

**Virginia Hospital & Healthcare Association**

**Employee**

**Handbook**

*Revised May 2014*



**VIRGINIA HOSPITAL  
& HEALTHCARE  
ASSOCIATION**

An alliance of hospitals and health delivery systems



# VHHA EMPLOYEE HANDBOOK

*(THIS COPY TO BE SIGNED AND PLACED IN EMPLOYEE'S PERSONNEL FILE)*

This handbook contains general information for employees of the Virginia Hospital & Healthcare Association, including the Virginia Hospital Research and Education Foundation and VHHA Services (all hereinafter referred to as VHHA). It has been prepared to inform employees of VHHA's policies and practices and benefits VHHA offers. Each employee should read and understand all provisions.

More detailed information is contained in benefit plans and other documents. In the event of a conflict between information contained in this handbook and more detailed documents, the more detailed documents should be followed.

Specific work locations may have policies, practices and procedures specific to that site's operational needs that go beyond what is described in this employee handbook. Employees should talk with their supervisors for further details or if they have questions.

This handbook is not a contract of employment and does not confer contractual rights, either express or implied, upon any employee, nor does it guarantee employment for any period of time. All employees are employed at will, and either the employee or VHHA may terminate the employment relationship at any time, with or without cause and with or without notice.

This handbook supersedes all prior policies or procedures and all agreements, understandings and representations, oral or written, dealing with the same subjects, except those signed in writing by the President or his designee. In the event of a contradiction between this handbook and the representation of a VHHA supervisor or any other individual, the terms of this handbook will apply.

The policies and procedures contained in this handbook may be modified, amended or cancelled by VHHA at any time, and with or without notice, but VHHA will endeavor to provide prompt notification of changes. Circumstances also may arise in which VHHA will deviate from the policies and procedures discussed in this handbook.

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## **Acknowledgement of Notification**

I acknowledge that I have received a copy of the VHHA Employee Handbook. I understand that it is my responsibility to review the handbook and to familiarize myself with the policies and procedures contained in it. I understand the foregoing, including that the handbook is not a contract of employment and does not confer contractual rights, either express or implied, upon any employee, that it does not guarantee employment for any period of time, and that I am employed at will; and either I or VHHA may terminate my employment at any time, with or without cause and with or without notice.

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Signature of Employee

Date

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Printed Name of Employee



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# GENERAL INFORMATION

## Non-Discrimination Policy

VHHA does not discriminate against employees or applicants for employment based upon race, color, religion, gender, national origin, age, or disability. The company will make any reasonable effort required by law to ensure that all applicants and employees will receive equal opportunity in personnel matters, including recruitment, selection, training, placement, promotion, wages and benefits, transfers, terminations, and working conditions.

## Employee Rights

VHHA complies with federal laws that protect employees. These laws require posting of essential information describing employees' rights. This information is posted in a central location and is accessible to all employees for their review and reference.

## Automobile Travel

A VHHA-leased vehicle is available to employees on a first-come first-served basis when an automobile is needed for business travel purposes. Employees shall follow established procedures for scheduling and signing out the VHHA company vehicle.

If this company vehicle is unavailable when needed, the employee may use his personal vehicle or rent a vehicle, whichever mode of transportation will cost the VHHA less. Vehicle rental contractors will be selected, and rental must be approved by VHHA in advance.

## Confidentiality

Employees are expected to maintain the confidentiality of VHHA activities and its members. They should discuss work-related activities only in the course of performing established job responsibilities.

## Conflict of Interest

VHHA expects employees to disclose any conflict of interest that may interfere with their performance of their duties. Each employee must disclose any interests or affiliations that he or members of his immediate family (i.e., spouse and children living in the same household, and parents and siblings to the extent their interests are known) have that may create a conflict of interest, individually or collectively, when considered in light of the employee's relationship with VHHA or its affiliates. A conflict of interest exists where an individual obtains personal gain or advantage as a result of his or her activities on behalf of VHHA or when his or her activities may be adverse to the best interests of the VHHA. Conflicts of interest do not necessarily involve intentional wrongdoing but can result from a combination of innocent circumstances.

## Dress Code and Appearance

VHHA employees should dress in appropriate business attire and in keeping with VHHA's professional image.

