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A MESSAGE FROM OUR PRESIDENT

Since the establishment of our health care facility by the Sisters of Charity of St. Hyacinthe over a century ago, our communities, families, friends and neighbors have benefited from a rich tradition of caring and compassion, which began with our Foundress, St Marguerite d’ Youville in 1737.

All of us, whether we are new to the organization or have served it for many years, are challenged on a daily basis to continue carrying out this rich tradition in our actions with our patients, residents and co-workers. We can best accomplish our mission in an environment where everyone recognizes the need for respect, fair treatment and dignity. To help clarify those expectations, we have prepared this handbook to serve as a guide for all of our employees.

Our long and wonderful history is a tribute to all those who have worked here at the St. Mary’s Health System keeping alive the "spirit of St. Marguerite d’Youville". I invite all of you to continue the "spirit" of our Foundress.

Chris Chekouras
President/CEO
The year was 1888. Lewiston/Auburn was emerging as one of the State's leading manufacturing centers. The shoe and textile industries were flourishing. The population had increased to 35,000 and still there was no hospital.

This changed in June 1888 when the Sisters of Charity of St. Hyacinthe purchased a house on Sabattus Street along with 36 acres of land owned by Mrs. Sara Golder. The Golder house became a 30-bed hospital. An addition to the hospital, the Golder house lodged the Sisters and 40 orphans. This hospital, the first in Lewiston/Auburn and the first Catholic hospital in Maine, became known as the Sister's Hospital, the "French" Hospital, or the Catholic Hospital.

By 1900, the need for a larger hospital became necessary, and in 1902 a separate hospital was built to hold 150 beds and 25 bassinets. A radiology department was added in 1903. By 1908, the name officially became St. Mary's General Hospital and a School of Nursing was established. By 1925, a house on the corner of Golder and Sabattus Streets was remodeled and became the Nurses' Residence.

Realizing that there was a need to care for the poor, sick and infirmed elderly, the Sisters built the Marcotte Nursing Home in 1928 with a donation of $120,000 from F.X. Marcotte. One wing of this building was devoted to the care of the elderly with 200 beds; the southern wing called St. Joseph's Orphanage was home to 250 girls.

By 1939, St. Mary's Hospital had 150 patients and 43 Grey Nuns; Marcotte Home had 35 sisters, 180 girls and 200 elders; the School of Nursing housed 60 students. In 1960, a major two-wing expansion to the hospital included two surgical units and increased the bed capacity to 233. In 1969, a Mental Health Unit was added and in 1975 an Intensive Coronary Care Unit was opened along with a new Radiology Department.

Growth continued in the 1980's: a Chemical Dependency Unit in 1981; CT scanning in 1982 and laser surgery in 1983. In 1984, a new nursing home named St. Mary’s d’Youville Pavilion Pavilion was built with 280 beds. The former Marcotte Home was converted to 125 units of independent living space. In 1986, an Adolescent Chemical Dependency Unit was opened while in 1988 the School of Nursing closed. In 1989, Community Clinical Services, a group of physician practices, was formed. In 2006 our physician practices employed approximately 65 physicians spread across 21 practice locations.

Further growth in the 1990's demonstrated a commitment by St. Mary’s Health System to offer the best in acute, behavioral, and elder services to Central Maine. In 1991, St. Mary's General Hospital became St. Mary's Regional Medical Center and an Adolescent Psychiatric Unit was established. In 1992, Genesis, a home for adolescent boys with behavioral problems was opened and a year later Raphael House for people with AIDS was established. In 1994, the Parish Nurse Program began and the Sleep Lab was opened. In 1996, a Child Psychiatric Unit, the Renaissance School, a Breathing Center and a Transitional Care Unit were opened.

Entering the 21st century, St. Mary’s Health System opened the Corinne Croteau Lepage Women's Health Pavilion, the area's only facility dedicated entirely to women's health issues. The Center serves
as the home to the Family Birthing Center as well as office space for our obstetrician-gynecologists and certified nurse midwives.

In 2002 our commitment to the community saw us step in to assist the Good Shepherd Food Pantry. In 2005 the system bought the Wallace Building on Bates Street in Lewiston and established the Nutrition Center of Maine. Shortly afterwards the Food Pantry, now named St. Mary’s Food Pantry, moved to the Nutrition Center building, where the Bank of America funded construction of a demonstration kitchen.

In the fall of 2007, St. Mary’s celebrated the opening on the Center for Joint Replacement. The Center was Maine’s first facility dedicated to hip and knee replacement.

In 2008, the Sisters of Charity Health System and some of its entities underwent a name change. The Health System became St. Mary’s Health System, St. Marguerite d’Youville Pavilion changed to St. Mary’s d’Youville Pavilion and Maison Marcotte became St. Mary’s Residences.

Also in this year, we were honored with multiple national awards for excellence in community service including the prestigious Foster G. McGaw Prize, the Catholic Health Association’s Achievement Citation award, and American Hospital Association’s NOVA Award.

This year saw us launch our “Good to Great” initiative, which helped to focus our vision and efforts more efficiently for greater success in the future. The initiative required a lot of work from virtually every department. Those efforts eventually helped us navigate the murky financial waters of 2009 and moderated for us the many of the difficulties faced by other organizations.

2009 was arguably one of the busiest years on record for St. Mary’s. We opened a completely renovated Rehab Center at d’Youville Pavilion, our new Behavioral Emergency Department, and our new Medical Office Building at our Auburn Campus.

Our efforts to “go green” earned us Practice Greenhealth’s “Partner for Change Award” and the designation of the hospital as an Energy Star building.

This long and wonderful history is a tribute to the many women and men who, over the years, have worked to keep alive the spirit of St. Marguerite d’Youville. It is also a challenge to those who continue the spirit of our Foundress today.
ST. MARY’S HEALTH SYSTEM

MISSION AND VALUES

Our mission is to continue the healing ministry of the Catholic Church in the spirit of St. Marguerite d’Youville by providing preventive, curative, restorative, and supportive services with compassion and respect for everyone.

Respect
is the intentional affirmation that all human beings are gifted with life and uniqueness and deserve to be treated with dignity.

Excellence
is the deliberate effort toward achieving outcomes of the highest quality while striving for innovation and continual improvement

Compassion
is the individualized and personalized caring and comforting offered through our holistic presence as health care providers.

Stewardship
is the responsible and accountable use of all our human, material and financial resources.
I live our mission and values...
by providing distinguished Patient, Resident and Family-Centered Care.

In keeping with our value of: **Respect**

- I put the **patient first** – My patient/resident and family know they are **welcomed**. I ask for their input and check (often) to make sure their **needs are met**.

- I make **eye contact** with those I encounter and people see and hear me **smile**.

- I **acknowledge** patients/residents and my co-workers by **name**.

- I **introduce** myself and my role and wear my **identification badge** clearly visible.

**Compassion**

- I **listen** – I am **attentive to body language**, and I **repeat key points** so that patients/residents and my co-workers know I have heard them.

- I **express empathy** – I take the time to **communicate caring** to the patient/resident and my co-workers.

- I am **fully present** – physically, emotionally and spiritually - with patient/residents and co-workers.

**Excellence**

- I communicate an **attitude of “Yes, we can!”**. I **do not make excuses or blame** others. I will **help to find a solution** even if it is not my job.

- I **explain how long** it will take to receive a service or get results. I point out how our processes **promote patient safety and commitment to excellent care**.

- I **address and resolve problems** with my patients/residents, their families and my co-workers.

**Stewardship**

- I **actively promote the great work** being done by my co-workers and other departments.

- I **recognize time is important to those I serve**; I **explain any delays**.

- I **thank** the patient/resident and family for choosing St. Mary’s services.

- I **live by these expectations in all my interactions**, especially with others who work at St. Mary’s.
ABOUT THIS HANDBOOK

Welcome to St. Mary’s Health System! We feel this is a special place to work and that your contribution will help to continue the proud legacy we have established.

As a new employee, you may have a lot of questions. This handbook has been prepared to provide you with answers to questions you may have about what is expected of you as well as what benefits you are entitled to, how you will be paid, etc. This handbook is not all inclusive. Our goal is to provide you with a number of sources to meet your information needs. The following are key sources for policies, FAQ (frequently asked questions), procedures, forms (etc): E-Bits (our Intranet), www.unum_stmarysmaine.bswift.com, your supervisor and our HR Department.

Throughout this handbook, you will see the reference to "the organization". This refers to the St. Mary’s Health System Organization and its affiliates - St. Mary’s d’Youville Pavilion, St. Mary’s Regional Medical Center, Community Clinical Services, St. Mary’s Health System.

This handbook is provided and intended only as a summary of the St. Mary’s Health System personnel policies, practices, rules and benefits for your personal education. It is not, nor should it be considered an agreement or contract of employment, express or implied, or a promise of treatment in any particular manner in any given situation. The St. Mary’s Health System Organization may, at any time, in its sole discretion, modify or vary from statements in this handbook.

The official details contained in the benefits plan documents will govern in the event of any conflict or inconsistency with the details listed in this handbook or with any other written or oral statements or representations.

The effective date of this handbook is listed in the revision date found at the bottom of the page. Updates are made on a regular basis and the most current version can be found by going to E-Bits, our intranet site, or on line at www.unum_stmarysmaine.bswift.com. Paper copies are available in the Human Resources department. The most current version supersedes all prior handbooks, manuals, policies and procedures issued by the St. Mary’s Health System.
GENERAL INFORMATION

Classification of Employees

You will be classified in one of the following categories below. Regardless of the classification, you are not guaranteed a particular shift, hours of work and/or workweek. Knowing your classification is important because it directly affects your benefit program. You will be advised of your classification by Human Resources. If a change in classification occurs, you will need to sign a Change of Status form with your supervisor.

Full-Time: If you are in a regularly scheduled* position of at least 36-40 hours per week.

Part-Time: If you are in a regularly scheduled* position of at least twenty (20) hours but less than thirty-six (36) hours per week.

Part-Time: (Benefits Eligible) If you are in a regularly scheduled* position of at least four (4) hours but less than twenty (20) hours per week.

Part-Time: (Benefits Ineligible) If you are in a regularly scheduled* position of at least four (4) hours but less than twenty (20) hours per week.

On-Call/Per Diem: An on-call employee works at the discretion of the organization and is not in a regularly scheduled* position with regularly scheduled hours. A per diem employee works variable hours on a scheduled basis. Not benefits eligible.

Temporary: An employee hired for only a specific period of time. Not benefits eligible.

