This is the Employee Handbook for all of United Health Services (UHS), which serves as a general guide to the UHS Human Resources policies and procedures, practices and benefits. For more specific details about topics covered in this Handbook, please refer directly to the Human Resources Policies and Procedures Manual for your respective location – UHS Hospitals, UHS Chenango Memorial, UHS Delaware Valley Hospital, UHS Home Care and/or UHS Senior Living at Ideal. Neither this Handbook, nor any other communication of practice, creates an employment contract or provides any employee special rights or privileges.

Many of the pay practices, employment policies, and benefits described generally in this Handbook are covered in detail in the Human Resources Policies and Procedures Manual. An on-line manual is available for your review on the UHS Intranet in the Human Resources section, under Policies and Manuals. A hard copy of the manual can also be found in any of the Human Resources Departments across the UHS System. Information about Retirement Plans and Group Insurance Plans is located on the UHS Intranet in the Human Resources section, under Benefits and Compensation, if you are an employee at UHS Hospitals, UHS Chenango Memorial Hospital or UHS Senior Living at Ideal. Employees at UHS Delaware Valley Hospital and UHS Home Care can review this information in their Human Resources Departments. All of these official texts are controlling documents and take precedence over any inconsistent statement made in this Handbook or by any manager/supervisor.

Our organization reserves the right to change, amend, or terminate, at any time, the content or application of its policies, programs, or benefits that are described in this Handbook. These changes may be implemented even if they have not been first communicated, reprinted or substituted in this Handbook. If you have any questions about a specific practice, policy or benefit, check with your supervisor, your department manager or the Human Resources Department. Please note that managers/supervisors do not have the authority to change any of the provisions of this Handbook, or to promise you anything contrary to what is stated in this Handbook.

In addition to this Handbook and the Human Resources Policies and Procedures Manual, UHS provides regular communications to its employees about important announcements and upcoming events through UHS News Online, on the UHS Intranet, and the CAREtime system. Be sure to check these resources on a regular basis to stay informed about what’s going on in our organization.
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**We hope this handbook helps you to better understand our commitment to the patients and community we serve.**

**We are happy to have you with us and hope your experience at UHS will be truly rewarding.**
To honor our promise and accomplish our mission, we believe that the following behavioral values are crucial for you to demonstrate if we are going to be a match as employer and employee.

In addition to being competent in the responsibilities outlined in your job description, you have an important professional role to play at UHS. To fill that role, all employees are expected to practice the following attitudes and behaviors while at work.

- Maintain a professional demeanor while serving your customers. A professional demeanor includes…
  - Practicing a balanced, creative problem-solving approach even under stress or when asked to practice out of your comfort zone,
  - Reporting to work with a professional and clean appearance, using polite body language and tone of voice. You must be professional always! Accountable always!
- Demonstrate trustworthy behavior and speech. Your customers know when you are trustworthy because you…
  - Exhibit personal integrity, honesty and professional competence.
  - Do what you say you will do. You are consistent in your values and actions.
  - Are dependable, accountable and maintain patient confidentiality and privacy.
  - Act as a contributing member of our professional team.
- Commit to caring for coworkers and customers. Show that you care by…
  - Being attentive to others’ needs.
  - Recognizing others’ contributions and concerns.
  - Maintaining the dignity of all people, no matter what the circumstances.
  - Respecting people and their differences.
  - Empathizing with others’ situations and concerns.
  - Building rapport when possible and forgiveness where necessary.
- Keep a positive, “can do” attitude toward tasks, coworkers, management and customers.
- Communicate coherently. You can achieve this by…
  - Listening to understand and speaking to be understood.
  - Not blaming others when something doesn’t go right or fails.
  - Simply asking questions to learn more and clarify understanding.
- Demonstrate flexibility in the face of changes and new ideas. Change is unsettling so…
  - Understand WHY changes are being made.
  - Ask questions, when necessary.
  - Give the changes or new ideas a chance, and offer feedback.
- “Own your job.” Take good care of your…
  - Organization’s resources. Avoid waste, suggest cost saving ideas, take care of things by keeping them clean, and maintain a safe area to work in.
  - Personal career. Identify one or two areas of growth, learning or certification to pursue every year.
UHS is a locally owned, not-for-profit healthcare system based in Greater Binghamton, N.Y. Its hospitals, long-term care facilities, home care agencies, primary and specialty care offices and affiliated medical providers offer comprehensive care and service across a six-county region in New York’s Southern Tier. With a medical staff of over 500 physicians and advance practice providers, and facilities at 60 locations, UHS is the region’s largest healthcare system.

Founded in Greater Binghamton in 1981 and not part of any national organization, UHS was formed through the consolidation of three community hospitals — Ideal, Wilson and Binghamton General. Over the years it has grown to encompass four hospitals, two skilled nursing facilities, home care services, and primary and specialty care at more than 60 separate locations in Broome and surrounding counties.

The UHS system is known as a regional leader in a host of medical and surgical specialties, and is a designated trauma, stroke and chest pain center. It is a nationally respected teaching hospital, a major affiliate of the Clinical Campus at Binghamton of Upstate Medical University at Syracuse and other osteopathic teaching institutions as well.

Current members of the system are UHS Hospitals, UHS Chenango Memorial Hospital in Norwich, UHS Delaware Valley Hospital in Walton, UHS Senior Living at Ideal, and UHS Home Care. Affiliates are the UHS Medical Group and the UHS Foundation, which raises funds to enhance care and services at UHS.

With more than 5,700 employees, UHS is the largest private employer in the region. While it is not-for-profit, its employees and their jobs contribute to UHS’ total annual economic impact of more than one billion dollars on its region. Devoted to quality, patient-centered care, its stated mission is “to improve the health of those we serve through our commitment to excellence in all that we do.”
UHS supports a culture in which all employees are responsible for abiding by professional standards of care and conduct, as well as actively promoting the safety of patients, employees and visitors, reducing the likelihood of errors, and addressing both environmental-system factors and human factors that present increased risk to patients. Our culture of safety and the ongoing promotion of a safe environment are achieved through the conscientious, coordinated and efficient efforts of every individual toward these goals. You should understand and follow the policies and procedures applicable to your assigned duties; be aware of potential hazards before acting; and promptly report errors, events or situations of actual or potential harm. These actions enable our organization to identify and correct system problems.

Prevention, not punishment, is key to our culture of safety. That is why our processes focus on the “how” of errors and events, not the “who.” It is unacceptable for any employee to participate in, or condone through silence, either an attempt to hide an error or a punitive response that serves only to fix blame upon an individual, rather than to correct the conditions that led to the error.

Employees are the most valued asset at UHS and their safety is a priority. Environment of Care (Safety) Committees meet regularly to ensure UHS has an active, progressive and effective accident prevention program that promotes a safe work environment based on employee involvement, empowerment, ownership, pride, teamwork, leadership, enthusiasm and encouragement of innovation. As part of your general orientation, you will also be given training in safety and fire prevention. Your department manager/immediate supervisor will inform you of your responsibilities in the event of a fire or other type of crisis or emergency.

INTRODUCTION

The Employment Information section serves as a general guide to policies and procedures that support the UHS goal to hire and retain the very best employees. To this end, we are committed to the concept of “growing our own” and have programs designed to encourage career advancement through continuing education and promotional opportunities. In addition to job posting and transfers, this section will provide information to you about important employment related activities such as professional licensure, attendance and absenteeism, employment categories/status, how to access your employment records and more.

EQUAL EMPLOYMENT OPPORTUNITY

It is the policy of UHS to provide equal employment opportunity to all persons as provided by Federal, New York State or local law without regard to race, creed, religion, color, national origin, age, sex, marital status, sexual orientation, gender identity or expression, physical or mental disability, citizenship status, military status and genetic predisposition or carrier status, or any other protected status as provided in Federal, New York State or local law.
INTRODUCTION
UHS is committed to offering you employee education and development opportunities which continue to upgrade your knowledge, skills and abilities and to assist you with reaching your career goals. We work with you and your manager/ supervi s o r to ensure you are up to date with relevant regulatory requirements and equipped to effectively deal with current and future work demands for your job. You will play an active role in assessing your skills and interests, identifying training and development goals, and seeking development activities that help you reach your full potential.

ONBOARDING PROCESS FOR NEW UHS EMPLOYEES
As a new employee at UHS, you will attend our full day orientation program, New Employee Welcome (NEW), which familiarizes you with the organizational objectives, expectations, policies and culture of UHS. Topics covered include Employee Health and Benefits, Awareness and Reporting of Patient Abuse, HIPAA Privacy and Security, Maintaining a Confidential and Respectful Work Environment, Quality Improvement, Service Excellence and Behavioral Values.

You are also expected to complete a comprehensive training program which includes the following courses:

• Health, Safety and Security
• Confidentiality of Information and Respectful Work Environment
• Regulatory Compliance
• Guidelines for Respectful Patient Care or Resident Rights, Care and Safety for employees with direct patient contact

Any other necessary orientation and training is provided to you within your own individual department. Your department manager/supervisor will provide a detailed introduction to specific job responsibilities. If you are in a Nursing role, you will attend either an unlicensed or licensed nursing orientation program following the New Employee Welcome (NEW).