## Drug and Alcohol Policy

VHHA will not tolerate the unlawful manufacture, distribution, dispensing, possession, or use of alcohol or controlled substances on VHHA premises or while conducting VHHA business on or off VHHA premises. For the purpose of this policy, controlled substances include drugs that are not legally obtainable and drugs that are legally obtainable but have been obtained or used illegally or improperly. Employee use of any legally obtained drug, including alcohol and prescription medications, in a manner that adversely affects job performance is not allowed. Employees may be required to submit to examination or testing to determine fitness for duty if behavior indicates impairment or possible substance abuse. Employees are subject to disciplinary action up to and including termination of employment for violation of this drug and alcohol policy or refusal to submit to examination or testing.

## Expense Reports

When seeking reimbursement from VHHA for expenses incurred in the performance of the employee's duties on behalf of VHHA, employees should submit expense vouchers to the VHHA bookkeeper in a timely manner, with original receipts and expense justifications attached. To receive a copy of the expense filing with the reimbursement check, the employee should include a copy when submitting the original voucher.

## Inclement Weather or Other Emergency Conditions

VHHA, from time to time, may close due to extreme weather or other emergency conditions. If due to such conditions the employee is unable to report to work when the office is officially open, he or she must take corresponding vacation time. The employee shall notify his or her immediate supervisor(s) of such absence prior to the beginning of the normal business day. Employees may not complete work at home as an alternative to taking a vacation day without prior approval of their supervisors.

## Media Contacts

Only those individuals authorized by the president of VHHA shall have contact with and provide information to the media.

## **Parking**

All VHHA employees may park, at no expense, in the lot adjoining the VHHA offices at 4200 Innslake Drive, Glen Allen. Individuals using the lot should adhere to all rules and regulations governing the facility.

## **Personal Telephone Calls**

Personal telephone calls are necessary occasionally during the work day. All employees are expected to limit the frequency and duration of such calls. Personal long distance calls should be made at the employee's expense using a personal credit card if possible. If the employee is unable to use a credit card, he shall reimburse VHHA for the call, contacting the bookkeeper to determine the amount owed. VHHA-issued cellular telephones should be used by employees in a manner consistent with VHHA's usage contract so as not to incur additional charges over the contracted amount.

## **Preservation of VHHA Assets**

Employees are expected to preserve and protect VHHA's assets by making prudent and effective use of VHHA resources, including telephones, computers and other fixtures and equipment that VHHA makes available to employees for their business use. Travel and entertainment expenses should be consistent with duties and the organization's resources.

## **Professional Memberships**

To maintain membership in a business-related organization, the employee shall submit a "Membership Dues" form with related explanatory materials to his immediate supervisor for approval by supervisors and the president. After the request is approved, it will be forwarded to VHHA's bookkeeper for payment.

## **Publication Subscriptions**

To subscribe to a business-related periodical, newsletter, journal, etc., the employee shall submit a completed "Subscription Publication" form with explanatory materials to his immediate supervisor for approval by supervisors and the president. After the request is approved, it will be forwarded to the bookkeeper for payment.

## **Seminar Attendance**

To attend a business-related conference, seminar, symposium, meeting, etc., the employee shall submit a completed "Seminar Request" form with explanatory materials to his immediate supervisor for approval by supervisors and the president. After the request is approved, it will be forwarded to the bookkeeper for payment.

## **Tobacco-Free Zone**

VHHA offices and the entire campus at 4200 Innslake Drive are a tobacco-free zone. VHHA employees are prohibited from the use of any tobacco product (including, but not limited to, smoking cigarettes or tobacco of any kind, electronic cigarettes, pipe tobacco, cigars and the use of smokeless tobacco of any kind such as chewing tobacco, dipping tobacco and snuff) in VHHA offices or anywhere on the campus at 4200 Innslake Drive. The parking lot is included in the tobacco-free zone and the prohibition on the use of tobacco applies to vehicles parked in the parking lot.

## **Work Hours**

VHHA offices are open from 8:30 a.m. until 5 p.m., Monday through Friday. Employees are allowed one hour for lunch; lunch periods may be staggered to ensure telephone and office coverage. Some employees work other hours to serve corporate needs. Employees covered by the overtime pay provisions of the Fair Labor Standards Act shall not extend their work hours beyond this schedule without prior authorization from a supervisor.

