



Grand Traverse Pavilions Employee Handbook



Intergenerational Community Center

Aquatic/Wellness Center

Adult Residential Community

Grand Traverse Medical Care

Foundation



Evergreen Cottage



Willow Cottage



Hawthorn Cottage

A Community Caring for Generations

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Welcome to Grand Traverse Pavilions!

It is important you know that as an employee of Grand Traverse Pavilions you are a vital member of our team. The quality of your service and your commitment and dedication in assisting us to serve those in need is integral to the success of our programs and services.

You are joining a respected organization that has developed a first-class reputation in our community for providing quality and compassionate healthcare and related services. It is the continued efforts of all employees that has led to, and maintained, this reputation. As a service oriented organization we strive to meet the varying needs of each individual we serve to enhance their quality of life.

I believe that you will find that Grand Traverse Pavilions is also an exceptional place to work. With a staff of over 400 employees, Grand Traverse Pavilions acknowledges and values the contributions each member makes in advancing the organization's purpose and mission. We recognize that our strength is in you, the employee, and that your satisfaction in the workplace is directly related to the quality of care delivered to our customers.

Our expectation is that you strive for excellence in whatever role you serve, so that our combined efforts may carry on the valuable and noble service this organization provides to our community. You, indeed, may take pride in being part of the Pavilion's team, knowing that your contributions can make a meaningful impact in someone's life.

May you find your employment at Grand Traverse Pavilions both rewarding and enjoyable.

Thank you, and again Welcome,

Kory R. Hansen, NHA
Administrator/CEO

Introduction

The intent of this handbook is to provide information and to offer guidelines on the subjects addressed. This handbook supersedes all previous employee handbooks which were distributed prior to this date.

This employee handbook is not all-inclusive. The Employer must manage day-to-day activities and make policy decisions, which require flexibility, latitude and interpretation.

This employee handbook applies to all employees of Grand Traverse Pavilions and is meant to be guidelines for employment. In no way should they be construed to be an employment contract. An employee, management, or other person does not have the authority to enter into any agreement, expressed or written, on behalf of the Organization. If such activity occurs without obtaining prior written approval, the action and agreement will be considered null and void.

Non-union employees of the Organization need to make reference to the non-union addenda for supplemental information.

Union employees of the Organization need to make reference to their respective union agreements for supplemental information.

It is important for employees to understand that the Employer does not hire employees for any specific duration. An employee may resign at any time according to policy, for any reason. The Employer may terminate the employment relationship at any time for any reason not in violation of law or applicable union agreements. No representative of the Employer can waive this policy or authorize exceptions, either verbally or in writing.

The Employer reserves the right to alter, amend, or change any policy at any time for any reason.

If you have questions regarding the content of this Employee Handbook, please see management or the Human Resources Department.

Social Security Number Privacy Policy

Grand Traverse Pavilions, in order to properly secure and protect employee and/or constituent social security number/identification information, holds all employees that use or have access to any employee and/or constituent social security number and information to the highest degree of confidentiality. In addition to the Organization's normal privacy and confidentiality policy/practices, employees are prohibited from accessing, viewing or using other employee and/or constituent social security information. No employee is permitted to access or use social security numbers without the express permission of the Organization.

Only authorized personnel may access records and documents that contain employee and/or constituent social security number and identification information.

Any employee or individual that accesses social security data without authorization or for illegal purposes shall be disciplined including up to discharge, and, if illegal intent is determined, referred to authorities for possible criminal prosecution.

All documents and records containing social security numbers and information will be secured with need-to-know access by authorized personnel only. When necessary, documents containing this and other confidential information will be properly destroyed through shredding or other means before disposal.

For questions regarding social security number privacy and security, contact the Human Resources Department.

Detection and Prevention of Fraud, Waste and Abuse

Grand Traverse Pavilions is committed to complying with all applicable federal and state laws and regulations. To ensure compliance with such laws, policies and procedures are established to detect and prevent fraud, waste, and abuse, and also to support the efforts of federal and state authorities in identifying incidents of fraud and abuse.

Employees are encouraged to bring any suspected fraud, waste, or abuse of Medicare or Medicaid funds to the immediate attention of their supervisor or next level of management. No employee will receive adverse consequence for attempting to eliminate fraud, waste, or abuse of Medicare or Medicaid funds. In instances where fraud, waste, or abuse of Medicare or Medicaid funds is identified by an employee, the employee should receive recognition for efforts to eliminate fraud, waste, or abuse of Medicare or Medicaid funds including recognition involving financial incentives and/or bonuses where appropriate.

Moreover, federal and state laws provide for actions by Private Persons (*qui tam* lawsuits) who can bring a civil action in the name of the government for fraud, waste, or abuse of Medicare or Medicaid funds. These same laws also provide civil and criminal and administrative penalties for filing false claims against Medicare or Medicaid.

Employees who report violations of state or federal law or regulation are provided protection against retaliation or disciplinary action related to the report pursuant to both federal and state laws. These laws prohibit an employer from dismissing, suspending, demoting, or taking other adverse actions against an employee based on the employee's filing of a report of wrongdoing.

Additional information regarding the laws in this area are available in the Employer's False Claims and False Statements to Medicare or Medicaid Policy.

