

South Carolina Hospital Association

*personnel policy manual*

# SCHA PERSONNEL POLICY MANUAL

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## *welcome to scha*

The South Carolina Hospital Association (SCHA) welcomes you to our team. At SCHA, we believe that our employees are one of our most valuable assets. In fact, we attribute much of our success in significant part to our ability to recruit, hire, and maintain a happy and productive workforce on behalf of our members. We hope that during the time of your employment with SCHA you will become a productive and successful member of the SCHA team.

This manual generally describes the personnel policies of SCHA. The policies stated in this manual are subject to change at the sole discretion of SCHA. These policies are not intended to be all-inclusive. There may be situations that arise that are not covered, either directly or indirectly, by these policies. In such instances, SCHA's policy will be determined on a case-by-case basis.

SCHA consists of several interrelated organizations (i.e., SCHR dba SCHA Solutions, SCHREF). All policies in this manual refer to SCHA or any of its related organizations.

We hope that this manual will answer your questions about what we do, how we do it, and what we expect from our employees. We suggest you take the time to read through this handbook. If you have any specific questions that you do not find the answer to here, please ask your Supervisor.

## *general policies*

### **Equal Employment Opportunity**

Various state and federal laws provide that all employment transactions and activities are conducted without regard to sex, race, color, national origin, age, gender, physical or mental disability, or any other protected status. This policy applies to all terms and conditions of employment, including, but not limited to, recruiting, hiring, working conditions, training, promotions, transfers, benefits, compensation and termination from employment. SCHA complies with applicable federal and state laws governing nondiscrimination in employment. It is the responsibility of all Supervisors and employees to ensure compliance with this policy.



### **Anti-Harassment**

SCHA is committed to providing a work environment in which all individuals are treated with respect and dignity. SCHA does not tolerate harassment of any kind by anyone, including supervisors, co-workers, vendors, clients, customers, members, or any other third party.

Harassment may consist of unwelcome conduct or behavior, whether verbal, physical, or visual, that is based on a person's protected status, including sex, race, color, religion, national origin, age, physical or mental disability, or other protected status. SCHA will not tolerate harassing conduct or behavior that affects tangible job benefits; that interferes unreasonably with an individual's work performance; or that creates an intimidating, hostile or offensive work environment. Such harassment may include, but is not limited to: unwelcome sexual advances or offers; epithets, slurs or negative stereotyping; threatening, intimidating or hostile acts; kidding, teasing, practical or denigrating jokes directed at a person based on his or her protected status; display in the workplace of harassing, intimidating or disrespectful objects based on an employee's protected status; or vulgar, obscene or harassing use of telecommunications or other technology.

All employees, and particularly supervisors, share in the responsibility of helping to create an environment that is safe, productive and free from harassment and can do so by reporting incidents believed to be harassment. If an individual feels that he or she has been subjected to or has knowledge of any form of harassment, the individual is to immediately report the matter to the President or a Vice President in the individual's chain of command. Complaints against the President should be reported to the Chairman of the Board of Trustees or a Vice President. Supervisors who become aware of harassment or allegations of harassment should coordinate with the President. In order to avoid misunderstandings, complaints made to members of management should involve the completion of a complaint report, either by the complaining employee or by the person to whom the complaint is made, which summarizes the allegations and lists any witnesses to the alleged harassment. Employees should be sure to retain a copy of this initial complaint report to confirm compliance with this procedure.

Retaliation is prohibited against individuals who in good faith submit a complaint, report an incident witnessed, or participate in any way in an investigation of a harassment claim. If an individual feels that he or she has been retaliated against, the individual is to report the matter as provided above. Anyone found to have violated this policy may be subject to discipline, up to and including termination of employment.

Allegations of violation of this policy will be investigated, and the investigatory process may vary from case to case. The investigation shall be conducted as confidentially as possible, consistent with the efficient handling of the complaint. All employees have a responsibility both to cooperate fully with

the investigation and to keep the matter confidential, whether the employee is the accused person, the complainant or merely a potential witness. Persons who are interviewed should not discuss the matter at all with co-workers, friends or management. This does not mean, however, that employees may not complain to civil rights agencies.



## **Standards of Behavior**

SCHA is committed to upholding the Standards of Behavior that align our actions and attitudes with our mission, vision and values. The Standards of Behavior are employee-driven, values-led, and leadership-supported principles that help SCHA ensure a positive, equitable, productive and responsive workplace. Senior Management as well as all staff of SCHA will endorse these Standards of Behavior and model them every day. The Standards of Behavior are incorporated into annual evaluations completed by supervisors, and in order to be eligible for a bonus, the employee must consistently adhere to these Standards of Behavior. All SCHA staff are expected to sign a Standards of Behavior Commitment Form that will be kept in the employee's personnel file. Any behavior by a member of staff that is in direct conflict with the Standards of Behavior will be handled in accordance with SCHA's Disciplinary Action policy. The employee and supervisor should discuss adherence to the Standards routinely, at a minimum during annual goal setting and the mid-year review. The Values and Standards of Behavior are:

### Excellence

Excellence begins with a commitment to the highest standards of behavior. Each of us is responsible for SCHA's success and makes an ongoing pledge to abide by our values of Excellence, Accountability, Teamwork, Professionalism and Integrity.

- Treat every person as if he or she is the most important individual in our organization
- Welcome others to my meeting area with eye contact, a smile and a friendly greeting
- Show others that I value their time by starting and ending meetings on time
- Respond to others in a timely manner
- Thank members for trusting SCHA to serve them and meet their needs

### Accountability

Accountability describes our responsibility to own and learn from our failures and to celebrate our successes.

- Be prompt and prepared for work and bring a positive attitude
- Take responsibility for making sure that my words, actions, behaviors and decisions reflect positively on SCHA, my coworkers and the rest of the SCHA community
- Strive to exceed expectations in order to provide consistency in quality of service
- Respect and protect any confidential information received from within the SCHA community, patients, and other sources
- Realize that attitudes, words, vocal tone and volume, body language, facial expressions, and actions have tremendous power and use this information to influence positive interactions and outcomes
- Hold myself and others accountable to the values of SCHA

### Teamwork

Teamwork describes how we all work together with courtesy, respect, communication, cooperation, and support toward common goals.

- Be proactive in identifying opportunities and solutions for organizational growth and improvement
- Recognizing that we all face challenges at work, commit to helping others succeed
- Ask my teammate(s) for assistance when I am overloaded and need their help

- Request information and follow through with my commitments in a timely fashion
- Serve as a resource to my team and other departments as needed
- Be accountable for information discussed during staff meetings
- Consider the impact of my work on my team and on other teams, and share relevant information as appropriate
- Recognize teams and individuals when they demonstrate outstanding performance or behavior

### Professionalism

Professionalism is about how you represent yourself, the value you place on yourself and others, and how you apply your knowledge and skills.

- Treat everyone in the SCHA community with sensitivity to diversity in culture, age, gender, disability, social and economic status, sexual orientation, and other personal characteristics without discrimination, bias or harassment
- Know and abide by SCHA's dress code policy
- Wear my name badge in any environment in which I need to be identified as an SCHA employee
- Be a constant learner and share learning opportunities
- Interact with members of the SCHA community in a helpful and supportive fashion with respect and recognition of the roles played by each individual
- Address my issues and concerns timely, directly and professionally with the person who can solve the problem
- Strive to maximize SCHA brand deposits and minimize brand withdrawals

### Integrity

Integrity is the foundation for everything we do. Integrity and character build trust, and integrity is the basis of leadership and interpersonal relationships. It is doing the right thing even when no one is watching.

- Be accountable for my actions
- Be honest and reliable
- Have the courage and discipline to do the right thing
- Set a good example
- Apologize for problems or inconveniences and initiate actions to resolve them
- Comply with all applicable laws, regulations and organizational policies
- Be a good steward of our personnel, financial and material resources



## **Disciplinary Action**

SCHA is committed to providing a work environment in which all employees follow guidelines for behavior that support an equitable, productive and responsive workplace. These guidelines for behavior protect the interest of employees as well as the members and customers served by SCHA.

SCHA expects all employees to foster a professional work environment that encourages mutual respect, promotes civil and congenial relationships among employees and is free from all forms of harassment and violence. In all dealings with members, customers and colleagues, it is expected that employees will represent SCHA in a service-oriented and professional manner. When representing SCHA at official functions (e.g., annual meetings, trade shows, conferences, etc.), employees are reminded that they are expected to behave in a manner that reflects SCHA's values and a professional image of SCHA.

Work performance and professional behavior encompass many factors including, but not limited to, personal conduct, job proficiency, and attendance and punctuality. Additionally, employees are expected to follow SCHA policies and procedures as well as all safety and security guidelines set by SCHA management, including access control, fire drill/evacuation procedures, and disaster planning procedures. If an employee does not follow SCHA policies, SCHA may take disciplinary action, up to and including termination of employment. The discipline imposed in any particular situation is at the sole discretion of management. Nothing in any of SCHA's policies or by virtue of any past practice of SCHA requires it to follow any particular course of discipline.