As a new UHS employee, you’ll wear a “welcome” sticker on your employee badge during your six-month orientation period. This sticker lets other employees know you are new to the organization so they can provide a warm welcome and act as a resource for information. For further details, please refer to HR Policy 2-4(S) New Employees’ Welcome.

EDUCATION AND TRAINING PROGRAMS
The UHS Learning Institute is designed to meet three key needs – 1) continued professional development and growth, 2) fulfillment of personal and professional interests and 3) compliance with regulatory requirements. Your participation in training programs offered through the Learning Institute will enhance your critical thinking and reflection skills, focus on your continual or life-long learning and provide you with both formal and informal learning in the workplace. This education ensures your compliance with mandated requirements and enhances your knowledge and skills in a variety of job-related topics. Information about course topics and class schedules can be obtained from Organizational Development.

NEW EMPLOYEE ORIENTATION PERIOD
As a new employee, you are given up to a six (6) month new employee orientation period. The purpose of the employee orientation period is to provide you with the opportunity to become acquainted with your new position, your co-workers and the organization in general. The employee orientation period also gives your department manager/supervisor an opportunity to observe your work performance and behaviors.

In addition, if you are promoted/transferred to another position and/or department/unit you will have up to a six (6) month orientation period that provides an opportunity for you to become acquainted with your new positions and co-workers. The orientation period also gives your department manager/supervisor an opportunity to observe your work performance and behaviors. If you need further information or have questions, please refer to HR Policy and Procedure 2.5 New Employee Orientation Period.

EMPLOYMENT CATEGORIES/EMPLOYMENT STATUS
There are three (3) basic categories of employment:

Orientation: Employees who are in their initial six (6) months of service either after their date of hire or the appointment to a new position.

Regular: Employees who have successfully completed their six (6) month orientation period.

Temporary: Employees hired for a maximum period of six (6) months to fill a temporary need.

Employment categories are further broken down into employment status. Your employment status is based on the average number of hours you are budgeted to work per pay period and is primarily used to determine eligibility for various UHS benefits. There are five (5) basic employment statuses: Full Time, Part Time I, Part Time II, Part Time III, and Per Diem. Additional information can be found in HR Policy and Procedure 2.3 Employment Categories/ Employment Status.

JOB POSTING/TRANSFERS
We encourage your professional growth and development. Our internal job posting system identifies promotional and transfer opportunities and allows you a chance to advance in the organization.

Regular employees, both full and part time, are eligible to participate in the job posting program after one year of regular employment. Thereafter, you are eligible to apply for a transfer/promotion after you have been in your current position for a minimum of six (6) months.

Vacant positions are posted on job boards throughout our facilities and job postings can be accessed via the UHS Intranet or our website, www.uhs.net/jobs. Additional information about the job posting system is available from your manager/supervisor or Human Resources. For further details, please refer to HR Policy and Procedure, 2.8 Job Posting/Transfers.
EMPLOYEE ATTENDANCE
As a health care organization, we provide quality patient care 24 hours a day, seven days a week. Obviously, the work schedules for some employees/departments vary. Your schedule is prepared as far in advance as possible so that you can plan your time accordingly. Both your co-workers and our patients depend upon your attendance and punctuality. You should report to work promptly every day and leave promptly after the completion of your shift. If you need further information or have questions, please refer to HR Policy and Procedure 2-11(S) Employee Attendance.

EMPLOYEE ABSENCE
If it is impossible for you to report for work because of illness or any other reason, or if you will be late, you should notify your department manager/supervisor as early as possible, before the start of your shift, in accordance with department procedure. Excessive absences or consistent tardiness are sufficient cause for disciplinary action, including dismissal. Failure to report an absence for three consecutive days is considered a voluntary resignation of employment. Additional information can be found in HR Policy and Procedure 2-11(S) Employee Attendance.

WORKING HOURS
Usual working hours for full-time employees are eight (8) hours a day, five (5) days a week. Full-time employees may have hours that are different from the usual schedule. If this applies to you, or if you are a part-time employee, you will be informed of your hours at the time of your employment. For further details, please refer to HR Policy and Procedure 2.12 Working Hours.

PROFESSIONAL LICENSURE AND REGISTRATION
It is the policy of UHS that all employees required to have a license, registration or certification to practice their profession in New York State will have such license, registration or certification verified by the primary source at the time of hire and thereafter at the time of renewal (prior to the expiration date).

You must notify your supervisor/department manager immediately if your license, registration or certification is suspended or revoked or if the licensing agency takes any other form of disciplinary action against you. Additional information can be found in HR Policy and Procedure 2-16(S) Verification of Professional Licensure and Registration.

EMPLOYEE IDENTIFICATION
Employees at UHS are required to wear their UHS identification while on duty. This will identify you and your function to patients, visitors and co-workers. UHS provides identification badges at no cost. If the identification badge is lost or damaged as a result of the employee’s negligence, there is a replacement fee. For further details, please refer to HR Policy and Procedure 2-15(S) Employee Identification.

The selling of tickets, merchandise or other commercial promotion on hospital property is prohibited. If you need further information or have questions, please refer to HR Policy 5-4(S) No Solicitation/No Distribution.

BULLETIN BOARDS
Bulletin boards are maintained in each of our facilities to help keep employees up to date on various departmental and organization-wide items of interest. Employees will want to make a habit of reading these notices and keeping informed about our plans for the future, changes in policies, current activities and any pertinent new items. Employees are able to buy and sell personal property using the classified advertising board. Any questions about posted material should be directed to the department manager/supervisor or the Human Resources Department.

In addition, by visiting the UHS Website, www.intranet.uhs.net, you can receive updates on the various organization-wide items of interest. For further details, please refer to HR Policy 5.9 Bulletin Boards.

EMPLOYEE HEALTH SERVICES
As a health care organization, the health and welfare of UHS employees is essential to the delivery of our services. The Employee Health Offices are maintained for the benefit of employees who become ill or injured while working and to assure that employees who have been ill are sufficiently recovered to have patient contact. Services provided by Employee Health services include, but are not limited to the following:
- Annual health assessment
- Testing and immunizations
- Work-related injuries
- Personal illness
- Return To Work (RTW) approval process

For further details, please refer to HR Policy 7-4(S) Employee Health Services.

EMPLOYEE SERVICE RECOGNITION PROGRAMS
Annual recognition programs are sponsored by UHS to express appreciation for employees’ service. Special events are held to honor employees at various milestones. Additional information can be found in HR Policy 5.8 Employee Service Recognition Programs.
protect the privacy of the information. In addition, sending Protected Health Information (PHI) to an external organization or persons must be authorized by the HIPAA Privacy Officer and Security Officer.

- UHS authorized users may use for purposes of improving individual and organizational communication, performance, and productivity.
- Personal use of e-mail (including UHS e-mail and/or outside e-mail sites, e.g., Yahoo, G-mail, Aol, etc.) is permitted, preferably during employee’s non-working time (i.e., lunch, breaks) but use must not be excessive or interfere with employees’ ability to satisfactorily perform their job, or interfere with departmental/unit operation.
- All social media sites and online communities created by UHS that are used to promote a UHS department, program, function, or other affiliation have to be approved by the Vice President of Community Relations.
- Company e-mail, internet and social media websites are not private or confidential and can be audited and/or monitored at any time by UHS management/authorized staff to ensure proper and appropriate use.

For further details, please refer to HR Policy 5-14(S) Computer, Electronic Mail (E-Mail), Internet Use and Social Media.

USE OF TELEPHONE AND CELL PHONE/ELECTRONIC COMMUNICATION DEVICES

It is the policy of UHS to limit the number of personal telephone calls/communications using the organization’s telephones or personal cell phones/electronic communication devices. This will help ensure that there will not be an adverse affect on patient care and confidentiality, organizational operations, and employee productivity. Employees are therefore asked to make any personal calls/text messages during non-working time (e.g. breaks, lunch, in private areas away from patients) and to ensure that friends and family members are aware of UHS’s policy.

While at work employees are expected to exercise the same discretion in using personal cellular phones as is expected for the use of UHS phones. Excessive personal calls, texting, or any other communication device use during the workday can interfere with employee productivity and be distracting to others. Employees should not be answering personal phone calls/texting while providing patient care or interacting with staff, patients or visitors. Cell phones should be placed in vibrate mode in order to control noise level. If you need further information or have questions, please refer to HR Policy 5-15(S) Use of Telephone and Cell Phone/Electronic Communication Devices.

NO SOLICITATION/NO DISTRIBUTION

In order to prevent disruption in business operations, interference with patient care, or inconvenience to patients, employees and visitors, UHS has established this policy regarding solicitations and the distribution of literature on hospital property.

You and your colleagues cannot solicit in work areas while you or the other employees involved are on working time. This restriction does not apply to employees in non-work

PERSONAL APPEARANCE

Organizations such as UHS are judged by their conduct, attitude and appearance of each employee. Your appearance should be appropriate for the duties you perform. Appropriate attire for all employees will be determined based on the following considerations: employee and patient safety, infection control and personal appearance. The Dress Code Standards have been established to provide direction and examples to employees regarding what constitutes appropriate personal appearance. If you need further information or have questions, please refer to HR Policy and Procedure 2-13(S) Personal Appearance, Cleanliness and Uniforms.