Section I

Employment

1. DEFINITIONS/ABBREVIATIONS

For the purposes of this handbook, the referenced term ~~“Employer”~~ refers to the Grand Traverse Pavilions/Grand Traverse Medical Care.

For the purposes of this handbook, the Organization’s name Grand Traverse Pavilions/Grand Traverse Medical Care may be abbreviated as ~~“GTP/GTMC.”~~

2. JOB DESCRIPTIONS

Employee job descriptions are provided to each employee at the time of hire and are also available for review at the Human Resources Department. Each employee is required to satisfactorily perform the functions of his/her current job description and any future revisions of the job description as may be necessary.

3. PROBATIONARY PERIOD

The probationary period is a time for an employee to become familiar with and demonstrate proficiency in performing his/her job duties. As used throughout this handbook, the term ~~“probation” or “probationary period”~~ refers to an employee’s initial 500 hours for non-supervisors, and 1000 hours for administrative/management positions. An employee’s probationary period may be extended an additional 500 hours to allow for further evaluation, upon written notice to the employee and Union Business Representative, if applicable.

- A. Employees may receive new employee orientation to their work environment and job responsibilities.
- B. Formal and informal evaluation processes as well as tools/observations and other means may occur during probation to assist in analyzing the progress of probationary employees, including but not limited to, punctuality and attendance.

4. EMPLOYMENT RECORDS

- A. An employment record is maintained for each employee in the Human Resources Department. It is the responsibility of each employee to apprise the employer, in writing, initially and when there is a change to current or updated name, address, telephone number, tax exemptions, dependents, beneficiaries, vehicle license plate number, marital status, and the names/addresses of dependents, and any other pertinent data that would be required.
- B. Each employee is expected to provide a current emergency telephone number to be maintained on file with the Human Resources Department to allow notification of a responsible party should an employee emergency occur.
- C. Access to an employee's employment record is restricted to organizational representatives, the employee, and as mandated by law.
- D. An employee may review the contents of his/her employment record upon written request to the Human Resources Director, and at a time deemed suitable to both parties, but may not remove the employment record from the Human Resources Department.
- E. An employee who desires his/her employment record information released to an external party shall provide a signed authorization to the Human Resources Department accordingly.

5. HIRE/ANNIVERSARY DATE

The employment hire date will be the employee's first scheduled work day. An employee who has left employment with the Employer and becomes eligible for employment again, will establish a new hire date as the most recent first scheduled work day.

6. SENIORITY

- A. Seniority is defined as the number of hours worked with the Employer since the most current date of hire.
- B. Seniority may be a factor in the determination of wage increases, time off requests, layoffs, recalls, employee status changes, and other purposes as set forth in specific union agreements and/or organizational policies or determination.

7. **EMPLOYEE CATEGORIES**

Refer to specific union agreements or Non-Union Employee Addenda.

8. **SCHEDULING**

- A. The Employer establishes work schedules for each department to provide sufficient employees to maintain operations campus-wide, 24 hours per day/7 days per week. By necessity, weekend and non-traditional work hours will be scheduled.
- B. It is the responsibility of each employee to schedule personal business on days/time off from work.
- C. An employee may be assigned to work in areas campus-wide, and assigned specific work duties based on qualifications and needs of the Employer.

9. **POSITION VACANCIES**

- A. Union position vacancies will be filled in accordance with specific union agreements.
- B. Non-Union position vacancies will be filled based on multiple factors as determined by organizational policy.

10. **PERFORMANCE EVALUATIONS**

A

- A. Each employee is required to maintain a level of department, attitude, and work performance satisfactory to the Employer at all times. Performance will be evaluated primarily by daily observation. Documentation of work performance may be included in an employee's file.
- B. The Employer may conduct periodic written performance evaluations on or near the anniversary date of employment. Purpose of periodic evaluations is to provide the Employer and the employee an opportunity to review the employee's work performance, and to assess the employee's ability to continue to meet job expectations, with feedback provided to the employee regarding performance and expectations. Non-annual, interim evaluations may be conducted as necessary.

- C. The employee will be requested to sign the evaluation as acknowledgment that the content of the evaluation has been reviewed with the employee. Areas of disagreement by the employee may be noted in writing.

11. EMPLOYMENT OF RELATIVES

If a situation occurs where immediate family could be employed in a supervisor/subordinate relationship, the Employer will assess the appropriateness of the potential situation, and have final decision-making authority on whether or not the reporting relationship will be permissible.

12. PERSONAL VISITORS

It is not acceptable for an on-duty employee to have family members or friends present during his/her shift of work, other than at breaks and lunch times, or for a very brief period of time to resolve an unusual or urgent family matter, with prior authorization from the employee's supervisor. Emergency messages will be accepted and forwarded to the appropriate employee.

13. TRANSPORTATION

Each employee is responsible for personal transportation to work, and must report to work on time as scheduled. Failure to report to work on time as scheduled due to transportation difficulties may be cause for disciplinary action.

14. DEPENDENT CARE

Arrangements for care of dependents during scheduled work times are the responsibility of the employee.

