

Employee Handbook



TYLER
Memorial Hospital

WELCOME

Welcome to Tyler Memorial Hospital (TMH). Now that you are a part of TMH, we hope you feel that Tyler is your hospital. As it grows, we want you to grow with it, whether your job is on the nursing floor, in the lab, in housekeeping, in the business office, or in any other hospital department.

We are proud of the way our hospital has progressed over the years, and we are pleased that you have chosen to become a member of the Tyler family. Your job is important to our stability and continued growth, and we urge you to do your job with an emphasis on quality. We are all working toward a common goal – the best possible care for our patients and the best working conditions for our employees.

This book has been prepared to help you become acquainted with the hospital's policies, procedures and benefits. Please use it to familiarize yourself with Tyler. The booklet is a summary of hospital benefits and policies; for more details, see the Human Resources Policy Manual in your department.

This handbook only summarizes information every employee needs to know concerning employment, and does not constitute a contract of employment.

EQUAL OPPORTUNITY

Tyler Memorial Hospital is an Equal Employment Opportunity employer and does not discriminate against employees or applicants on the basis of color, creed, religion, sex, marital status, sexual orientation, national origin, age, veteran status, disability or any other protected status.

TYLER'S MISSION

Tyler Memorial Hospital has adopted the following mission statement to describe our primary role in the community:

“To create a healthy community by providing patient focused health care, wellness and education services.”

This statement is the cornerstone of our healthcare efforts.

A Very Special Place

Tyler blends the sophistication, quality and scope of services of a medical center with the warmth and friendliness of a community hospital. As Wyoming County's only hospital, Tyler provides a wide range of diagnostic and therapeutic services to the entire region, including laparoscopic and general surgery, ICU, emergency services, obstetrics, pediatrics, short stay surgery, kidney dialysis (in conjunction with Moses Taylor Hospital), vascular, imaging center, sinus surgery center, pain clinic, cardiac rehabilitation, sleep disorder clinic, OCCU care, physical and occupational therapy, home health services and more.

Tyler's care is second to none because each employee is valued for the unique role she or he plays in providing the quality, patient-focused care our patients need and deserve.

Tyler Memorial Hospital has been responding to the needs of its community since 1948. It's opening in a converted hotel in Meshoppen in January 1, 1948, was the result of a grassroots community effort to establish a hospital in the region. The hospital is named for the late Senator Cyrus B. Tyler, donor of the Hotel Kennard, and a primary supporter.

Its first staff of nine physicians and a dozen employees provided the kind of quality, convenient and compassionate medical care which has become the hallmark of Tyler Memorial Hospital. Members of the Tyler family – employees, physicians, volunteers and board members – worked hard over the years to provide residents of the region with the comprehensive care they needed and deserved.

By the 1960's it became apparent that the original location could no longer support the growing services of the expanding hospital. In 1965 Tyler moved from Meshoppen to Tunkhannock, the heart of Wyoming County.

But its overall mission and its commitment to the community remain steadfast. The dedication and compassion of the Tyler family is second to none.

The Tyler Memorial Hospital family: *Caring for our community...one neighbor at a time.*



ABOUT YOUR EMPLOYMENT

The Commonwealth of Pennsylvania is an employment at will state. All employment relationships at Tyler Memorial Hospital will be “employment-at-will” arrangements. This means that Tyler Memorial Hospital or the Employee may terminate the employment relationship at any time for any reason or no reason.

ORIENTATION

All new employees are required to attend a hospital orientation program which presents information on hospital policies, procedures and benefits; safety issues and education programs, department functions and other topics of interest to new employees. You will be scheduled for orientation as soon as possible after hire.

PROBATIONARY PERIOD

To give you and the hospital an opportunity to evaluate your interest in the job and your ability to perform the work, your continued employment will be subject to a probationary period of six months. If your work is not satisfactory during this period, your employment may be terminated without notice. If job performance is satisfactory by the end of the six-month period, you will be classified as a regular employee. All employees are classified in one of the following categories.