EMPLOYMENT RECORDS

Employment records are the property of UHS and the information contained in your employment record is considered confidential. In order to keep your employment and payroll records accurate and up-to-date, any changes in your personal information should be updated on-line via the HRaccess employee portal or by contacting your Human Resources Department. This may include a change of address or telephone number, emergency contact information, legal name, marital status, dependents, insurance beneficiaries and completion of educational courses or degrees earned. Change of addresses, phone numbers and emergency contacts are needed in the event of an emergency at work. Any change in this information should be reported immediately.

Generally, you should receive and/or sign most if not all employment record documents (for example, job application, performance appraisals, written disciplinary actions) before they become part of your employment record. During your term of employment with UHS, you may review the contents of your employment record and request copies, provided you give the Human Resources Department 24 hours advance notice. You may also dispute items in your employment record or request corrections.

UHS will only release your dates of employment and job title to outside organizations. If you wish more information to be released, you will need to provide the Human Resources Department with a written authorization. In addition, UHS will provide copies of the employment record to outside agencies only when it is required by law.

You should also be aware that UHS cooperates with authorized federal, state and local government agency officials who show proper identification and make appropriate requests for access to employment records. Additional information can be found in HR Policy and Procedure 2-10(S) Employment Records.

RESIGNATIONS

If you resign, your notice of resignation should be submitted in writing to your department manager/supervisor. The appropriate notice period for non-management employees is three (3) calendar weeks, not to include scheduled or unscheduled Paid Time Off (PTO). If you are resigning because you are leaving the area, please provide Human Resources with a forwarding address. You should also return all issued items (key, uniforms, etc.) on or before your last day of work. If you need further information or have questions, please refer to HR Policy and Procedure 2-6(S) Employee Terminations.
INTRODUCTION

The goal of compensation programs at UHS is to support the achievement of organizational objectives by rewarding the employees through market-based pay increase processes. Compensation programs are reflective of the employee’s seniority, the value of the employee’s job, as well as the education and professional experience required. Compensation includes not just base pay, but also overtime, shift differential, call pay and other pay programs that provide value to the employee. All pay programs at UHS adhere to all laws and compliance regulations that govern employee pay.

PAY PERIODS AND PAYDAYS

All employees are paid on a bi-weekly basis. You will be paid every other Thursday for the two-week period ending the previous Saturday. Special procedures exist for paydays which fall in the week of a holiday. For more information, please discuss this with your manager/supervisor.

You may arrange to have your check deposited directly into your personal bank account. Additional information and authorization cards are available in the Human Resources Department. If you need further information or have questions, please refer to HR Policy and Procedure 3.5 Payday.

PAYROLL DEDUCTIONS

Certain payroll deductions are mandatory by law. These include your federal and state income tax withholdings and your Social Security contributions. You may change your income tax withholdings by specified amounts on-line via the HRaccess employee portal or by contacting the Human Resources Department. In January you will receive a statement of earnings and deductions from the previous year.

Other voluntary deductions, as defined by your respective organization, are made only with your signed authorization. Please contact the Payroll department regarding questions about payroll deductions and/or garnishments.

CAREtime (Recording Employees’ Work Hours)

The official records of hours worked are kept in CAREtime. The CAREtime system determines all premium payments including overtime, shift differential, and holiday pay. Non-exempt employees are expected to present their badge at the badge reader when they begin working and when they end their work shift. Exempt employees are expected to present their badge at the badge reader at the beginning of their shift. If a badge reader is not available, you will be assigned another means to document your time.

Employees must use the badge reader nearest to the work area to which they are assigned. If you are unsure which badge reader to use, please speak with your department manager/immediate supervisor. Also, employees must never permit anyone else to use their badge as this will be grounds for disciplinary action. Additional information can be found in HR Policy and Procedure 2.12 Working Hours.

COMPANY E-MAIL, INTERNET USE AND SOCIAL MEDIA

UHS has a specific policy describing the guidelines for proper and appropriate use of UHS computers, electronic mail (e-mail), internet access and social media. This policy pertains to all users of UHS internal and external e-mail, internet capabilities, and social media websites and pertains to employees, physicians, allied health professionals, medical residents, volunteers, vendors, students, contractors, subcontractors, educational instructors, and other UHS authorized users (hereafter, UHS authorized users).

It is the policy of UHS to protect the privacy of our patients and employees in accordance with all HIPAA regulations and all regulations as they relate to Personal Identifiable information. The Standards of Performance outlined in the referenced policy apply to employees, medical staff/office staff, residents, students, volunteers, vendors/contractors.

Confidential information includes, but is not limited to, patient records, research data, copyrights, intellectual property, protected health information (PHI), corporate information including budgetary or strategic, and any other information deemed confidential. This information may be generated, received or collected by UHS. Additional information can be found in HR Policy 7-1(S), Confidentiality.

PRIVACY NOTICE

For legitimate business reasons and for the safety of our employees and patients, UHS may conduct random, routine or reasonable suspicion searches of its premises for alcohol, drugs, weapons, missing property or for other business related items. This includes searching any company computer, vehicle, building, office, warehouse, parking lot, desk, locker, file cabinet, stairwell, lunch room, closet or other areas which are owned, leased and controlled by UHS. An employee’s vehicle, tool box, bag, backpack, briefcase, purse, lunch box or similar item is subject to being searched randomly, routinely, or for reasonable suspicion if brought onto UHS premises. At any time an employee may be asked to empty or turn out their pockets.

CONFIDENTIALITY

It is the policy of UHS to protect the privacy of our patients and employees in accordance with all HIPAA regulations and all regulations as they relate to Personal Identifiable information. The Standards of Performance outlined in the referenced policy apply to employees, medical staff/office staff, residents, students, volunteers, vendors/contractors.

Confidential information includes, but is not limited to, patient records, research data, copyrights, intellectual property, protected health information (PHI), corporate information including budgetary or strategic, and any other information deemed confidential. This information may be generated, received or collected by UHS. Additional information can be found in HR Policy 7-1(S), Confidentiality.

COMPUTER, ELECTRONIC MAIL (E-MAIL), INTERNET USE AND SOCIAL MEDIA

UHS has a specific policy describing the guidelines for proper and appropriate use of UHS computers, electronic mail (e-mail), internet access and social media. This policy pertains to all users of UHS internal and external e-mail, internet capabilities, and social media websites and pertains to employees, physicians, allied health professionals, medical residents, volunteers, vendors, students, contractors, subcontractors, educational instructors, and other UHS authorized users (hereafter, UHS authorized users).

It is UHS’s policy that its computers, e-mail, internet access, and social media sites be used for work related and authorized activities. These are business tools and are the property of UHS. Access and use are restricted as follows:

- Employee Personal Identifiable Information (PII) sent via e-mail / internet to an external organization(s) must have appropriate security (ex. encryption) features in place to
VIOLENCE IN THE WORKPLACE

UHS is committed to the belief that all employees are entitled to a workplace that is safe and non-threatening and has zero tolerance for any form of workplace violence. This policy is intended to outline what violence in the workplace is and the procedure to follow when violence in the workplace has occurred.

Types of behavior this policy covers:
- Behavior that is intimidating, threatening, disruptive or any behavior which can be perceived to create a hostile work environment.
- Harassing/Threatening messages, either voice or electronic
- The possession of a weapon on UHS property
- Stalking
- Harassment of any nature
- Violations of Court Restraining Orders
- Assault
- Fighting
- Verbal abuse
- Intentional misuse, destruction or sabotage of UHS property/equipment
- Sabotage or theft of another employee’s work, equipment or property

Additional information can be found in HR Policy 5-13(S) Violence in the Workplace.

ON-CALL PERSONNEL

In order to accommodate emergency situations, some departments have an on-call schedule for each call period. While on-call, you will receive availability pay. Should you be called in to work, you will be compensated for the amount of time worked in addition to the availability pay. If you want further information about the on-call procedure, please speak with your manager/supervisor. Additional information can be found in HR Policy and Procedure 3.8 On-Call Pay.

TEMPORARY REASSIGNMENT

Short-term staffing requirements or vacancies are occasionally addressed through temporary reassignments. To ensure quality of patient care and efficient delivery of services, employees may be temporarily reassigned to different locations, departments, units or shifts. Employees will be reassigned only to units and positions for which they are qualified. For further details, please refer to HR Policy and Procedure 2.22 Temporary Reassignment Procedure.

JURY DUTY

If you are called for jury duty, you will be given a leave for the time needed to serve. You will be paid your regular rate of pay for all scheduled work hours missed while serving on the jury.

If your services are essential to your department, you may be asked to request the court to postpone your duty until a later date. If you need further information or have questions, please refer to HR Policy and Procedure 4.8 Leaves of Absence.

OVERTIME

Employees will be paid for all hours worked. All overtime is to be approved by the department manager/immediate supervisor before it is worked, if practical. Depending on the circumstances, unauthorized overtime may require handling in accordance with the disciplinary procedure. Please refer to HR Policy and Procedure 3.6 Overtime for details on eligibility.

SHIFT Differentials

Most employees are eligible for shift differential pay, or, payment at a higher rate, for evening and night shift work. Full-time employees working an eight (8) hour evening or night shift are automatically eligible for shift differential pay. All other employees should ask their department manager/immediate supervisor for details about shift differential pay. Specific examples of how shift differential payments are made are contained in HR Policy and Procedure 3.7 Shift Differential.

