



Employee Handbook

Grand Traverse Pavilions**Employee Handbook**

Welcome to Grand Traverse Pavilions	5
Introduction	6
Social Security Number Privacy Policy	7
Detection and Prevention of Fraud, Waste, and Abuse	8
SECTION I: EMPLOYMENT	9
1. Definitions/Abbreviations	9
2. Job Descriptions	9
3. Probationary Period	9
Non-Supervisory Positions: Five hundred (500) hours of work.	9
Administrative/Management Positions: One thousand (1,000) hours of work.	9
4. Employment Records	9
Maintenance: The Human Resources Department maintains an official record for each employee.	9
Employee's Responsibility: Employees must promptly notify Human Resources in writing of any changes to name, address, telephone number, marital status, dependents, and other pertinent data.	9
5. Hire/Anniversary Date	9
6. Seniority	9
7. Employee Categories	10
8. Scheduling	10
9. Position Vacancies	10
10. Performance Evaluations	10
11. Employment of Relatives and Workplace Relationships	10
12. Personal Visitors	10
13. Transportation	10
14. Dependent Care	11
15. Supplemental Employment	11
16. Dress Code	11
17. Workplace Violence	11
18. Disciplinary Action	11

19. Grievances and/or Appeal Rights/Process.....	12
20. Compliance with Applicable Laws	12
21. Health and Safety.....	13
22. Parking and Entering the Pavilions and Cottages	13
23. Communication Equipment	13
24. Communications.....	14
25. Social Networking	14
26. Staff Development	15
27. Corporate Compliance.....	15
28. Privacy Practices/Confidentiality	16
SECTION II: PAYMENT OF WAGES.....	17
1. Pay Periods	17
2. Time Clock Requirements	17
3. Leaving the Workplace	17
4. Lunch and Rest Periods.....	17
5. Overtime	17
6. Work Days/Hours/Shifts	17
7. Severe Weather.....	17
8. Call-In Pay	17
9. Maintaining Staffing Requirements.....	17
10. Compensation.....	18
11. Shift Differential.....	18
12. Weekend Differential	18
13. Longevity Compensation Plan.....	18
SECTION III: EMPLOYEE BENEFITS	19
1. Earned Time Off (ETO).....	19
2. Vacations	19
3. Holidays	19
4. Personal Days	19
5. Absence Due to Illness.....	19
6. Bereavement Leave.....	19
7. Jury Duty.....	19
8. Leave of Absence (Including FMLA)	19

9. Retirement Program	19
10. Electronic Transfers of Compensation.....	19
11. Health Insurance.....	20
12. Pre-Tax Section 125/109 Option	20
13. Employee Assistance Program.....	20
14. Lockers.....	20
15. Employee Break Area(s)	20
SECTION IV: ABSENTEEISM AND TARDINESS	21
SECTION V: RESIGNATION AND RETIREMENT	26
1. Resignation	26
2. Exit Interviews	26
SECTION VI: RECEIPT OF EMPLOYEE HANDBOOK	26

Welcome to Grand Traverse Pavilions

Dear Team Member,

Welcome to Grand Traverse Pavilions! We're thrilled to have you on board. By choosing to work with us, you're becoming part of a dynamic and caring community committed to delivering exceptional healthcare and related services to older adults and individuals in need.

Our mission goes beyond providing care. We strive to make a positive impact on every life we touch—from our residents and program participants to our fellow team members. We take pride in our reputation for high-quality, compassionate service, and we credit our caring staff for making that reputation a reality.

As part of the team, you play an essential role in carrying out our mission. Each department, each shift, and each person contributes to creating a warm, respectful, and safe environment for everyone. Your dedication and passion are what make Grand Traverse Pavilions stand out.

We hope you find fulfillment in your role as you help enrich the lives of our residents and community members. We look forward to working together and supporting your growth along the way.

Welcome once again to the Grand Traverse Pavilions family!

Sincerely,

Levi J. Petrone

Human Resources Director

Introduction

This Employee Handbook is intended to provide employees with a comprehensive overview of policies, procedures, and benefits applicable to their employment with Grand Traverse Pavilions (“Employer”). This Handbook supersedes and replaces all previously issued handbooks.