Exempt: Exempt employees are defined as employees who, based on duties performed and manner of compensation, (e.g., positions of a managerial, administrative or professional nature), shall be exempt from minimum wage and overtime provisions. Exempt employees shall be paid an established annual salary and are expected to fulfill the duties of their positions regardless of hours worked. Exempt employees are not eligible to receive overtime compensation. Benefit level 2, 3 and 4 are exempt positions.

Non-Exempt: Non-Exempt employees are defined as employees who, based on duties performed and manner of compensation (e.g., positions of a clerical, technical or service nature), shall be subject to minimum wage and overtime provisions. Non-Exempt employees shall be required to account for time worked on an hourly and fractional hourly basis and are to be compensated for authorized overtime hours at a premium rate (time-and-one-half). Benefit level 1 positions are non-exempt positions.

* "Regularly Scheduled" refers to the number of hours you are hired to work.
Communications

We are committed to communicating effectively with you. Several communication vehicles exist to keep you informed.

All supervisors are encouraged to conduct employee meetings to address information on policies, procedures, general information and other issues of vital interest.

Regular town meetings are scheduled in our organization so that you can interact directly with members of senior management.

*Insights* is a regular newsletter posted by time clocks. This newsletter is also distributed via email.

E-Bits is the communication center on our intranet. This opening page is a prime source of information about everything from an online policy manual to today’s specials at Campus Cuisine. Employees are encouraged to check these communication sources on a regular basis to stay informed.

For communication to be effective, exchange of information needs to work in both directions! We want to hear from you as well. We recognize that most often, the individual in the best position to provide valuable suggestions and ideas is the one closest to the issue. We therefore encourage you to communicate your concerns as well as suggestions for improvement. There are many avenues of communication. Typically, a good place to start is with your supervisor. Another tool utilized for system-wide two way communication with our employees are surveys. We conduct regular “Employee Engagement” surveys to gauge employee opinions on targeted topics of interest. We also periodically conduct more detailed surveys designed to provide us with information on specific topics such as patient safety practices. We encourage you to participate and make your voice heard.

Confidentiality

Confidentiality is an important part of the fulfillment of our mission and directly flows from our value of **Respect.**

All employees share in the responsibility of observing confidentiality. Any information concerning residents/patients or employees must be held in **strict** confidence. Privileged information must never be discussed with persons not concerned with such information, and not authorized to receive it, certainly not with people outside of the organization. All of us, particularly our residents/patients, have a right to privacy. In addition, there are strict expectations through HIPPA regulations that govern confidentiality.

Violation of patient/resident confidentiality will result in disciplinary action up to and including discharge. **Want more details? Refer to Human Resource Policy #1525: Confidentiality. Policy can be found in the “reference” section on E-Bits or www.unum_stmarysmaine.bswift.com.**
Drug/Alcohol Free Workplace

St Mary's Health System is committed to protecting the safety, health and well being of all employees, patients/residents and other individuals in our workplace. We recognize that alcohol abuse and drug use pose a significant threat to our goals and that alcohol/drug abuse and addiction are treatable illnesses. We also realize that early identification, intervention and support improve the success of rehabilitation. St Mary's Health System encourages employees to voluntarily seek help with drug and alcohol problems. In line with our values of compassion and stewardship, we have established a drug/alcohol-free workplace policy that balances our respect for individuals with the need to maintain an alcohol and drug-free environment. **For further details, refer to Human Resource Policy #1709.**

Policy: Drug/Alcohol Free Workplace which can be found in the “reference” section on E-Bits or [www.unum_stmarysmaine.bswift.com](http://www.unum_stmarysmaine.bswift.com)

Employee Health

St. Mary's Health System supports annual influenza vaccination for all eligible healthcare personnel (HCP) as part of its effort in the prevention of transmission of influenza to patients, visitors, and other staff. This position is consistent with the National and Maine Centers for Disease Control (CDC).

In the event you become ill while on duty, you can report to your immediate supervisor. If you need to leave work for treatment, you will have to follow the procedure as identified by your medical insurance.

WorkMed does not provide primary care. WorkMed is used only for work related injuries and infection control issues.

Employee Information

It is very important that the information in your personnel file be accurate and up-to-date. Please notify the Human Resources Department promptly to report any changes in withholding exemptions, name, address, phone number, insurance beneficiary, marital status and dependents.

If you leave your employment, please be sure we have your forwarding address as we will need to mail your W-2 form at the end of the year.

Employing Relatives

An employee cannot be related to his or her immediate supervisor.

The term "relative" indicates an employee's spouse, child, stepchild, brother, sister, parent, stepparent, or parent of spouse, brother-in-law, sister-in-law, son-in-law, daughter-in-law, grandparent, grandchild, foster parent or other dependent person.
Equal Employment Opportunity

We are an Equal Opportunity Employer. We do not discriminate on the basis of race, color, sex, creed, religion, ancestry or national origin, age, physical or mental disability, marital status, sexual orientation or any other status protected by Federal or State Law.

We will make a reasonable accommodation to known physical or mental impairments of a qualified applicant or employee unless the accommodation would impose an undue hardship on the operation of our business or a direct threat to the safety and/or health of the employee or others which cannot be reduced below the direct threat level with reasonable accommodation.

This policy applies to all employment-related decisions, including recruiting, hiring, training, upgrading, transfers, compensation, promotion, education and social activities.

Facilities, Equipment and Supplies

The organization’s facilities and property, including offices and shops, equipment, computer software, uniforms, supplies or vehicles are provided for business use.

The unauthorized use, disposal, removal or concealment of organizational property or unauthorized use of organizational facilities will result in disciplinary action, up to and including discharge, as well as referral to the appropriate law enforcement authorities.

In the case of equipment normally used off premises for official business, a pass authorizing such removal of equipment and supplies should be obtained, in advance, from your supervisor or through the Security Department.

Fire and Emergency Preparedness

An Emergency Preparedness Plan has been established for the organization. Every department plays an important role in carrying out the elements of the fire/emergency preparedness plan. It is your responsibility to be thoroughly acquainted with your personal responsibilities in the event of a fire or other emergency/disaster. This information is available to you through your department supervisor.

Food Services/Vending Areas

Campus Cuisine is a self-service restaurant located at 100 Campus Avenue for the convenience of all employees, visitors and the public. You may also use Campus Cuisine for breaks and to eat food you acquired elsewhere. Service hours for Campus Cuisine are posted at the entrance to the main dining room.

Vending machines are located throughout St. Mary's Regional Medical Center and St. Mary’s d’Youville Pavilion for your convenience.

Market Street Café is open 6:00AM to 7:00PM and is located in the Main Lobby of St. Mary's Regional Medical Center.
An ATM machine is located in the hallway near the Emergency Department for the use of all employees and visitors 24 hours per day.

**Gifts to Employees**

Employees of St. Mary’s Health System, Inc. are prohibited from soliciting or accepting gifts, tips, gratuities, free services, meals or other amenities from patients, residents, vendors, or others engaged in commercial enterprises with the System. **For further details, refer to Human Resource Policy #1122. Policy can be found in the “reference” section on E-Bits or www.unum_stmarysmaine.bswift.com**

**Harassment-Free Workplace**

We recognize individual employee dignity and the right to work in an environment free of discrimination and harassment, which includes freedom from sexual harassment. We will not tolerate any form of harassment, including sexual harassment, by supervisors, managers, physicians, co-workers, patients, residents, suppliers or other third parties. Any form of harassment on the basis of race, color, sex, religion, disability, sexual orientation or any category protected by federal or state law is a violation of our policy and will be treated as a disciplinary matter.

**For further details, refer to Human Resource Policy #1299: Sexual Harassment/Anti-Harassment Policy can be found in the “reference” section on E-Bits or www.unum_stmarysmaine.bswift.com,**

**Identification Badges**

We will provide you with an identification badge at no cost, so residents/patients and staff members may address you by name. This badge must be worn whenever you are on duty. It will also serve to identify you as an employee of the organization, for time recording where applicable, (or seeking special discounts from area businesses). Please keep this badge in a safe place when you are not wearing it. Damaged or worn badges will be replaced free of charge. Lost badges will be replaced at your own expense. Badges **must** be returned to the Security Department upon termination of employment.

**Internet Usage**

Internet access is provided to employees who have a business need. Employees with Internet access are expected to be familiar with the standards established for Internet usage (i.e. personal use restrictions, expectations regarding privacy, etc). **For further details, refer to Information Services Policy #1357: Internet Use. Policy can be found in the “reference” section on E-Bits or www.unum_stmarysmaine.bswift.com,**

**Interpreter Services**

As a patient centered approach, regardless of their ability to communicate verbally or in English, Interpreter Services will be provided to all patients assuring equal access to health care offered by St.
Mary’s Health System. The Americans with Disabilities Act (ADA) requires that interpreters be provided at no cost to the patient. If you have questions regarding interpreter services wish to pursue being listed as a qualified interpreter for St Mary's Health System, you may contact Volunteer & Interpreter Services at 777-4191.

**Introductory Training Period**

All newly hired, rehired and current employees who have been promoted or transferred into another position must satisfactorily complete an Introductory Training Period of up to ninety (90) calendar days. During this period, your immediate supervisor will provide you with on the job training and feedback about your performance. This is an opportunity for you and your immediate supervisor to determine whether this new assignment is a good fit. A performance evaluation will be completed at the end of the ninety (90) day period. Satisfactory completion of the Introductory Training Period will not change the "at-will" employer-employee relationship.

**Job Postings**

We want to encourage your continued growth in our organization and opportunities abound! Open positions within the organization will be posted for three (3) business days, exclusive of weekends and holidays, for all eligible employees to apply. Employees with internal computer access can view the current job openings listing on E-Bits. Positions are also posted on our website, www.jobsatstmarys.com. To apply for positions, employees can complete an internal application form from job listings in E-Bits or complete an on-line application through our website on the Internet. Employees without computer access can utilize the computers available in Human Resources, where additional assistance is also available.

Want more details? Refer to Human Resource Policy #1364: Application for a New Position. Policy can be found in the “reference” section on E-Bits or www.unum_stmarysmaine.bswift.com

**Keys and Special Equipment**

Upon termination from employment, all keys, identification badges, supplies (including uniforms), and equipment issued to you must be returned prior to leaving employment, in the same condition as it was at the time of issuance. Keys and identification badges are to be returned to the Security Department. All other equipment, uniforms and supplies are to be returned to your supervisor.