Employees must sign counseling memoranda, policy statements, PRIDE scorecards and other similar documents. The employee's signature does not necessarily indicate agreement with the contents of the document, only that he has been notified of the contents of the document. If an employee refuses to sign the document he will be relieved of duty without pay. If he does not sign the form by 5:00 p.m. at the end of his next scheduled work day, he will be presumed to have resigned.

It is not possible to list all acts and omissions which may result in disciplinary action. The disciplinary action that is appropriate for any particular misconduct is at the sole discretion of management. The following are merely examples of some of the more obvious types of misconduct which may result in disciplinary action, up to and including termination of employment.

- Engaging in workplace violence or harassment, which for purposes of this policy includes fighting, threatening, swearing, harassing, denigrating, or discriminating; making false statements about others; or disclosing another's private and confidential information.
- Engaging in criminal or illegal activity which includes possession of dangerous or unauthorized materials, such as explosives or firearms, or engaging in any activity contrary to any federal, state, or local law.
- Misuse of SCHA property (including intellectual property) which includes unauthorized disclosure or use of confidential information and unauthorized use of SCHA equipment, including but not limited to telephones, fax machines, computers, and the mail system.
- Theft or misappropriation of SCHA property (including intellectual property) such as inappropriate removal of SCHA property, negligent or improper conduct leading to damage or destruction of SCHA property, or inappropriate use of SCHA property.
- Falsifying, altering, or making misrepresentations or omissions on SCHA records, including employment applications, timekeeping records, expense reports, or any other SCHA document or record.
- Acts or behaviors that demonstrate a disregard for, or are incompatible with SCHA values, policies, or procedures, or that otherwise tend to cast SCHA in an unfavorable light.

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## Open Door Policy

Supervisors are encouraged to establish a routine, open line of communication with employees to discuss work performance, to assure that employees are aware of and are meeting job expectations. Employees are encouraged to approach their supervisor whenever they have questions or concerns about their work at SCHA.

Since conflict can sometimes occur in any workplace with a large number of diverse employees, employees are encouraged to report any conflict or problem as soon as possible, so that it can be resolved promptly. Any job-related problems, conflicts or violations of SCHA's policies that arise should be reported to the employee's supervisor or a member of management as soon as possible.

If an employee and his/her supervisor are unable to resolve the conflict or problem to everyone's mutual satisfaction, an employee can present his/her complaint in writing to the President. The President is the final authority for any such matters at SCHA.



## Member Service Expectations

SCHA is committed to excellence in member service. Every employee is expected to adopt the following values as we constantly strive to exceed member expectations:

- Relationships – Integrity and trust are essential.
- Service – Through service we provide solutions.
- Teamwork – We work in teams, as a team.
- Excellence – Continuous improvements add value for our members.



## SCHA Ethics / Conflict of Interest

Employees of SCHA, and its affiliates and subsidiaries, are expected to uphold the highest standards of ethical behavior. Employees must refrain from taking part in, or exerting influence in, any transaction in which their own interests may conflict with the best interests of SCHA.

Exactly what constitutes a conflict of interest or an unethical business practice is both a moral and a legal question. SCHA recognizes and respects the individual employee's right to engage in activities outside of his or her employment which are private in nature and do not in any way conflict with or reflect poorly on SCHA. Management reserves the right, however, to determine when an employee's activities represent a real, potential, or perceived conflict with SCHA's interests and to take whatever action is deemed necessary to resolve the situation.

It is not possible in a general policy statement of this sort to define all the various circumstances and relationships that would be considered "unethical." The following list suggests some of the more obvious types of activity that may violate this policy:

- Simultaneous employment by another employer without express written permission of the President
- Carrying on SCHA business with a firm in which the employee, or a close relative of the employee, has a substantial ownership or interest
- Holding a substantial interest in, or participating in the management of a firm to which SCHA makes sales or from which it makes purchases
- Accepting substantial gifts or excess entertainment from an outside organization or agency

- Speculating or dealing in materials, equipment, supplies, services, or property purchased by SCHA
- Misusing privileged information or revealing confidential data to outsiders
- Using one's position in SCHA or knowledge of its affairs for personal gain
- Conducting oneself in such a manner to reflect poorly on SCHA, while on SCHA business or representing SCHA.

### **Service by SCHA Staff on Hospital Governing Boards**

SCHA staff are occasionally invited to serve on various types of hospital boards. The SCHA Board of Trustees wishes to clarify when it is appropriate for SCHA staff to serve on member hospital boards.

The Board of SCHA values close ties between SCHA staff and member hospitals. Accordingly, the SCHA Board encourages SCHA staff to participate with member hospitals in public events, committee work, collaborative performance improvement efforts, etc. With respect to service on hospital boards, however, the SCHA Board deems it critical for SCHA staff to avoid any appearance of a conflict of interest. In order to protect the credibility of the Hospital Association, SCHA staff should not serve on governing boards of member hospitals or hospital systems. This policy will avoid any real or apparent conflict of interest arising because of the fiduciary duty owed by governing board members to the organizations they serve. Exceptions to this policy include service on boards that do not have any governance authority, as well as honorary service on a governing board where the honorary board member does not have a vote.

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# *office environment*

## **Working Hours**

Core work hours, when it is essential to have adequate coverage for business purposes, are 8:00 a.m. until 5:00 p.m., Monday through Friday. These times are the designated times for work to begin and end (not the time of arrival and departure). All full-time employees are provided with a one-hour unpaid lunch period each day and will be relieved of all responsibilities during the lunch period. Lunch breaks should only be taken between 11:00 a.m. and 2:00 p.m. Exceptions require prior written approval from the employee's supervisor.

Employees should exhibit good work habits and attitudes, including punctuality. Non-exempt employees are expected to work eight (8) hours per day and may not work overtime without the permission of their supervisor. No employee may work "off the clock," and it is each employee's responsibility to accurately record and submit the actual time worked.

SCHA does not provide a rigid system of scheduled break times. SCHA expects employees to use their time wisely during work hours and to keep personal telephone calls, personal use of e-mail and the Internet, personal visitors and personal conversations with other employees to a minimum.



## **Time and Attendance**

SCHA uses an automated time and attendance system for all non-exempt employees to record actual time worked. **Paychecks are direct deposited biweekly. It is the responsibility of each employee to verify their paystub online.**

- Upon employment, all employees will be issued a unique access device (key fob) that will authorize entrance to the building.
- All non-exempt employees are required to clock in/out whenever they enter or leave the building, except for official business.
- If an employee loses their key fob, it is the employee's responsibility to report this to their supervisor and obtain another key fob immediately. Any missed clocks in/out must be reported to the HR department so that the missed time entries can be recorded on the employee's time sheet.

### Time Clock

- Under no circumstances is an employee allowed to clock in or out for another employee. Such action will result in disciplinary action up to and including discharge.
- An employee's pay will be calculated based on the nearest quarter hour and all overtime must have prior written approval.

### Time Sheets

- Time Sheets must be signed by the employee and given to the employee's supervisor or designee as early as possible on Monday of each week. Supervisors must verify and submit time sheets to payroll by 10:00 am on Tuesday. Electronic signatures will not be accepted on Time Sheets.
- A deduction of 30 minutes per work day will be applied if an employee does not designate a time away for lunch.
- Any changes or corrections (i.e., PDO, jury duty or other non-recorded time) must be documented on the time sheets, initialed by the appropriate supervisor or designee, and returned to payroll by the established time as noted above.
- If an employee fails to record necessary information on the time sheet, the pay correction will be made on the next regular paycheck.

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### **Appropriate Attire**

SCHA's commitment to its members is reflected in the professional and business atmosphere of its work environment. An SCHA employee is expected to demonstrate good taste and discretion in personal appearance and to wear business attire appropriate to a professional office environment.

Business attire for men includes suits or jackets, dress slacks, collared shirts, ties, sweaters, socks, and conservative shoes. Business attire guidelines for women includes suits or jackets, dress pants, skirts, dresses, blouses, sweaters, and conservative shoes (not inclusive of Flip-Flops, Crocs Clogs, or Slippers unless for medical purposes). Skirts and dresses are required to be at a length no shorter than 3 inches above the knee. During certain times of the year or on specified days (e.g., "casual Friday") SCHA may allow business casual dress. Employees will be notified when business casual dress is appropriate and guidelines will be made available.

Professional standards of dress rule out excessively tight or short clothing, revealing tops, or any extreme in dress, accessory, fragrances, or hair. Except when authorized for a specific position or on a true manual work day; (or on holidays, weekends or evenings when visitors are not likely to be in the building) denim, shorts, jogging or workout attire, running or tennis shoes, t-shirts, hats or caps, and the like are never acceptable. In all cases, good judgment should prevail. In general, the more conservative and simple the attire, the better.