This Handbook is not exhaustive and does not create an express or implied contract of employment. The Employer retains the discretion to modify, amend, or rescind any of the provisions herein at any time. Employees will be notified of such modifications when practicable, but changes are effective as determined by the Employer. Nothing in this Handbook shall alter the at-will nature of employment where applicable, nor shall it supersede any provision set forth in an applicable collective bargaining agreement.

- **Non-Union Employees:** Refer to the non-union addenda for supplemental information and clarifications.
- **Union Employees:** Refer to the applicable collective bargaining agreement (CBA) for supplemental information and clarifications.

Any inquiries regarding the content of this Handbook should be directed to the employee’s supervisor or the Human Resources Department.

Social Security Number Privacy Policy

Grand Traverse Pavilions (“the Employer”) maintains a strict policy regarding the confidentiality and security of Social Security Numbers (“SSNs”) and similar identifying information. The following provisions are established to ensure full compliance with applicable laws and to protect the sensitive information of employees and constituents:

1. Authorized Access Only

- Access to any record or document containing SSNs or other identifying data is strictly limited to authorized personnel with a legitimate “need-to-know” in order to perform their official duties.
- No employee is permitted, under any circumstance, to access, view, retrieve, or use SSNs without the express written authorization of the Employer.

2. Prohibited Conduct

- Any form of unauthorized disclosure, duplication, or dissemination of SSNs is expressly prohibited.
- Employees are forbidden from using SSNs for any purpose beyond that which has been explicitly approved by the Employer.
- Violation of this policy may result in disciplinary action, up to and including termination. If illegal intent or conduct is established, such matters shall be referred to the appropriate law enforcement authorities for potential criminal prosecution.

3. Security and Destruction of Records

- All documents and records containing SSNs shall be stored in a secure manner that prevents unauthorized access.
- When disposal is required, these materials shall be irreversibly destroyed—such as through secure shredding or another approved method—to ensure they cannot be reconstructed or retrieved.

4. Enforcement and Inquiries

- The Employer reserves the right to monitor, audit, and investigate any suspected violations of this policy.
- Any employee with questions or concerns about SSN privacy or encountering a suspected breach must immediately contact the Human Resources Department for guidance.

Failure to abide by the foregoing requirements will be grounds for disciplinary action in accordance with organizational policies and may subject the offending individual to civil or criminal liability.

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 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 consequences 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 purposes of this Handbook:

- “Employer” or “Organization” refers to Grand Traverse Pavilions/Grand Traverse Medical Care.
- “GTP/GTMC” may be used interchangeably with the Employer’s full name.

2. Job Descriptions

Each employee shall receive a written job description detailing essential job functions, responsibilities, and performance expectations. The Employer reserves the right to revise job descriptions as operational requirements evolve. Employees are obligated to carry out the duties described in their current job description.

3. Probationary Period

All new employees shall serve a probationary period designed to assess their performance and conduct:

Non-Supervisory Positions: Five hundred (500) hours of work.

Administrative/Management Positions: One thousand (1,000) hours of work.

The Employer, at its sole discretion, may extend the probationary period for up to an additional five hundred (500) hours, subject to written notification to the employee and union representative (if applicable). During probation, an employee’s performance, punctuality, and adherence to policies shall be evaluated. Failure to meet the Employer’s standards may result in termination of employment without recourse.

4. Employment Records

Maintenance: The Human Resources Department maintains an official record for each employee.

Employee’s Responsibility: Employees must promptly notify Human Resources in writing of any changes to name, address, telephone number, marital status, dependents, and other pertinent data.

1. **Access:** Access to these records is limited to authorized organizational representatives, the employee, and parties required by law.
2. **Review:** An employee may review his or her personnel file by submitting a written request to the Human Resources Department.
3. **Release of Information:** Written authorization from the employee is required before releasing any personnel information to third parties, unless mandated by law.

5. Hire/Anniversary Date

An employee’s hire date is the first day they report to work. Should an employee separate from employment and later be rehired, a new hire date shall be established.