DRUG-FREE WORKPLACE

UHS is committed to maintaining a drug-free, healthy, safe and secure work environment for its employees, patients, physicians, and visitors. In accordance with the Federal Drug-Free Workplace Act of 1988, employees may not engage in the unlawful possession and/or use of controlled substances (including alcohol) while on UHS property. UHS conducts alcohol and drug screenings for the following employment related situations: job offers (including internal transfers and promotions); employees returning from a leave of absence; employees returning to work after five (5) or more consecutive unscheduled absent days; reasonable suspicion/for cause and/or; constructive disciplinary action follow-up plans. Constructive disciplinary action up to and including termination.

UHS is committed to providing a work environment that is free from any form of harassment, including unreasonable interference, intimidation, hostility or other offensive behaviors on the part of management, co-workers, physicians, or visitors. Sexual and other unlawful harassment (race, creed, religion, color, national origin, age, sex, marital status, sexual orientation, gender identity or expression, physical or mental disability, citizenship, military status, and genetic predisposition or carrier status, or any other protected status as provided in Federal, New York State, or local law) is prohibited and will not be tolerated. Employees are to report harassing or offensive behaviors to any one of the following:
1. Department Manager/Supervisor
2. Employee Ombudsman
3. Director of Employee Relations or Human Resources
4. Vice President of Human Resources
5. Division Vice President
6. President/CEO

UHS prohibits retaliation against any individual who reports harassment or participates in an investigation of such reports. If you need further information or have questions, please refer to HR Policy 5-10(S) Harassment in the Workplace.

Additional information can be found in HR Policy 5-13(S) Violence in the Workplace.
WEATHER EMERGENCY/ADVERSE WEATHER CONDITIONS

Weather Emergency — Once a weather emergency is declared by the President/CEO (or designee, i.e., Administrator-On-Call) any employee who is late because of the adverse weather conditions but who works at least 75% of their full shift will be paid a full shift. If an employee works less than 75% of the shift because of arriving late due to the weather, they will be paid for hours actually worked. Employees also can supplement their paid hours by using Paid Time Off hours in order to receive full pay of their shift.

While an employee is at work, if severe weather causes a weather emergency to be declared, employees may request to leave work early. If the request is approved by the Department Manager or appropriate supervisor, employees will be paid for all hours worked and, in addition may substitute Paid Time Off hours for those hours which would have yielded a full shift.

Adverse Weather Conditions — In cases where a weather emergency does not exist, but adverse weather conditions cause an employee to be late reporting to work, employees may substitute Paid Time Off, up to the amount of two (2) hours, or extend the shift up to two (2) hours, with the approval of the department manager or appropriate supervisor. Additional information can be found in HR Policy and Procedure 3.9 Weather Emergency/Adverse Weather Conditions and 4.1 Paid Time Off.

BEREAVEMENT LEAVE

The organization recognizes the personal need for time off and the family responsibilities that develop when a death in the family occurs. Therefore, Regular employees who are either Full-time, Part-time I, Part-time II will be paid at the employees’ request for:
- Up to three (3) days of time lost due to a death in their immediate family. Please refer to the Bereavement Leave policy noted below for a definition of “immediate family.”
- One (1) day for the death of a non-immediate family member.

For Part-time employees, the basis for determining the amount of time lost will be dependent on the employee’s regular work schedule.

Employees need to notify their department manager/immediate supervisor as soon as possible to ensure that they receive the bereavement leave benefit and that proper scheduling arrangements can be made to cover for the employee’s absence. If additional time off is needed, please direct your request to your department manager/ immediate supervisor to see what other option may be available.

Under certain circumstances, if additional time off is needed due to the death in the family, your department manager/ immediate supervisor may approve employees utilizing additional time off from their Paid Time Off (PTO) bank or grant a Personal Leave of Absence (PLOA). Additional information can be found in HR Policy and Procedure 3.10 Bereavement Leave.

CONSTRUCTIVE DISCIPLINARY ACTION PROCEDURE

Rules of conduct at UHS are intended to help employees by defining and protecting the rights and safety of all persons: employees, patients and visitors.

Depending upon the severity or degree of the unacceptable conduct, constructive disciplinary action such as coaching, verbal warnings, written warnings, and termination may be provided for unacceptable conduct including but not limited to the following examples:
- Falsification or unauthorized altering of records, employment applications, time sheets, patient records or official UHS documents.
- Failure to render your services to any patient in need of care.
- Excessive lateness or absenteeism.
- Professional incompetence.
- Insubordination.
- Harassment in the workplace.
- Profanity.
- Workplace violence.
- Unauthorized disclosure of information contained in employment, patient or other confidential records.
- Stealing, fighting, gambling, possession of weapons, or destruction of UHS property.
- Unauthorized use and/or possession of intoxicating beverages on UHS property.
- Unauthorized use and/or possession of narcotics or drugs which influence thinking or behavior.
- Reporting for duty or working under the influence of intoxicating beverages or drugs which influence thinking or behavior.
- Willful damage to property or reputation of UHS or those associated with UHS.
- Indecent or immoral behavior.
- Abuse or inconsiderate treatment of patients, physicians, visitors, volunteers or co-workers.
- Refusal to carry out the instructions of a manager/supervisor.
- Leaving the job without permission during regularly scheduled working hours.
- Smoking on UHS property.
- Sleeping while on duty.
- Disruption of UHS business.
- Soliciting or accepting gifts or gratuities.

Should an employee become subject to constructive discipline or if there are questions concerning UHS rules and regulations, please consult with the department manager/ supervisor, Human Resources, or the Employee Ombudsman for UHS Hospitals staff only. For further details, please refer to HR Policy 5-3(S) Constructive Disciplinary Action Procedure.
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Employee Relations involves the body of work concerned with maintaining employer-employee relationships that contribute to satisfactory productivity, motivation, and morale. Essentially, Employee Relations is concerned with preventing and resolving problems involving employees, which arise out of or affect work situations.

OUR COMMITMENT TO A UNION FREE ENVIRONMENT
The most satisfying and productive working relationships are those that are most direct, whether between co-workers or between the individual employee and any level of management. We are firmly committed to giving individual attention to your needs and concerns, face-to-face rather than through an outside third party. Therefore, we feel that unions are neither necessary nor desirable for our employees.

The best guarantee you can have for job security and good wages and benefits is management and employees working together as a team. We encourage you to let your manager/supervisor know about the interests and concerns you may have about your job. By solving together any problems that may arise, we can help to ensure the success and growth of our organization.

EMPLOYEE FAIR TREATMENT POLICY
We recognize that occasionally your working environment may not always be completely satisfactory to you. If you have a complaint or grievance, or if you feel you have been treated unfairly, we encourage you to bring your problem to the attention of your department manager/supervisor. We want to assure you that you can bring a complaint into the open without fear of retaliation, recrimination, or any other action that will affect your security or potential advancement. We believe all complaints and problems should be handled as they arise, as a matter of day-to-day supervision. This should make for a more pleasant and productive working environment, for both you and your manager/supervisor.

As with any problem you experience at work, the first step is to discuss the matter with your department manager/supervisor. If a mutually satisfactory solution cannot be reached, you may initiate the formal Fair Treatment process. Employees using the Employee Fair Treatment Procedure may also appeal to the Peer Review Committee if a mutually satisfactory solution has not been reached with their supervisor and manager. The Peer Review Committee hears the appeal and submits a recommendation to the organization’s President/CEO or designee, who makes the final determination. Additional information can be found in HR Policy 5-2(S) Employee Fair Treatment Policy.

INTRODUCTION
During your New Employee Welcome you receive a comprehensive benefit packet. Your benefit packet will give more specific information regarding your eligibility for each benefit. Please contact your Human Resources Department for more information. This Handbook contains only a brief description of the various benefit plans provided to eligible employees. For the actual descriptions of the benefits available, reference must be made to the individual benefit plans. Where benefits are governed by a formal plan document or master policy, the exact terms of that policy will govern. While it is the organization’s intent to continue all current benefit plans and policies, UHS reserves the right to change, amend or terminate at any time, any benefit plan or policy presently in effect.

HEALTH/DENTAL/VISION/LIFE INSURANCE AND OTHER INSURANCE PRODUCTS
UHS offers eligible employees the option of enrolling in multiple benefit plans to provide coverage for themselves and their eligible dependents. While waiting periods and premiums may vary for certain employees, UHS offers health, dental, vision, employer-provided and supplemental life insurance, flexible spending programs, NYS (short) and long term disability, the opportunity to contribute to a 403(b) retirement savings plan, as well as various other programs to complement employee lifestyles and needs. Newly hired employees are provided information regarding their benefits at orientation. “Qualifying events” that occur during your employment may allow for changes to your enrollments, provided you notify Human Resources within 30 days of the event occurring. For further guidance on eligibility, premium rates, or qualifying event changes, you should contact your Human Resources Department.

AFFORDABLE CARE ACT (ACA)
The Affordable Care Act (ACA) contains various provisions to make health insurance more affordable and accountable to consumers. The ACA provides protection to employees against retaliation by an employer for reporting alleged violations of Title I of the Act or for receiving a health insurance tax credit or cost sharing reductions as a result of participating in a Health Insurance Exchange, or Marketplace. For further details, please contact your Human Resources Department.