# HIRING AND RETENTION

## Compensation

It is VHHA policy to compensate employees based on job responsibilities and performance.

## Personnel Records

Upon acceptance of employment, VHHA establishes a personnel file for each employee. This confidential file contains personal information, employee benefits, beneficiary designations, annual performance reviews, and salary adjustment approvals.

All changes in employee information should be reported in writing to the human resources manager. Changes will be recorded in the employee's permanent record.

Employees may review their files at any time. Requests should be made in writing to the human resources manager.

## Duration of Employment

All employees are employed "at will," and either the VHHA or the employee may terminate the employment relationship at any time, with or without cause and with or without notice. However, VHHA requests that any employee voluntarily terminating employment notify VHHA of such action at least two weeks prior to his scheduled termination date.

## Introductory Period

Each new employee is subject to an introductory period. During this time, the employee will get to know VHHA and the job he was hired to perform. At the same time, VHHA will have an opportunity to evaluate his performance and suitability for continued at-will employment.

Generally the introductory period is 90 days from the date the employee begins work. However, different jobs may require different introductory periods. VHHA may extend the introductory period or may terminate the employment relationship prior to the conclusion of the introductory period with or without cause and with or without notice. An employee who is retained after his or her introductory period remains an employee at will. Either the company or the employee still may terminate the relationship at any time, for any reason, or for no reason.

Although some employee benefits begin before completion of the introductory period, this does not in any way constitute agreement that job performance has been satisfactory.

## Performance Reviews

VHHA employees are subject to review of their performance at the end of their 90-day introductory period and then periodically during their employment. The performance review is intended as an opportunity for the supervisor to offer advice and counsel regarding strengths and weaknesses

of an employee's performance and for the employee to ask questions and raise issues regarding his performance specifically and VHHA in general.

## Disciplinary Actions

Employee common sense is the best guide to proper conduct. However, sometimes disciplinary action is necessary to improve undesirable behavior and prevent its recurrence, including but not limited to violations of established policies and procedures, inappropriate behavior or poor job performance. VHHA may give the employee oral or written warnings or written reprimands or impose suspension to address undesirable behavior that it determines does not yet merit immediate termination of employment. However, VHHA, at management's discretion, may terminate the employee without prior warning, reprimands or suspension. Nothing in this policy provides any contractual rights regarding employee discipline or counseling, and this policy in no way modifies the at-will employment relationship between VHHA and its employees.

## Employee Grievance Procedure

If an employee believes he has a justifiable complaint relating to his employment, he should follow the following procedures.

- Step 1: Promptly after the alleged incident, meet with his immediate supervisor(s) to discuss and review the facts of the grievance. The supervisor(s) will make every attempt to resolve the grievance satisfactorily.
- Step 2: If, after completion of Step 1, the employee feels that his grievance has not been resolved satisfactorily, he may schedule a meeting with a senior vice president to discuss the grievance further. The employee shall submit the details of his grievance to the senior vice president in advance of the scheduled meeting. At the senior vice president's discretion, the supervisor(s) may be included in this meeting. After complete evaluation of all information presented, the senior vice president will render a decision regarding the disposition of the grievance.
- Step 3: If, after receiving the senior vice president's decision, the employee is not satisfied with the disposition, he may schedule a meeting with the president to discuss the grievance further. The employee shall submit details of the grievance to the president in advance of the scheduled meeting. At the president's discretion, the supervisor(s) and senior vice president may be included in the meeting. After a complete review of the facts, the president will render a decision regarding the disposition of the grievance. The decision will be presented in writing within 14 working days of the meeting. All decisions by the president are final and binding on all parties.

# SALARY ADMINISTRATION

Benefits are conferred based on employment status. General definitions and eligibility status are as follows:

## Regular full-time employees:

- Scheduled to work not less than 37.5 hours each week
- Eligible to receive benefits

## Regular part-time employees:

- Employed to work more than 18.5 hours and fewer than 37.5 hours each week on a regularly scheduled basis
- Eligible to receive benefits prorated based on hours worked

## Temporary employees:

- Employed to work for VHHA for a limited period either full-time or part-time
- Not eligible to receive benefits

Where different rules apply, they are specified below or in detailed evidence of benefits provided separately to each employee.