6. Seniority

“Seniority” refers to the total number of hours worked since the most recent date of hire. Seniority may affect wage progression, scheduling, layoff and recall procedures, and other employment considerations consistent with applicable union agreements or organizational policies.

7. Employee Categories

Employees may be classified as full-time, part-time, on-call, or otherwise as delineated in the relevant union agreement or non-union addendum.

8. Scheduling

1. **Operating Hours:** Grand Traverse Pavilions operates continuously, requiring coverage 24 hours per day, 7 days per week.
2. **Shift Assignments:** Employees may be assigned to various shifts, including weekends and holidays, based on departmental needs.
3. **Personal Commitments:** Employees are expected to schedule personal obligations on their off-duty time.

9. Position Vacancies

Position vacancies shall be posted according to organizational procedures. Where applicable, union employees shall adhere to the job bidding and seniority provisions of their collective bargaining agreement. Non-union employees shall comply with policies as determined by management.

10. Performance Evaluations

The Employer conducts periodic performance evaluations to assess an employee's job performance, productivity, and conduct. Employees may be requested to sign evaluations as an acknowledgment of receipt. Interim evaluations may occur if deemed necessary by the Employer.

11. Employment of Relatives and Workplace Relationships

1. **Policy Statement:** Relatives, spouses, domestic partners, or individuals in a close personal relationship shall not be employed in the same department or the same Pavilion, absent prior written approval from the Human Resources Department. This restriction is designed to reduce the potential for conflicts of interest, fraud, waste, abuse, and perceptions of favoritism.
2. **Reporting Requirement:** Employees must inform Human Resources if they enter into a relationship with a colleague that may fall under these guidelines.
3. **Exceptions:** Exceptions may be granted at the sole discretion of the Employer, subject to written documentation and any required conditions to mitigate conflict or compliance concerns.

12. Personal Visitors

During scheduled work hours, employees shall limit personal visitors to designated break periods or communal areas. In extenuating circumstances, employees must secure supervisory approval before meeting with personal visitors during work hours. Emergency messages shall be relayed to employees through supervisory or designated communication channels.

13. Transportation

Each employee bears responsibility for timely arrival at work and must secure reliable transportation. Transportation delays shall not ordinarily exempt employees from punctuality requirements.

14. Dependent Care

Employees must secure adequate dependent care to ensure they can perform assigned duties without undue interruption.

15. Supplemental Employment

Supplemental employment shall not conflict with an employee's work schedule, performance, or create a conflict of interest. An employee shall not render direct care or services to any Grand Traverse Pavilions constituent outside of employment with the Employer. Any supplemental employment arrangement must comply with this provision and all related policies.

16. Dress Code

All employees shall report to work attired in a professional and safe manner consistent with the Employer's dress code guidelines. Clothing shall be neat, clean, and shall not interfere with the performance of job responsibilities. The Employer-issued identification badge must be worn at all times while on duty.

17. Workplace Violence

The Employer maintains a zero-tolerance policy against workplace violence. Physical harm, threats, intimidation, or the intentional destruction of property are strictly prohibited. The possession of any weapon while on organizational premises or performing job duties is forbidden. Violations of this policy may lead to immediate termination and possible legal action.

18. Disciplinary Action

1. **Progressive Discipline:** Depending on the nature and severity of misconduct, discipline may range from verbal or written warnings to suspension or termination.
2. **Grounds for Immediate Termination:** 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, thereby 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 (including THC); 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 viscous 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 substance 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.

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

Employees who believe they have been subjected to unfair treatment or policy violations should consult the relevant union agreement or non-union addendum for the appropriate grievance or appeal procedure. Non-union employees may file a formal complaint through supervisory or Human Resources channels.

20. Compliance with Applicable Laws

1. **Constituents' Rights:** Employees shall uphold all federal and state regulations that protect the rights of residents, tenants, participants, and children in Employer programs.
2. **Constituent Abuse:** The Employer shall not tolerate any form of abuse (physical, mental, emotional, sexual, or financial) of a constituent. Suspected cases must be reported to management immediately.
3. **Nondiscrimination Employment Policy:** Grand Traverse Pavilions is an equal opportunity employer. Discrimination based on race, color, religion, national origin, sex, age, disability, height, weight, marital status, veteran status, or any other protected characteristic is strictly prohibited.
4. **Discrimination and Harassment (Including Sexual Harassment):** Offensive or harassing behavior is prohibited. Employees are encouraged to report incidents to a supervisor, Department Head, or the Human Resources Department.