**Licensing**

For those employees whose position requires licensure or certification, you are responsible for making sure that your license is always valid and in good standing. Employees with an expired license/certification will not be allowed to work until we have proof of renewal.
You are also **required** to inform your immediate supervisor of any complaints substantiated by your licensing/certification registry, or if you have a criminal conviction related to your job duties. Failure to report this information will result in disciplinary action up to and including discharge.

You are also **required** to immediately disclose any proposed or actual debarment, exclusion or other event that makes you ineligible to participate in Federal health care programs.

**Meal Periods**

In accordance with the Fair Labor Standards Act, you will receive an unpaid meal period of thirty (30) minutes if you work more than six (6) consecutive hours in a day. Your supervisor will schedule this meal break.

**Organizational Integrity**

**OUR RESPONSIBILITY**

You must adhere to the Standards of Conduct, and all relevant laws and regulations that affect the performance of your job. If you become aware of, or have a reasonable suspicion of a violation of the law, regulation or the Standards of Conduct, you must report your knowledge immediately.

You understand that if you fail to report a violation, you may be subject to disciplinary action and/or legal liability.

You must also report any conviction of or charges of a criminal offense related to health care. At any time, if you become listed by a federal agency as being debarred, excluded or otherwise ineligible for participation in federally funded health care programs, you will report that to Human Resources.

Supervisors, managers, directors and other members of Administration are responsible for maintaining an “open door” policy and for responding to issues and questions raised by their staff. Responses should occur in a timely manner, or employees should be referred to an appropriate source for resolution of their issue.

The Deficit Reduction Act of 2005 (the “DRA”) imposes the obligation on certain entities that participate in the Medicaid Program to establish written policies informing employees of the laws prohibiting the making of false claims, the whistleblower protections available under those laws, and the entity’s policies for preventing fraud, waste and abuse in governmental payment programs.

**You should be aware of the details regarding your personal responsibilities. Refer to Organizational Integrity Policy # 1328 and Organizational Integrity Policy #1031: Policy on Ethical and Compliant Billing. These policies can be found in the “reference” section on E-Bits or www.unum_stmarysmaine.bswift.com**

If you have any questions about these policies or the laws described in the policies, please contact the Organizational Integrity Coordinator (Erin Hayes) at 207-777-8914.
Parking

The Security Department will register your vehicle, provide you with a sticker, and inform you of designated parking areas. You are expected to be familiar with current parking regulations, which you can obtain from your supervisor. We are not responsible for theft or damages to your vehicle or its contents.

We have designated employee parking lots (free of charge), which can accommodate all of our employees. We promote a “Patients First” approach to parking and expect you to park in the appropriate area designated for employees, to assure adequate parking for patients and visitors.

Performance Appraisal

Your performance will be formally reviewed by your immediate supervisor on a periodic basis. This criteria-based evaluation is based on your job description and will provide you with an opportunity to receive feedback from your supervisor regarding your job performance. It is to let you know how you are doing on the job. It will also take into consideration your interaction with others, your attendance record and your willingness to cooperate with co-workers in furthering the Organization’s mission. It will guide and assist you in improving your work. As an organization, we are committed to the growth and advancement of our employees. This evaluation session is also a chance to discuss your future development. You will have the opportunity to review, discuss, sign, and add your comments to the performance appraisal. IMPORTANT NOTICE: You must meet your annual safety training requirements BEFORE any merit increase can become effective.

Personal Appearance

Each employee is expected to dress appropriately for the position held. Since you are continually involved with residents, patients and outside visitors, personal appearance is important. Your personal appearance reflects our standards and demonstrates to residents, patients and visitors, as well as co-workers the interest you have in your job. Appropriate and neat businesslike attire is required. An individual's overall dress should reflect cleanliness, safety, good taste and professional attire for the work place. For example, denim jeans, T-shirts, tank tops and halters are not considered proper attire.

You will be required to adhere to departmental dress code policies. See your supervisor for guidance as to what is appropriate for your department.

Personnel Records

The Human Resources Department maintains the official personnel file on each employee. This file contains your original application for employment, performance evaluations, benefits enrollment forms and
other information relevant to your employment.

Your personnel file is confidential and is only available to you, your immediate supervisor, department Director, Vice President, the Human Resources Department, the President/CEO, and others with a business need to know. It may also be reviewed by a supervisor in the event you apply for another in-house position.

If you want to review your personnel file, you may do so by making an appointment with the Human Resources Office at 777-8777. Every attempt will be made to schedule an appointment within three business days of your request.

**Policies**

The policies referenced in this handbook and the entire manual of other Human Resource policies can be found in the “reference” section on E-Bits or www.unum_stmarysmaine.bswift.com

We encourage you to familiarize yourself with this resource as it contains very helpful information. You have the responsibility to review the contents of these policies and will be held accountable to the standards contained therein.

**Problem Reporting and Non-Retaliation**

A critical aspect of the Organizational Integrity Program at St. Mary’s Health System is the maintenance of a culture that promotes prevention, detection and resolution of any conduct that does not conform to federal, state and private payer healthcare program requirements, and the organization's ethical and business policies. This problem reporting and non-retaliation policy supports this culture in that it protects employees who report problems and concerns in good faith.

Want more details? Refer to Human Resource Policy #1361. This policy can be found in the “reference” section on E-Bits or www.unum_stmarysmaine.bswift.com

**Reemployment**

Former employees who are rehired will begin employment with a new hire date and all associated benefits will be based on the latest hire date, except as otherwise required by law.

**Resignations**

We hope your work and your employment with us will be enjoyable and rewarding. However, should you choose to terminate your employment, it is our policy to treat each of our employee’s departure fairly, regardless of cause.

You must meet certain requirements in order to terminate your employment in good standing. You must **notify your immediate supervisor in writing that you are going to resign.** The period of notification for nonexempt employees must be no less than two (2) weeks of working time, **exclusive of the use of Earned Time.** Exempt employees are required to give a minimum of four (4) weeks notice, **exclusive of the use of Earned Time.**
Upon termination, you will be paid any applicable accrued unused earned time in your last paycheck. For specific details, refer to Human Resource Policy #1184: Earned Time. This policy can be found in the “reference” section on E-Bits or www.unum_stmarysmaine.bswift.com

Prior to leaving, please contact the Human Resources Department for an exit interview, which will include a review of your benefit option upon termination.

Rest Periods

You will normally be allowed to take two (15) fifteen minute rest periods if you work at least an eight (8) hour shift. If you work more than four (4) but less than eight (8) hours per shift, you will be entitled to one (1) fifteen (15) minute break. These paid rest periods will be scheduled by your immediate supervisor, and may not be taken immediately at the beginning or the end of your shift.

Rest periods are paid time. Therefore, they are not guaranteed, but will be allowed as the work schedule permits.

Safety

We strive to ensure that the safety of all residents, patients, visitors, and employees is maintained by providing safe working conditions. No safety program or safety device is more effective than a careful worker.

You are responsible for accident prevention, safe practices, observance of safety rules and regulations, diligently maintaining property and equipment in a safe working condition, and reporting unsafe conditions. You must report any injury, no matter how minor, to your immediate supervisor.

Security

The organization provides a Security Department to safeguard you, our patients, visitors and property. Whenever an incident occurs requiring the attention of the Security Department, you should telephone them immediately at 777-8363.

Your personal belongings and valuables should be safely secured when left unattended. The organization is not responsible for your lost or stolen personal belongings.

Security Codes

All employees using the computer system will be required to sign a confidentiality statement prior to receiving their security code. All security codes will be issued by the Information Services Security Officer after you have successfully completed an Information Services training course. Do not give your security code to anyone, or use the security code of another employee. Computer access is based upon business need and will immediately be withdrawn upon termination or transfer.
Smoke-Free Workplace

We are committed to the promotion of health. For this reason, and to comply with the resolution passed by the Maine Hospital Association as well as Maine Law, smoking is not permitted anywhere in the healthcare facilities by patients, visitors, physicians, volunteers, or employees. Smoking is also prohibited on outside campus property with the exception of two designated smoking areas: behind D'Youville Pavilion and near the St Mary’s Regional Medical Center boiler room. You cannot smoke in highly visible public areas such as sidewalks, main entrances, and exits. The health system has many resources available to assist people who would like to stop smoking. Information about the various smoking cessation support programs available can be obtained through the Prevention and Wellness department. Employee violations will be handled in accordance with the organization’s disciplinary policy.

Solicitation and Distribution

We believe that you should not be disturbed or disrupted in the performance of your job duties. For this reason, solicitation of any kind by one employee to another employee is prohibited while either employee is on working time and in work areas or in patient care and patient treatment areas. Working time is defined as that time when you are expected to be working and does not include time before work, breaks, meal periods, or time after work.

Distribution by one employee to another employee of advertising material, handbills, printed or written literature of any kind is prohibited while either the person doing the distribution or the one to whom the distribution is directed is on his or her working time. In addition, distribution of advertising material, handbills, or printed or written literature of any kind is prohibited at any time in work areas and in patient care and patient treatment areas.

Solicitation, distribution of literature or trespassing by non-employees on the premises is prohibited.

There are also restrictions regarding access to the work site for off-duty employees. For more details, refer to Human Resource Policy #1226: Solicitation and Distribution on St. Mary’s Health System Property. Policy can be found in the “reference” section on E-Bits or www.unum_stmarysmaine.bswift.com.

Telephone/Electronic Communications

Quite often the first impressions or contacts with the organization are made with a telephone call. Since we serve the public, it is in our best interest to maintain good telephone habits by being helpful and courteous. The standard manner to answer the phone is: "Good (morning/afternoon/evening), (department name), this is (employee name), May I help you?"

We want to focus on exceeding customer expectations. Therefore, personal calls/messages (including cell phone usage) should be kept to meal/break times and emergencies. Public pay phones for your
personal calls are available in the St. Mary’s d’Youville Pavilion lobby and St. Mary's Regional Medical Center lobby.

Telephone use and other electronic communication systems are primarily for business purposes only. In general, occasional personal use of St. Mary’s Health System's Internet, and Electronic Communications systems may be permitted as appropriate for the position/department unless it:

- Interferes with user productivity or performance
- Adversely affects the operation of the telephone or computer system
- Violates any provision of existing policies, or law set forth by local, state, or federal regulation.

Please keep in mind that the electronic communication system is not private or confidential and may be monitored at any time, in the ordinary course of business, at the discretion of St. Mary’s Health System, with or without notice or an employee's consent. All messages created, sent or retrieved through electronic communication systems are the property of the Company. All telephone conversations and email communications conducted at work can be monitored by authorized individuals. Employees have no personal right of privacy in their use of the electronic communications system, and the confidentiality of any message should not be assumed.