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### **Inspection of Personal Property**

No employee is at work 24 hours a day, seven days a week. There are times when management needs access to Association property stored in desks, lockers, computers and other Association property. Employees must understand that personal items and personal communications stored or brought onto Association premises or property are not entitled to an expectation of privacy. SCHA may access desks, cabinets, offices or other property on SCHA premises. SCHA reserves the right to remove a lock should an employee be unavailable or refuse access to any Association property.

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### **Smoking**

SCHA is committed to providing a safe and healthy work environment for its employees and visitors. SCHA is 100 percent tobacco-free. Smoking or the use of tobacco products is prohibited on the campus. This policy includes the land, building, and parking lot owned by SCHA. This policy applies to all employees, visitors, independent contractors, or others who visit or work on SCHA premises.

## **Solicitation**

In an effort to foster a professional and productive work environment, SCHA provides the following guidelines with regard to solicitation and distribution of materials on SCHA property. "Solicitation" includes, but is not limited to, any verbal or written communication which encourages or requests a contribution of money, time, effort, personal involvement or membership in any fund (charitable or otherwise); collection, support for or participation in an athletic team, social, religious, fraternal or other type of group or organization; or the purchase of merchandise, raffle or lottery tickets, etc.

Any solicitation must be conducted in a courteous and professional manner; must not disrupt an employee's work; and must not harass any employee. This policy applies to all employees. Non-employees are not to engage in solicitation or distribution of literature for any purpose, at any time, on SCHA property. The only exception to non-employee solicitation are events such as the United Way campaign or other significant charitable events, as approved by the President, that are consistent with SCHA's commitment to charitable services and its role as a participating member of the community.

## **Office Closings**

In the event of inclement weather SCHA will follow the State Office announcements regarding delays or closings. If the office is closed due to inclement weather employees will not be required to use PDO. If the decision is made to keep the office open during inclement weather or emergency conditions, employees concerned about their personal safety in getting to work or the safety of their family members may utilize a "Paid Day Off," if they have time still available to them. Employees are requested to notify their supervisor of their intent to take time off as soon as possible but, in any event, no later than 9:00 a.m. so that business operations can continue in a normal manner.

If inclement weather or an emergency condition occurs during normal business hours, business operations will continue in the normal manner until the end of the day, unless conditions warrant an early closing of the office. If a decision is made to close the office, employees will be notified by supervisor.

## **Alcohol/Drug Abuse Policy**

The sale, purchase, use, possession or reporting to work under the influence of drugs or alcohol while on business or the premises of SCHA is prohibited. In addition, the sale, purchase, use, or possession of illegal drugs at any time, on or off duty on SCHA's premises, is prohibited. This prohibition applies to all illegal drugs or legal drugs not prescribed for the employee or otherwise misused. For purposes of this policy "under the influence" means having any detectable amount in the employee's system.

Employees with substance abuse problems are encouraged to seek help and pursue appropriate medical, counseling, or treatment programs. SCHA does not generally initiate disciplinary action on the sole basis of illegal substance abuse, if such help is sought and diligently pursued in good faith before an employee is selected for substance testing; or before engaging in conduct that would subject the employee to substance testing. If, in lieu of termination, an employee is allowed to continue working under these circumstances, he must authorize the treatment center or counselor to make periodic progress reports to SCHA and he must agree to be subjected to unannounced follow up testing for a period of five years. Any employee allowed to continue working in lieu of termination is subject to immediate termination if he ever again violates this policy or if he fails to attend any scheduled treatment or counseling session.

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## **Substance Testing**

SCHA may require an employee to submit to a substance test under the following conditions:

- whenever an employee suffers an on-the-job injury or is involved in any accident involving Association property
- whenever circumstances exist which suggest substance use in violation of this policy
- as part of periodic or random drug testing
- any other lawful circumstances.

An employee who is determined to be in violation of this policy may face disciplinary action up to and including discharge. Refusal by an employee to submit to a substance test constitutes a violation of this policy.

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## **Weapons in the Workplace**

No employee may bring firearms, explosives, or other weapons onto the premises of SCHA. This policy also applies whenever an employee is engaged in activities on behalf of SCHA regardless of whether such activities take place on or off of SCHA premises.

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## *personnel matters*

### **Hiring Procedures**

It is SCHA's policy to fill a vacant position with the best suited candidate available. SCHA is committed to internal career advancement and mobility. When the qualifications of an internal candidate and an external candidate are equal, the internal candidate may be given preference for the job. SCHA is an equal opportunity employer within the requirements of applicable laws.

All new positions should have a job description and be approved by the President or Senior Vice President of that area prior to being advertised. If a position becomes available it will be posted internally and externally to hire the best candidate. Persons interested in a position must submit a résumé. All résumés received are forwarded to the director of the department with the vacancy. The department director will determine applicants to be interviewed. Employment is subject to the successful completion of a criminal/credit background check. The department director will offer the candidate the position and confirm the offer with a letter.

All information supplied by a job applicant on an application form, résumés, curriculum vitae, correspondence or in interviews must be factual and accurate. No person will be considered for employment if it is found that he/she has misrepresented or omitted facts on his/her application, other written materials, correspondence or during an interview. If it is discovered that an existing employee committed such misrepresentation or omission, he/she will be subject to discipline, up to and including termination from employment.

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### **Nepotism**

No person is to be hired as a full or part-time employee or remain in the employ of SCHA, if a close family member is also employed by SCHA. "Close family member" means an individual who is the spouse, parent, brother, sister, child, mother-in-law, father-in-law, son-in-law, daughter-in-law, grandparent, grandchild, or step relative of such family member if the employee and the step relative have lived together regularly in the same household. This policy does not apply to "temporary employees" as defined under employee classification. For purposes of this policy, employees in an apparently romantic relationship (living together or otherwise engaged) will be treated as close family members.

If a situation prohibited by this policy is created as the result of marriage, one of the employees must give up his or her position. If the employees cannot choose which of them it will be, the employee having the lower budgeted annual compensation will be removed.

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## **Employee Classifications**

### Full Time Employees

Full time employment is defined as employment where a person works a regularly scheduled 30 hours or more per week. Full time employees working less than thirty (30) hours per week will not be eligible for benefits. Full time employees may be either exempt or non-exempt and are generally eligible for benefits.

### Part Time Employees

Part time employees are those employees who work less than thirty (30) hours per week. If a part time employee transfers to full time employment, the employment date will be established as the date of transfer.

### Temporary Employees

Any employee who is hired to do a specific job or jobs or to work for a limited period of time is classified as a temporary employee. Such an employee may work either a full time or part time schedule. When a temporary employee transfers to full or part-time employee status, the employment date will be established as the date of transfer.

### Telecommuters

Telecommuting is a management option that may be allowed when it is in the best interest of SCHA and is subject to approval by the President.

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## **Introductory Period**

All new employees, including former employees who have been rehired, are considered to be in an introductory period for the first ninety days. This period is a continuation of the selection process and is a time in which the new employee should make extra efforts to demonstrate that he/she is well-suited for his/her position.

At the end of the ninety days introductory period, an employee shall be deemed a regular employee unless the supervisor terminates the employee or extends the introductory period. Designation as a "regular" employee does not, in any way, change the "at-will" nature of the individual's employment, nor does it limit SCHA's right to terminate an employee. In the event an employee's introductory period is extended, the supervisor shall notify the employee in writing and that employee shall acknowledge receipt in writing. No more than one extension may be granted to any employee.

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## **Performance Review & Individual Development to Excellence (PRIDE)**

Knowledge and performance of your duties will be evaluated, formally or informally, throughout your affiliation with SCHA. PRIDE is intended to focus on "What I do" and "How I do it" in support of SCHA's objectives and desired culture and environment. PRIDE consists of an annual review of performance as well as documentation of the desired performance and developmental activities for the upcoming year. PRIDE is a dynamic process that helps build, engage, develop, reward and maintain a high performance workforce.

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## **Inability to Report for Work**

All employees are required to report their inability to report for work. The following procedure should be followed:



Employee should contact their supervisor immediately if they are going to be late or unable to report for work. If a message is left on voice mail, a personal contact must also be made with a member of the staff to ensure the notification is received.

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## **Salaries and Wages**

Salaries are based on 26 bi-weekly pay periods per year. The designated work week of 40 hours consists of the seven day period from Friday through Thursday. Employees are paid via direct deposit.

Salaries and wages of Association personnel are set by the President, subject to budgetary limitations established by the Board.

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## **Payroll Deductions**

Voluntary deductions may be made for elective programs, such as insurance, retirement, or savings accounts. Mandatory or regulated deductions from pay checks include federal income tax, state income tax, social security (FICA) and other such deductions as required by law.

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## **Fringe Benefits**

SCHA currently offers a competitive benefits package that includes health, dental, life and supplemental insurance policies, long-term and short-term disability, a retirement plan, tuition reimbursement and more. The terms of these plans are governed by plan documents and/or policies of insurance not covered in this personnel manual. Employees should contact the HR department for information concerning fringe benefit plans offered by SCHA, or for a copy of the plans' summary plan descriptions.