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 "hunk"), 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.

Complaints regarding harassment are to be advanced to management to the Human Resources Director. 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 or CEO, the complaint is to be advanced to the Human Resources Director.

If the harassment allegation is substantiated, the employee responsible will be subject to disciplinary action up to and including termination of employment.

5. **Other Laws, Rules, and Regulations:** Employees shall comply with all applicable healthcare regulations, privacy rules (e.g., HIPAA), and general legal requirements.

6. **Smoking Policy:** The campus is tobacco-free. Smoking or use of any tobacco product is not permitted on Employer property. Violation of this policy will result in disciplinary action up to and including termination of employment.
7. **Reasonable Accommodations:** The Employer will make reasonable accommodations for qualified individuals with disabilities, to the extent required by federal and state law.

21. Health and Safety

1. **Safety Protocols:** Employees shall comply with all safety procedures, including fire safety, infection control, and emergency preparedness.
2. **Accident/Incident Reporting:** Any accident or incident involving personal or property damage must be reported immediately to the supervisor.
3. **Medical Examinations:** The Employer may require medical examinations or screenings, including but not limited to TB tests, to ensure compliance with regulations and maintain a safe environment.

Medical examinations may be required by the Employer, at its discretion, in the event of:

- Chronic absenteeism
- Potential inability to perform normal job functions (Fitness for Duty Examination)
- To complete a medical certification for FMLA, or in connection with a work-related injury
- For cause drug and alcohol screening of an employee may occur in accordance with union agreements or Non-union Employee addenda
- Other unusual circumstances

22. Parking and Entering the Pavilions and Cottages

Employees are generally required to park in the designated parking structure and use the designated employee entrance/exit. Exceptions may apply when employees are dropped off or picked up at alternate entrances, subject to management approval. The designated employee entrance/exit for the main building is the tunnel from the parking structure.

23. Communication Equipment

- **Telephone/Fax:** Employer-owned devices are primarily for business use.
- **Personal Electronic Devices:** Personal cell phones or similar devices shall remain off or in silent mode during working hours, except during approved breaks and in designated areas.
- **Computer and Network Usage:** Internet and email systems are Employer property and should be used for legitimate business purposes only. The Employer reserves the right to monitor usage.

- **Computer and Network Systems, Electronic Health Records Systems, and Other Systems:** Information Systems maintains and updates its policies and procedures related to the systems in use on campus from time to time. Please contact Information Systems or Human Resources if you have any questions about policies or procedures related to Communication Equipment, Computer or Network Systems, Electronic Health Records Systems, or other systems.

24. Communications

- **Bulletin Boards:** Official Employer notices shall be posted on designated bulletin boards. Employees are responsible for checking these boards regularly.
- **Suggestions:** Employees are encouraged to direct suggestions for improving operations to their immediate supervisor, or to use established suggestion channels.
- **Rumors/Gossip:** Engaging in or propagating rumors is discouraged as it may disrupt the workplace.

25. Social Networking

Grand Traverse Pavilions (“the Employer”) is firmly committed to maintaining the privacy and dignity of all residents, patients, and staff, as well as preserving the professional reputation of the organization. Employees are therefore required to adhere strictly to the following standards regarding any form of social media or online conduct:

1. Restriction on Social Media Usage During Work Hours

- Absent express written authorization from the Employer, employees shall not engage in social media activity, blogging, or other online postings during their working hours. Time spent on personal social media platforms must be confined to approved break periods and shall not disrupt or interfere with work responsibilities.