## Payroll

VHHA employees are paid twice monthly (on the 15<sup>th</sup> and the last day of the month). If either of these days falls on a weekend, payroll will be deposited on the previous Friday. If payroll dates fall on the date of a recognized holiday, deposits will be made on the work day immediately preceding the holiday.

All employees are strongly encouraged to select automatic payroll deposit.

## Overtime

Employees are expected to work occasional overtime as the need arises. Personnel who are covered by the overtime pay provisions of the Fair Labor Standards Act will be paid for overtime in compliance with the Act. The supervisor of any such covered employee must approve all overtime, including missed lunch periods, in advance. Exempt employees are not entitled to overtime pay.

## Reductions in Salary of Exempt Employees

VHHA pays exempt employees under the Fair Labor Standards Act (FLSA) on a “salary basis” such that employees will regularly receive a predetermined amount for each pay period that is not subject to variation due to the quality or quantity of work performed. VHHA is committed to avoiding improper pay reductions. The FLSA permits reductions from salary in the following circumstances:

1. An exempt employee who performs no work for an entire workweek is not entitled to be paid his or her salary for

the week, although the employee may be permitted to use accrued benefits under VHHA’s paid time off, vacation, sickness or disability policy.

2. An exempt employee who is absent from work for one or more full days for personal reasons may have his or her salary reduced, unless the employee has accrued benefits under VHHA’s paid time off or vacation policy.
3. An exempt employee who is absent for one or more full days because of sickness or disability may have his or her salary reduced, unless the employee has accrued benefits under VHHA’s paid time off, vacation, sickness or disability policy.
4. An exempt employee whose absence from work is due to jury duty, attendance as a witness at a trial or temporary military leave will be entitled to receive the employee’s full salary for the week (provided the employee performed some work during that week), but VHHA may offset the salary by any amounts received by that employee as jury or witness compensation or military pay.
5. An exempt employee who has violated safety rules of major significance may have his or her salary reduced.
6. An exempt employee may be suspended without pay for one or more full days for disciplinary violations involving workplace conduct rules.
7. An exempt employee in his initial or final week of employment may receive only a proportionate part of his or her full salary for time actually worked.

In the event an exempt employee believes his or her salary has been improperly reduced, he or she should follow the following procedure:

1. Immediately notify the human resources manager in writing of the date of the payroll in which the reduction occurred, the amount of the reduction and reason given on the paystub, if any, for the reduction.
2. The human resources manager and supervisor, in consultation with general counsel, will investigate all complaints, make a determination as to whether the deduction was lawful, and tell the employee the outcome in writing. If it is determined that the deduction was improper, VHHA will reimburse the employee and take steps to prevent future improper reductions. If it is determined that the reduction was lawful, the employee may appeal the decision to a senior vice president, who shall review the matter and make a final decision as to whether the reduction was proper under the FLSA.
3. No employee shall be retaliated against for making a complaint or assisting with investigation of a complaint. However, a knowingly false complaint may result in disciplinary action.

# LEAVE POLICIES

## Holidays

VHHA recognizes the following days during the calendar year as holidays with pay for employees:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day and the day following
- Christmas

Generally, if a recognized holiday falls on Saturday, the office will be closed on the preceding Friday; and if the holiday is on Sunday, the office will be closed on the following Monday.

## Vacation Leave

Regular full-time and regular part-time VHHA employees are eligible to earn vacation leave each calendar year. Guidelines for accruing and using vacation leave follow:

### Accrual

To simplify record keeping, all employees are given credit for their respective calendar year allocations on January 1 of each year. This assumes that the employee will continue his employment through the calendar year. If the employee's employment terminates for any reason before December 31, he will be deemed to have accrued only a prorated number of vacation days based on his length of service during that year.

Regular full-time employees accrue annual vacation leave as set out below. Increases in vacation leave commence on the date of the qualifying event (either the employee's anniversary date or birthday) and will be prorated for the remainder of the calendar year in which an increase occurs.

**5 weeks:** 15 years of continuous service and age 60; or 25 years of continuous service

**4 weeks:** Title of vice president and above; or 10 years of continuous service but less than 25 years of continuous service; or age 50 and hired by January 1 of calendar year

**3 weeks:** Title of director; or 5 years of continuous service but less than 10 years of continuous service; or age 40 and hired by January 1 of calendar year

**2 weeks:** All other employees

All regular part-time employees are eligible for annual vacation benefits that are prorated based on weekly hours of service.