15. SUPPLEMENTAL EMPLOYMENT

- A. Supplemental employment will not interfere with the employee's work schedule with this Organization, nor interfere with satisfactory performance of duties at this Organization.
- B. Schedules will not be rotated with this Employer to accommodate supplemental employment elsewhere.
- C. Supplemental employment will not create a conflict of interest, nor the appearance of impropriety between the employee and this Organization.

- D. Supplemental employment will not be allowed when such employment requires the Organization's employee to give direct care or services to any constituent of the Organization's, including but not limited to the Organization's residents, tenants, adult day care participants and/or child care participants.

16. DRESS CODE

- A. Each employee will report to work in appropriate attire as defined by the Employer in accordance with the established dress code which has been provided to you. Clothing will not interfere with satisfactory performance of job tasks nor the environment in which we strive to maintain for our constituents comfort and well being. The dress code is available from management or the Human Resources Department.
- B. Each employee will wear the Employer approved name identification at all times when on duty. The Employer will provide the first name badge. Replacements may be secured at the Human Resources Department for a charge established by the Organization.

17. WORKPLACE VIOLENCE

- A. Each employee has the right to be free from any threats of, or actual acts of, violence to self or personal property. The Employer has zero tolerance for acts of intentional damage of property, threats of harm or violence, or violent acts. Such acts are considered unsatisfactory acts of deportment and attitude, and as such, will be cause for disciplinary action.
- B. Possession of weapons on the Employer's campus and/or associated programs is strictly prohibited. This applies to each employee, including anyone who may have a permit to carry a concealed weapon.

18. DISCIPLINARY ACTION

- A. There may be occasion when an employee's behavior is unacceptable, resulting in disciplinary action. Disciplinary action may not always include all progressive steps nor will the various forms of discipline necessarily be applied in any specific sequence. Disciplinary action may be issued as a verbal or written warning, paid or unpaid suspension, or discharge. Some situations may be considered serious enough to warrant immediate suspension or termination of employment without prior warning.

- B. The Employer reserves the right to terminate employment of any individual without prior progressive discipline for misconduct which includes, but is not limited to, such things as: sleeping there-by jeopardizing constituent safety; theft; dishonesty; divulging confidential information without proper authority; negligence in performing job duties; jeopardizing constituent/employee safety; use and/or possession or sale of alcohol or drugs; reporting to work under the influence of or having detectable levels of alcohol or prohibited controlled substance; possession of firearms and/or other weapons; behavior such as fighting and intentional destruction of Employer property or another employee's property; falsification of a record or furnishing false information for Employer records; harassing and/or being discourteous to constituents, fellow employees, or the public, such as the making or publishing of malicious, false, or vicious statements concerning any resident, employee or management of the Organization.

Possession of, or being under the influence of alcoholic beverages while on the job or on the Employer's Campus or at associated program sites is strictly prohibited.

Possession of, or utilization of a controlled substance without a physician's prescription specific to the employee, which allows the employee to take such controlled substances while on work time, is strictly prohibited. Dispensing medications to co-workers is prohibited.

It is recognized that an employee may be taking a prescription drug which could impair judgment or other skills required in job performance. Any questions regarding the effect of such medication on performance should be directed to the employee's supervisor.

- C. The Employer reserves the right to discipline an employee for other conduct such as, but not limited to, violation of employment policies, excessive absenteeism or tardiness, improper work performance, sleeping which does not involve constituent safety or loitering during work hours.

19. **GRIEVANCES AND/OR APPEAL RIGHTS/PROCESS**

Refer to specific union agreements or Non-Union Employee Addenda.

20. **COMPLIANCE WITH APPLICABLE LAWS**

A. **CONSTITUENTS' RIGHTS**

1. The Employer makes every effort to comply and enforce the laws, rules and regulations governing constituents' rights, and expects each employee to uphold the same.
2. The Employer will not knowingly employ or continue to employ an individual who has been convicted of any felony, or an attempt or conspiracy to commit a felony, and/or convicted of a misdemeanor that involved abuse, neglect, assault, battery, or criminal sexual conduct against anyone or fraud or theft against a vulnerable adult/child, or a state or federal crime that is substantially similar to such a misdemeanor as described in Michigan Public Act 28 of 2006. Therefore, it is an employee's lawful duty to report any such crimes or convictions to the Human Resources Department immediately.

B. **CONSTITUENT ABUSE**

The Employer has zero tolerance regarding abuse of any constituent, be it a senior or child. The State of Michigan Public Health Code and/or the State of Michigan Licensing Rules for Child Care Centers state that an employee of a nursing facility and/or child care center shall not physically, mentally or emotionally abuse, or mistreat, or harmfully neglect, or misappropriate funds of a constituent. It is mandatory for an employee to report any suspected incidences of constituent abuse to the Director of Nursing and/or Administrator.

C. **NONDISCRIMINATION EMPLOYMENT POLICY**

GTP/GTMC is an equal opportunity employer and strives to observe all federal and state laws prohibiting discrimination of individuals seeking employment, in being appointed or promoted, in any condition of employment, or any separation therefrom, because of race, color, religion, national origin, disability, age, sex, marital status, height, weight and/or other protected characteristics as identified by law. If an employee believes an incident of discrimination has occurred, he/she should report it to management. If this is not feasible for the employee, or the employee believes that adequate action is not being taken, the employee should contact the Human Resources Department.