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## **“Work to be Fit” Wellness Policies**

SCHA is committed to a culture of employee wellness and safety and will expand the resources and support necessary to ensure that these commitments can be realistically achieved. It is the policy of SCHA to work with its employees as collaborative partners to proactively further their overall safety and wellness aspirations. Furthermore, SCHA encourages its employees during paid breaks and other managerial approved working hours to pursue wellness programs provided such absences do not conflict with SCHA operations. Such programs will include but not be limited to fitness assessments, physical activity, and weight management.

### **Healthy Food Policy**

SCHA supports the health of its employees and visitors by ensuring a healthy food environment where the healthy choice is the easy choice.

#### Conference Center Catering

For all events (i.e. conferences, meetings, workshops) hosted or co-hosted by SCHA in the Conference Center, SCHA staff must order from the Heart Healthy catering menu. This menu has been developed to comply with the Healthy Food Nutrition Criteria (see Appendix A).

#### All Other Food/Catering

SCHA strongly recommends all foods and beverages at events hosted or co-hosted by SCHA comply with the adopted Healthy Food Nutrition Criteria (see Appendix A). If it does not, healthy alternatives that comply with the Healthy Food Nutrition Criteria must be available at each meal service for those who choose health (i.e. one entrée, side item, dessert, and beverage must meet nutrition guidelines).

### **Physical Activity Policy**

Physical activity is a key element in reaching/maintaining optimal health; for every 60 minutes seated it is recommended to move for three minutes. Therefore, SCHA provides opportunities for all employees (full time, part time, interns, contractors, etc) to participate in “Work to be Fit” sponsored/endorsed physical activities during regularly scheduled working hours.

### **Tobacco Policy**

Because it is committed to providing a safe and healthy work environment for its employees and visitors, SCHA is a 100% tobacco-free campus. Smoking, use of tobacco products, and/or non FDA approved tobacco substitutes (i.e. electronic cigarettes) are prohibited on the campus, which includes the land, building, and parking lot owned by SCHA. This policy applies to all employees, visitors, independent contractors, or others who visit or work on SCHA premises.

### **Violations**

Violations of wellness policies/standards will be handled equally to any policy violation, and will result in disciplinary action as outlined in the SCHA employee handbook.

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### **Workers Compensation**

SCHA is covered by Workers Compensation. All employees must report to their Supervisor and Payroll/Accounting any accident, regardless of severity.

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### **Personnel File**

The employee is responsible for updating personal information. Any change in name, address, telephone number, marital status or number of dependents should be given to HR department. The personnel/payroll file is maintained in the office of HR department and is the exclusive property of SCHA. Employees may not remove from or add to their personnel files.

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### **Confidential Information**

**NOTHING IN THIS AGREEMENT SHALL CREATE AN EXPRESS OR IMPLIED CONTRACT OF EMPLOYMENT. ALL EMPLOYEES ARE EMPLOYED ON AN AT-WILL BASIS AND MAY BE TERMINATED AT ANY TIME, WITH OR WITHOUT NOTICE AND WITH OR WITHOUT CAUSE. AS AN EMPLOYEE, YOU HAVE THE SAME RIGHT TO TERMINATE YOUR EMPLOYMENT AT ANY TIME, WITH OR WITHOUT NOTICE AND WITH OR WITHOUT CAUSE.**

### **POLICY**

It is the policy of the South Carolina Hospital Association (“SCHA”) that employees maintain the confidentiality and security of all “Confidential Information,” as defined below. It is the policy of SCHA to not receive, retain in any form of media or have access to “protected health information” (“PHI”) as defined by the Health Insurance Portability and Accountability Act, as amended (“HIPAA”), except pursuant to the authorization of the individual subject of the PHI; provided however, SCHA acknowledges that, from time to time, employees, in the course of employment, may incidentally

come into contact with, view, or access PHI, which must be treated as Confidential Information pursuant to the terms of this policy. Further, it is a condition of continuing employment that employees having access to Confidential Information must sign a "Non-Disclosure & Confidentiality Agreement."

## **DEFINITION**

"Confidential Information" means all information learned in the course of employment which is not publicly known or available regarding the business of SCHA or its member hospitals, sponsors, and customers including, but not limited to, member, sponsor or customer lists, written policies, procedures, guidelines, protocols, forms, operating manuals, programs, software, financial information, technical information, information relating to the contents of contracts, and any other proprietary or valuable information of SCHA or its member hospitals, sponsors, and customers which is deemed confidential by SCHA in its sole discretion. This also includes sensitive personal information concerning SCHA's employees and information related to vendors which is not generally known by the public. Confidential Information does not include, however, information which (i) is generally available to SCHA or its employees on a non-confidential basis prior to its disclosure; or (ii) becomes available to SCHA or its employees on a non-confidential basis from a person or persons who are not otherwise bound by a confidentiality agreement.

Confidential Information may include PHI obtained pursuant to an authorization of the individual subject of the PHI or obtained incidentally in the course of employment.

Notwithstanding the foregoing, this policy is neither intended to nor will be enforced in such a manner so as to infringe upon or restrict any rights (if applicable) afforded to SCHA employees under the National Labor Relations Act, including any rights to engage in protected concerted activity regarding the terms and conditions of employment.

## **PROCEDURES**

1. SCHA is the sole and exclusive owner of its Confidential Information. SCHA employees are not permitted to access, use, retain, transmit, or otherwise make available SCHA's Confidential Information to any person or entity outside of SCHA, except as required in the performance of employee's duties to SCHA.
2. SCHA employees with access to Confidential Information must execute a "Non-Disclosure & Confidentiality Agreement" in which employees agree not to use or disclose SCHA Confidential Information, except as is authorized in accordance with this policy and as allowed or required by law.
3. All new employees shall be trained on maintaining the confidentiality and security of Confidential Information upon hire and reviewed annually, consistent with this policy.
4. Absent approval by the President and CEO of SCHA after consultation with Legal Counsel, Confidential Information cannot be disclosed or released to anyone outside of SCHA except where required by legal subpoena or court order.
5. Any Confidential Information that is maintained by SCHA must be maintained in a secure/controlled access environment and subject to other reasonable means of preserving its integrity and confidentiality.
6. Upon termination of employment, employees who have had access to Confidential Information must agree not to retain any original or copies of any file, document, record, or memorandum relating in any manner whatsoever to their employment with SCHA. All such files, documents, records, and memoranda in their possession will be immediately returned to SCHA upon termination of employment.
7. Failure to honor the obligations of this policy will result in discipline, up to and including termination, in addition to any relief provided in the Non-Disclosure and Confidentiality Agreement.

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## **Release of Employee Information**

Requests for information, both written and oral, about former or current employees should be referred to HR department. Supervisors or other employees, as representatives of SCHA, are not permitted to respond to a reference request.

SCHA may require the employee to provide an appropriate written authorization to release the requested information.

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## **Termination of Employment**

Exempt staff are requested to provide one month's notice of resignation. All other Association employees are requested to provide two weeks' notice of resignation. Once notice is given, SCHA reserves the right to allow employees to work out notice.

Employees who give and work a proper notice are eligible to receive all accrued and unused PDO pay, calculated as of the date of termination, in accordance with the PDO policy.

Employees who are terminated by SCHA are not entitled to receive accrued and unused PDO pay.

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# *leaves and absences*

## **Medical Leave of Absence**

If an employee expects to be absent from work for more than three consecutive working days as a result of a personal illness, injury, or other medical condition (including pregnancy), he or she must submit a written request for medical leave to their Supervisor at least 30 days before the anticipated commencement of that leave. In the case of an emergency, or when 30-days' notice cannot otherwise be provided; the employee or a member of the employee's immediate family must notify the employee's supervisor as soon as possible. The written leave request should follow this notification by no more than three days.

In all situations, the employee's request for medical leave must be supported by a physician's certification of the medical need for leave. This certification must be furnished within 15 days of the employee's leave request. If the leave is granted, the employee is required to provide SCHA with periodic physician statements, at least once every 30 days, attesting to the employee's continued inability to work. The employee may also be required to submit to an examination by a physician selected by SCHA. An employee returning to work from medical leave must submit a physician's statement indicating the employee has been released to return to work.

The maximum duration of a medical leave of absence is 12 weeks. If an employee is able to return to work from a medical leave of absence within the 12 week maximum duration, SCHA will attempt to reinstate the employee to his/her former position, if it is to be filled, or another position for which the employee is qualified. Due to the nature of our business, SCHA cannot guarantee either that an employee's job will remain available or that another position will be available when return from leave is sought. An employee who is not restored to employment within 26 weeks may be terminated; however, this does not affect the employee's eligibility to be considered for rehire later as a new employee. **Employees will not receive or accrue any benefits while on leave.**

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## **Personal Leave of Absence**

A full-time employee who has completed at least one-year of service with SCHA may request an unpaid personal leave of absence for a period of up to 30 days. The personal leave must be requested in writing at least 30 days in advance, unless necessitated by an emergency, in which case oral notification should be followed by written application for the leave.