## Use of Vacation Leave

All vacation leave must be approved in advance by the employee's immediate supervisor(s). The employee shall submit a "leave authorization statement" at least one week before the requested leave date whenever possible. Final approval for paid vacation leave rests with the president at his discretion. The president may consider, among other appropriate issues, VHHA's staffing demands and workload during the time for which an employee has requested leave. Employees shall make reasonable efforts to plan vacation leave to accommodate workload and staffing demands throughout the year so that VHHA can continue to provide services to members effectively.

## Separation of Service

If the employee's relationship with VHHA is terminated for any reason before December 31 of a calendar year, he will be paid for vacation leave accrued but not used. Accrued vacation days are calculated as set out in the foregoing "Accrual" provision of this section.

## Carryover of Vacation Days

The employee may "carry over" vacation days earned in the current year to the next year, up to a maximum of five days. This leave must be taken before July 1 of the following calendar year or it is lost.

## Personal Holidays

All regular full-time VHHA employees are eligible to take two personal holidays each calendar year. Regular part-time employees are entitled to one-half the benefit provided annually to full-time employees (one day annually).

Employees must take these days during the calendar year and may not carry them over to another calendar year.

Personal holidays must be approved at least one week in advance whenever possible. Employees shall submit a "leave authorization statement" with appropriate signatures to the human resources manager before taking the scheduled leave.

## **Sick Leave**

When personal illness requires absence from work, regular full-time employees and regular part-time employees are paid for sick leave taken, consistent with the following provisions:

### **Accrual (full-time employees)**

Regular full-time employees accrue sick leave at the rate of one day per month (for a total of twelve days each calendar year).

### **Accrual (part-time employees)**

Regular part-time employees are entitled to one-half the benefit provided to regular full-time employees (1/2 day per month or six days each calendar year).

### **Separation of Service**

Employees are not paid for accrued sick leave when their employment relationship with VHHA is terminated.

### **Use of Sick Leave**

When the employee returns to the office after an absence due to illness, he must complete and submit to his supervisor a “leave authorization statement.”

Employees may use three of their annual allocation of sick days as “family responsibility days.” A family responsibility day may be used for illness or other medical emergency involving an immediate family member (parent, child, sibling or spouse). After using three family responsibility days, employees must use vacation leave or personal holidays, in lieu of sick leave, for family illness or emergencies.

Employees may use sick leave only after it has accrued. The president gives final approval of requests for paid sick leave. VHHA reserves the right to request a physician’s certification of illness before approving payment for sick leave.

Routine medical and dental visits are not deducted from sick leave if the employee receives prior approval from his supervisor(s).

### **Carryover of Sick Leave**

Employees may “carry over” unused sick leave up to a maximum of seventy-five days (or 600 hours).

## **Bereavement Leave**

An excused absence of up to three days may be granted a regular full-time employee for a death in his or her immediate family (parent, sibling, child or spouse).

An excused absence of up to two days may be granted a regular full-time employee for a death in his or her extended family (grandmother, grandfather, aunt, uncle, niece, nephew, mother-in-law, father-in-law, sister-in-law, brother-in-law, daughter-in-law or son-in-law).

This benefit is not available to part-time employees.

## **Jury, Witness and Victim Leave**

Any regular full-time employee required to serve jury duty or to appear as a witness (except as a defendant in a criminal case) will be afforded the necessary time to satisfy this commitment. Such time will not be deducted from the employee’s paid leave allotment. The employee shall provide VHHA with reasonable notice of such absence.

An employee may request and receive the difference between his stipend as a juror and his salary as a full-time employee. The employee should provide written notice of his selection as a juror and present the payment voucher from the court to receive this payment.

This benefit is not available to part-time employees.

## **Military Service**

VHHA will provide benefits and continued employment as required by the federal Uniform Services Employment and Reemployment Rights Act to individuals voluntarily or involuntarily undertaking military service. Employees must ensure that VHHA has advance written or oral notice of such service.

## **Medical Leave**

When it is necessary for the employee to take leave because of personal illness or other medical condition (including pregnancy and birth of a child), the employee must use accrued sick and vacation leave and discretionary holidays first. When the employee has used all accrued sick and vacation leave and personal holidays, the president has discretion to grant an additional unpaid leave of absence. All such requests will be reviewed on a case-by-case basis. The president’s decision in each case will be final.