D. DISCRIMINATION and HARASSMENT, including SEXUAL HARASSMENT

1. The Employer strives to provide each employee a work environment that is free from harassment or intimidation due to characteristics protected by law such as age, race, color, creed, height, weight, marital or financial status, religion, national origin, sex, physical or mental disability, or veteran/military status.
2. The Employer will not knowingly tolerate any form of harassment, including sexual harassment by management, co-worker, vendor, or constituent of the Employer. Harassment consists of unwelcome conduct, (verbal, non-verbal, or physical). Actions that constitute harassment include:
 - a. Harassment on the basis of sex. This includes conduct that involves unwelcome or unsolicited sexual advances, requests for sexual favors, annoying behavior that is sexually motivated or other undesired verbal, visual or physical conduct of a sexual nature. Examples of sexual harassment include, but are not limited to, leering, whistling, pinching or patting, unwelcome hugging, sexual comments about a person's clothing, vulgar or obscene jokes, remarks or jokes that belittle men or women, referring to a person in demeaning terms (such as, "sweetie" or "bunk"), revealing parts of the body that violates common decency, starting or spreading rumors about a person's sex life, physically forcing sexual activity on a person, and display of obscene or sexually oriented photographs or drawings.
 - b. Harassment on the basis of characteristics protected by law as listed above. Examples of racial or other harassment can range from insensitive behavior including but not limited to jokes, language, or comments.
3. Complaints regarding harassment are to be advanced to management or the Human Resources Director.
4. If the harassment complaint is against a supervisor, it is to be advanced to the Department Head. If the complaint is against the Department Head, it is to be advanced to the Department Head's supervisor. If the complaint is against the Administrator/CEO, the complaint is to be advanced to the Human Resources Director.
5. If the harassment allegation is substantiated, the responsible employee will be subject to disciplinary action up to and including termination of employment.

E. OTHER LAWS, RULES AND REGULATIONS

Each employee will comply with all other applicable laws, rules and regulations governing all aspects of the Employer in which the employee is assigned.

F. SMOKING POLICY

Grand Traverse Pavilions is firmly committed to supporting employee health and well being and is dedicated to promoting a wellness culture in our workplace. In order to maintain a healthy work environment for all employees, Grand Traverse Pavilions is a tobacco-free campus. The tobacco-free campus policy is available from management or the Human Resources Department.

G. REASONABLE ACCOMMODATION - DISABILITIES

The Grand Traverse Pavilions recognizes that employees with physical or mental disabilities may need reasonable accommodations to enable them to perform their essential job functions. Any employee who believes s/he needs reasonable accommodation should notify his/her supervisor and Human Resources. Although the need for accommodations is determined on a case by case basis, generally the Organization and the employee engage in an interactive process with the employee and the employee's healthcare provider(s) to confirm the existence of the condition, its limitations in the workplace and possible reasonable accommodations. The employee has an obligation to cooperate with the Organization in this process, which may include authorizing the Organization to communicate with the employee's healthcare providers concerning the employee's condition, its limitations and possible reasonable accommodations.

21. HEALTH AND SAFETY

A. The Employer has established rules for the health and safety of individuals. Each employee is required to know/understand and comply with such rules, including all current fire/safety procedures which are located at work stations.

B. An employee involved in an accident or incident shall immediately report the occurrence to management as well as any physical injury sustained. The employee shall document the accident/incident on appropriate form, and shall submit all available names and addresses of witnesses to the accident or incident.

- C. Failure to follow accident/incident reporting protocol may result in untimely processing of claim.
- D. An employee who has sustained an injury while on duty may be eligible for Workers Compensation coverage, and for an alternate job assignment.
- E. Medical examinations may be required by the Employer at its discretion in the event of:
 - 1. Chronic absenteeism
 - 2. Potential inability to perform normal job functions
 - 3. Other unusual circumstances
- F. Communicable Disease
 - 1. A skin test for tuberculosis is required annually. If a skin test result is positive, the employee will be required to obtain a chest x-ray at the Employer's expense.
 - 2. An employee who has had a positive tuberculosis test is required to complete an annual tuberculosis symptom evaluation.
- G. Immunizations

Immunization programs sanctioned by the Employer are provided periodically for employees at no cost.
- H. For Cause Drug and Alcohol Screening
 - 1. For cause drug and alcohol screening of an employee may occur in accordance with union agreements or Non-Union Employee Addenda.
 - 2. In the event of a confirmed positive test result, an employee may be subject to disciplinary action up to and including termination of employment.

22. **PARKING AND ENTERING THE PAVILIONS AND COTTAGES**

The Employer provides parking for employee use in the parking structure. The designated employee entrance/exit for the main building is the tunnel from the parking structure. All employees are encouraged to enter and exit the Organization main building at the designated entrance through the tunnel from the parking structure unless being dropped off or picked up by someone else, in which case the employee pick up/drop off short-term parking spaces by receiving may be utilized, and the designated entrance/exit for these employees are the receiving doors only. Employees assigned to the Cottages are also designated to park in the parking structure and enter each Cottage at its designated entrance.