**Time Recordings**

Federal and State wage and hour laws require an accurate system of recording employee work. Therefore, compliance with time recording procedures is mandatory. We utilize an electronic time and attendance system. Non-exempt employees are required to punch in at the beginning of their shift and out at the end of their shift. Errors in punching must be reported to your Supervisor within 24 hours by completing a Time and Attendance Exception Form, which is available on E-Bits. **For more information, see your Supervisor or refer to Human Resources #1625: Time Collection Device. Policy can be found in the “reference” section on E-Bits or www.unum_stmarysmaine.bswift.com.**

**Work Schedules**

The standard workweek ordinarily consists of a forty (40) hour schedule including weekends and holidays. It normally begins on a Sunday with any in punch that occurs after 11:50 pm Saturday night and ends on a Sunday after the last out punch from the previous week.

The standard work schedule is five (5) eight (8) hour days for a total of forty (40) hours per week, excluding meal periods. However, other forty (40) hour per week schedules may be adopted to better suit your needs as well as those of the organization. Because of the nature of the health care industry, we must maintain efficient services for our residents and patients twenty-four (24) hours a day, seven (7) days per week, fifty-two (52) weeks per year. In order to accomplish this, many departments will require normal rotation during holidays, weekends, evenings and nights. To meet emergency situations and the need for continuous scheduling, your cooperation and work flexibility will be expected and appreciated.

If you are unable for any reason to report to work at the beginning of the shift, you need to notify specifically your Supervisor, not a co-worker, no later than two hours before the beginning of your
shift, giving the reason for your absence and advising your Supervisor when you expect to return to work. Check with your supervisor for your specific departmental policy on reporting an absence. Your Supervisor may require a statement from a physician verifying an illness, its expected duration, and your ability to return to work.

Requests for the use of earned time may be denied if reasonable advance notice is not given or if staffing requirements prohibit the granting of time off. Unauthorized absences may be grounds for disciplinary action.

**Workers Compensation**

All employees are covered by the Maine Worker's Compensation Act for work related injuries or illnesses. If you believe you have a work related injury or illness, please notify your supervisor within 24 hours. Upon notice, an electronic incident report will be completed with a supervisor. A delay in completing the formal electronic incident report of your employee injury or illness with a supervisor may affect your benefits.

*If needed, employees needing an extended leave of absence due to a work related condition will follow the similar guidelines as our Family Medical Leave of Absence.* For more information, see a Supervisor to refer to the Human Resources policy in effect for electronic incident reporting or Family Medical Leave of Absence.

**Workplace Inspections**

We take seriously our responsibility to maintain a safe and secure environment for our patients, residents and staff. You should understand that employees have no expectation of privacy in the workplace and we reserve the right to inspect our property and/or items which may contain our property. Should reasonable cause for a search exist, an employee may be asked to submit to a search or inspection of their work areas, lockers, personal vehicles (if driven to work or parked on company property) and other personal items such as bags, purses, briefcases, backpacks, lunch boxes, and other containers.

**Workplace Violence**

Our goal is to provide a safe workplace for you. Our organization enforces a zero tolerance approach to threats, threatening language, or any other acts of aggression or violence made toward or by any System employee. Any employee who experiences or witnesses any such conduct *should immediately report the incident to Security and to their immediate supervisor.* No employee will be subject to retaliation, intimidation or discipline as a result of making a report. If the employee prefers, the report may be made anonymously. We will promptly investigate all reports. If an investigation confirms that the violence or threat was committed by an employee, we will take swift, appropriate, corrective action in accordance with our disciplinary action procedure. *For more details, refer to Human Resources Policy #1305: Workplace and Domestic Violence.* Policy can be found in the “reference” section on E-Bits or www.unum_stmarysmaine.bswift.com.
INTRODUCTION TO COMPENSATION

On Call Pay

If you are a non-exempt employee who is required to be available within 20 to 30 minutes upon notification, you will be eligible for "on-call/standby" pay.

If you are "on-call/standby", you will receive differential pay while on such status. If you are called into work, you will receive approximately 1 ½ times your hourly rate plus the "on call/standby" pay. When you have completed the on-call work, you will return to "on-call/standby" status and again receive only the differential pay. For more details, refer to Human Resources Policy #1066: Call Back and On Call/Standby Pay. Policy can be found in the “reference” section on E-Bits or www.unum_stmarysmaine.bswift.com.

Deductions

Paycheck deductions are either required by law or are voluntary and authorized by your signature.

### Required Deductions
- Federal Income Tax
- State Income Tax
- Social Security Tax
- Medicare Tax
- Garnishments imposed by Federal or State Governments, Department of Human Services (Child Support)

### Voluntary Deductions
- United Way
- St. Mary's Hospital & CCS Bill Payment
- Health Insurance
- Dependent Life Insurance
- Supplemental Life Insurance
- Healthsteps Membership
- 403(b) Retirement Savings Plan
- Long Term Disability Insurance
- Dental Insurance
- Annual Fund
- Medical Reimbursement Account
- Dependent Reimbursement Account
- Campus Cuisine charges
- Voluntary Critical Care or Term Life Insurance

Direct Deposit

Employees at St. Mary’s Health System and its affiliates are paid by direct deposit.
Direct deposit is a safe and convenient payment method that employees are required to utilize. Your paycheck is directly deposited to as many savings or checking accounts as you wish on payday. Direct Deposit eliminates the possibility of lost checks, saves time for the employee, and is available for any bank or credit union in the United States. When you are paid by direct deposit, you will receive a payment advice that indicates your earnings and deductions for the pay period and your year-to-date payment information.

**Overtime Pay**

We adhere to all provisions contained in the Fair Labor Standards Act covering minimum wage, equal pay, maximum hours, overtime pay, record keeping and child labor.

Overtime must be approved in advance by your supervisor. Overtime pay is for non-exempt staff only, and is for those hours worked in excess of forty (40) hours in one week. Overtime hours will be paid at approximately 1½ times your hourly rate.

**Payday**

You will receive your direct deposit pay stub every other Friday for the two-week period preceding the week of the payday.

If you have questions about what date your next pay will be received, what deductions will be taken out of your pay, what holidays are in a payroll period, etc., call the Payroll Office at 777-8554.

On the rare occasion when A LIVE paycheck is issued, the employee must pick it up personally at the Payroll Office and must present a photo ID. It will not be given to anyone other than the employee to whom it is made payable.

**Promotion Salary Adjustments**

Promotions generally result in a new pay rate to be determined by established HR practices, in consultation with your supervisor. If you are promoted and it has been more than three months since your last review, you will receive a performance review before transferring to your new position. Your next review date will be changed to a year from the date of the promotion.

Demotions may also affect pay rates and benefits, but will not affect evaluation date.

Your pay rate and evaluation date will be unaffected by a lateral move within the same grade.

**Wage and Salary**

We maintain a formal wage and salary administration program. Positions are evaluated and salary level determined based on the job description. Salary market analysis, our financial resources, labor
market trends, and the economy are all taken into consideration in establishing the Wage and Salary Program.
INTRODUCTION TO BENEFITS

We offer a number of benefits to all eligible employees. Benefits information packets will be given to you during general orientation. This handbook briefly describes some of those benefits. Please refer to the Appendix section of this handbook for additional details about some benefits listed briefly in this section as well as additional benefits such as the Gift of Time Program and our Adoption Assistance Program.

The official details contained in the Benefits Plan documents will govern in the event of any conflict or inconsistency with the details listed in this handbook or with any other written or oral statements or representations. We may modify or rescind any benefits provided. If you have any questions about your benefits, please consult the appropriate vendor or the Human Resources Department.

Adoption Assistance Program

Please refer to Appendix #3.

Certification Exams

Following completion of the Introductory Training Period, we will pay 100% of the cost for recognized professional competency certification examinations, which are required beyond State mandates and noted in your job description. You will be reimbursed following successful completion of the requirements and the examinations.

Changes to Benefit Elections

You may change Benefit Elections only:

1. At annual enrollment held each year.
2. When there is a change in family status such as a birth, death, divorce, marriage.*
3. When changing from part-time to full-time, or vice-versa.*
4. Upon termination of spouse’s employment, spouses open enrollment (i.e., loss of coverage).*

*CHANGES MUST BE MADE WITHIN 30 DAYS FROM THE EFFECTIVE DATE OF THE EVENT.

Dental Insurance

We offer dental insurance coverage for all eligible employees and their dependents. For more information on the above benefit, see the Plan Document in effect or check the Bswift website www.unum_stmarysmaine.bswift.com,
Earned Time

Employees who are hired to work at least twenty (20) scheduled hours per week and have completed a thirty (30) calendar day waiting period are eligible for paid time off through the Earned Time Program.

Earned Time is accrued based on length of service, current scheduled weekly hours and benefit level. Earned Time will be used for scheduled or planned absences from normally scheduled time for vacations, holidays, planned personal absences, illness, and appointments.

You must request and receive approval from your supervisor to use Earned Time. We recognize eight (8) holidays per year. You should check with your immediate supervisor for the holiday schedule.

Your current earned time balance and accrual rate is noted on your pay stub. For accrual rates, see E-Bits, reference...forms...HR...Earned Time Accrual Table. For specific details, refer to Human Resource Policy #1184: Earned Time. This policy can be found in the “reference” section on E-Bits or www.unum_stmarysmaine.bswift.com.

Eligibility for Benefits

Employees hired into regularly scheduled positions of at least twenty (20) hours or more per week are eligible for the benefits listed in this handbook unless otherwise indicated. Part Time = 20 to 25 schedule hours per week. Full time = 36 to 40 scheduled hours per week.

Employee Assistance Program (EAP)

When faced with difficult problems, the EAP program is available to help you...whether for relationship or family difficulties, stress management problems, depression, and anxiety, alcohol or drug abuse. These services can include counseling, helping you find appropriate help for a problem, or just someone who will listen. The services are provided on a confidential basis and no record keeping notes will be included in your personnel file. Employee assistance services are also available for your immediate family members.

There is no charge for using the Employee Assistance Program. The Employee Assistance Program can be reached by calling LifeWorks 1-888-456-1324) twenty-four hours a day, seven days a week. If continued intervention is required, outside referrals will be made. More information is available at www.unum_stmarysmaine.bswift.com.

