone not wearing a visitor or BH issued badge, it is your responsibility to report them to Protective Services. *(HRAM Policy 2.60 – Employee Identification)*

## **CAFETERIA**

BH employees receive an employee discount in our facilities' cafeterias. Employees may also purchase meals using the "Fast Pay" meal card which permits deductions bi-weekly from their paycheck.

## **GRATUITIES**

Employees are prohibited from accepting tips or gifts or soliciting for donations from patients or visitors. A grateful patient wishing to donate funds or gifts should be directed to the Administrative Offices. *(GA Policy 001-050 – Personal Gifts from Suppliers, Contractors, Patients).*

## **LOST AND FOUND**

All lost articles, property, or personal items left on BH facility grounds by patients, visitors or employees must be turned into Protective Services Department so the proper owner may claim the items. *(EOC Policy 003-006)*

## **PARKING**

Free parking is provided for all employees. Park only in the areas designated for your use. Do not to

park in the areas designated for Medical Staff or visitors.

## **PERSONAL MAIL**

Employees are prohibited from utilizing any BH facility address for non BH business related reasons. Mailboxes for your stamped, outgoing personal mail are available for your convenience.

## **TRI-RAIL EMPLOYER DISCOUNT PROGRAM**

This program offers employees a discount on monthly and 12-trip Tri-Rail tickets. Interested employees are personally responsible for completing and returning an application card, as well as ordering and paying for their tickets. Tickets may be purchased by telephone or mail by using check, money order, Visa, MasterCard, Discover or a Bank Debit Card. Orders for monthly tickets must be placed between the 1<sup>st</sup> and the 15<sup>th</sup> of the month prior to the ridership month. Tickets will be mailed directly to the employee's residence. Information is available in your Regional Human Resource Department or calling 1-800-TRI-RAIL.

## **TELEPHONE/ FAX MACHINES**

The telephone and fax machines are important business communication tools for providing quality care and services to patients and the community we serve. When answering or placing a call or fax, you must identify yourself as well as your department. Refrain from using the phone and/or fax for personal use. Under no circumstances should an employee make or charge a long distance or toll phone call to Broward Health unless work related. Misuse of any facility telephones or fax machines may result in disciplinary action.

## **CELL PHONES & ELECTRONIC DEVICES**

The use of personal mobile cellular devices while at work is limited to off duty times and break periods and must conform to Broward Health's Code of Conduct and ethical standards when at work. Electronic devices may not be used to harass or intimidate another employee or a patient.

Personal cell phones and communication devices must be turned off, or placed on vibrate while on duty. Employees may seek approval in advance from their supervisor if there is an expected family situation that requires an immediate response. In such cases, or in cases of dire emergencies, the conversation should last less than five (5) minutes and the employee should be able to remove himself/herself from immediate patient-care duties. Other than those approved emergency calls, employees making or receiving calls on their personal mobile devices, while on duty, will be subject to corrective action, up to and including termination. The use of personal electronic devices such as Ipods, MP3's, personal DVD/CD players and other electronic devices is prohibited during work.

For safety reasons, employees are prohibited from conducting company business while operating a

motor vehicle. Should an emergency arise while driving that requires using the electronic device, the employee is required to pull over to a safe area to use the device.

## **TELEPHONE COURTESY**

Good telephone manners are important since they convey an image of our customer service and the services we provide. The voice on the telephone is often the only contact with BH's facilities that the caller remembers. Please observe these simple rules of telephone courtesy:

- Use a pleasant and helpful voice at all times.
- Identify yourself by department and name.
- Give the caller a choice as to whether they prefer to be put on hold, call back or leave a message.
- If you cannot help the caller, transfer the individual to a department or person that may be able to provide assistance.
- In closing the call, remember to say "thank you" and "good-bye," before carefully hanging up the telephone.

## **USE OF BROWARD HEALTH'S NAME/MEDICAL CENTER REGION NAME**

The use of the name of BH/Medical Center name or the use of NBHD/Medical Center stationary for other than official business must be approved by the highest-ranking official at the facility.

## **VOTING TIME**

Polling hours allow sufficient time for voting before or after work. If you need extra time off to vote because of unusual circumstances, check with your Supervisor for additional time off. (*HRAM Policy 6.10 - Personal Leave*).

## **BULLETIN BOARDS**

The bulletin boards in our BH facilities are used to communicate important employee information. You should consult them frequently for employee announcements, internal memoranda, job openings, organization announcements, federal, state and local required legal postings and legal updates.

The posting of written solicitations on facility and department bulletin boards is restricted. If you have a message of interest for the workplace, you may submit it to your Human Resource Representative for review and approval. Human Resource will post all approved messages. (*HRAM 3.30- No Solicitation*)

## **PUBLICATIONS**

BH Publications issues weekly and monthly newsletters to keep you informed about policies and programs and other items of interest to employees. In addition, there are postings on the Intranet to keep all employees informed of important issues and upcoming events.