PAID TIME OFF
Regular employees may be eligible for the Paid Time Off (PTO) program, based on their Employment Status (i.e. Full-time, Part-time I, etc.). PTO is an allotted number of hours provided to employees for use of vacations, holidays, personal illnesses, and other personal reasons. PTO hours are accrued on a bi-weekly basis. Scheduled PTO may be used if approved by your department manager/supervisor. Employees will be notified of their initial PTO accrual rate upon hire or when their Employment Status changes to a level making them eligible for the PTO program. For additional information about PTO accrual rates, please contact the Human Resources Department. For further details, please refer to HR Policy and Procedure 4.1 Paid Time Off.
LEAVES OF ABSENCE
(including Family, Medical, Military, Jury and Personal)

Leaves of Absence (LOA’s) are a privilege designed to provide regular employees with necessary extended time off under appropriate circumstances. To be eligible for a LOA under the Family and Medical Leave Act (FMLA), employees must have completed one (1) year of service and have worked at least 1,250 hours in the 12 months immediately preceding the start of the Leave. “Military Family Leave” will be approved when eligible employees who are family members of covered service members are needed to provide care for the service member, or for employees who have a covered family member in a qualifying National Guard or the Reserves. For any type of leave, as much advance notice as possible should be provided to your department manager/immmediate supervisor and Human Resources. For more detailed information and eligibility requirements regarding other types of LOA’s, including Personal Leaves, please contact your Human Resources Department or refer to HR Policy and Procedure 4.8 Leaves of Absence.

REASONABLE ACCOMMODATION STATEMENT

UHS is committed to complying with the Americans with Disabilities Act, the New York Human Rights Law, and all applicable laws providing for non-discrimination in employment against qualified individuals with disabilities. Our organization will work with employees who have disabilities to develop reasonable accommodations that allow an individual the opportunity to perform the essential functions of his or her job in a safe and efficient manner. Employees are encouraged to inform the Human Resources Department of any physical or mental disability and to suggest appropriate methods of reasonable accommodation. The failure to volunteer this information will not subject an employee to any adverse treatment or penalty. All information concerning disabilities will be considered confidential and will be released only in accordance with the requirements of the Americans with Disabilities Act and the New York State Human Rights Law.

MEAL/REST PERIODS

It is the policy of UHS to offer meal and rest periods to provide opportunity for relaxation. A thirty (30) minute meal break for all employees who work a shift of more than six (6) hours will be provided away from their work area and two (2), 15 minute rest periods when the work schedule permits. Additional information can be found in HR Policy and Procedure 4.19 Meal Rest Periods.

WORKERS’ COMPENSATION

UHS provides Workers’ Compensation to all eligible employees. It provides weekly cash benefits and all necessary medical care to employees who are disabled because of accidental injury and/or illness resulting from work. The employee is responsible to report an incident within 24 hours by completing an employee incident report and notifying their manager. For further details, please refer to HR Policy and Procedure 4.20 Workers’ Compensation.

EMPLOYEE ASSISTANCE PROGRAM

UHS offers all full time and part time employees access to an Employee Assistance Program which provides services to employees and their families when they are facing physical illness, mental or emotional upset, financial hardships, marital or family distress, substance abuse or addiction, legal problems or other concerns. Employees may contact the EAP directly and all contacts are confidential. If you need further information or have questions, please refer to HR Policy and Procedure 4.21 Employee Assistance Program.

TUITION REIMBURSEMENT PROGRAM

UHS has an established Tuition Reimbursement Plan for all eligible employees. For further information, contact Human Resources. Additional information can be found in HR Policy and Procedure 4.14 Tuition Reimbursement.

SHORT TERM DISABILITY

UHS provides employees with short term disability benefits consistent with the requirements of New York State Law. See facility specific policy for further information regarding additional short term disability benefits. Employees must complete all appropriate disability applications as directed by Human Resources. For further details, please refer to HR Policy and Procedure 4.5 NYS Disability (DBL) Insurance.

EMPLOYEE BLOOD DONATION LEAVE

Under NYS law all employees are entitled to either:

(a) One 3-hour unpaid leave of absence per calendar year to donate blood at an off-premises location, or

(b) Paid leave two (2) times per year to donate blood at a blood drive at your place of employment or at a time and place set by your employer. Employees are required to give reasonable notice of the need for leave for this purpose; the amount of notice required may vary depending on the circumstances. If the donation is made at an off-premises location, you may also be required to furnish your Manager/supervisor with documentation of the donation. All questions regarding leave for blood donation should be directed to Human Resources.


GUIDELINES REGARDING THE RIGHT OF NURSING MOTHERS TO EXPRESS BREAST MILK IN THE WORK PLACE

Section 206-c of the New York State Labor Law provides as follows: The Right of Nursing Mothers to Express Breast Milk – An employer shall provide reasonable unpaid break time or permit an employee to use paid break time or meal time each day to allow an employee to express breast milk for her nursing child for up to three years following child birth. The employer shall make reasonable efforts to provide a room or other location, in close proximity to the work area, where an employee can express milk in privacy. No employer shall discriminate in any way against an employee who chooses to express breast milk in the workplace. All questions regarding the Right of Nursing Mothers to Express Breast Milk should be directed to Human Resources. (Reference: New York State Labor Law Section 206-c. Right of Nursing Mothers to Express Breast Milk)

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Retirement options are available through the Human Resources Departments.
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We recognize that occasionally your working environment may not always be completely satisfactory to you. If you have a complaint or grievance, or if you feel you have been treated unfairly, we encourage you to bring your problem to the attention of your department manager/supervisor. We want to assure you that you can bring a complaint into the open without fear of retaliation, recrimination, or any other action that will affect your security or potential advancement. We believe all complaints and problems should be handled as they arise, as a matter of day-to-day supervision. This should make for a more pleasant and productive working environment, for both you and your manager/supervisor.

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- Failure to render your services to any patient in need of care.
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VIOLENCE IN THE WORKPLACE

UHS is committed to the belief that all employees are entitled to a workplace that is safe and non-threatening and has zero tolerance for any form of workplace violence. This policy is intended to outline what violence in the workplace is and the procedure to follow when violence in the workplace has occurred.

Types of behavior this policy covers:

- Behavior that is intimidating, threatening, disruptive or any behavior which can be perceived to create a hostile work environment.
- Harassing/Threatening messages, either voice or electronic
- The possession of a weapon on UHS property
- Stalking
- Harassment of any nature
- Violations of Court Restraining Orders
- Assault
- Fighting
- Verbal abuse
- Intentional mis-use, destruction or sabotage of UHS property/equipment
- Sabotage or theft of another employee’s work, equipment or property

Additional information can be found in HR Policy 5-13(S) Violence in the Workplace.

HARASSMENT IN THE WORKPLACE

UHS is committed to providing a work environment that is free from any form of harassment, including unreasonable interference, intimidation, hostility or other offensive behaviors on the part of management, co-workers, physicians, or visitors. Sexual and other unlawful harassment (race, creed, religion, color, national origin, age, sex, marital status, sexual orientation, gender identity or expression, physical or mental disability, citizenship, military status, and genetic predisposition or carrier status, or any other protected status as provided in Federal, New York State, or local law) is prohibited and will not be tolerated. Employees are to report harassing or offensive behaviors to any one of the following:
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2. Employee Ombudsman
3. Director of Employee Relations or Human Resources
4. Vice President of Human Resources
5. Division Vice President
6. President/CEO

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TEMPORARY REASSIGNMENT

Short-term staffing requirements or vacancies are occasionally addressed through temporary reassignments. To ensure quality of patient care and efficient delivery of services, employees may be temporarily reassigned to different locations, departments, units or shifts. Employees will be reassigned only to units and positions for which they are qualified. For further details, please refer to HR Policy and Procedure 2.22 Temporary Reassignment Procedure.

JURY DUTY

If you are called for jury duty, you will be given a leave for the time needed to serve. You will be paid your regular rate of pay for all scheduled work hours missed while serving on the jury.

If your services are essential to your department, you may be asked to request the court to postpone your duty until a later date. If you need further information or have questions, please refer to HR Policy and Procedure 4.8 Leaves of Absence.

ON-CALL PERSONNEL

In order to accommodate emergency situations, some departments have an on-call schedule for each call period. While on-call, you will receive availability pay. Should you be called in to work, you will be compensated for the amount of time worked in addition to the availability pay. If you want further information about the on-call procedure, please speak with your manager/supervisor. Additional information can be found in HR Policy and Procedure 3.7 On-Call Pay.

OVERTIME

Employees will be paid for all hours worked. All overtime is to be approved by the department manager/Immediate supervisor before it is worked, if practical. Depending on the circumstances, unauthorized overtime may require handling in accordance with the disciplinary procedure. Please refer to HR Policy and Procedure 3.6 Overtime for details on eligibility.
INTRODUCTION
The goal of compensation programs at UHS is to support the achievement of organizational objectives by rewarding the employees through market-based pay increase processes. Compensation programs are reflective of the employee’s seniority, the value of the employee’s job, as well as the education and professional experience required. Compensation includes not just base pay, but also overtime, shift differential, call pay and other pay programs that provide value to the employee. All pay programs at UHS adhere to all laws and compliance regulations that govern employee pay.