Personal leave is granted only at the sole discretion of the President. All unused PDO must be used before a personal, unpaid leave will be granted. **Employees will not receive or accrue any benefits while on leave.**

Due to the nature of our business, SCHA cannot guarantee either that an employee's job will remain available, or that another position will be available when return from personal leave is sought. When an employee is ready to return to work from a leave of absence without pay, SCHA will attempt to reinstate the employee to his/her former position, if it is to be filled, or to one for which he is qualified. An employee who is not restored to employment within 30 days may be terminated, however this does not affect the employee's eligibility to be considered for rehire later as a new employee.

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## **Family and Medical Leave Act (FMLA)**

The Family and Medical Leave Act, 29 U.S.C. §§ 2601 *et seq.* ("FMLA" or "the Act") applies to all employers who employ fifty (50) or more employees, whether full-time or part-time, during the current or preceding calendar year. The Act generally provides employees up to 12 weeks of unpaid leave in any 12-month period for the birth or placement of a child or to address or care for the serious health condition of the employee or a member of the employee's immediate family.

FMLA provides eligible employees with up to twelve (12) workweeks of unpaid leave for certain family and medical reasons during a "rolling" 12-month period, measured backward from the date that the employee uses leave. This means that every time an employee takes FMLA leave, the remaining leave entitlement equals any balance of the twelve (12) weeks that had not been used during the preceding twelve (12) months.

In certain cases, employees may be eligible for up to twenty-six (26) workweeks of unpaid leave to care for a covered service member during a 12-month period.

At the conclusion of FMLA leave, subject to some exceptions, an employee generally has a right to return to the same or to an equivalent position.

### Eligibility Criteria:

To be eligible for FMLA leave, an employee must have been employed at SCHA:

- for at least twelve (12) months;
- for at least one thousand two hundred and fifty (1,250) hours during the twelve (12) month period preceding the leave; and
- at a worksite with fifty (50) or more employees or where fifty (50) or more employees are located within seventy-five (75) miles of the worksite.

### Triggering Events:

FMLA leave may be taken for any of the following reasons:

- the birth of an employee's child or to care for the newborn child, or for the placement of a child with the employee for adoption or foster care or to care for the newly placed child, so long as leave is taken within one (1) year of such birth, adoption, or placement;
- to care for the employee's spouse, child, or parent with a "serious health condition" as defined below;
- the employee's own serious health condition that makes the employee unable to perform one or more of the essential functions of his/her job;
- to care for a spouse, child, parent, or "next of kin" of an employee who is, or in certain cases was, a "covered service member" of the Armed Forces, as those terms are defined below; and/or
- a "qualifying exigency" resulting from a covered family member's "covered active duty" in a regular or reserve component of the Armed Forces, or as otherwise permitted by laws, as those terms are defined below.

A "serious health condition" is defined in regulations implementing the FMLA and includes an injury, illness, impairment, or physical or mental condition that involves "inpatient care" or "continuing treatment" by a health care provider. If you have questions about what constitutes a "serious health condition" for purposes of the FMLA, contact a member of the Human Resources Department.

#### Intermittent or Reduced Work Schedule Leave:

Leave to care for a newborn or for a newly placed child must be taken all at once and may not be taken intermittently or on a reduced work schedule. Leave to care for a seriously ill spouse, child, or parent, or for the employee's own serious health condition, may be taken intermittently or on a reduced schedule only when medically necessary.

If an employee takes leave intermittently or on a reduced work schedule basis, the employee must attempt to schedule the leave so as not to unduly disrupt SCHA's operations. SCHA may temporarily transfer the employee to an alternative position with equivalent pay and benefits for which the employee is qualified and which better accommodates periods of leave.

#### Notice:

When a leave is foreseeable (for example, for childbirth, placement of a child, planned medical treatment for the employee's or a family member's serious health condition, or foreseeable care for a "covered service member"), the employee must provide SCHA with at least thirty (30) days advance notice of the anticipated timing and duration of the leave. When the timing is not foreseeable, the employee must provide SCHA with notice of the need for leave as soon as practicable and in accordance with SCHA's Attendance policy (see above), unless unusual circumstances prevent doing so. Failure to provide notice with no reasonable excuse may result in the delay of an employee's leave.

#### Required Documentation:

An employee may be required to submit medical certification from a health care provider to support a request for FMLA leave for the employee's or a family member's serious health condition. SCHA may also:

- Have a designated health care provider contact, or contact directly through SCHA's Human Resources Department, leave administrator, or a management official other than the employee's immediate supervisor, the employee's health care provider in an effort to clarify or authenticate the initial certification; and/or
- Require the employee to obtain a second opinion by an independent provider at SCHA's expense. If the initial and second certifications differ, we may, at SCHA's expense, require the employee to obtain a third, final, and binding certification from a jointly selected health care provider.

During FMLA leave, SCHA may request that the employee provide recertification of a serious health condition at intervals in accordance with the FMLA. In addition, during FMLA leave, SCHA may require periodic reports regarding the employee's status and intent to return to work.

Before the employee returns to work from FMLA leave for the employee's own serious health condition, he/she may be required to submit a fitness for duty certification from the employee's health care provider.

An employee may also be required to submit certification for serious injury or illness of a covered service member or for qualifying exigency for military family leave.

FMLA leave or return to work may be delayed or denied if the appropriate documentation is not provided in a timely manner. Failure to provide requested documentation of the reason for an absence may lead to termination of employment.

#### Use of Paid and Unpaid Leave:

If an employee has accrued paid leave (e.g., PDO), he/she must exhaust qualifying paid leave first. "Qualifying paid leave" is leave that would otherwise first be available to the employee, for the purpose for which the FMLA leave is taken.

Any paid leave used for an FMLA qualifying reason will be charged against an employee's entitlement to FMLA leave. This includes leave for disability or worker's compensation injury/illness, provided that the leave meets FMLA requirements. The substitution of paid leave for unpaid leave does not extend the twelve (12) workweek leave period.

Maintenance of Health Benefits:

During FMLA leave an employee is entitled to continued group health plan coverage under the same conditions as if the employee had continued to work. The employee must continue to pay his/her portion of all insurance premiums to maintain coverage. If an employee's premium payment is more than thirty (30) days late, SCHA may discontinue the employee's coverage upon notice to the employee.

Limitations on Reinstatement:

An employee is entitled to reinstatement only if he/she would have continued to be employed had FMLA leave not been taken. In addition, SCHA reserves the right to deny reinstatement of salaried, eligible employees who are among the highest paid ten percent (10%) of SCHA's employees, employed within seventy-five (75) miles of the worksite, if such denial is necessary to prevent substantial and grievous economic injury to SCHA operations.

Failure to Return to Work Following FMLA Leave:

If the employee does not return to work following the conclusion of FMLA leave, the employee will be considered to have voluntarily resigned. SCHA may recover health insurance premiums that were paid on behalf of the employee during any unpaid FMLA leave. SCHA's share of such premiums may not be recovered if the employee fails to return to work because of the employee's or a family member's serious health condition or because of other circumstances beyond the employee's control.

Service Member Family Leave:

An eligible employee who is the spouse, child, parent or "next of kin" to a "covered service member" may be granted up to twenty-six (26) weeks of unpaid job-protected leave in a single consecutive 12-month period to care for the service member. "Next of Kin" is defined as "the nearest blood relative of that individual" in the order of priority established by the regulations implementing the FMLA. A "covered service member" is either of the following:

- A member of the Armed Forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list for serious injury or illness.
- A veteran (as such term is defined in section 101 of title 38 of United States Code) who is undergoing medical treatment, recuperation, or therapy, for a serious injury or illness and who was a member of the National Guard or Reserves, at any time during the period of five (5) years preceding the date on which the veteran undergoes that medical treatment, recuperation, or therapy.

"Serious injury or illness" for this purpose is limited as follows:

- In the case of a member of the Armed Forces, including a member of the National Guard or Reserves, to a serious injury or illness that was incurred by the service member in the line of duty on active duty in the Armed Forces, or which existed before the beginning of the member's active duty and was aggravated by service in the line of duty in the Armed Forces, that may render the member medically unfit to perform the duties of his/her office, grade, rank or rating.



- In the case of a veteran who was a member of the Armed Forces, including a member of the National Guard or Reserves, at any time during the above five (5) year period, to a qualifying injury or illness that was incurred by the service member in the line of duty on active duty in the Armed Forces, or which existed before the beginning of the member's active duty and was aggravated by itself before or after the member became a veteran.

Prior to granting a request for service member family leave, SCHA may require the employee requesting such leave to provide certification of, among other things, the military status of the injured individual and the qualifying nature of such individual's injury or illness.