2. Confidentiality and HIPAA Compliance

- Employees must not disclose any Confidential or Protected Health Information (“PHI”) pertaining to residents, patients, or other constituents, in compliance with the Health Insurance Portability and Accountability Act (“HIPAA”) and applicable state laws.
- Posting any photograph, video, audio recording, or other depiction that identifies or could reasonably identify a resident or patient is strictly prohibited unless the individual (or authorized representative) has provided explicit, written consent in accordance with Employer policy and legal requirements.
- Any unauthorized disclosure of confidential information—whether intentional or inadvertent—may result in disciplinary action, up to and including termination, and may also subject the offender to civil or criminal liability.

3. Non-Disparagement of the Employer

- Employees are expressly prohibited from publishing content on social media or other public forums that is maliciously false, defamatory, or otherwise disparaging toward Grand Traverse Pavilions, including its management, staff, or services.

- Legitimate employment-related concerns should be directed through internal channels or the appropriate grievance process, rather than aired publicly on social media.

4. **Prohibition Against Harassment and Inappropriate Content**

- Employees shall not engage in any form of harassment or discrimination, including but not limited to content that disparages protected classifications, coworkers, supervisors, or residents.
- Content that could undermine the Employer's mission, violate another individual's right to privacy, or otherwise harm the Employer's reputation is strictly forbidden.

5. **Consequences of Non-Compliance**

- Violations of this Social Networking and Online Conduct policy will result in disciplinary measures commensurate with the seriousness of the offense, which may include suspension or termination of employment.
- Where violations involve illegal activity—such as HIPAA breaches or defamatory content—employees may also be referred to law enforcement and held personally liable for damages.

Employees with questions regarding acceptable social media usage, HIPAA implications, or the confidentiality of organizational information are directed to contact the Human Resources Department for further clarification.

26. **Staff Development**

1. **Mandatory In-Service Training**

- Employees are required to attend and complete all mandatory in-service programs, continuing education sessions, and staff trainings assigned via the Employer's Learning Management System ("LMS") or as otherwise directed.
- Such training shall be performed on-site and during the employee's regularly scheduled working hours so that the employee is compensated for the training time.
- If the Employer deems it necessary for any mandatory training to be completed outside the employee's normal work schedule, the employee must obtain **prior written authorization** from the Human Resources Director.

2. **Educational Reimbursement**

- Requests for educational expense reimbursement beyond the required in-service and continuing education programs must receive prior approval from management.
- Approval is contingent upon budgetary resources and the relevancy of the proposed education to the employee's position and organizational needs.

27. **Corporate Compliance**

Employees shall conduct themselves in accordance with the Employer's Corporate Compliance Policies and Code of Conduct. Any concern regarding potential violations or misconduct shall be reported immediately to management or the Corporate Compliance Officer.

28. Privacy Practices/Confidentiality

All employees must abide by the Health Insurance Portability and Accountability Act (HIPAA) and Employer-specific policies to safeguard protected health information (PHI). Any unauthorized disclosure, access, or use of PHI is strictly prohibited and may result in disciplinary action, up to and including termination.

SECTION II: PAYMENT OF WAGES

1. Pay Periods

Pay periods consist of fourteen (14) consecutive calendar days, ending at 7:00 a.m. every other Sunday. Paychecks or direct deposits are generally issued according to the Employer's standard payroll schedule. The work week consists of seven (7) consecutive days beginning on each Sunday of the pay period.

2. Time Clock Requirements

- All employees required to record hours must clock in prior to starting work and clock out immediately upon completion of work. Failure to do so accurately may result in unpaid time or disciplinary action.
- Employees are expected to clock in not more than fifteen (15) minutes before their scheduled shift, and clock out not more than five (5) minutes after completion of their scheduled shift.
- Falsifying your time worked is equivalent to falsification of records, is strictly prohibited, and the employment of any employee involved will be immediately terminated for cause.

3. Leaving the Workplace

Employees may not leave the workplace during scheduled work hours without prior approval from their supervisor or manager. If required to leave, employees must clock out (if applicable) and clock in upon returning.

4. Lunch and Rest Periods

Meal periods and rest breaks are governed by applicable union agreements or non-union addenda. Employees must adhere to the allocated timeframes and department guidelines.

5. Overtime

All overtime must receive prior authorization from the Employer. Overtime compensation shall be administered pursuant to the Fair Labor Standards Act (FLSA) and any applicable union agreement.