Family Medical Leave of Absence (FMLA)

Refer to Human Resources Policy #1239: FMLA or #1259: non-FMLA. Policies can be found in the “reference” section on E-Bits or www.unum_stmarysmaine.bswift.com.
Forms

All Human Resources forms, including benefit enrollment forms, are available in Human Resources. They can also be obtained from your Supervisor, can be accessed and printed from the forms menu in E-Bits or check www.unum_stmarysmaine.bswift.com.

Gift of Time

This is a great opportunity to donate your earned time to a co-worker in need. Refer to Human Resources Policy #1655: Gift of Time. Policy can be found in the “reference” section on E-Bits or www.unum_stmarysmaine.bswift.com.

Health Insurance

On a pretax contributory basis, we offer eligible employees comprehensive health insurance, which includes prescription drugs, for employees and their dependents. We offer a choice of three plans. For more information on the above benefits, see the Plan Document in effect, contact Human Resources or check www.unum_stmarysmaine.bswift.com.

Jury Duty

Employees scheduled to work twenty (20) hours per week or more are eligible for jury duty pay following thirty (30) days of employment.

The notice to serve on jury duty must be presented to your immediate supervisor so that staffing can be arranged during your anticipated absence.

Employees called to jury duty will be paid regular straight time pay, less payment received from jury duty. Such payments will be limited to your normal scheduled hours per day.

You are expected to work during regularly scheduled hours not spent in court. If you serve on jury duty during the day and wish to work your usual shift on the 2nd or 3rd shift, the money received for jury duty pay belongs to you. If a full eight (8) hour shift is not worked, reimbursement will be made on a prorated basis.

You must turn in a statement of jury duty attendance to payroll by 9am on Monday of pay week in order to receive the differential payment.
Leaves of Absence

Employees who need to miss work for more than seven calendar days must notify their Supervisors and Human Resources as soon as possible. Refer to Human Resources Policy #1239: FMLA and non-FMLA #1259. Policies can be found in the “reference” section on E-Bits or www.unum_stmarysmaine.bswift.com.

Life Insurance

The Life Insurance program is designed to help provide for you and your family in the event of your death. A one times annual salary insurance policy is provided for each eligible employee at no cost. Additional life insurance can be purchased. Life insurance for your spouse and children can also be purchased. For more information on the above benefit, see the Plan Document in effect or check www.unum_stmarysmaine.bswift.com.

Long Term Disability Insurance

On a contributory basis, Long Term Disability Insurance is available to provide you with sixty percent (60%) of your wages should you be unable to continue working beyond (90) calendar days due to a disability as defined in the Group Disability Policy. For more information on the above benefit, see the Plan Document in effect or check www.unum_stmarysmaine.bswift.com.

Malpractice Insurance

We protect you against any malpractice claims that may result from the performance of your normal duties, within the scope of your employment. There is no cost to you for this protection. Protection is assured as long as you comply with the established rules of the organization and/or instructions of your department supervisor. Changes in tasks, procedures, or policies may not be initiated by you without prior approval. You are not covered under this policy when performing functions outside the scope of your employment.

Maternity Leave and Breastfeeding

Refer to Human Resources Policy #1239: FMLA and non-FMLA #1259. Policies can be found in the “reference” section on E-Bits or www.unum_stmarysmaine.bswift.com.

As leaders in Women’s Health as well as Nutrition Services, we want to support our working mothers so they can provide their babies with the best nutrition available…right from the start! St. Mary’s is committed to making sure you have a comfortable, private space to breastfeed your baby or express breast milk. For more information, contact your supervisor or call the Lactation Office at 777-8280.
Military Leave

If you are a member of the military forces, including the Maine Army and Maine Air National Guards and the Reserves of the United States Armed Forces and you receive Federal or State orders to report for military duty, you must notify your immediate supervisor of your upcoming military commitment.

We will pay you the difference between your military pay and your regular straight time pay for up to two (2) weeks, but not to exceed your regular straight time pay. You must present a pay voucher from the appropriate military organization to Payroll prior to payment being authorized.

An employee who has provided notice of the military duty and confirmation from the appropriate military organization of satisfactory completion of the military duty, as defined by Federal and State law, will be reinstated in accordance with applicable Federal and State law. For more information see your Supervisor to refer to the Human Resources policy in effect.

Non Family Medical Leave of Absence (Non-FMLA)

Refer to Human Resources Policy #1239: FMLA and non-FMLA #1259. Policies can be found in the “reference” section on E-Bits or www.unum_stmarysmaine.bswift.com.

Pharmacy

Employees covered by our health insurance plan may purchase their prescriptions with discount at our preferred pharmacies The Medicine Shoppe and Bedard’s Pharmacy with minimal co-pay or from any pharmacy covered by our insurance, in accordance with the plan with a higher co-pay.

Employees not covered by our health insurance plan and employees covered by the health plan, but purchasing a non-covered item receive a 5% discount for prescriptions and all pharmaceutical items purchased at The Medicine Shoppe on the corner of Sabattus Street and Campus Avenue.

Policy for Bereavement

We recognize that a time of bereavement is a very difficult time. Every effort will be made to ensure that you are able to attend to family matters during the bereavement time.

You will qualify for a bereavement leave of up to (3) three consecutive scheduled work days off with pay for a member of your immediate family, following the completion of thirty (30) days of employment, for the purposes of making arrangements and/or attending the funeral.

Immediate family refers to the employee’s parent, spouse, stepchild, child, brother, sister, mother, father, mother-in-law, father-in-law, stepmother, and stepfather.

You will qualify for (1) one scheduled work day off with pay annually, following the completion of thirty (30) days of employment, for the loss of either a sister-in-law, brother-in-law, grandparent,
grandparent-in-law, aunt, uncle, or grandchild for the purposes of making arrangements and/or attending the funeral.

You must notify your immediate supervisor of the need for bereavement leave, as soon as practical. You are encouraged to take bereavement time.

**Short Term Disability**

If you are hired to work in a position of at least twenty (20) scheduled hours per week and have completed your Introductory Training Period of ninety (90) days, you will be eligible to apply for Short Term Disability benefits. Your short term disability insurance covers 60% of your pay for up to twelve weeks per year as medically necessary. New employees do have the option to purchase and additional 10% coverage. Please, see the plan document in effect or check www.unum_stmarysmaine.bswift.com, for more information.

**Spending Accounts**

Pretax dollars can be set aside to pay for out of pocket medical expenses, as well as for dependent care expenses. For more information contact the Human Resources Department or check www.unum_stmarysmaine.bswift.com.

**Tax Deferred Annuity Program (TDA) 403 b Plan**

The 403(b) program is designed to contribute to your financial security during your retirement years, and is offered on a voluntary basis to all eligible employees.

We are able to offer you this tax-deferred investment because of federal tax legislation, which allows employees to defer the payment of income tax on a designated percentage of their salary. Deposits made into this program effectively reduce your personal income tax while building income for your future. The maximum contribution is generally fifteen percent (15%) of your pay or up to $18,000.00 per year as of January 1, 2015. If you are 50 years of age you can contribute an additional $6,000.00 per year.

You may make voluntary contributions toward your retirement plan of pretax wages as soon as you begin employment. St. Mary’s Health System will match 50% of your contribution up to 2% after 1 year of employment, provided you are at least twenty-one (21) years of age. In order to be eligible for an employer contribution, you must have worked at least 1,000 hours and set up an account with Transamerica Financial Services. For more information on the above benefit, see the Plan Information at www.unum_stmarysmaine.bswift.com.
Tuition Reimbursement

In order to facilitate your personal growth and development, we encourage you to pursue educational opportunities. Various in-service sessions are held on a periodic basis. Employees should check with their supervisor or the education calendar in E-Bits.

Tuition reimbursement for approved courses is also available. Employees hired into a twenty (20) hour or more per week position, and who have successfully completed their 90-day introductory period in a benefits eligible position are eligible to apply for tuition reimbursement with supervisory approval.

Application forms are available through your immediate supervisor, from Human Resources or through the forms menu in E-Bits. All applications are to be forwarded to Human Resources for final approval. For specific details, see your supervisor or refer to Human Resource Policy #1057: Tuition Reimbursement. This policy can be found in the “reference” section on E-Bits or www.unum_stmarysmaine.bswift.com.
Appendix #1

Grievance Procedure

We constantly strive to maintain a good working relationship with our employees. Despite our sincere efforts to achieve this result, differences may arise. In the event you have a concern or problem, we encourage you to discuss it with your supervisor. You can also use the following five-step grievance procedure. *This procedure must be initiated within 60 days of the occurrence of the problem.* A complete and unbiased investigation will be made in every case, regardless of the issue.

<table>
<thead>
<tr>
<th>Resolution</th>
<th>Targeted # of Days to Answer Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Step #1</strong></td>
<td></td>
</tr>
<tr>
<td>Present the problem to immediate supervisor in writing.</td>
<td>3 working days</td>
</tr>
<tr>
<td><strong>Step #2</strong></td>
<td></td>
</tr>
<tr>
<td>Present problem to Department Director, or Vice President in writing</td>
<td>3 working days</td>
</tr>
<tr>
<td><strong>Step #3</strong></td>
<td></td>
</tr>
<tr>
<td>Present problem to the Human Resources Director in writing</td>
<td>3 working days</td>
</tr>
<tr>
<td><strong>Step #5</strong></td>
<td></td>
</tr>
<tr>
<td>Discretionary review by President/CEO.</td>
<td>5 working days</td>
</tr>
</tbody>
</table>

*Note:* At times, it may not be possible to make a response within the targeted number of days. If additional time is needed to respond, you will be informed.
Appendix #2

Progressive Disciplinary Procedure

We can all appreciate that rules and regulations help to ensure a safe and pleasant workplace. We want to make sure that you know what to expect, and that inappropriate conduct does not occur. Violation of personnel policies, standards of work or conduct, organizational and departmental policies and procedures will result in disciplinary consequences. While we support the principles of progressive discipline, and will attempt to administer the organization's rules of conduct and related policies in a fair manner, each individual case of disciplinary action, including discharge, is unique. In some instances, discharge will be preceded by one or more corrective warnings or suspension; however, we may accelerate this process, taking into account factors such as prior disciplinary record, the severity of the incident, and the particular circumstances of each situation.

The following disciplinary guidelines have been developed to provide consistency should it become necessary to address unacceptable behavior or performance. Notwithstanding these disciplinary guidelines, employment may be terminated with or without cause at the discretion of the St. Mary’s Health System Organization, or the employee, at any time.