23. **COMMUNICATION EQUIPMENT**

- A. The Employer's telephones/facsimile machines are for Employer business only. An employee may make personal telephone calls during approved breaks on a pay telephone or personal cell phone in approved areas only.
- B. An employee who answers the telephone in a respective work area is expected to do so in a professional, courteous manner.
- C. Employees use of personal communication devices, including cell phones, pagers, and other mobile communication devices is limited to lunch and break periods and only in approved areas including employee lounge, parking structure or outside the building. It is required that while in use the devices be kept in silent or vibrate mode. While on duty, all communication devices must be turned off and not visible. Use of personal communication devices while on duty pose safety and infection control hazards. The use of personal communication devices that may be invasive or jeopardize security or privacy, as determined by the Organization, in non-approved areas is prohibited unless the routine, normal course of business activities necessitate the use and prior authorization has been obtained from the Organization. If it is determined there is widespread abuse with employees using personal communication devices while on duty, the privilege of using these devices while on Organization property will be restricted or prohibited.
- D. The computer system is the Employer's property, which includes the computers and all hardware, software, diskettes, hard drives, file servers, tapes, electronic mail system, all programs and all information in any form, contained therein.
 - 1. The computer system is for Employer business only.

2. The Employer maintains the right to enter and access the computer system at any time, and to disclose and use all information contained in any computer system for any purpose.
 3. Only authorized individuals employed or contracted by the Employer may install software programs in the computer system.
- E. Access to the internet is for Employer business only. Personal internet use is prohibited.
- F. Electronic mail (e-mail) is a business communication tool and is to be appropriately used for that purpose only.

24. **COMMUNICATIONS**

- A. The Employer's bulletin boards may contain information for an employee such as notices regarding work, benefits, job openings, and other information. All proposed materials to be posted must be approved by the Human Resources Department.
- B. Employer news may be distributed to all Pavilions, Cottages, and departments via organizational communication avenues.
- C. Suggestions may be beneficial to the Employer and may be advanced to a respective supervisor.
- D. Rumors and gossip may cause apprehension to employees and constituents, is not a productive means of communication and should be avoided. Each employee is responsible for not engaging in and the discouraging of rumors.

25. **SOCIAL NETWORKING**

Unauthorized participation in social blogs and networks such as MySpace, Facebook and Twitter is not appropriate during work time. Furthermore, employees should not disparage the Grand Traverse Pavilions, our constituents or our employees on blogs or other social networks at any time. Employees who participate in social networks outside of work time are reminded to use their personal e-mail address for all correspondence and not to publish their Pavilions e-mail address. Unauthorized use of the Grand Traverse Pavilions logo in any type of written or electronic communication is strictly prohibited. Employees who engage in any prohibited Internet usage will be subject to the appropriate disciplinary action, up to and including termination of employment.

26. STAFF DEVELOPMENT

- A. Meetings and in-service trainings are scheduled on a regular basis to provide employees with new information and updates regarding current policies and procedures. Mandatory attendance at meetings and/or mandatory in-service trainings will be designated as such.
- B. Each employee is expected to attend meetings and in-service trainings as required by the Employer.
- C. If an employee chooses to participate in staff development training during non-scheduled work time, this may occur and be compensated for if prior approval is obtained in writing by the employee's supervisor.
- D. Educational expense reimbursement is subject to administrative approval.
- E. Continuing education that is required to maintain an employee's professional licensing status and/or certification is the responsibility of the individual employee. Failure to maintain licensure and/or certification may result in change of job category, or termination of employment.

27. CORPORATE COMPLIANCE

Each employee is required to comply with Corporate Compliance Policies and Code of Conduct standards. These policies and/or standards are provided upon hire and are available from management or the Human Resources Department.

28. PRIVACY PRACTICES/CONFIDENTIALITY

The Employer is committed to conducting business with high standards of business ethics and integrity.

- A. The Employer strives to comply with the Health Insurance Portability and Accountability Act (HIPAA) Privacy Practices, and provides mandatory training to each employee accordingly.
- B. Each employee is required to maintain the confidentiality of constituent information, and is under obligation to actively protect and safeguard protected health information in a manner designed to prevent the unauthorized use and disclosure of this information.
- C. Each employee is under obligation to promptly notify management of any possible violations of the Employer's Privacy Practices or improper activity by employees or agents, and cooperate in the investigation process.

Section II

Payment of Wages

1. PAY PERIODS

- A. The pay period consists of 14 calendar days. The pay period ends at 7 a.m. every other Sunday.
- B. The work week consists of 7 consecutive days beginning on each Sunday of the pay period.

2. TIME CLOCK REQUIREMENTS

- A. An employee who is required to use the time clock must always clock in before starting work and clock out when the work period is completed. The employee is expected to clock in not more than 15 minutes before the scheduled shift, or clock out not more than 5 minutes after completion of the scheduled shift.
- B. Failing to clock in or out is not permissible. An employee must clock in or out to accurately account for time worked. Failure to clock in will result in the employee not being recognized as working, and thereby will be uncompensated time. If an employee has an issue clocking in or clocking out, the employee must notify the Scheduling department. Failure to clock out may result in the Employer's inability to determine hours worked. Failure to clock in or out will lead to disciplinary action, and potential loss of wages due to unaccounted/unauthorized time.
- C. Falsifying your time worked is equivalent to falsification of records, is prohibited, and the employment of those involved will be terminated.
- D. An employee will not be compensated to the beginning of his/her shift if more than 7 minutes late for duty.