PAY PERIODS AND PAYDAYS
All employees are paid on a bi-weekly basis. You will be paid every other Thursday for the two-week period ending the previous Saturday. Special procedures exist for paydays which fall in the week of a holiday. For more information, please discuss this with your manager/supervisor.

You may arrange to have your check deposited directly into your personal bank account. Additional information and authorization cards are available in the Human Resources Department. If you need further information or have questions, please refer to HR Policy and Procedure 3.5 Payday.

PAYROLL DEDUCTIONS
Certain payroll deductions are mandatory by law. These include your federal and state income tax withholdings and your Social Security contributions. You may change your income tax withholdings by specified amounts on-line via the HRAccess employee portal or by contacting the Human Resources Department. In January you will receive a statement of earnings and deductions from the previous year.

Other voluntary deductions, as defined by your respective organization, are made only with your signed authorization. Please contact the Payroll department regarding questions about payroll deductions and/or garnishments.

CAREtime (Recording Employees’ Work Hours)
The official records of hours worked are kept in CAREtime. The CAREtime system determines all premium payments including overtime, shift differential, and holiday pay. Non-exempt employees are expected to present their badge at the badge reader when they begin working and when they end their work shift. Exempt employees are expected to present their badge at the badge reader at the beginning of their shift. If a badge reader is not available, you will be assigned another means to document your time.

Employees must use the badge reader nearest to the work area to which they are assigned. If you are unsure which badge reader to use, please speak with your department manager/immediate supervisor. Also, employees must never permit anyone else to use their badge as this will be grounds for disciplinary action. Additional information can be found in HR Policy and Procedure 2.12 Working Hours.

PRIVACY NOTICE
For legitimate business reasons and for the safety of our employees and patients, UHS may conduct random, routine or reasonable suspicion searches of its premises for alcohol, drugs, weapons, missing property or for other business related items. This includes searching any company computer, vehicle, building, office, warehouse, parking lot, desk, locker, file cabinet, stairwell, lunch room, closet or other areas which are owned, leased and controlled by UHS. An employee’s vehicle, tool box, bag, backpack, briefcase, purse, lunch box or similar item is subject to being searched randomly, routinely, or for reasonable suspicion if brought onto UHS premises. At any time an employee may be asked to empty or turn out their pockets.

CONFIDENTIALITY
It is the policy of UHS to protect the privacy of our patients and employees in accordance with all HIPAA regulations and all regulations as they relate to Personal Identifiable Information. The Standards of Performance outlined in the referenced policy apply to employees, medical staff/office staff, residents, students, volunteers, vendors/contractors.

Confidential information includes, but is not limited to, patient records, employee records, research data, copyrights, intellectual property, protected health information (PHI), corporate information including budgetary or strategic, and any other information deemed confidential. This information may be generated, received or collected by UHS. Additional information can be found in HR Policy 7-1(S), Confidentiality.

COMPUTER, ELECTRONIC MAIL (E-MAIL), INTERNET USE AND SOCIAL MEDIA
UHS has a specific policy describing the guidelines for proper and appropriate use of UHS computers, electronic mail (e-mail), internet access and social media. This policy pertains to all users of UHS internal and external e-mail, internet capabilities, and social media websites and pertains to employees, physicians, allied health professionals, medical residents, volunteers, vendors, students, contractors, subcontractors, educational instructors, and other UHS authorized users (hereafter, UHS authorized users).

It is UHS’s policy that its computers, e-mail, internet access, and social media sites be used for work related and authorized activities. These are business tools and are the property of UHS. Access and use are restricted as follows:

• Employee Personal Identifiable Information (PII) sent via e-mail/internet to an external organization(s) must have appropriate security (ex. encryption) features in place to...
protect the privacy of the information. In addition, sending Protected Health Information (PHI) to an external organization or persons must be authorized by the HIPAA Privacy Officer and Security Officer.

- UHS authorized users may use for purposes of improving individual and organizational communication, performance, and productivity.
- Personal use of e-mail (including UHS e-mail and/or outside e-mail sites, e.g., Yahoo, G-mail, AOL, etc.) is permitted, preferably during employee’s non-working time (i.e., lunch, breaks) but use must not be excessive or interfere with employees’ ability to satisfactorily perform their job, or interfere with departmental/unit operation.
- All social media sites and online communities created by UHS that are used to promote a UHS department, program, function, or other affiliation have to be approved by the Vice President of Community Relations.
- Company e-mail, internet and social media websites are not private or confidential and can be audited and/or monitored at any time by UHS management/authorized staff to ensure proper and appropriate use.

For further details, please refer to HR Policy 5-14(S) Computer, Electronic Mail (E-Mail), Internet Use and Social Media.

USE OF TELEPHONE AND CELL PHONE/ELECTRONIC COMMUNICATION DEVICES

It is the policy of UHS to limit the number of personal telephone calls/communications using the organization’s telephones or personal cell phones/electronic communication devices. This will help ensure that there will not be an adverse affect on patient care and confidentiality, organizational operations, and employee productivity. Employees are therefore asked to make any personal calls/text messages during non-working time (e.g. breaks, lunch, in private areas away from patients) and to ensure that friends and family members are aware of UHS’s policy.

While at work employees are expected to exercise the same discretion in using personal cellular phones as is expected for the use of UHS phones. Excessive personal calls, texting, or any other communication device use during the workday can interfere with employee productivity and be distracting to others. Employees should not be answering personal phone calls/texting while providing patient care or interacting with staff, patients or visitors. Cell phones should be placed in vibrate mode in order to control noise level. If you need further information or have questions, please refer to HR Policy 5-15(S) Use of Telephone and Cell Phone/Electronic Communication Devices.

NO SOLICITATION/NO DISTRIBUTION

In order to prevent disruption in business operations, interference with patient care, or inconvenience to patients, employees and visitors, UHS has established this policy regarding solicitations and the distribution of literature on hospital property.

You and your colleagues cannot solicit in work areas while you or the other employees involved are on working time. This restriction does not apply to employees in non-work

PERSONAL APPEARANCE

Organizations such as UHS are judged by their conduct, attitude and appearance of each employee. Your appearance should be appropriate for the duties you perform. Appropriate attire for all employees will be determined based on the following considerations: employee and patient safety, infection control and personal appearance. The Dress Code Standards have been established to provide direction and examples to employees regarding what constitutes appropriate personal appearance. If you need further information or have questions, please refer to HR Policy and Procedure 2-13(S) Personal Appearance, Cleanliness and Uniforms.

EMPLOYMENT RECORDS

Employment records are the property of UHS and the information contained in your employment record is considered confidential. In order to keep your employment and payroll records accurate and up-to-date, any changes in your personal information should be updated on-line via the HRaccess employee portal or by contacting your Human Resources Department. This may include a change of address or telephone number, emergency contact information, legal name, marital status, dependents, insurance beneficiaries and completion of educational courses or degrees earned. Change of addresses, phone numbers and emergency contacts are needed in the event of an emergency at work. Any change in this information should be reported immediately.

Generally, you should receive and/or sign most if not all employment record documents (for example, job application, performance appraisals, written disciplinary actions) before they become part of your employment record. During your term of employment with UHS, you may review the contents of your employment record and request copies, provided you give the Human Resources Department 24 hours advance notice. You may also dispute items in your employment record or request corrections.

UHS will only release your dates of employment and job title to outside organizations. If you wish more information to be released, you will need to provide the Human Resources Department with a written authorization. In addition, UHS will provide copies of the employment record to outside agencies only when it is required by law.

You should also be aware that UHS cooperates with authorized federal, state and local government agency officials who show proper identification and make appropriate requests for access to employment records. Additional information can be found in HR Policy and Procedure 2-10(S) Employment Records.

RESIGNATIONS

If you resign, your notice of resignation should be submitted in writing to your department manager/supervisor. The appropriate notice period for non-management employees is three (3) calendar weeks, not to include scheduled or unscheduled Paid Time Off (PTO). If you are resigning because you are leaving the area, please provide Human Resources with a forwarding address. You should also return all issued items (key, uniforms, etc.) on or before your last day of work. If you need further information or have questions, please refer to HR Policy and Procedure 2-6(S) Employee Terminations.
EMPLOYEE ATTENDANCE
As a health care organization, we provide quality patient care 24 hours a day, seven days a week. Obviously, the work schedules for some employees/departments vary. Your schedule is prepared as far in advance as possible so that you can plan your time accordingly. Both your co-workers and our patients depend upon your attendance and punctuality. You should report to work promptly every day and leave promptly after the completion of your shift. If you need further information or have questions, please refer to HR Policy and Procedure 2-11(S) Employee Attendance.

EMPLOYEE ABSENCE
If it is impossible for you to report for work because of illness or any other reason, or if you will be late, you should notify your department manager/supervisor as early as possible, before the start of your shift, in accordance with department procedure. Excessive absences or consistent tardiness are sufficient cause for disciplinary action, including dismissal. Failure to report an absence for three consecutive days is considered a voluntary resignation of employment. Additional information can be found in HR Policy and Procedure 2-11(S) Employee Attendance.