Leave to care for an injured or ill service member, when combined with other FMLA-qualifying leave, may not exceed twenty-six (26) weeks in a single 12-month period. Service member FMLA leave runs concurrently with other leave entitlements provided under federal law.

#### Military Exigency Leave:

An eligible employee who has a spouse, child, or parent who is on "covered active duty" or has been notified of an impending call or order to "covered active duty," or is otherwise covered under applicable law, may be granted up to twelve (12) weeks of unpaid job-protected leave in a single 12-month period due to a "qualifying exigency" resulting therefrom. The use of military exigency leave, when combined with other FMLA leave (excluding in certain cases service member family leave, as set forth above) may not exceed twelve (12) weeks of total leave in a 12-month period.

"Covered active duty" includes:

- In the case of a member of a regular component of the Armed Forces, duty during deployment of the member with the Armed Forces to a foreign country.
- In the case of a member of a reserve component of the Armed Forces, duty during the deployment of the member with the Armed Forces to a foreign country under a call or order to active duty under a provision of law referred to in section 101(a)(13)(B) of title 10 of the United States Code.

A "qualifying exigency" may include, among other things:

- Attending certain military events;
- Making arrangements for childcare and school activities;
- Making financial and legal arrangements;
- Attending certain counseling sessions; and
- Attending and addressing post-deployment activities and issues.

Eligible employees wishing to take military exigency leave must notify SCHA as soon as is practicable. Prior to granting a request for military exigency leave, SCHA may require the employee to provide certification of, among other things, the existence of both the active duty (or call to active duty) of the family member and the qualifying exigency, as permitted by the FMLA.

The amount of military exigency leave available to an employee may vary, depending in part upon the type of exigency or exigencies upon which the request for leave is based. Any questions regarding military exigency leave, including what constitutes a qualifying exigency, should be directed to the Human Resources Manager.

Note: for additional information about the FMLA, see the "Employee Rights and Responsibilities under the Family and Medical Leave Act" poster posted at your facility.



## Holidays

In recognition of the following holidays, the SCHA office will be closed. These eight holidays do not count as PDOs for eligible employees.

New Year's Day	Thanksgiving Day
Memorial Day	Thanksgiving Friday
Independence Day	Christmas Eve
Labor Day	Christmas

When one of these holidays falls on a Saturday or Sunday, the President shall determine the date(s) that the SCHA office will be closed.



## Paid Days Off

The purpose of the Paid Days Off (PDO) program is to provide SCHA with the necessary control to maintain its function at an effective level and at the same time provide flexibility for employees to utilize paid time off to their best advantage.

### Paid Days Off

Definition - Earned days on which an employee elects to be absent from work with pay or receives payment in lieu of time away from work. Paid days off are granted in lieu of vacation days and sick leave days.

PDO is based on "worked hours" within the pay period and will be accrued by each staff member depending on his or her length of service with SCHA. The amount accrued will be posted in hours at the end of each pay period. Following is the accrual schedule.

YEARS OF SERVICE	ANNUAL PDOS	HOURS ACCRUED PER PAY PERIOD	YEARS OF SERVICE	ANNUAL PDOS	HOURS ACCRUED PER PAY PERIOD
1	20	6.2	7	26	8.0
2	21	6.5	8	27	8.3
3	22	6.8	9	28	8.6
4	23	7.1	10	29	8.9
5	24	7.4	11	30	9.2
6	25	7.7		(MAX)	

*\*Chart is based on a 40 hour work week.*

All PDOs will be taken at the employee's discretion. There will be no distinction made between days taken as "vacation" and days taken as "sick leave."

PDO may be carried over if not used in the same year in which it was earned. The maximum amount of PDO that may be carried over is 240 hours.

Note: The cap for PDO accrual is 240 hours. Employees will not be able to accrue PDO in excess of 240 hours.

PDO Exception for Presidents, Vice Presidents and Executive Directors.

Employees classified as President, Vice President and Executive Director will be allowed annual PDO calculated by years of service at the beginning of each calendar year, and will forfeit those unused PDO hours at the end of that calendar year. They will not be required to turn in PDO hours to Human Resources. These employees will communicate and coordinate time off with their direct supervisor. Current employees in these positions are eligible, but not required to use the Employee Sale/Cash-In of Paid Days Off Policy to zero out their current PDO bank. Employees who obtain a position of President, Vice President or Executive Director in the future will also be eligible, but not required to use the Employee Sale/Cash-In of Paid Days Off Policy to zero out their then current PDO bank.

\* Employees who give and work a proper notice are eligible to receive all accrued and unused PDO pay, calculated as of the date of termination, in accordance with the PDO policy. Employees who are terminated by SCHA are not entitled to receive accrued and unused PDO pay.

#### Employee Sale/Cash-In of Paid Days Off (PDO)

Full-time employees of SCHA are permitted to sell back accrued PDO under the following guidelines:

- Requests for PDO Sale/Cash-In must be made in writing to the President.
- An employee must retain a balance of 40 hours in their PDO account.
- Sale of PDO must be in increments of 20 hours with a maximum per event of 80 hours.
- Employees may sell/cash-in a maximum of 160 hours per calendar year.
- Cashed in PDO hours will be paid commensurate to the employee's current rate of pay.
- Upon approval of the President, PDO cash-in payments will be made with normal payroll runs.
- Cash In's will be paid at 90%. Employees who elected an Advanced Notice for "Cash-In" PDO and completed the appropriate form prior to the end of the previous calendar year will be paid at 100%. This election is irrevocable.

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#### **Bereavement Leave**

Full time employees may receive leave with pay due to the death of a member of their immediate family. These days will not be charged to the employee's accrued paid days off. Up to three days leave may be granted in the event of the death of a spouse, child, parent, sister, brother, grandparent, or immediate in-law (i.e., mother or father-in-law). One day of leave may be granted in the event of the death of a brother/sister-in-law, niece/nephew, aunt/uncle, grandchild or close personal friend. No more than two days of bereavement leave may be used in any calendar year for the deaths of close personal friends.

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#### **Court Leave Pay**

Employees receive paid leave for time spent in court on jury duty for a maximum of five workdays per calendar year. In order to be eligible for court leave, the employee must notify his/her supervisor as soon as possible after receiving the subpoena or notice from the court that he/she has been selected for possible jury service; must report to work when not required to be in court on a particular day; and must report to work immediately after being released on a particular day if released prior to 3:00 p.m. The employee must submit to SCHA a written statement from the court showing the days and times of jury service. Any compensation received by the employee (other than mileage) must be turned over to SCHA. Employees needing leave for personal litigation in which they are involved must use PDO or take unpaid leave. Exceptions to this policy must be approved by the President.

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#### **Voting Time**

SCHA considers the casting of one's ballot in general and primary elections to be both a privilege and a duty of the individual. Therefore, employees are encouraged to exercise this right in all elections. When necessary, supervisors will assist employees in arranging their schedule to assure sufficient time to reach their designated polling place during the time the polls are open.

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## **Military Leave**

Employees are entitled to such leave of absence and reinstatement from leave of absence for military duty (including National Guard and Reserves) as is provided by federal and state law. Since those laws change from time to time, no attempt is made to set them out here.

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## **Education Benefits**

Attendance at national, regional, and state institutes, conventions, and/or related programs is usually desirable in order to stay abreast of the significant developments in the hospital field. It is imperative, however, that discretion be exercised in determining which events to attend. The potential benefit to be derived from a particular event should be evaluated as to how it relates to the furtherance of Association goals.

SCHA staff wishing to attend an event at any cost to SCHA, must receive prior approval in accordance with the Travel Expense Policy.

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# *business related travel*

## **Travel Expenses**

### General

The South Carolina Hospital Association will reimburse employees for certain expenses incurred while traveling on authorized Association business. If not specifically addressed in the budget, travel must be authorized by the employee's supervisor in advance. The following requirements are necessary before reimbursement can be claimed.