## **UNIFORMS AND LAUNDRY**

All employees are required to comply with the BH's Appropriate Standards Appearance Policy. In addition, many departments require that you wear a uniform for cleanliness, uniformity of appearance, and general identification. Only certain items of clothing are provided as well as laundered by BH. Please speak with your Supervisor regarding the dress code for your job.

## **VISITING**

Off-duty employees who remain on the premises after completion of their scheduled shift will be subject to the same rules and regulations applicable to non-employees. As such, we ask that you return to your facility only for necessary reasons such as visiting a patient, receiving medical attention or picking up a paycheck.

## **VOLUNTEERS**

Volunteer services provide a vital function within each medical center. The various volunteer organizations devote many hours to patient care, public relations and fund raising and you are encouraged to assist volunteer groups in any way possible. (*HRAM Policy 2.16- Volunteer Staff HR Guidelines for Regulatory Compliance*).

*If you need further clarification about any material presented in this handbook or have questions about any other employment issues, please feel free to contact your Human Resource Department.*

Revised 12/97, 4/2000, 12/2001, 1/2002, 6/2008, 11/2010, 4/11, 4/15

**P-3766 - 119302 - (R) 10/16**

## **EMPLOYEE ACKNOWLEDGMENT FORM**

This is to acknowledge that I have received a copy of Broward Health Employee Handbook (hereinafter, "Handbook"). It is my responsibility to read, understand, and familiarize myself with this Handbook and to comply with the policies and guidelines of Broward Health (hereinafter, "BH"). If I have any questions, I will contact my supervisor, or the Human Resource Department.

I understand this Handbook is an informational reference and is not to be construed as a contract or a suggestion of a contract of employment, or a guarantee as to any of the terms, policies or conditions contained herein or added at any later time. I also understand that only the President/CEO of Broward Health has the authority to enter into any agreement for employment for any specified period, or to assure any benefits or terms or conditions of employment, or make any agreement contrary to the foregoing, and that same must be made in writing and signed accordingly.

I understand that BH may, at its sole discretion with or without prior notice, change, rescind, or add to any of the policies, benefits or practices described herein. I also understood that BH policies are available on the BH intranet, and that if changes in procedure supersede or eliminate those found in this Handbook, I will be notified of such changes through the normal communication channels.

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PRINT NAME

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JOB TITLE

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EMPLOYEE ID#

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EMPLOYEE'S SIGNATURE

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DATE

# CONFIDENTIALITY AND DATA SECURITY AGREEMENT

## INFORMATION MANAGEMENT

Due to the sensitive nature of information that you may come in contact with when performing authorized duties, it is imperative to keep in utmost confidence all sensitive information pertaining to patients, BH business, and your fellow co-workers, in order to protect all parties' rights and privileges under law and Broward Health policies. Individuals must respect the patient's right to privacy and will access patient information only as required to perform assigned duties. Additionally, personal information regarding your authorized duties, salary, or performance is solely your own and those you are accountable to. This information will be disclosed on a "need to know" basis and will, in the case of employees, only be released through Human Resource.

### I agree to the following conditions:

- Under no circumstances will I give my password to any individual.
- I will choose a quality password, one, which I will remember, but not be associated with me.
- I will not write my password where another individual may find it.
- I will log out or secure my workstation whenever I leave my workstation.
- I will not use a workstation, which has been logged onto by another user, unless I log them out.
- Once I gain access to the system, I will perform my duties responsibly and comply with the BH's System Access and Data Security policies.
- All information gained by my password will be treated as confidential and never be released to any person unless they have the need to know and I have been authorized to release that information.
- I understand that I will be held responsible for all computer transactions that occur under my signon.
- I understand the policy governing use of the Internet and will comply with the policy.
- I will use all information gained through the computer system for the betterment of the patients and the BH.
- I understand that all data from the BH computers and computer systems are legally owned by the BH.
- I will not electronically copy or transmit BH information (patient, financial, etc.) not directly related to my authorized duties without written consent from an authorized source.
- I understand the need to protect the BH's assets (its data), and that every individual is responsible for data security.
- I will report any and all suspected security breaches to management.
- I understand that violation of this agreement may result in corrective action, up to and including immediate termination, or legal prosecution.

\_\_\_\_\_  
PRINT NAME

\_\_\_\_\_  
JOB TITLE

\_\_\_\_\_  
EMPLOYEE ID#

\_\_\_\_\_  
EMPLOYEE'S SIGNATURE

\_\_\_\_\_  
DATE