WORKING HOURS
Usual working hours for full-time employees are eight (8) hours a day, five (5) days a week. Full-time employees may have hours that are different from the usual schedule. If this applies to you, or if you are a part-time employee, you will be informed of your hours at the time of your employment. For further details, please refer to HR Policy and Procedure 2.12 Working Hours.

PROFESSIONAL LICENSURE AND REGISTRATION
It is the policy of UHS that all employees required to have a license, registration or certification to practice their profession in New York State will have such license, registration or certification verified by the primary source at the time of hire and thereafter at the time of renewal (prior to the expiration date).

You must notify your supervisor/department manager immediately if your license, registration or certification is suspended or revoked or if the licensing agency takes any other form of disciplinary action against you. Additional information can be found in HR Policy and Procedure 2-16(S) Verification of Professional Licensure and Registration.

EMPLOYEE IDENTIFICATION
Employees at UHS are required to wear their UHS identification while on duty. This will identify you and your function to patients, visitors and co-workers. UHS provides identification badges at no cost. If the identification badge is lost or damaged as a result of the employee’s negligence, there is a replacement fee. For further details, please refer to HR Policy and Procedure 2-15(S) Employee Identification.

BULLETIN BOARDS
Bulletin boards are maintained in each of our facilities to help keep employees up to date on various departmental and organization-wide items of interest. Employees will want to make a habit of reading these notices and keeping informed about our plans for the future, changes in policies, current activities and any pertinent new items. Employees are able to buy and sell personal property using the classified advertising board. Any questions about posted material should be directed to the department manager/supervisor or the Human Resources Department.

In addition, by visiting the UHS Website, www.intranet.uhs.net, you can receive updates on the various organization-wide items of interest. For further details, please refer to HR Policy 5.9 Bulletin Boards.

EMPLOYEE HEALTH SERVICES
As a health care organization, the health and welfare of UHS employees is essential to the delivery of our services. The Employee Health Offices are maintained for the benefit of employees who become ill or injured while working and to assure that employees who have been ill are sufficiently recovered to have patient contact. Services provided by Employee Health services include, but are not limited to the following:

- Annual health assessment
- Testing and immunizations
- Work-related injuries
- Personal illness
- Return To Work (RTW) approval process

For further details, please refer to HR Policy 7-4(S) Employee Health Services.

EMPLOYEE SERVICE RECOGNITION PROGRAMS
Annual recognition programs are sponsored by UHS to express appreciation for employees’ service. Special events are held to honor employees at various milestones. Additional information can be found in HR Policy 5.8 Employee Service Recognition Programs.
VII. Employee Education and Development Information

INTRODUCTION
UHS is committed to offering you employee education and development opportunities which continue to upgrade your knowledge, skills and abilities and to assist you with reaching your career goals. We work with you and your manager/supervisor to ensure you are up to date with relevant regulatory requirements and equipped to effectively deal with current and future work demands for your job. You will play an active role in assessing your skills and interests, identifying training and development goals, and seeking development activities that help you reach your full potential.

ONBOARDING PROCESS FOR NEW UHS EMPLOYEES
As a new employee at UHS, you will attend our full day orientation program, New Employee Welcome (NEW), which familiarizes you with the organizational objectives, expectations, policies and culture of UHS. Topics covered include Employee Health and Benefits, Awareness and Reporting of Patient Abuse, HIPAA Privacy and Security, Maintaining a Confidential and Respectful Work Environment, Quality Improvement, Service Excellence and Behavioral Values.

You are also expected to complete a comprehensive training program which includes the following courses:
• Health, Safety and Security
• Confidentiality of Information and Respectful Work Environment
• Regulatory Compliance
• Guidelines for Respectful Patient Care or Resident Rights, Care and Safety for employees with direct patient contact

Any other necessary orientation and training is provided to you within your own individual department. Your department manager/supervisor will provide a detailed introduction to specific job responsibilities. If you are in a Nursing role, you will attend either an unlicensed or licensed nursing orientation program following the New Employee Welcome (NEW).

As a new UHS employee, you’ll wear a “welcome” sticker on your employee badge during your six-month orientation period. This sticker lets other employees know you are new to the organization so they can provide a warm welcome and act as a resource for information. For further details, please refer to HR Policy 2-4(S) New Employees’ Welcome.

EDUCATION AND TRAINING PROGRAMS
The UHS Learning Institute is designed to meet three key needs – 1) continued professional development and growth, 2) fulfillment of personal and professional interests and 3) compliance with regulatory requirements. Your participation in training programs offered through the Learning Institute will enhance your critical thinking and reflection skills, focus on your continual or life-long learning and provide you with both formal and informal learning in the workplace. This education ensures your compliance with mandated requirements and enhances your knowledge and skills in a variety of job-related topics. Information about course topics and class schedules can be obtained from Organizational Development.

NEW EMPLOYEE ORIENTATION PERIOD
As a new employee, you are given up to a six (6) month new employee orientation period. The purpose of the employee orientation period is to provide you with the opportunity to become acquainted with your new position, your co-workers and the organization in general. The employee orientation period also gives your department manager/supervisor an opportunity to observe your work performance and behaviors.

In addition, if you are promoted/transferred to another position and/or department/unit you will have up to a six (6) month orientation period that provides an opportunity for you to become acquainted with your new positions and co-workers. The orientation period also gives your department manager/supervisor an opportunity to observe your work performance and behaviors. If you need further information or have questions, please refer to HR Policy and Procedure 2.5 New Employee Orientation Period.

EMPLOYMENT CATEGORIES/EMPLOYMENT STATUS
There are three (3) basic categories of employment:

Orientation: Employees who are in their initial six (6) months of service either after their date of hire or the appointment to a new position.

Regular: Employees who have successfully completed their six (6) month orientation period.

Temporary: Employees hired for a maximum period of six (6) months to fill a temporary need.

Employment categories are further broken down into employment status. Your employment status is based on the average number of hours you are budgeted to work per pay period and is primarily used to determine eligibility for various UHS benefits. There are five (5) basic employment statuses: Full Time, Part Time I, Part Time II, Part Time III, and Per Diem. Additional information can be found in HR Policy and Procedure 2.3 Employment Categories/Employment Status.

JOB POSTING/TRANSFERS
We encourage your professional growth and development. Our internal job posting system identifies promotional and transfer opportunities and allows you a chance to advance in the organization.

Regular employees, both full and part time, are eligible to participate in the job posting program after one year of regular employment. Thereafter, you are eligible to apply for a transfer/promotion after you have been in your current position for a minimum of six (6) months.

Vacant positions are posted on job boards throughout our facilities and job postings can be accessed via the UHS Intranet or our website, www.uhs.net/jobs. Additional information about the job posting system is available from your manager/supervisor or Human Resources. For further details, please refer to HR Policy and Procedure, 2.8 Job Posting/Transfers.
UHS supports a culture in which all employees are responsible for abiding by professional standards of care and conduct, as well as actively promoting the safety of patients, employees and visitors, reducing the likelihood of errors, and addressing both environmental-system factors and human factors that present increased risk to patients. Our culture of safety and the ongoing promotion of a safe environment are achieved through the conscientious, coordinated and efficient efforts of every individual toward these goals. You should understand and follow the policies and procedures applicable to your assigned duties; be aware of potential hazards before acting; and promptly report errors, events or situations of actual or potential harm. These actions enable our organization to identify and correct system problems.

Prevention, not punishment, is key to our culture of safety. That is why our processes focus on the “how” of errors and events, not the “who.” It is unacceptable for any employee to participate in, or condone through silence, either an attempt to hide an error or a punitive response that serves only to fix blame upon an individual, rather than to correct the conditions that led to the error.

Employees are the most valued asset at UHS and their safety is a priority. Environment of Care (Safety) Committees meet regularly to ensure UHS has an active, progressive and effective accident prevention program that promotes a safe work environment based on employee involvement, empowerment, ownership, pride, teamwork, leadership, enthusiasm and encouragement of innovation. As part of your general orientation, you will also be given training in safety and fire prevention. Your department manager/immediate supervisor will inform you of your responsibilities in the event of a fire or other type of crisis or emergency.

INTRODUCTION

The Employment Information section serves as a general guide to policies and procedures that support the UHS goal to hire and retain the very best employees. To this end, we are committed to the concept of “growing our own” and have programs designed to encourage career advancement through continuing education and promotional opportunities. In addition to job posting and transfers, this section will provide information to you about important employment related activities such as professional licensure, attendance and absenteeism, employment categories/status, how to access your employment records and more.

EQUAL EMPLOYMENT OPPORTUNITY

It is the policy of UHS to provide equal employment opportunity to all persons as provided by Federal, New York State or local law without regard to race, creed, religion, color, national origin, age, sex, marital status, sexual orientation, gender identity or expression, physical or mental disability, citizenship status, military status and genetic predisposition or carrier status, or any other protected status as provided in Federal, New York State or local law.

As a UHS employee, you will be expected to successfully complete annual training courses by October 31 each year. These courses include information about Employee Health, Safety and Security; Maintaining a Confidential and Respectful Work Environment; Ethical Business Practices; the Fair Labor Standards Act; and Patients’ Rights. If you have direct patient contact, you will also need to complete courses on Age/Patient Specific Care, Cultural Competence and Patient/Resident Abuse.