3. LEAVING THE WORKPLACE

- A. An employee required to use the time clock who must leave the workplace for any reason during work hours must first obtain prior authorization from management and must clock out, and upon return, clock back in. The employee will not be paid for the time out of the Organization.

- B. An employee not required to use the time clock who leaves the workplace during business hours, must notify and obtain permission from your department supervisor/manager on duty.

4. **LUNCH AND REST PERIODS**

Refer to specific union agreements or Non-Union Employee Addenda.

5. **OVERTIME**

Refer to specific union agreements or Non-Union Employee Addenda.

6. **WORK DAYS/HOURS/SHIFTS**

- A. Work hours are established by the Employer. Work days/hours may vary periodically, or be altered to meet the needs of the Employer.
- B. Shift duration shall be scheduled by the Employer's management according to the needs of the department as determined solely by the Employer.

7. **SEVERE WEATHER**

- A. On occasion the weather may become so severe that management may declare a severe weather emergency. State law requires that the Employer have minimum staffing even during severe weather. Each employee is expected to comply with the Employee Emergency Staffing Plan posted in departmental procedures.
- B. For further information refer to specific union agreements or Non-Union Employee Addenda.

8. **CALL-IN PAY**

- A. If an employee is called in to work on a non-scheduled work day and does not arrive at his/her work site prior to the normal start of the shift, due to notification by the Employer after the start of a shift, the Department Director may retroactively pay the employee back to the beginning of the shift.
- B. If an employee is called in and then his/her services are not required, the employee will be given the option of working the full shift or any part of that shift.

9. MAINTAINING STAFFING REQUIREMENTS

- A. Should staffing levels fall below staffing requirements as determined solely by the Employer, management may call in non-scheduled employees to meet those staffing requirements, or require employees on duty to stay over. A mandatory stay-over list will be maintained by the Employer as necessary.
- B. Priority for call-ins shall be as follows:
 - 1. Volunteers (employees) who have previously indicated their availability for work on non-scheduled days.
 - 2. Irregular, on-call employees.
 - 3. Regular, part-time employees.
 - 4. Regular, limited service employees.
 - 5. Regular, full-time employees.
- C. To ensure equity within employee categories, call-ins or stay-overs shall be rotated. Should there be a legitimate inability to come in when called, or to stay over, based solely on the decision of the person responsible for maintaining staffing requirements, that employee may be excused from call-in or stay-over that day but will stay at the top of the list for the next call-in/stay-over coverage.
- D. A maintenance employee will be paid actual time or a minimum of 2 hours time if called in for maintenance emergencies.

10. COMPENSATION

Refer to specific union agreements or Non-Union Employee Addenda.

11. SHIFT DIFFERENTIAL

Refer to specific union agreements or Non-Union Employee Addenda.

12. WEEKEND DIFFERENTIAL

Refer to specific union agreements or Non-Union Employee Addenda.

13. LONGEVITY COMPENSATION PLAN

Refer to specific union agreements or Non-Union Employee Addenda.

Section III

Employee Benefits

1. **WAGE OPTION PROGRAM CHOICES - EARNED TIME OFF (ETO) OR PAY IN LIEU OF EARNED TIME OFF (PIETO)**

Refer to specific union agreements or Non-Union Employee Addenda.

2. **VACATIONS**

For specific information regarding vacations, please refer to specific union agreements or Non-Union Employee Addenda.

3. **HOLIDAYS**

For specific information regarding holidays, please refer to specific bargaining unit agreements or Non-Union Employee Addenda.

4. **PERSONAL DAYS**

For specific information regarding personal days, please refer to specific union agreements or Non-Union Employee Addenda.

5. **ABSENCE DUE TO ILLNESS**

For specific information regarding absence due to illness, please refer to specific union agreements or Non-Union Employee Addenda.

6. **BEREAVEMENT LEAVE**

For specific information regarding bereavement leave, please refer to specific union agreements or Non-Union Employee Addenda.

7. **JURY DUTY**

For specific information regarding jury duty, please refer to specific union agreements or Non-Union Employee Addenda.

8. LEAVE OF ABSENCE

A. For specific information regarding leave of absence, please refer to specific union agreements or Non-Union Employee Addenda.

B. FAMILY & MEDICAL LEAVE ACT (FMLA)

It is the policy of the Grand Traverse Pavilions that the leave benefits provided under the Family and Medical Leave Act (FMLA) are administered for eligible employees in a manner that is compliant with the law, promotes return to health and normal work duties, and does not affect the level of services delivered to the residents of the Grand Traverse Pavilions. Employees should refer all questions regarding FMLA to the Human Resources Department.

9. RETIREMENT PROGRAM

For specific information regarding retirement program, please refer to specific union agreements or Non-Union Employee Addenda.

10. ELECTRONIC TRANSFERS OF COMPENSATION

Employees may choose electronic transfers of compensation through direct deposit or payroll card. For specific information regarding electronic transfers of compensation, please contact Human Resources.