The offenses listed below are not all inclusive. The disciplinary process for offenses not listed will be dealt with at the discretion of the St. Mary’s Health System Organization.

Law violations will be reported to the appropriate authorities.

The following are examples of some, but not necessarily all, types of misconduct that can result in immediate discharge:

<table>
<thead>
<tr>
<th>Example</th>
<th>1st Offense</th>
<th>2nd Offense</th>
<th>3rd Offense</th>
<th>4th Offense</th>
</tr>
</thead>
<tbody>
<tr>
<td>Found guilty of abusing, neglecting, or mistreating residents or patients by a court of law</td>
<td>Immediate Discharge</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Resident/patient abuse</td>
<td>Immediate Discharge</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Have had a finding by your licensing/certification registry concerning abuse, neglect, mistreatment of residents or patients or misappropriation of their property</td>
<td>Immediate Discharge</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Insubordination: Refusal to comply with instructions from an authorized supervisor</td>
<td>Immediate Discharge</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Example</td>
<td>1st Offense</td>
<td>2nd Offense</td>
<td>3rd Offense</td>
<td>4th Offense</td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
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<tr>
<td>Consuming, selling, possessing, offering, or buying alcohol or illegal drugs during working hours, on St. Mary’s Health System Organization’s premises or in St. Mary’s Health System Organization’s vehicles</td>
<td>Immediate Discharge</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Possessing, using or transporting weapons of any kind, on St. Mary’s Health System Organization’s premises, or during working time, or in St. Mary’s Health System Organization’s vehicles.</td>
<td>Immediate Discharge</td>
<td></td>
<td></td>
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<tr>
<td>Theft of property of the St. Mary’s Health System Organization, residents, patients, and employees of St. Mary’s Health System Organization</td>
<td>Immediate Discharge</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unauthorized use of property or facilities, or removal of property without prior authorization</td>
<td>Immediate Discharge</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Willful destruction of the St. Mary’s Health System Organization’s property</td>
<td>Immediate Discharge</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Falsification of time records including swiping in another employee’s badge or allowing another employee to swipe in your badge for you</td>
<td>Immediate Discharge</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Accepting gifts, money or other gratuities from patients or residents</td>
<td>Immediate Discharge</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The following are examples of some, but not necessarily all, types of misconduct that can result in disciplinary action, up to and including discharge.

<table>
<thead>
<tr>
<th></th>
<th>1st Offense</th>
<th>2nd Offense</th>
<th>3rd Offense</th>
<th>4th Offense</th>
</tr>
</thead>
<tbody>
<tr>
<td>Falsification of company records</td>
<td>Suspension</td>
<td>Discharge</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unauthorized disclosure of a computer security code or using someone else’s security code</td>
<td>Suspension</td>
<td>Discharge</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Incident</td>
<td>1st Offense</td>
<td>2nd Offense</td>
<td>3rd Offense</td>
<td>4th Offense</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------</td>
<td>------------------------------------------------</td>
<td>-----------------------------------------------</td>
<td>-------------</td>
<td>-------------</td>
</tr>
<tr>
<td>Reporting for duty while under the influence of alcohol or illegal drugs</td>
<td>Suspension and sent home escorted by friend or family member</td>
<td>Discharge</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sleeping on the job during work hours</td>
<td>Suspension</td>
<td>Discharge</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Breach of confidentiality of resident, patient, or employee information</td>
<td>Suspension</td>
<td>Discharge</td>
<td></td>
<td></td>
</tr>
<tr>
<td>One instance of no call - no show</td>
<td>Suspension</td>
<td>Discharge</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Engaging in, assisting, or aiding sexual harassment or other unlawful discrimination</td>
<td>Written Warning</td>
<td>Suspension</td>
<td>Discharge</td>
<td></td>
</tr>
<tr>
<td>Unauthorized computer inquiries or transactions, including e-mail</td>
<td>Written Warning</td>
<td>Suspension</td>
<td>Discharge</td>
<td></td>
</tr>
<tr>
<td>Unsafe work practices</td>
<td>Written Warning</td>
<td>Suspension</td>
<td>Discharge</td>
<td></td>
</tr>
<tr>
<td>Unprofessional conduct, fighting, coercing or intimidating another person, using abusive, threatening, vulgar or profane language. Includes rude and unprofessional behavior towards internal and external customers</td>
<td>Written warning</td>
<td>Suspension</td>
<td>Discharge</td>
<td></td>
</tr>
<tr>
<td>Initial refusal but subsequent compliance with instructions of supervisor</td>
<td>Written warning</td>
<td>Suspension</td>
<td>Discharge</td>
<td></td>
</tr>
<tr>
<td>Working overtime or an unscheduled shift or hours without prior supervisor authorization</td>
<td>Written warning</td>
<td>Suspension</td>
<td>Discharge</td>
<td></td>
</tr>
<tr>
<td>Soliciting, distributing literature while on working time or soliciting employee who is on working time or soliciting any time in a resident, patient care or treatment area</td>
<td>Written warning</td>
<td>Suspension</td>
<td>Discharge</td>
<td></td>
</tr>
<tr>
<td>Excessive absenteeism or a pattern of absences**</td>
<td>Written warning</td>
<td>Suspension</td>
<td>Discharge</td>
<td></td>
</tr>
<tr>
<td>Excessive tardiness or early departures***</td>
<td>Written warning</td>
<td>Written warning</td>
<td>Suspension</td>
<td>Discharge</td>
</tr>
<tr>
<td>Smoking in unauthorized areas</td>
<td>Written warning</td>
<td>Written warning</td>
<td>Suspension</td>
<td>Discharge</td>
</tr>
<tr>
<td>Violation of personal appearance standards</td>
<td>1st Offense</td>
<td>2nd Offense</td>
<td>3rd Offense</td>
<td>4th Offense</td>
</tr>
<tr>
<td>-------------------------------------------</td>
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</tr>
<tr>
<td>Written warning</td>
<td>Written warning</td>
<td>Suspension</td>
<td>Discharge</td>
<td></td>
</tr>
<tr>
<td>Substandard work performance or Non-performance of duties</td>
<td>Written warning</td>
<td>Written warning</td>
<td>Suspension</td>
<td>Discharge</td>
</tr>
<tr>
<td>Failure to comply with the rules, regulations and policies of the St. Mary’s Health System Organization</td>
<td>Written warning</td>
<td>Written warning</td>
<td>Suspension</td>
<td>Discharge</td>
</tr>
</tbody>
</table>

** Excessive absenteeism is defined as a continuing pattern of absences, as defined by your Supervisor.

*** Excessive tardiness is defined as a continuing pattern of tardiness, as defined by your Supervisor.

**** Walking off the job, as determined by your Supervisor, will be considered a voluntary quit.

While employee discipline generally will be in the form of oral warnings, written warnings, suspension, or, in our discretion, termination of employment, each case will be dealt with individually, and nothing in this guidance of employee conduct should be construed as a promise of specific treatment in a given situation.
Appendix #3

Adoption Assistance Program

1. Plan Intent. St. Mary’s Health System ("SMHS") has established this Adoption Assistance Program for the exclusive benefit of its eligible employees. The purpose of the Program is to reimburse such employees for all or a portion of the cost of adopting a child. It is intended that the Program meet the requirements for qualification under Section 137 of the Internal Revenue Code (the "Code"), and that benefits paid employees under the Program be excludible from gross income to the maximum extent allowed under Code Section 137.

2. Eligibility. SMHS employees are eligible for this plan if they:
   A. Have worked for a minimum of One (1) year prior to the start of the incurrence of adoption expenses for which reimbursement is to be provided under this plan; and
   B. Are considered employed on a benefits eligible basis pursuant to the SMHS Employee Handbook as amended from time to time.

3. Adoption Program Requirements. Adoption expenses meeting the following requirements qualify under this plan:
   A. Only expenses incurred in connection with an adoption that is substantially completed will be eligible for reimbursement; provided, however, that expenses incurred in connection with a foreign adoption as described in Code Section 23(e) shall not be eligible for reimbursement until such adoption becomes final.
   B. Reimbursement of adoption expenses is intended only for those adoptions which SMHS believes are consistent with the purpose of the Program, and reserves the right to approve or deny requests for reimbursement of adoption expenses; provided, however, that in making such determination, SMHS shall not discriminate in favor of employees who are highly compensated employees (within the meaning of Code Section 414(q), or their dependents.
   C. Adoption reimbursement shall be available subject to the following limits, with respect to children whose adoption expenses are reimbursed under this Program:
      (i) Up to Five Thousand Dollars ($5,000.00) for the first child adopted;
      (ii) Two Thousand Five Hundred Dollars ($2,500.00) for the second child adopted; and
One Thousand Two Hundred Fifty Dollars ($1,250.00) for a third and any subsequently adopted child.

4. **Reimbursement of Adoption Expenses.** Upon receiving the adopted child into the home, the eligible employee shall submit copies of paid statements or receipts for qualified adoption expenses as described in Section 5 below; provided, however, that such information shall be submitted with respect to a foreign adoption as described in Code Section 23(e), once the adoption is final, by submission of a certified copy of the applicable State of Maine Adoption Decree. The expenses will thereupon be reimbursed subject to the terms of the Program.

5. **Qualified Adoption Expenses.** Qualified adoption expenses means reasonable and necessary adoption fees, court costs, attorneys' fees and other expenses, which are:
   A. directly related to, and the principal purpose of which is for, the legal adoption of a child;
   B. not incurred in violation of State or Federal law or in carrying out any surrogate parenting arrangement; and
   C. not expenses in connection with the adoption by an individual of a child who is the child of the individual's spouse, a ward, foster child, or any person over the age of Eighteen (18) years.

6. **Program Year.** The Program Year shall mean the Twelve (12) month period that ends on December 31st of each year.

7. **Contributions.** Employees are not required or permitted to contribute to the Program.

8. **Plan Administrator.** The Plan Administrator of this Program shall be the St. Mary's Health Systems, Inc. Benefits Plan Subcommittee or such officer or employee as shall be designated by the Board of Directors.

9. **Administration.** The Program shall be administered by the Plan Administrator, who is authorized and empowered to issue uniform rules and adopt forms to be used in carrying out the purposes of the Program. The Plan Administrator shall determine all questions arising from the interpretation of the terms and conditions of this Program. If questions arise concerning the Plan Administrator's decision, the Board of Directors shall make the determination.