You may be asked to attend, or may wish to attend, job-related seminars outside of UHS that are either required for your job or simply of interest to you professionally or personally. Details about specific seminars and expenses are provided by supervisors or department managers. If you need further information or have questions, please refer to HR Policy and Procedure 6-1(S) Employee Education and Training Programs.

UHS EDUCATIONAL TRACKING SYSTEM

UHS tracks your timely completion of educational requirements including e-learning assignments, orientation programs and certifications such as Cardiopulmonary Resuscitation (CPR) or Advanced Cardiac Life Support (ACLS). Your department manager/supervisor can assist you with the requirements assigned to your position at UHS, as well as when they need to be completed. If you ever need a copy of your educational records, they can be found on-line.

EMPLOYEE PERFORMANCE APPRAISAL AND COMPETENCY ASSESSMENT PROCESS

You will receive an evaluation of your job performance and an assessment of your required competencies at the completion of your six (6) month orientation period and annually thereafter. Your evaluation is conducted by your department manager/supervisor. A systematic program of improvement may be put in place, when necessary. In addition, our process ensures organizational goals and objectives are reflected in your personal goals and performance standards. Additional information can be found in HR Policy and Procedure 6.2 Employee Performance Appraisal & Competency Assessment Process.
UHS is a locally owned, not-for-profit healthcare system based in Greater Binghamton, N.Y. Its hospitals, long-term care facilities, home care agencies, primary and specialty care offices and affiliated medical providers offer comprehensive care and service across a six-county region in New York’s Southern Tier. With a medical staff of over 500 physicians and advance practice providers, and facilities at 60 locations, UHS is the region’s largest healthcare system.

Founded in Greater Binghamton in 1981 and not part of any national organization, UHS was formed through the consolidation of three community hospitals — Ideal, Wilson and Binghamton General. Over the years it has grown to encompass four hospitals, two skilled nursing facilities, home care services, and primary and specialty care at more than 60 separate locations in Broome and surrounding counties.

The UHS system is known as a regional leader in a host of medical and surgical specialties, and is a designated trauma, stroke and chest pain center. It is a nationally respected teaching hospital, a major affiliate of the Clinical Campus at Binghamton of Upstate Medical University at Syracuse and other osteopathic teaching institutions as well.

Current members of the system are UHS Hospitals, UHS Chenango Memorial Hospital in Norwich, UHS Delaware Valley Hospital in Walton, UHS Senior Living at Ideal, and UHS Home Care. Affiliates are the UHS Medical Group and the UHS Foundation, which raises funds to enhance care and services at UHS.

With more than 5,700 employees, UHS is the largest private employer in the region. While it is not-for-profit, its employees and their jobs contribute to UHS’ total annual economic impact of more than one billion dollars on its region. Devoted to quality, patient-centered care, its stated mission is "to improve the health of those we serve through our commitment to excellence in all that we do."

VIII. UHS Expectations

CODE OF ETHICS

Complying with Laws, Regulations, Policies, and Procedures — We are expected to understand, respect, and comply with all laws, regulations, policies, and procedures related to our jobs.

Conflict of Interest — We act in the best interest of UHS at all times and avoid dealings where we might benefit personally from actions taken.

Corporate Opportunities — UHS property and equipment, confidential information, and business relationships cannot be used for personal benefit or gain.

Confidentiality — We are expected to protect confidential information entrusted to us, including all information related to patient care and information of use to competitors or vendors.

Fair Dealing — We seek competitive advantage through superior performance and fair and honest dealings, never through inappropriate or illegal practices.

Gifts — We are prohibited from accepting any gift, favor, or gratuity that exceeds a nominal value.

Interpersonal Relationships — We show respect for fellow employees and regard harassment of any nature as unacceptable.

Financial Statements and Records — All books, records, accounts, and financial statements must conform to legal and accounting principles and accurately reflect the hospitals’ transactions.

All directors, officers, and employees who suspect violations of this Code of Ethics have an obligation to report it to their manager/supervisor or the Compliance Hotline. Retaliation of any kind against those who have made good faith reports on complaints of violations is strictly prohibited.

UHS Professional Standards

At UHS, we offer an exceptional range of healthcare products and services through a team of compassionate, qualified professionals, paired with state-of-the-art equipment. We are professional always. Our customers come first and last!

• We will listen to people. In every interaction with our patients and other customers, we will listen to their questions, their concerns, their requests, their ideas, their points of view. We will acknowledge their input and let them know we care about them.

• We will show them respect. We will be responsive every day to peoples’ desire for simplicity, communication, compassion and quality. We will respect their privacy, their safety and their time.

• We will give them hope. When people come to us for care, they are often at their
most vulnerable. They rely on our knowledge and skill to see them through. They need our understanding and compassion. They are looking to us for solutions, and for the best possible outcome. We are here to fulfill their needs through our skill, our support and the quality care they expect.

To honor our promise and accomplish our mission, we believe that the following behavioral values are crucial for you to demonstrate if we are going to be a match as employer and employee.

In addition to being competent in the responsibilities outlined in your job description, you have an important professional role to play at UHS. To fill that role, all employees are expected to practice the following attitudes and behaviors while at work.

• Maintain a professional demeanor while serving your customers. A professional demeanor includes…
  – Practicing a balanced, creative problem-solving approach even under stress or when asked to practice out of your comfort zone.
  – Reporting to work with a professional and clean appearance, using polite body language and tone of voice. You must be professional always! Accountable always!

• Demonstrate trustworthy behavior and speech. Your customers know when you are trustworthy because you…
  – Exhibit personal integrity, honesty and professional competence.
  – Do what you say you will do. You are consistent in your values and actions.
  – Are dependable, accountable and maintain patient confidentiality and privacy.
  – Act as a contributing member of our professional team.

• Commit to caring for coworkers and customers. Show that you care by…
  – Being attentive to others’ needs.
  – Recognizing others’ contributions and concerns.
  – Maintaining the dignity of all people, no matter what the circumstances.
  – Respecting people and their differences.
  – Empathizing with others’ situations and concerns.
  – Building rapport when possible and forgiveness where necessary.

• Keep a positive, “can do” attitude toward tasks, coworkers, management and customers.

• Communicate coherently. You can achieve this by…
  – Listening to understand and speaking to be understood.
  – Not blaming others when something doesn’t go right or fails.
  – Simply asking questions to learn more and clarify understanding.

• Demonstrate flexibility in the face of changes and new ideas. Change is unsettling so…
  – Understand WHY changes are being made.
  – Ask questions, when necessary.
  – Give the changes or new ideas a chance, and offer feedback.

• “Own your job.” Take good care of your…
  – Organization’s resources. Avoid waste, suggest cost saving ideas, take care of things by keeping them clean, and maintain a safe area to work in.
  – Personal career. Identify one or two areas of growth, learning or certification to pursue every year.
We hope this handbook helps you to better understand our commitment to the patients and community we serve.

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We are happy to have you with us and hope your experience at UHS will be truly rewarding.
This is the Employee Handbook for all of United Health Services (UHS), which serves as a general guide to the UHS Human Resources policies and procedures, practices and benefits. For more specific details about topics covered in this Handbook, please refer directly to the Human Resources Policies and Procedures Manual for your respective location – UHS Hospitals, UHS Chenango Memorial, UHS Delaware Valley Hospital, UHS Home Care and/or UHS Senior Living at Ideal. Neither this Handbook, nor any other communication of practice, creates an employment contract or provides any employee special rights or privileges.

Many of the pay practices, employment policies, and benefits described generally in this Handbook are covered in detail in the Human Resources Policies and Procedures Manual. An on-line manual is available for your review on the UHS Intranet in the Human Resources section, under Policies and Manuals. A hard copy of the manual can also be found in any of the Human Resources Departments across the UHS System. Information about Retirement Plans and Group Insurance Plans is located on the UHS Intranet in the Human Resources section, under Benefits and Compensation, if you are an employee at UHS Hospitals, UHS Chenango Memorial Hospital or UHS Senior Living at Ideal. Employees at UHS Delaware Valley Hospital and UHS Home Care can review this information in their Human Resources Departments. All of these official texts are controlling documents and take precedence over any inconsistent statement made in this Handbook or by any manager/supervisor.

Our organization reserves the right to change, amend, or terminate, at any time, the content or application of its policies, programs, or benefits that are described in this Handbook. These changes may be implemented even if they have not been first communicated, reprinted or substituted in this Handbook. If you have any questions about a specific practice, policy or benefit, check with your supervisor, your department manager or the Human Resources Department. Please note that managers/supervisors do not have the authority to change any of the provisions of this Handbook, or to promise you anything contrary to what is stated in this Handbook.

In addition to this Handbook and the Human Resources Policies and Procedures Manual, UHS provides regular communications to its employees about important announcements and upcoming events through UHS News Online, on the UHS Intranet, and the CAREtime system. Be sure to check these resources on a regular basis to stay informed about what’s going on in our organization.
This Handbook is for information/reference by employees of the following organizations:
United Health Services, Inc. • United Health Services Hospitals, Inc. • Chenango Memorial Hospital, Inc.
Delaware Valley Hospital, Inc. • Ideal Senior Living Center, Inc. • Ideal Senior Living Center Housing Corporation
Professional Home Care, Inc. • Twin Tier Home Health, Inc.