6. Work Days/Hours/Shifts

Work days, hours, and shift assignments are determined by operational necessities. The Employer reserves the right to adjust schedules to ensure adequate staffing.

7. Severe Weather

In the event of severe weather, the Employer 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.

8. Call-In Pay

Employees called in to work outside their regularly scheduled hours may receive call-in pay as defined by their collective bargaining agreement or non-union addendum. Management may cancel call-in shifts if operational needs change.

9. Maintaining Staffing Requirements

To ensure compliance with mandated staffing ratios and operational needs, the Employer may require employees to work beyond their scheduled shifts or may call in employees on off days. Call-ins and stay-overs

shall be assigned on a rotating or equitable basis, subject to departmental practices. A maintenance employee will be paid actual time or a minimum of two (2) hours' time if called in for maintenance emergencies.

10. Compensation

Refer to the relevant union agreement or the non-union addendum for details regarding wage scales, pay increments, and eligibility for wage adjustments.

11. Shift Differential

Certain shifts, such as evenings, nights, or weekends, may qualify for a shift differential pursuant to the union agreement or non-union addendum.

12. Weekend Differential

A weekend premium rate may apply to employees working designated weekend hours, as stipulated by union agreements or Employer policy.

13. Longevity Compensation Plan

Employees who meet specific tenure requirements may be eligible for longevity compensation if provided for in their union agreement or non-union policy guidelines.

SECTION III: EMPLOYEE BENEFITS**1. Earned Time Off (ETO)**

Employees accrue ETO (paid time off) at a rate determined by their accumulated seniority hours. Specific accrual rates, maximum balances, and usage rules are detailed in the applicable union or non-union addenda. Employees may also contact the Human Resources Department for the most current information and guidance regarding the ETO plan.

2. Vacations

Vacation eligibility, accrual rates, and scheduling procedures are prescribed by the collective bargaining agreement or non-union addenda. Requests for vacation must be submitted in advance and approved by management.

3. Holidays

Recognized holidays, holiday pay, and scheduling shall be administered in accordance with the governing labor agreement or non-union policy.

4. Personal Days

Eligibility for personal days and request procedures are established by the applicable union agreement or organizational policy.

5. Absence Due to Illness

Employees must follow the proper call-in procedures for absences due to illness. Medical documentation may be required in certain instances, consistent with applicable union agreements and Employer policies.

6. Bereavement Leave

Paid or unpaid bereavement leave shall be provided in accordance with the respective bargaining agreement or Employer policy, based on the nature of the relationship to the deceased.

7. Jury Duty

Employees who are summoned for jury duty must notify their supervisor promptly. Eligibility for jury duty pay is governed by the relevant contract or policy.

8. Leave of Absence (Including FMLA)

Employees seeking a leave of absence, including FMLA leave, must contact Human Resources to initiate the request. All leave requests must comply with Employer procedures and applicable laws.

9. Retirement Program

Grand Traverse Pavilions may offer retirement benefits as delineated in the applicable labor agreement or non-union addendum. Employees are advised to consult Human Resources for enrollment details and eligibility.

10. Electronic Transfers of Compensation

The Employer requires employees to utilize direct deposit or payroll cards. Enrollment forms are available through Human Resources.

11. Health Insurance

Health insurance benefits (medical, dental, vision) are subject to the terms of the union agreement or non-union policy. Employees are responsible for timely enrollment and compliance with any eligibility requirements.

12. Pre-Tax Section 125/109 Option

Employees may elect to pay eligible healthcare or dependent care expenses on a pre-tax basis, in accordance with the terms and conditions of the Employer's IRS Section 125/109 program.

13. Employee Assistance Program

An Employee Assistance Program (EAP) is available to provide confidential counseling and referral services to employees dealing with personal or work-related issues. Details are available through Human Resources.

14. Lockers

Lockers are the property of the Employer, offered for storage of personal belongings. Employees are encouraged to use personal locks. The Employer reserves the right to conduct inspections or cleaning of lockers when necessary, at its sole discretion, and with no notice. The Employer is not responsible for any lost or misplaced items.