10. **Discontinuation of Plan.** SMHS intends to continue this Program as a permanent plan. However, this Program shall be subject to termination at any time by a vote of the SMHS Board of Directors. Any employee enrolled in an approved course at the time of discontinuation shall be reimbursed in accordance with the terms of this Program.

11. **Notification of Employees.** SMHS shall communicate in writing the terms and conditions of the Program to all employees, and shall provide each eligible employee with a copy of the Program.

12. **Effective Date.** Adoption assistance will not be made in advance, nor is adoption assistance available for expenses incurred prior to the effective date of this Plan. This Plan shall be effective January 1, 2001 (the "Effective Date"); provided, however, that the limits of Section 3 C shall apply to SMHS employees who received Adoption Assistance under a SMHS Adoption Assistance Program in place prior to the Effective Date.
Confidentiality

Purpose: The purpose of this policy is to establish an effective policy statement and process for the handling of confidential business information in order to protect the organization, patients, employees and staff from the consequences of misappropriation and or misuse of confidential business information and to protect the organization's legitimate business interests in the confidentiality of its proprietary information.

Nothing herein should be construed to restrict an employee's ability to discuss terms and conditions of employment or otherwise prohibit communications which would be permitted under applicable law, including but not limited to the National Labor Relations Act.

Scope: This policy applies to St Mary’s Health System and its affiliated entities, referred to collectively as St Mary’s, and to everyone who comes in contact with confidential business information, including employees, board and committee members, physicians, volunteers, students, contracted staff, vendors and anyone who may become aware of confidential information through his or her role within St. Mary’s Health System. However, this Policy is intended to be supplemental to policies relating to the privacy, protection and disclosure of patient or resident personal health information as required by HIPAAAA and state medical information privacy laws. See Organizational Integrity Policy # 1328 for further information.

Policy: Individuals who access or control access to Confidential Information, including employee personal health information (PHI) must maintain the confidentiality, security, availability and integrity of that Confidential Information, including any technology which supports and protects that information in accordance with all regulatory provisions including
HIPAA. This policy is supported by the Covenant Health Systems’ Standards of Conduct.

Procedures:
1. Access and Use of Confidential information
   a. All individuals identified in the scope will sign a confidentiality statement
   b. Every person who comes in contact with confidential business information is responsible for understanding this policy and related policies
   c. Confidential Information is restricted to an individual's role and is informed by applicable regulations and standards.
   d. All employee personnel or work records are the property of St. Mary’s Health System. They are kept strictly confidential. Information about an individual employee is available to Directors or Supervisors on a strict need-to-know basis.
   e. Regulatory or accrediting agencies may acquire access to information about individuals based on a court order, accreditation requirements or compliance with Federal/State laws and/or regulations. See Policy #1205, Responding to Legal Information Requests.
   f. Proprietary information and other sensitive business information cannot be released without prior authorization from senior management.
   g. All of the provisions above apply to blogging or other forms of social media or technology including but not limited to video or wiki postings, social networking sites such as Facebook and Twitter, chat rooms, personal blogs or other similar forms of online journals, or personal newsletters not affiliated with St. Mary’s Health System.
   h. Confidential information attained while an employee of St. Mary's Health System must remain confidential even upon cessation of employment.

2. Data Protection
   a. There will not be any open discussions about patients/residents within or outside St. Mary’s Health System with any person(s) other than those with a need to know. Information in regards to any patient/resident should never be discussed in public areas (i.e. elevators, cafeteria).
   b. Appropriate release(s) of information are completed before release of any part of a patient/resident’s medical record either verbally or in written form. Employment information will not be released without proper consent.
   c. Employees are expected to be vigilant about inadvertent disclosure of confidential information. Examples: Not utilizing a patient’s name, but providing enough information that would make the individual identifiable; Sending a group mailing without hiding individual email addresses.
   d. Use reasonable safeguards to protect confidential information from accidental exposure to persons who have no need to know (i.e. secure storage, proper disposal, utilizing safe faxing protocols, marking documents/emails as confidential etc.).
   e. Sign and comply with provisions of electronic security agreement. (see attachment)

Security Agreement 2015.docx

3. Accountability
   a. St Mary’s has the right to monitor and audit access to the network, systems and other information/resources to ensure compliance by individuals.
   b. Managers are responsible to ensure that
      • individuals reporting to them have the appropriate level of access to confidential information and comply with this policy
      • confidential business information is safeguarded
   c. Individuals identified in the scope section are responsible for:
      • Reporting inappropriate use of Confidential information to their supervisor or director, a Human Resource representative or the Organizational Integrity Officer.
4. **Enforcement**

   Violations of this policy will result in corrective and/or disciplinary action up to including termination. See policy #1750.

I have received, read, understood and agreed to comply with the company’s *Confidentiality* policy

Signature ______________________________ Date __________________

**TJC Reference:**
**Other Reference:** HIPAA
**Web URL:** https://notes.sochs.com/AdminPol.nsf/WebActiveByNo/1525

**Edit History**

04/13/2015 03:03 PM modified by: Nicole Morin-Scribner
SECURITY AGREEMENT FOR
ACCESS TO ELECTRONIC INFORMATION, USE OF INTERNET, AND USE OF ELECTRONIC COMMUNICATIONS

As an employee/volunteer/student/instructor/physician/ or a contracted service in a St Mary's Health System entity, you will use computer technology for your job function and will be capable of obtaining confidential information via the use of assigned security access codes through online viewing or electronic generated hard copy.

I understand and agree that St Mary's Health System grants system access codes for authorized use only in line with governing policies, including, but not limited to HIPAA and sexual harassment/anti-harassment policies in their entirety. Unauthorized use will include but is not limited to the following:

- Sharing my access code with someone else, working under someone else's access code or transmitting a communication by means that mask or hide my identity.
- Using my access for personal purposes not related to my job function
- Breaching confidentiality by accessing information that I do not have a right to know to support my job function
- Transmitting messages or documents that are inappropriate, disruptive, or offensive
- Downloading or installing unapproved software

I understand and agree with Use of Electronic Communications, Internet and Social Networking 1307 (was 22.12 and 22.16), which states in part, as follows:

St Mary’s Health System utilizes electronic communications systems to enhance internal & external business communications. Every employee and other authorized user of the electronic communication systems has a responsibility to use the electronic communications system in a manner that enhances the goals, reputation and mission of St. Mary’s Health System. Electronic communications include but are not limited to e-mail, phone, faxes, internet communications, social networking, texting, images, broadcasts, hand-held devices and any other means of electronic communication. Nothing in this policy is intended to or should be construed as restricting an employee's rights under Section 7 of the National Labor Relations Act ("Section 7"), or otherwise interfering with, restraining or coercing an employee in the exercise of these rights. This policy may be modified periodically, at the employer's sole discretion, as needed without notice to users.

Business Use
St. Mary’s computer and other systems that allow internet access and electronic communication are the property of St. Mary's Health System. They are primarily for business purposes and are not meant to be used for communications of personal or non-business purposes in accordance with Solicitation Policy #1226 (formerly 15.04). Employees are expected to be actively engaged in work-related activities while on duty. Patient or other sensitive business communications must not be sent via personal electronic communication devices without proper setup from IS.

Personal use
Personal use means use that is not job related. In general, limited personal use of internet, and electronic communications systems may be permitted unless it:
- Interferes with user productivity or performance
- Adversely impacts the organization’s goals, mission or reputation or its employees/interests
- Adversely affects the operation of the Information System
- Violates any provision of this policy, any supplemental policy, local, state, federal law or regulation.
This requirement is not intended to limit, or infringe on Section 7 rights.

**No Expectation of privacy**
No user should have any expectation of privacy in any message, file, image or data created, sent, or received by use of the St. Mary's Health System’s Information System. St. Mary's Health System has a right to monitor any and all aspects of its Information System including, but not limited to, sites visited by users, material downloaded or uploaded by users and E-mail sent to or received by users. Monitoring may occur at any time, without notice, and without user permission. Attempts to access blocked sites are recorded and reported to supervisor. All messages created, sent or retrieved through the Information System are the property of St. Mary’s Health System. All telephone conversations or other electronic means of communication can be monitored by authorized individuals. Even when an electronic message is deleted, it is still possible to retrieve and read that message.

**Confidentiality**
St. Mary's Health System employees, physicians, volunteers and contracted staff assume an obligation to keep in confidence all information that pertains to patient medical care, employee work records and/or proprietary information in accordance with all regulatory provisions including HIPPA. St. Mary's Health System will protect the patient/resident/employee's right to privacy.

Please see the policy manual for the full Confidentiality policy 1525 (was 15.14).

**Violations**

Violation of this policy will lead to disciplinary action. In determining level of discipline to impose, consideration will be given to the severity of the confidentiality breach.

I agree that I understand the above information. I understand that failure to comply with this agreement may result in disciplinary action up to and including discharge of employment or loss of affiliation with St Mary’s Health System.

Please see the policy manual, which can be found in eBits under the reference section, to review policies #1357, #1328, #1168 #1396 for additional information.

Signature ________________________________

Dept./Title ________________________________

Date Signed ________________________________

Printed Name ________________________________

Witness ________________________________

Date Signed ________________________________
Purpose

St. Mary's Health System is committed to protecting the safety, health and well being of all employees, patients/residents and other individuals in our workplace. We recognize that alcohol abuse and drug use pose a significant threat to our goals and that alcohol/drug abuse and addiction are treatable illnesses. We also realize that early identification, intervention and support improve the success of rehabilitation. St. Mary's Health System encourages employees to voluntarily seek help with drug and alcohol problems. In line with our values of compassion and stewardship, we have established a drug/alcohol-free workplace policy that balances our respect for individuals with the need to maintain an alcohol and drug-free environment.

Covered Workers

Any individual who conducts business for St. Mary's Health System or is conducting business on the organization's property is covered by our drug-free workplace policy. Our policy includes, but is not limited to managers, students, contractors, volunteers, and physicians.

Applicability

Our drug-free workplace policy is intended to apply whenever anyone is representing or conducting business for the organization. Therefore, this policy applies during all working hours, whenever conducting business or representing the organization and while on call, paid standby.
Prohibited Behavior

As referenced in our Organizational Integrity Policy (#1328) and Standards of Conduct, it is a violation of our drug-free workplace policy to use, possess, sell, trade, and/or offer for sale alcohol, illegal drugs or intoxicants.