## **Unpaid Leave of Absence**

An unpaid leave of absence may be granted, at the president’s discretion, as set forth in this handbook or for circumstances not covered by other existing VHHA leave policies. Employees must use all available and accrued paid leave and personal holidays before being considered for such unpaid leave. All requests of this nature will be reviewed on a case-by-case basis. The president’s decision in each case is final.

Employees on an unpaid leave of absence will not accrue vacation or sick leave during such leave of absence and will not be paid for holidays occurring during such leave of absence. VHHA may require the employee on an unpaid leave of absence to pay both the employee and employer portions of premiums for any group benefits that remain in force during the leave of absence. VHHA will determine and inform the employee of those group benefits that will remain in force during the leave of absence.

For business reasons, VHHA may need to fill positions that are vacant due to an authorized leave of absence. When such a position is filled, VHHA will make every reasonable effort to offer the employee an equivalent or other available position, if possible, at the end of the leave of absence.

## OTHER BENEFITS

### Insurance

VHHA provides a broad range of insurance benefits to employees. These may include health and dental insurance, group life insurance, business travel accident insurance and long-term disability insurance. When the employee formally enrolls in any of these plans, he or she will receive information regarding the benefits and operations of each plan.

If there is a discrepancy between the information contained in this handbook and the specific insurance policy, contract and/or plan information, the policy, contract and/or plan information shall govern.

Under a federal law usually called the Consolidated Omnibus Budget Reconciliation Act of 1985 (“COBRA”), employees of employers with twenty or more employees have rights to elect continued coverage in their employer’s health plan following the occurrence of a qualifying event, such as a termination of employment. If applicable, an explanation of these rights is provided to the employee separately in detail.

An employee whose eligibility for group coverage is terminated and who is ineligible for continuation coverage under COBRA, such as one whose plan is sponsored by an employer with fewer than 20 employees, may be eligible to continue his group health care coverage under a state law (§ 38.2-3541) that requires group medical policies to offer the following options to employers, subject to certain conditions, for their employees whose eligibility for the group plan is terminated:

- i. Converting the employee’s group policy to an individual policy without requiring proof of insurability, or
- ii. Continuing the employer’s participation in the group policy for three months at the premium rate applicable to other participants in the group policy.

VHHA will inform any employee whose eligibility for its group health plan is terminated of the options available to him at the time of such termination.

### Workers’ Compensation

Virginia law requires all employers to carry a workers’ compensation policy on their employees. The law stipulates mandatory benefits for an employee who has an injury or illness determined to be occupational in nature. An employee with an illness or injury that may be occupational in nature should report it to his or her supervisor(s) immediately.

### Retirement Benefits

VHHA provides each employee with timely information on current retirement benefits and employee eligibility for such benefits.

### Tuition and Textbook Reimbursement

Any employee who has worked full time at VHHA for one year or longer may be considered for tuition assistance for courses that are directly related to his job. The following guidelines apply to requests for this benefit.

1. Submit requests in writing. Include the course name, location, cost, date(s) and justification for taking the course.
2. Submit documentation to the immediate supervisor(s) for evaluation. If he or she reviews the request favorably, it will be presented to the president for final approval. Approval of requests and terms of assistance granted are at the sole discretion of the president.
3. To be reimbursed for education expenses, the employee must complete the course satisfactorily (grade of B or above). He should notify his supervisor(s) of the final course grade within sixty days after completing the course. Attach a copy of the tuition statement and receipts for any textbooks purchased. If the employee drops the course or does not receive a satisfactory final grade, VHHA will not reimburse any expenses incurred.
4. The employee may request tuition assistance for an entire course of study to assist in career development. All requests will be considered on a case-by-case basis. If granted, assistance will be provided as a loan, and the employee must agree to work for VHHA for a specified period of time after completing the program of study. Terms of a loan will be dependent upon the length and cost of the program. If the employee terminates employment with VHHA before the date specified in the agreement, he must pay back a percentage of the loan balance as determined by the president.

# **VHHA POLICY ON SEXUAL AND OTHER UNLAWFUL HARASSMENT**

Harassment of applicants and employees on the basis of race, color, religion, sex, sexual orientation, national origin, age, marital status, or disability, including sexual harassment, (all as defined and protected by applicable law) is unacceptable and will not be tolerated.