11. HEALTH INSURANCE

For specific information regarding health insurance, please refer to specific union agreements or Non-Union Employee Addenda.

12. PRE-TAX SECTION 125/109 OPTION

The Organization participates in a pre-tax deduction program designed to afford the employee the opportunity to pre-tax child care and health expenses not reimbursed by insurance coverage. Information regarding this program is available in the Human Resources Department.

13. **EMPLOYEE ASSISTANCE PROGRAM**

The Organization currently offers an Employee Assistance Program (EAP). This benefit is designed to assist employees with personal and family issues of concern. Information regarding the EAP is available in the Human Resources Department.

14. **LOCKERS**

- A. Employee lockers are the property of the Employer and are available for employee use according to policy.
- B. The employee will be assigned a locker for storage of personal items while working, and is encouraged to secure the locker using a personal lock.
- C. Personal items such as coats, boots and purses must be kept in the lockers. The Employer is not responsible for any lost or misplaced items.
- D. The Employer reserves the right to conduct periodic cleaning and/or inspections of the lockers.

15. **EMPLOYEE BREAK AREA(S)**

- A. Employee area(s) for the purpose of taking breaks are provided for employee use.
- B. Designated refrigerators for employee lunches are available. All food items stored must have the employee name and date on the package. Food left in a refrigerator over 24 hours is subject to being discarded.

Section IV

Grand Traverse Pavilions *Human Resources*

ABSENTEEISM AND TARDINESS

POLICY

PURPOSE

The goal of the Organization is to provide optimum care to constituents. To successfully achieve this goal, a team effort is needed on a daily basis, and therefore a policy to address absenteeism and tardiness is essential.

STANDARDS

This policy is intended to provide a specified number of days per year for unscheduled absences/tardies, which are not to be construed as entitlement for indiscriminate utilization.

Ten (10) absence days will be allowed during a one (1) year period based on the employee's hire date, with no accruals from year to year.

Any absence/tardy is counted as an absence/tardy regardless of the explanation or physician's written statement, unless the employee is dismissed from work by the Infection Control Coordinator/designee due to a contagious medical condition. Only the day sent home due to a contagious medical condition will be exempt from counting as an absence.

Also exempt from absenteeism accruals are pre-arranged time off work, approved leaves of absence, absence due to work related injury and qualifying Family Medical Leave (FMLA).

The Organization reserves the right to request medical documentation to verify medically-related absences.

DEFINITIONS

Except for the above referenced exemptions, an absence occurs when an employee fails to report to work on a scheduled day. Each day absent will count as one (1) single absence occurrence except for following:

DEFINITIONS CONTINUED

Weekend absences

An employee absence on a scheduled weekend day will result in one absence and a make-up, to be scheduled on a weekend day at the discretion of the Organization.

An employee absence on a scheduled weekend day make-up will be counted as two absences.

Employees at work for a make-up weekend day are not eligible for the volunteer home list on that day.

A one-half ($\frac{1}{2}$) absence on a scheduled weekend day will result in a full day make-up, to be scheduled on a weekend day at the discretion of the Organization.

Holiday absences

One half ($\frac{1}{2}$) absence = one (1) full absence

One (1) full absence = two (2) full absences

There WILL be make-ups required/scheduled for holiday absenteeism, scheduled at the sole discretion of the Organization.

An absence also occurs when an employee reports to work on a scheduled day but then leaves and is absent the remainder of the scheduled shift:

The employee will be charged with one (1) full absence when he/she does not work at least half of the scheduled shift, or the employee will be charged with one half ($\frac{1}{2}$) absence when he/she works at least half of the scheduled shift, but then leaves before the end of the shift.

Two (2) half ($\frac{1}{2}$) absences will count as one (1) full absence.

***The exception is holiday and weekend absences as previously defined.

A tardy is defined as arrival for the scheduled shift more than one (1) minute late and no more than thirty (30) minutes late. Tardiness beyond thirty (30) minutes would then convert to a half ($\frac{1}{2}$) absence, unless the employee leaves work prior to the end of the scheduled shift the same day, which would then result in one (1) full absence.***The exception is holiday and weekend absences as previously defined.

Three (3) tardies will count as one (1) full absence.

PROCEDURE

1. Notification of Absence

- A. Calling in for reasons of absence for all departments or organizational programs must be made to a central telephone number as specified. The person assigned to the central telephone number will retrieve call-in messages and notify the respective department supervisor accordingly. Administrative staff are to contact the pre-designated person/telephone number for respective areas.

PROCEDURE CONTINUED

- B. Notification must be given at least one (1) hour prior to the start of the day shift or two (2) hours prior to the start of the afternoon or night shift. Failure to provide notification as stated will subject the employee to disciplinary action up to and including termination at the discretion of the Organization.
- C. When notifying of an absence related to an approved FMLA, the FMLA condition must be specified by the employee, and then verified for qualification purposes by the Organization that FMLA applies to the absence.
- D. When notifying of an absence due to illness, symptoms must be specified for infection control purposes.
- E. Compliance with the advance notification requirement does not remove the absence as defined by the Absenteeism and Tardiness Policy, but failure to provide notification as specified will subject the employee to disciplinary action up to and including termination consistent with the Organization's Employee Handbook guidelines and specific Bargaining Unit contracts.