15. Employee Break Area(s)

Designated break areas are provided for employee use. Refrigerators and microwaves are available; all personal food items must be labeled with the employee's name and date. Items left for more than 24 hours may be discarded at the Employer's discretion.

SECTION IV: ABSENTEEISM AND TARDINESS**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; therefore, a policy to address absenteeism and tardiness is essential.

It is understood that illness, family responsibilities, and other unplanned events can impact an employee's ability to report to work as scheduled. 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 use.

STANDARDS**1. Allowed Absences**

- Regular, Full-Time Employees: Ten (10) absence days are allowed during a one-year period, tracked on a rolling 12-month calendar.
- Regular, Part-Time Employees: Seven (7) absence days are allowed during a one-year period, tracked on a rolling 12-month calendar.
- On-Call Employees: Subject to the attendance guidelines established in the "On-call Status" policy.

2. Full-Time to Part-Time Employment Status Changes

- An employee moving from full-time to part-time will continue with ten (10) allowable absence days for the remainder of the current 12-month rolling period. Thereafter, the allowance becomes seven (7) days.

3. Attendance Occurrence Definition

- An attendance occurrence is defined as any time missed from a scheduled shift greater than two (2) minutes and will be tracked on the employee's attendance tracking form.

4. Exclusions (Not Charged to Attendance)

Time missed for any of the following reasons is not charged as an occurrence:

- Disciplinary suspension days.
- Pre-arranged and approved time off.
- Bereavement days.
- Jury duty, subpoenas, or other court-mandated appointments.
- Time off under FMLA or Military Leave of Absence (LOA).
- Declared severe weather days.
- Work-related injury.

5. Consecutive Illness/Injury Absences Count as One (1) Occurrence

- Two (2) consecutive missed shifts for 12-hour staff, or
- Three (3) consecutive missed shifts for 8-hour staff, will be counted as only one (1) absence occurrence when a doctor's note is provided. Any days missed beyond these thresholds (e.g., more than two 12-hour shifts, or more than three 8-hour shifts) will require use of FMLA or a facility leave.
- Documentation Deadline: The doctor's note must be provided within two (2) weeks of the last day absent. Failure to provide a doctor's note will result in each day of absence being counted individually.

DEFINITIONS**1. Rolling Calendar**

- A rolling 12-month period measured backward from the date an employee calls in absent. Whenever an absence occurs, the Organization looks 12 months prior to that date to count occurrences. After 12 months pass from a specific absence, that occurrence "drops off" the record.

2. Absence Occurrence Calculations

Except for exempted reasons listed above, an absence occurs when an employee fails to report to work as scheduled. Charges to attendance will be based on actual time missed from the scheduled shift:

- 0.25 Occurrence: >2 minutes late/missed but ≤45 minutes
- 0.50 Occurrence: >45 minutes missed but ≤4.5 hours
- 1.0 Occurrence: >4.5 hours missed but ≤8.5 hours
- 1.5 Occurrences: >8.5 hours missed

3. Holiday Absences

- Holiday absences are charged double (2 × the above applicable occurrence).

4. Weekend Make-Up Absences

- Weekend make-up absences are also charged double (2 × the above applicable occurrence).
- The Organization may schedule make-up shifts at its sole discretion for weekend and holiday absences.

5. Absence Exchange

- Employees may "earn back" up to 2.5 attendance points in a 12-month period by picking up extra posted shifts:
 - Each 8-hour shift picked up removes 0.5 occurrence from the employee's total.

- Each 12-hour shift picked up removes 0.75 occurrence from the employee's total.
- Absence exchange is not permitted during a probationary or introductory period.

PROCEDURE

A. Notification of Absence

1. Call-In Requirements

- All employees must call the central telephone number designated by the Organization to report absences or tardies.
- The individual assigned to this central line will retrieve messages and notify the respective supervisor/department.

2. Administrative Staff

- Must contact the designated person/telephone number for their area.

3. Advance Notice

- For shifts starting before 10:00 a.m.: Notify at least one (1) hour prior to the start of the shift.
- For shifts starting at or after 10:00 a.m.: Notify at least two (2) hours prior to the start of the shift.

4. Failure to Notify

- Failure to provide the required notice may result in disciplinary action up to and including termination.