## **Sexual Harassment**

Sexual harassment has been defined generally as including unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature, whenever: (1) submission to the conduct is either an explicit or implicit term or condition of employment; (2) an employee's reaction to the conduct is used as a basis for employment decisions affecting that employee; or (3) the conduct has the purpose or effect of interfering with the employee's work performance or creating an intimidating, hostile or offensive working environment.

No employee or applicant should be subjected to unsolicited and unwelcomed sexual overtures, nor should any employee or applicant be led to believe that an employment opportunity or benefit will in any way depend upon "cooperation" of a sexual nature.

Sexual harassment is not limited to demands for sexual favors. It also may include such actions as: (1) sex-oriented verbal "kidding," "teasing" or jokes; (2) repeated offensive sexual flirtations, advances, or propositions; (3) continued or repeated verbal abuse of a sexual nature; (4) graphic or degrading comments about an individual or his or her appearance; (5) the display of sexually suggestive objects or pictures; (6) subtle pressure for sexual activity; and (7) inappropriate physical contact.

Sexual harassment does not refer to occasional compliments of a socially acceptable nature, or consensual personal and social relationships without a discriminatory employment effect. It refers to behavior that is not welcomed and that is personally intimidating, hostile, or offensive.

## **Other Unlawful Harassment**

Harassment on other grounds, including race, color, religion, national origin, age, marital status, or disability is also prohibited. Harassment includes jokes, verbal abuse and epithets, degrading comments, the display of offensive objects and pictures, and other conduct that the individual might reasonably find to be offensive.

## **Scope of Policy**

This policy prohibiting harassment, whether sexual or of another nature, is not limited to relationships between and among employees and prospective employees but also extends to interaction with members, clients or customers. No employee shall ever subject any member, client or prospective client of VHHA to sexual or other unlawful harassment of any nature, including that conduct described above. Furthermore, no employee will be required to suffer sexual harassment by any member, client, vendor, or supplier. Any unwelcome sexual overtures or other forms of sexual harassment advanced by a member, client, vendor, or supplier should be reported immediately to the employee's supervisor or to the human resources manager.

## **Complaint Procedure**

VHHA encourages reporting of all incidents of sexual or other harassment, regardless of the identity of the offender. While VHHA encourages individuals who believe they are being harassed to firmly and promptly notify the offender that his or her behavior is unwelcomed, VHHA also recognizes that power and status disparities between the offender and the recipient of the offensive conduct may make such a confrontation difficult. Consequently, such direct communication is not a requirement or prerequisite to filing a complaint.

Any employee who believes that he or she is or has been the victim of illegal discrimination or harassment in violation of this policy should immediately notify his or her supervisor or the human resources manager. VHHA will fully investigate all complaints and will maintain confidentiality to the extent possible consistent with VHHA's duty to investigate the complaint. Anyone who is found to have engaged in illegal discrimination or harassment will be subject to appropriate disciplinary action depending on the circumstances, which may include termination of employment. No employee will be retaliated against for making a complaint or assisting with the investigation of a complaint.

VHHA is strongly committed to maintaining a workplace free of impermissible harassment or intimidation, including sexual harassment. All complaints will be taken seriously.



## **VHHA POLICY ON TECHNOLOGY USE**

This statement sets forth the policy of VHHA regarding the acceptable use of VHHA's Internet services and its electronic mail (e-mail) system, including access to and disclosure of electronic mail messages sent or received by VHHA employees using the e-mail system. The Company reserves the right to modify this policy at any time.

The VHHA computer system, including Internet access and the e-mail system, is the property of VHHA and should be used primarily for VHHA business purposes. Though VHHA understands that its employees may, on occasion, use its computer system, access the Internet, and send and receive e-mails for personal matters, employees should not maintain an expectation of privacy with respect to use of the computer system. All information accessed by and communications sent or received on VHHA's computer system are subject to VHHA monitoring without further notice to employees. VHHA maintains the right to monitor and view all Internet material and electronic communications accessed through its computer systems.

In general, employees should use VHHA's information systems for VHHA business only. The e-mail system should not be used to solicit others for commercial ventures, religious or political causes, outside organizations, or other non-job-related promotions.