- All requests for travel reimbursement must have supervisory approval before submission to accounting for processing. Requests for reimbursement by the President are reviewed and approved at least quarterly by the Chairman of the SCHA Board of Trustees or Chairman of the Operations Committee. The amount of the expenditure must be reasonable and related to the business and purpose of the trip.
- All travel expense advances must be approved by the President or Senior Vice President before advances will be issued. SCHA may issue travel advances to employees not to exceed a reasonable estimate of the out-of-pocket expenditures to be incurred on an official Association trip. Whenever such an advance is issued, a voucher for the actual expenses incurred must be submitted upon completion of the trip, and any excess in the amount advanced must be refunded.
- Reimbursement for mileage of personal automobiles, when the use of a personal automobile is pre-approved, will be at the per-mile rate approved by the IRS. The employee shall be responsible for providing all gasoline, oil, and other necessary upkeep and repairs. Only those automobile expenses not ordinarily incidental to personal travel, such as parking fees and road tolls, will be reimbursed directly. Mileage for personal reasons will not be reimbursed.
- All other reasonable and necessary out-of-pocket expenditures related to the business purpose of the trip, made by Association employees while traveling on an official trip, will be reimbursed upon submission of a completed and approved expense report.
- SCHA staff on official trips may use authorized credit cards when appropriate. Proper documentation must be submitted along with the travel and expense report.
- Tickets for transportation on common carriers will be the responsibility of the staff member to secure. Expenditures charged in advance for tickets, hotel reservations, etc. must be reported to accounts payable within 10 (ten) days of the expenditure.
- A proper accounting must be made of all expenses being claimed. Proper accounting means that which will satisfy the Internal Revenue Service requirements. A SCHA Travel and Education Expense Form will be used to account for any expense for which an employee seeks reimbursement.
- In order to comply with the regulations of the Internal Revenue Service regarding business expense reporting, the following rules are necessary:
  - Complete proper portion of expense form showing each element of expense;
  - Insert exact amounts of expenses. "Approximates" will not be sufficient;
  - The amount of the expenditure must be disclosed. All expenditures should be supported by a receipt, if at all possible. Any expense in excess of \$25 must be supported by a receipt showing Where, What, When and the amount of each expense;
  - The time and place of travel and entertainment expenditures must be disclosed;
  - The business purpose of the expenditure must be disclosed;
- The business relationship to SCHA of the person or persons entertained must be disclosed.

- A travel expense report must be completed within thirty (30) days of returning from an official trip. The appropriate department charged and account number (or description) must be disclosed on the expense report.
- Requests for reimbursement submitted after the time frame required by this policy will not be approved unless authorized by the President. The reimbursement schedule is as follows:
  - Expenses submitted within 30 days will be reimbursed at 100%.
  - Expenses submitted 31 days to 60 days will be reimbursed at 90%, upon approval by the President.
  - Expenses submitted 61 days to 90 days will be reimbursed at 75%, upon approval by the President.
  - Expenses submitted after 90 days will not be reimbursed.
- Local out-of-pocket expenses may be submitted monthly unless expenditures have been charged to a SCHA American Express or other corporate card. In these instances, an expense report must be submitted and approved no later than the 5th day of the following month for the expenditure.

For Web purchases and for airline e-tickets, the email confirmation and itinerary received from the vendor is considered an original receipt.

In unusual cases of lost or missing receipts, the employee should attach an explanation specifying the reason the receipt is missing.

#### Credit Cards

Credit cards may be issued by SCHA to its employees at the discretion of the President or Senior Vice President.

- Receipts are to be submitted to the Director of Internal Accounting on an expense report form that has proper supervisory approval within five (5) business days of receiving the credit card statement. The expense report will be used to reconcile charges on the monthly credit card statement.
- It is the responsibility of the employee to report lost or stolen cards directly to the credit card company and to the Director of Internal Accounting.
- Failure by an employee to provide timely submission of corporate card expenses will result in the following:
  - First offense – Expenses for the employee’s corporate card must be submitted to the President for approval.
  - Second offense – Suspension of the employee’s corporate card for a period of 30 days.
  - Third offense – Revocation of the employee’s corporate card.

SCHA credit cards are intended for business expenditures and should not be used for personal expenditures except in the case of an emergency. All personal charges made on SCHA credit cards will be considered an advance of wages or salary and will be deducted from the employee’s payroll check.



#### **Non-Travel Expenses**

For phone orders, the mail confirmation or invoice included with the merchandise is the original receipt. Credit card statements are not original receipts.

Expenses are to be submitted on the SCHA Expense Statement within ten (10) days of travel or the date the expense was incurred.



## *administrative*

### **IT Policy**

The IT staff at SCHA is responsible for determining what technologies in the market place will work in our office environment and can be supported by our servers/software and expertise. Each employee at SCHA will be given a standard set of resources to be used in performing everyday tasks. Additional resources will be considered based on specific criteria and must be approved by the President using the "Additional Technology Request Form."

The IT department will set standards and timelines for technology upgrades. The department will gather input from all staff teams annually and determine an appropriate budget for the following calendar year.

Resources (i.e., laptops and projectors) are also available through the IT department. These resources must be booked through the calendar in Outlook and physically signed for in the IT office.

Any request for technology or IT support in grant submissions should be reviewed by the IT department before the grant is submitted.



### **IT Acceptable Use Policy**

Hardware and software systems are the sole property of SCHA and are to be used primarily for work-related purposes. All information transmitted by, received from, or stored in these systems is owned by SCHA. Employees should have no expectation of privacy or confidentiality when using these systems. All data contained in these systems is subject to review by SCHA management. Employees are responsible for the appropriate use and care of all SCHA assigned hardware/software. Employees who are assigned Association property will be responsible for replacement costs if lost or damaged, unless an exception is made by the President.

#### Network Connection

SCHA will provide a username and password to all employees to connect to the network. This information is confidential and should not be shared. Employees who feel that their login information has been compromised should inform the IT department, so a new network password can be assigned. Employees will be assigned space on the network to save files. This space will be limited by the network administrator. While all employees have read-only access to all files (unless password protected), employees (and those they designate) are only allowed to save/modify/delete their own files.

#### Passwords

Passwords that can be guessed by unauthorized personnel create the opportunity for breaches of security. To ensure maximum security, passwords must be hard to guess, not just by other human users but by extremely fast computers armed with multi-lingual dictionaries. You will create strong (hard-to-guess) passwords by following these instructions:

#### Do's

- Your password must be at least six characters long. Passwords 8-14 characters long provide optimal security.

- Your password must be a combination of uppercase and lowercase letters, numerals, punctuation marks, and other special characters. To a computer, uppercase letters are different than lowercase letters.

#### Don'ts

- Your password must not contain your user name, your real name (first, middle, or last), your e-mail name, or any derivative of these.
- Your password must not be any single word in any language (password cracking software have access to language dictionaries for many, many languages).
- Your password must not be any fact that can be associated to you: a pet's name, your birth date, phone number, social security number, driver's license number, car license number, etc. Likewise, your password should not be a fact associated with your spouse or children.

**Passwords should not be shared with any employee.** If another employee needs access to your email, calendar or contacts, please contact the IT Administrator.

#### Hardware

All hardware must be approved and ordered through the IT department. This includes computers, external drives, monitors, keyboards, mice, printers and any other components that connect to SCHA's network.

#### Software

All software (whether on hard media or downloaded from the Internet) must be approved and installed by the IT department. All SCHA computers are loaded with standard business software. Additional software will be loaded on a case by case basis as needed. The IT department will be responsible for upgrading/removing software as necessary.

#### Virus Protection

All SCHA computers will be loaded with virus protection software. The software will update itself automatically. Employees are prohibited from removing or "turning off" virus protection. If an employee receives notification that a virus has been found on their machine, the IT department should be notified. All files received from external sources should be scanned before being saved to the network.

#### Email

Every employee will be assigned an SCHA email address and be given a mailbox on the network. Employees should provide their SCHA email address only to business related contacts and businesses. The IT department will maintain an archived database of all emails transmitted/received for backup purposes. The email system is protected through a SPAM server and a virus checker. Employees are also given access to personal email accounts via an Internet connection. It is the employee's responsibility to ensure that the machine(s) they use to check mail externally is secure and that all mail sessions are logged off properly. Employees may not send or disseminate email messages which are vulgar, harassing, disruptive, intimidating, offensive, defamatory or discriminatory toward anyone or that are inconsistent with the professional image of SCHA.

#### Internet Connectivity

Each employee has unrestricted access from the SCHA network to the Internet. The IT department maintains a log of all sites visited by each employee and will provide reports to supervisors if requested. No employee may stream live music or download software (wallpaper, music, screen savers or games) from the Internet without prior approval from the IT department. Personal use of the Internet is allowed, with discretion, as long as it doesn't interfere with SCHA business. Employees are prohibited from intentionally accessing websites that contain pornography or any sexually explicit material.



## Telephones

SCHA maintains a phone system and will provide each employee with a telephone and voicemail capability. It is expected that employees will use the phone system to conduct SCHA business. Personal calls may be placed/received using the phone system as long as personal use does not interfere with SCHA business. Long distance personal calls are prohibited. At its discretion, SCHA management can assign SCHA owned cell phones/smart phones for employees in the following situations:

- The nature of work assigned requires substantial travel, therefore limits the ability to use the office or other departmental phones.
- Due to frequent and prolonged time out of the office, a cell phone is required to support departmental operations.
- The nature of the work assigned requires the individual to be reasonably available outside of normal office hours.
- The nature of the work assigned is critical to the operation of SCHA and immediate response is required.

In all cases, the most economical service plan that meets individual business needs must be chosen. Equipment choice will be based on individual need. Employees are responsible for the safekeeping and care of their cell phones/smart phones as well as a contribution toward the total cost of the plan.

SCHA is afforded two insurance replacements per year for each device.