5. Infection Control

- Employees calling in due to illness must specify symptoms for infection control purposes.

6. FMLA

- When calling in for an FMLA-approved condition, the employee must state the absence is related to an FMLA condition. The Organization will verify eligibility.

7. Policy Application

- Meeting the advance-notice requirement does not remove the absence from counting as an occurrence. However, failure to provide proper notice subjects the employee to additional disciplinary action, in keeping with the Handbook and/or any applicable Bargaining Unit contract.

B. No Call/No Show

1. First No Call/No Show

- One (1) no call/no show is allowed and will count as described above, provided the employee submits an explanatory letter prior to the next scheduled shift to the Administrator/designee and that explanation is accepted as valid.
- If the explanation is deemed invalid, termination will be automatic.

2. Supervisor Responsibility

- The supervisor/designee will attempt to contact the employee before the next scheduled shift to advise them of the need for the explanatory letter.

3. Contact Attempts

- Two attempts within up to two (2) hours of the missed shift will be made. No answer or leaving a message is considered a valid contact attempt.

4. Second No Call/No Show

- A second no call/no show within the employee's rolling 12-month attendance period results in automatic self-termination.

5. Two Consecutive Days

- Failing to report or call in for two (2) consecutive scheduled shifts is considered a voluntary quit without notice. The employee forfeits all accrued benefits.

C. Attendance Monitoring

1. Attendance Tracking Form

- Initiated by the Scheduling Department at hire and used to record all absences/tardies.

2. Probationary Employees

- Any probationary employee accumulating three (3) absences during the initial probation period may be terminated at the Organization's sole discretion (unless unique circumstances justify otherwise).
- Other probationary tools (evaluations, overall conduct) also apply.

3. On-Call Employees

- Subject to the "On-call Status" policy regarding attendance.

D. Corrective Action Intervention

Employees will not be required to sign for each individual occurrence until they reach the designated threshold for a verbal warning.

Corrective Action Steps for Regular Employees

Action	Full-Time (FT)	Part-Time (PT)
--------	----------------	----------------

Verbal Warning	6 occurrences	4 occurrences
----------------	---------------	---------------

Written Warning	8 occurrences	6 occurrences
-----------------	---------------	---------------

Suspension	10 occurrences	7 occurrences
------------	----------------	---------------

- At each of these stages, the employee reviews the attendance tracking form and signs the counseling memo.
- Suspension dates may be waived at the Organization's discretion.
- Any unscheduled absence beyond 10 (FT) or 7 (PT) triggers termination.

Corrective Action Steps for Probationary/Introductory Employees (within 500 hours)

Action	Occurrences
--------	-------------

Verbal Warning	1
----------------	---

Written Warning	2
-----------------	---

Termination	3
-------------	---

- Absence Exchange is not allowed during probation or the introductory period.

E. Perfect Attendance Recognition

- The Human Resources Department will establish and implement recognition for perfect attendance in accordance with respective Bargaining Unit contracts or organizational policy.

SECTION V: RESIGNATION AND RETIREMENT**1. Resignation**

Employees intending to resign are requested to submit written notice at least two (2) weeks in advance, or as required by the relevant collective bargaining agreement. Failure to provide adequate notice may affect eligibility for rehire or benefits.

2. Exit Interviews

Prior to the last day of employment, the Employer may invite the employee to participate in an exit interview. The objective is to gain feedback and gather recommendations for organizational improvement.

SECTION VI: RECEIPT OF EMPLOYEE HANDBOOK

Each employee is required to sign a statement acknowledging receipt and review of the Employee Handbook. By signing, the employee affirms understanding of the Employer's policies and agrees to abide by them. This Handbook does not constitute a guarantee of continued employment nor does it supersede any contractual provisions in the applicable collective bargaining agreement.

Employee Acknowledgment

I, _____ (print name), hereby acknowledge that I have received, read, and understand the Grand Traverse Pavilions Employee Handbook. I agree to comply with all guidelines and policies contained therein. I recognize that the Employer reserves the right to modify the policies and procedures described at any time.

Employee Signature: _____

Date: _____