VHHA's e-mail and other information systems also are not to be used in a way that may be disruptive, offensive to others, or harmful to morale. Specifically, VHHA strictly prohibits any display or transmission of material that can be construed as creating a hostile work environment, including sexually explicit or obscene images, messages, or cartoons, or the transmission or use of e-mail communications that contain ethnic slurs, racial epithets, or anything that may be construed as harassment or disparagement of others based on their race, color, national origin, gender, age, disability, or religious or political beliefs. Violation of this policy will result in appropriate disciplinary action, up to and including termination.

Should an employee receive unsolicited prohibited material over VHHA's computer system, the employee must refrain from disseminating such materials to other persons either within or outside VHHA and should inform the sending party that the receipt of such information violates the policies of VHHA.

The e-mail system also shall not be used to send or receive copyrighted materials, trade secrets, proprietary financial information, or similar materials without proper authorization.

For privacy reasons, employees should not attempt to gain access to another employee's personal file of e-mail messages without the latter's express permission. However, as noted, employees should be aware that, with respect to VHHA, they do not possess any privacy rights in messages sent or received on the electronic mail system.

## **VHHA POLICY ON WORKPLACE VIOLENCE**

VHHA is committed to preventing workplace violence and to maintaining a safe work environment. Firearms, weapons and other dangerous or hazardous devices or substances are prohibited on VHHA premises without proper authorization.

Violence and conduct that physically intimidates or threatens the safety of another employee, customer or member of the public at any time, including off-duty periods, will not be tolerated. All threats of or actual violence, whether direct or indirect, should be reported as soon as possible to the employee's immediate supervisor or other member of the executive staff. This includes threats by employees, customers, vendors, solicitors or other members of the public. Likewise, all suspicious individuals or activities should be reported as soon as possible.

When reporting a threat of violence, the employee should be as specific and detailed as possible. Any person engaging in threats of or actual violence may be removed from VHHA premises as quickly as safety permits. Individuals who have been so removed shall remain off VHHA premises pending the outcome of VHHA and/or criminal investigations.

No employee will be subjected to reprisal or retaliation for reporting any threat or perceived threat under this policy.

VHHA will promptly and thoroughly investigate all reports of threats of or actual violence and of suspicious individuals or activities. The identity of the individual making a report will be protected to the extent practicable. In order to maintain workplace safety and the integrity of its investigation, VHHA may suspend employees, either with or without pay, pending investigation. VHHA also may, at its option, discipline or terminate the offending employee and terminate or suspend business relationships with, or initiate criminal prosecution, of the person or persons involved.

No existing VHHA policy, practice or procedure shall be interpreted to prohibit decisions or actions intended to prevent a threat from being carried out, a violent act from occurring or a life-threatening situation from developing.

Employees who violate this policy may be subject to disciplinary action, up to and including dismissal, arrest and prosecution.

## **VHHA POLICY ON REPORTING SUSPECTED MISCONDUCT**

Any VHHA employee who becomes aware of what he in good faith believes to be any violation of VHHA policy or of federal or state statute or regulation, including any financial wrongdoing, (hereinafter referred to collectively as a "violation") by a VHHA employee, officer, director or contractor acting in such capacity in the conduct of VHHA business or operations shall immediately report the violation to his or her immediate supervisor or to the president or a senior vice president (or to the chair, chair-elect or secretary-treasurer of the VHHA Board of Directors if the president is the subject of the report) to allow the organization to investigate the violation.

"Financial wrongdoing" shall include, but is not limited to:

- Questionable accounting practices
- Fraud or deliberate error in financial statements or recordkeeping
- Deficiencies of internal accounting controls
- Misrepresentations to company officers or accountants

For purposes of this policy, "violation" shall not include any act or omission in the conduct of any VHHA member's own business or operations.

No employee (i) reporting in good faith, based on reasonable grounds, what the employee believes to be a violation to VHHA staff or officers of the VHHA Board of Directors pursuant to this policy or (ii) assisting in the investigation of such violation shall for that reason alone be subject to retaliation, discrimination or adverse employment action by VHHA.

The identity of the employee making a report of a violation and the identity of the subject of the report shall be treated as confidential by the reporter and others unless disclosure is otherwise required by state or federal law or to the extent necessary to conduct an effective investigation.

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**VIRGINIA HOSPITAL  
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