2. No Call/No Show

Employee advance notification regarding his/her absence from a scheduled shift is imperative. Should an employee fail to provide advance notification, the following procedure will be initiated:

- A. One (1) no call/no show will be allowed and will count as one (1) absence if an explanatory letter is provided to the Administrator/designee and accepted as a valid reason, prior to the employee's next scheduled day/shift after the no call/no show occurrence. If the letter and reason are not deemed acceptable by the Administrator/designee, automatic termination will occur.
- B. A supervisor/designee will be responsible to contact the employee prior to his/her next scheduled day to advise the employee to write and deliver the explanatory letter for presentation to the Administrator/designee's office prior to the employee's next scheduled day/shift, and the supervisor/designee will document such contact accordingly on appropriate form.
- C. Unsuccessful attempt(s) by the supervisor/designee to contact the no call/no show employee, (e.g., no answer or message left with another person/answering machine), will be documented accordingly on appropriate form by the supervisor/designee and will constitute a valid

PROCEDURE CONTINUED

method of contact. The time frame for contact attempts by the supervisor/designee will be up to two (2) hours into the respective shift of employee's absence.

- D. A second no call/no show within the employee's respective attendance year will result in automatic self-termination of employment.
- E. An employee who fails to report for work or to call in for two (2) consecutive scheduled days will be considered a voluntary quit without notice, and WILL FORFEIT ALL ACCRUED BENEFITS.
- F. During an employee's tenure of employment with the Organization, more than four (4) single no call/no show occurrences will result in automatic self-termination, unless there are two (2) no call/no show occurrences within the employee's respective attendance year which will result in automatic self-termination as stated in No Call/No Show Procedure step #4, page #3.

3. Attendance Monitoring

- A. The Attendance Tracking Form will be utilized to monitor each employee's absences/tardies.
- B. Attendance monitoring will occur per anniversary year (hire date to anniversary date; anniversary date to anniversary date thereafter).
- C. The Attendance Tracking Form will be initiated for each employee by the Human Resources Department at the time of initial employment with the Organization, and will be retrieved/replaced at employee's anniversary year end thereafter. Anniversary year end Attendance Tracking Forms will be returned to the Human Resources Department.
- D. An employee who acquires three (3) absences during his/her probationary period will be terminated unless circumstances have occurred to justify otherwise, which will be at the sole discretion of the Organization. In addition to attendance determination, probationary evaluations and other such tools/observations will reflect whether or not the probationary employee's performance and/or conduct meets Organization standards.
- E. Each absence/tardy will be recorded on the master Attendance Tracking Form and reviewed with the employee by the supervisor/designee after the employee returns to work. The employee will sign/date the master Attendance Tracking Form and the supervisor/designee will sign/date the form verifying review by the employee. Should an employee refuse to sign the master tracking form, a third party witness will be summoned to

PROCEDURE CONTINUED

sign/date as a witness, thereby completing the process. The master tracking form will be maintained by respective supervisor/designee.

- F. Two (2) half absences will be transferred to the front side (absence tracking side) of the Attendance Tracking Form and recorded as one (1) full absence.

Three (3) tardies will be transferred to the front side (absence tracking side) of the Attendance Tracking Form and recorded as one (1) full absence.

- G. A copy of the master Attendance Tracking Form will be provided to the employee after each absence/tardy is reviewed if he/she so desires.

4. Corrective Action Intervention

- A. When an employee's absences reach a specified number within his/her respective one (1) year employment period, the employee's supervisor/designee will meet with the employee to explain that his/her unscheduled absences constitute a problem that must be corrected, and that progressive discipline will be implemented if not corrected.

The following sequence will occur:

Absence # six (6)	Coaching/counseling by designated supervisor
Absence # seven (7)	Coaching/counseling by Department Director
Absence # eight (8)	Verbal Warning
Absence # nine (9)	Written Warning
Absence # ten (10)	Three (3) day unpaid suspension scheduled at the Organization's discretion

Any unscheduled time absent from work beyond ten (10) absences including a tardy, half day, or full day = Termination of employment.

5. Perfect Attendance Recognition

- A. Human Resources Department will be responsible to establish and implement the manner of recognition in accordance with respective Bargaining Unit contracts.

Section V

Resignation and Retirement

1. **RESIGNATION**

Refer to specific union agreements or Non-Union Employee Addenda.

2. **EXIT INTERVIEWS**

The Employer may invite an employee to participate in an exit interview with the Human Resources Director/designee prior to their last day of work.

Section VI

RECEIPT OF EMPLOYEE HANDBOOK

Each employee is required to sign a statement indicating he/she will read and will comply with, all provisions of the Employee Handbook. Every attempt will be made to inform each employee of Employee Handbook changes as they occur.

I will read and agree to comply with all the provisions of the Grand Traverse Pavilions Employee Handbook.

None of these provisions may be modified by any implied or expressed written or verbal communication by any employee or management that has not been approved in writing by the CEO or designee. Previous version obsolete.

Signature of Employee

Date

Employee Handbook
Dated July 29, 2011