Prescription and over-the-counter drugs are not prohibited when taken in standard dosage and/or according to a physician's prescription. Any employee taking prescribed or over-the-counter medications will be responsible for consulting the prescribing physician and/or pharmacist to ascertain whether the medication may interfere with safe performance of his/her job. However, the use of medical marijuana by a registered patient is excluded from this exception. If the use of a medication could compromise the safety of the employee, fellow employees or the public, it is the employee's responsibility to use appropriate personnel procedures (e.g., call in sick, use leave, request change of duty, notify supervisor, notify company doctor) to avoid unsafe workplace practices.

The illegal or unauthorized use of prescription drugs is prohibited. It is a violation of our drug-free workplace policy to intentionally misuse and/or abuse prescription medications. Appropriate disciplinary action will be taken if job performance deterioration and/or other accidents occur.

Although this policy excludes employer sponsored events in the definition of "workplace", employees will be expected to conduct themselves in a manner that does not violate our policies (ex. anti-harassment) or could be detrimental to the reputation of St Mary's Health System.

Notification of Convictions

Any employee who is convicted of a criminal drug violation in the workplace must notify the organization in writing within five calendar days of the conviction. The organization will take appropriate action within 30 days of notification. Federal contracting agencies will be notified when appropriate.

Searches

Entering the organization's property constitutes consent to searches and inspections. If an individual is suspected of violating the drug-free workplace policy, he or she may be asked to submit to a search or inspection at any time. Searches can be conducted of lockers and desks and work stations. Refer to ebits...FAQ...Human Resources...Searches - Guidelines for conducting employee searches.

Consequences

One of the goals of our drug-free workplace program is to encourage employees to voluntarily seek help with alcohol and/or drug problems. If, however, an individual violates the policy, the consequences are serious as addressed in our employee handbook.

If an employee violates the policy, he or she will be subject to progressive disciplinary action up to and including discharge. An employee required to enter rehabilitation who fails to successfully complete it and/or repeatedly violates the policy will be terminated from employment. Management reserves the right to take disciplinary action it deems appropriate in all cases and
nothing in this policy prohibits the employee from being disciplined or discharged for other violations and/or performance problems.

Return-to-Work Agreements

Following a violation of the drug-free workplace policy, an employee may be offered an opportunity to participate in rehabilitation. In such cases, the employee must sign and abide by the terms set forth in a Return-to-Work Agreement as a condition of continued employment.

Assistance

St. Mary's Health System recognizes that alcohol and drug abuse and addiction are treatable illnesses. St. Mary's Health System also realizes that early intervention and support improves the success of rehabilitation. To support our employees, our drug-free workplace policy:

- Offers all employees and their family members assistance with alcohol and drug problems through the Employee Assistance Program (EAP). Refer to Policy 1397 for additional details.
- We also encourage eligible employees to utilize the services of the Maine Medical Health Professionals Program (207) 623-9266
  mphp@mainemed.com.

Treatment for alcoholism and/or other drug use disorders may be covered by the employee benefit plan. However, the ultimate financial responsibility for recommended treatment belongs to the employee.

Confidentiality

All information received by the organization through the drug-free workplace program is confidential communication. Access to this information is limited to those who have a legitimate need to know in compliance with relevant laws and management policies.

Shared Responsibility

A safe and productive drug-free workplace is achieved through cooperation and shared responsibility. Both employees and management have important roles to play. Management sets forth clear expectations through policies and procedures, beginning with a pre-placement screening (refer to Policy 1024) and Pre-employment Drug Testing (refer to Policy 1247).

All employees are required to not report to work or be subject to duty while their ability to perform job duties is impaired due to on- or off-duty use of alcohol or other drugs.

In addition, employees are encouraged to:

- Support fellow workers in seeking help.
- Use the Employee Assistance Program (or the Medical Professionals Health Program if eligible)
● Report dangerous behavior to their supervisor.

It is the supervisor’s responsibility to:

● Inform employees of the drug-free workplace policy.

● Observe employee performance.

● Investigate reports of dangerous practices.

● Document negative changes and problems in performance.

● Seek guidance from Human Resources

● Counsel employees as to expected performance improvement.

● Refer employees to the Employee Assistance Program.

● Clearly state consequences of policy violations.

Communication

Communicating our drug-free workplace policy to both supervisors and employees is critical to our success. To ensure all employees are aware of their role in supporting our drug-free workplace program:

● The policy will be included in orientation materials provided to new employees.

● The policy will be available to all employees electronically via our organization intranet or hardcopy upon request to their supervisor or Human Resources

● Employee education about the dangers of alcohol and drug use and the availability of help will be provided to employees.

TJC Reference: n/a  
Other Reference: n/a  
Web URL: https://notes.sochs.com/AdminPol.nsf/WebActiveByNo/1709
St. Mary's Health System
Administrative Policy

Title: Sexual Harassment/Anti-Harassment
Chapter: Human Resources
Policy # 1299 (was 15.30)
TJC Chapter: Human Resources

Revision Control
Revision Number: 6
Effective Date: 01/01/92
Past Review Dates:
Review Date: 04/2015
Next Review: 04/2016
Page:
☐ Plan

Approvals
Signatures:
Leadership: Nicole Morin-Scribner 04/11/2015
COO: Susan Keiler 04/13/2015

Sexual Harassment/Anti-Harassment

St. Mary's Health System, Inc. recognizes individual employee dignity and the right to work in an environment free of discrimination and harassment, which includes freedom from sexual harassment. St. Mary's Health System, Inc. will not tolerate any form of harassment, including sexual harassment, by supervisors, managers, physicians, co-workers, patients, residents, suppliers or other third parties. Any form of harassment on the basis of race, color, sex, religion, disability, sexual orientation or any category protected by federal or state law is a violation of the policy and will be treated as a disciplinary matter. This policy is intended to prohibit offensive conduct, whether physical, visual, or verbal, that threatens human dignity and employee morale and which interferes with a positive and productive work environment.

Definition of Harassment: Harassment is unwelcome verbal, visual or physical conduct creating an intimidating, offensive, or hostile work environment that interferes with work performance. Such conduct constitutes harassment when:

1. such conduct has the purpose or effect of creating an intimidating, hostile, or offensive working environment, or
2. such conduct has the purpose or effect of unreasonably interfering with an individual’s work performance, or
3. such conduct otherwise adversely affects an individual's employment opportunities or
4. such conduct is motivated in whole or in part by the individual’s race, color, sex, religion, disability, sexual orientation or any category protected by federal or state law.
Examples of the types of conduct that may constitute harassment when done to denigrate or show hostility or aversion towards an individual because of any protected characteristic:
- verbal: slurs, jokes, insults, epithets, gestures or teasing
- graphic: offensive posters, symbols, cartoons, drawings, computer displays, e-mails or other electronic messages
- physical conduct: physically threatening another, blocking someone's way, bullying behavior

Definition of Sexual Harassment: Sexual harassment is illegal and, as outlined by the Equal Employment Opportunity Commission (EEOC), sexual discrimination guidelines and the Maine Human Rights Act, includes: unwelcome sexual advances, requests for sexual favors and other verbal, visual or physical conduct of a sexual nature, when

(1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment, or
(2) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual, or
(3) such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Examples of the types of conduct that may constitute sexual harassment:
- slurs, jokes or degrading comments of a sexual nature,
- unwelcome sexual advances,
- suggestive or lewd remarks,
- unwelcome hugging, touching or kissing,
- requests for sexual favors,
- repeated offensive sexual flirtation or propositions,
- the display of sexually suggestive pictures or objects,
- sexually explicit e-mail, voice mail or other electronic communications
- repeated unwelcome physical contact such as patting, pinching or constant brushing against another's body
- differential treatment based on gender

St. Mary's Health System prohibits any form of retaliation against individuals who report unwelcome conduct or who cooperate in the investigation of such reports. In accordance with this policy the company will take appropriate disciplinary action for any such retaliation, up to and including discharge.

This policy prohibits any overt or subtle pressure for sexual favors including implying or threatening that an applicant's or employee's cooperation of a sexual nature (or lack thereof) will have any effect on the person's employment, or future job opportunities. This policy also prohibits any conduct which would tend to create an intimidating hostile or offensive work environment. Harassing conduct is unacceptable in the workplace and any work related settings such as business trips or official business related social functions.

1. Supervisors and Directors are responsible for monitoring behavior which can be construed to be harassment and for initiating necessary action to eliminate such behavior. Any employee who feels that he or she is a victim of sexual or other harassment should immediately report the matter to his or her supervisor or, if the employee would prefer, to the Vice President of Human Resources or the Director of Human Resources.

2. St Mary's Health System, Inc. will immediately investigate any complaints of sexual or other harassment and where warranted, take disciplinary action against any employee engaging in such behavior. Depending on the circumstances, such disciplinary action may include suspension, or termination of employment.
3. Any questions regarding this policy should be addressed to the Director of Human Resources. Any employee who believes that he or she has been the victim of sexual or other harassment, or who has knowledge of that kind of behavior, is urged to report such conduct immediately. No employee will be retaliated against for complaining about harassment.

4. Employees should be aware that the Maine Human Rights Commission is the state agency charged with investigating complaints of unlawful discrimination including sexual or other harassment. The Maine Human Rights Commission can be contacted at: Maine Human Rights Commission, State House, Station 51, Augusta, ME 04333, (207) 289-2326.

TJC Reference:
Other Reference:
Web URL: https://notes.sochs.com/AdminPol.nsf/WebActiveByNo/1299
St. Mary's Health System
Administrative Policy

Title: Smoke-Free Workplace
Chapter: Administration
Policy #: 1100 (was 1.02)
TJC Chapter: Environment of Care

Revision Control

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Next Review: 01/2015
Page: □ Plan

Approvals

VP / DL: Kevin Healey 08/07/2012
COO: Susan Keiler 08/09/2012

Smoke-Free Workplace

St. Mary’s Health System is committed to the promotion of health. For this reason, and to comply with the resolution passed by the Maine Hospital Association as well as Maine Law, smoking is not permitted anywhere in the healthcare facilities by patients, visitors, physicians, volunteers, or employees.

Smoking is also prohibited on outside campus property with the exception of two designated smoking areas located behind D’Youville Pavilion and near the SMRMC boiler room. The health system has many resources available to assist people who would like to stop smoking. Information about the various smoking cessation support programs available can be obtained through the Prevention and Wellness department.

The Medical Staff are encouraged to support and promote compliance with this policy with special attention given to patient education, smoking alternatives, and care of patients with smoking addiction.

Managers are responsible for assuring compliance for patients, employees, visitors, and volunteers. Employee violations will be handled in accordance with the organization’s disciplinary policy.

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