- First replacement will be paid by SCHA; cost is \$50 deductible.
- Second replacement will be paid by the employee; cost is \$50 deductible.
- Third replacement, employee will be responsible for the full retail value of the phone.

Employees who misuse SCHA equipment and/or services are subject to discipline, including forfeiture of the equipment and/or services, up to and including discharge from employment, with or without prior notice.

[T O P](#)

## Social Media

In the rapidly expanding world of electronic communication, social media can mean many things. Social media includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web blog, journal or diary, personal web site, social networking or affinity web site, web bulletin board or a chat room, whether or not associated or affiliated with SCHA, as well as any other form of electronic communication. The same principles and guidelines found in SCHA policies and three basic beliefs apply to your activities online. Ultimately, you are solely responsible for what you post online. Before creating online content, consider some of the risks and rewards that are involved. Keep in mind that any of your conduct that adversely affects your job performance, the performance of fellow associates or otherwise adversely affects members, customers, suppliers, people who work on behalf of SCHA or SCHA's legitimate business interests may result in disciplinary action up to and including termination.

This policy is intended to help staff make appropriate decisions about the use of social media such as blogs, wikis, social networking websites, podcasts, forums, message boards, or comments on web articles, including but not limited to Facebook, Google+, Twitter, LinkedIn, Flickr, Pinterest, Instagram, Tumblr, and YouTube.

Carefully read these guidelines and review your SCHA Values & Standards of Behavior to ensure your postings are consistent with these policies. Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including termination.

### *Be Respectful*

Always be fair and courteous to fellow associates, members, or people who work on behalf of SCHA. Also, keep in mind that you are more likely to resolve work related complaints by speaking directly with your co-workers or by utilizing our Open Door Policy than by posting complaints to a social media outlet. Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparage members, or that might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion, or any other status protected by law or company policy.

### *Be Honest and Accurate*

Make sure you are always honest and accurate when posting information or news, and if you make a mistake, correct it quickly. Be open about any previous posts you have altered. Remember that the Internet archives almost everything; therefore, even deleted postings can be searched. Never post any information or rumors that you know to be false about SCHA, fellow associates, members, people working on behalf of SCHA or competitors.

### *Post only Appropriate and Respectful Content*

- Maintain the confidentiality of SCHA trade secrets and private or confidential information. Trade secrets may include information regarding the development of systems, processes, products, and know-how technology. Do not post internal reports, policies, procedures or other internal business-related confidential communications. Do not share or link any content or information owned by SCHA that could be considered confidential or sensitive. Do not share or link any content or information owned by another company or person that could be considered confidential or sensitive.
- Do not create a link from your blog, website or social networking site to a SCHA website without identifying yourself as a SCHA associate.
- Express only your personal opinions. Never represent yourself as a spokesperson for SCHA. If SCHA is a subject of the content you are creating, be clear and open about the fact that you are an associate and make it clear that your views do not represent those of SCHA, fellow associates, members, or people working on behalf of SCHA. If you do publish a blog or post online related to the work you do or subjects associated with SCHA, make it clear that you are

not speaking on behalf of SCHA. It is best to include a disclaimer such as "The postings on this site are my own and do not necessarily reflect the view of SCHA."

#### *Using Social Media at Work*

Exercise restraint in how much personal use of social media is used during working hours. Do not use SCHA e-mail addresses to register on social networks, blogs or other online tools utilized for personal use.

#### *Retaliation is Prohibited*

SCHA prohibits taking negative action against any associate for reporting a possible deviation from this policy or for cooperating in an investigation. Any associate who retaliates against another associate for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including termination.

#### *Media Contacts*

Associates should not speak to the media on SCHA's behalf without contacting the Communications Department. All media inquiries should be directed to them.

#### Social Media Guidelines

The purpose of the social media guidelines is to:

- Outline the recommendations for participation in social media, including social media managed by SCHA and personal social media, in which an individual's affiliation with SCHA is known, identified, or presumed.
- Minimize the business, legal and personal risks that may arise from an individual's use of social media during working or non-working hours.
- Protect the privacy and safety of our employees, members, partners, and sponsors.

#### *Your Responsibilities as an SCHA Employee*

1. We encourage employees to support SCHA on established SCHA social networking sites as you are engaging in Internet usage outside of the workplace. Your online presence reflects SCHA. Be respectful of SCHA, other employees, customers, partners, and competitors.
2. Employees should carefully comply with HIPAA Privacy Rule regulations in hospitals and not discuss patients, their illness, their care nor post patient photos or stories to any social networking site. These sites include blogs, networking sites, photo sharing, video sharing, microblogging, podcasts, as well as comments posted on the sites. If a person is not deliberately posing for a photo, please get consent.
3. Employees using social media must take care to protect SCHA and our members' confidential and proprietary information by not posting it online. SCHA and member logos, trademarks and photographs may not be used without written consent. Public signage (i.e. in lobbies, in cafeterias, and outdoors) is acceptable, but not signage used in nonpublic areas of the building.
4. Respect copyright laws, and reference or cite sources appropriately. Plagiarism also applies to online posts.
5. SCHA's Standards of Behavior, and policies related thereto, apply whenever a topic is about SCHA, its employees, patients or services. Violation can result in disciplinary action.

6. Unless given permission by the SCHA Communications Department, employees are not authorized to speak on behalf of SCHA, nor to represent themselves as doing so. Media inquiries about SCHA and our members, services, employees, partners, and sponsors should be referred for coordination and guidance to the Communications Department.
7. Employees may not establish web pages or pages on Facebook, Twitter, YouTube, and other social media sites, in the name of SCHA, any of its departments, service lines, events or entities without permission. Permission is granted only after written request is submitted to the Communications Department.
8. Employees should use their personal e-mail address as their primary means of identification on social networking sites. He/she should not use a SCHA e-mail address to express personal views on a social networking platform or external website.
9. Any employee communicating on the Internet about SCHA or SCHA related matters should disclose his/her role at SCHA. Always use good judgment and strive for accuracy in these communications as errors and omissions reflect poorly on SCHA and may result in liability for SCHA.
10. Employees should ensure personal blogging and social networking activity (i.e. accessing Facebook, Twitter, Blogs, You Tube etc.) do not interfere with work commitments. These activities should be restricted to official breaks.
11. Employees should contact the Communications Department if there are any questions about what is appropriate to include in a blog or social networking profile. Remember, if comments wouldn't be deemed appropriate by a manager or others at SCHA, it is unwise to post them to the Internet. Any content contributed on these platforms becomes immediately searchable, shared and immediately leaves your control forever.
12. Employees should be respectful and professional to fellow employees, members, partners, and sponsors. In addition, avoid using unprofessional online personas.
13. If someone from the media or press contacts an SCHA employee about posts made in online forums that relate to SCHA in any way, the employee must alert his/her manager and contact the Communications Department before responding.
14. Do not post the SCHA or member logos unless it is specifically approved or included within another approved piece (e.g. banner ads and widgets). In addition, do not manipulate the logo to create a "new" logo.

*(Signature page for IT policy)*

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- Your password must not be any fact that can be associated to you: a pet's name, your birth date, phone number, social security number, driver's license number, car license number, etc. Likewise, your password should not be a fact associated with your spouse or children.

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- First replacement will be paid by SCHA; cost is \$50 deductible.
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- Third replacement, employee will be responsible for the full retail value of the phone.

Employees who misuse SCHA equipment and/or services are subject to discipline, including forfeiture of the equipment and/or services, up to and including discharge from employment, with or without prior notice.

**I acknowledge receipt of and have read SCHA's IT Policies.**

Employee Name (Please Print): \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## *acknowledgment*

All employees of the South Carolina Hospital Association (SCHA) are employed at-will and may quit or be terminated at any time, for any or no reason. The contents of this policy manual supersede all previous oral or written policies. Nothing within SCHA's rules, policies, handbooks, procedures or other documents relating to employment creates any express or implied contract of employment. No past practices or procedures, whether oral or written, form any express or implied agreement to continue such practices or procedures. No promise or assurances, whether written or oral, which are contrary to or inconsistent with the limitations set forth in this paragraph creates any contract of employment unless:

- 1) the terms are put in writing
- 2) the document is labeled "contract"
- 3) the document states the duration of employment
- 4) the document is signed by the President & CEO of SCHA or the Chair of the Board of Trustees

My signature below acknowledges that I have received, read, and understand the policies contained in the SCHA Personnel Policy Manual. I understand the personnel manual contains policies, rules and regulations applicable to me that I am obligated to comply with as an employee of SCHA. I acknowledge that the personnel policy manual is contained on SCHA's intranet site and that all changes to the personnel policy manual will be made to the electronic document on the intranet site. I understand and agree that it is my responsibility to regularly check this site and read and familiarize myself with all changes, and I hereby agree to do so. I understand that the personnel policy manual is not a contract of employment. Should I have any questions about the information contained in the personnel policy manual, I will contact the Department of Human Resources for clarification.

Employee Name (Please Print): \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_