Full Time: an employee who works a regular 38-hour week and has passed the orientation period. Or, in the case of 12-hour shifts, one who works a regular schedule of three twelve-hour shifts per week.

Regular Part Time: an employee who regularly works 20 hours or more per week.

Part Time: an employee hired to work fewer than 20 hours per week.

Temporary: an employee hired to work for a limited time (e.g. for an employee on leave of absence, summer help, etc.).

Per Diem: an employee hired to work on an “as-needed” basis.



YOUR JOB AND COMPENSATION

Salaries reflect, as far as possible, the prevailing rates in this area for comparable positions and are periodically reviewed to make sure our employees receive fair payment for their services, within the limits of the hospital budget.

HOURS OF WORK

The standard workweek is 38 hours per week under "cut time". All employees are required to accept cut time until further notice, and earned time may not be used in lieu of decreased hours. The various shifts will depend on your department of employment and the schedule set up by the supervisor or department head. Twelve-hour shifts have been set up in some departments to meet the scheduling needs of the hospital and to provide flexible hours for the personal needs of employees. In many departments you are expected to work a schedule that includes holidays and weekends.

SHIFT DIFFERENTIAL

If your shift begins after 1:00 p.m. and before midnight, you will receive a shift differential for all hours worked, including earned time days. Full time 12 hours shift employee working 7 a.m. to 7 p.m. are eligible for differential pay for hours worked after 3:00 p.m. Student employees are not eligible for shift differential.

OVERTIME

All employees defined as non-exempt under the Federal Labor Standards Act will receive payment at a rate of time and one-half for all hours worked in excess of 40 hours per week. Earned time, Bereavement, and Sick Bank days are not considered "hours worked" for the purpose of computing overtime eligibility.

Employees required to work on designated holidays will be paid a "holiday premium" at the overtime rate (one and one-half the hourly rate) for the number of actual hours worked. "Pyramiding" is not permitted.

TIME AND ATTENDANCE RECORDS

An accurate record of the hours worked each day and each week must be maintained. It is your responsibility to see that your work time is reported properly to your Department Head.

TARDINESS AND ABSENTEEISM

If it is impossible for you to report to work or be on time, notify your department head before your scheduled working time each day. If your absence will continue for several days, it will not be necessary for you to call daily, providing you inform your supervisor or department head of the exact length of time you expect to be absent and when you will return to duty.

Special regulations require that Nursing Service personnel report any absence or unavoidable tardiness to the Nursing Department by the following times:

Day shift call before 5 a.m.

Evening shift call before 11 noon

Night shift call before 5 p.m.

Nursing Service employees are expected to report to duty 10 minutes before the shift begins. Employees subject to chronic tardiness will be dismissed.

Earned time benefits for illness will not be granted if absences are not reported as outlined above.

PAY DAY

Since paychecks are computed on a two-week basis, there are 26 paychecks a year. Your salary is quoted to you as an hourly rate and at a two-week rate.

Paychecks are issued only on regular paydays. If you resign, your check will be mailed to you on the next regular pay day; if your address is going to change, be sure to leave a forwarding address in the Accounting Office. Please report any changes in information (address, name, etc.), to the Human Resources Department.

DEDUCTIONS FROM YOUR CHECK

There are two types of deductions, which may be made from your check: Those required by law and voluntary deductions.

Those required by law include:

Federal Withholding Tax (Income Tax) – The amount to be withheld is based on your salary and the number of dependents you claim. The money is deposited with the Internal Revenue Service to your credit. On or before January 31 of each year, you will receive a statement showing the wages paid and the amount withheld for your use in preparing your income tax forms.

Local Income Tax – An additional sum, as determined by law, is deducted and withheld for payment on the same basis as above.

Social Security Tax (FICA) – A certain percentage of your salary is deducted to aid you in planning for the time when you will retire. An equal amount is contributed for your benefit by the hospital.

Pennsylvania State Income Tax – The State of Pennsylvania requires the hospital to deduct a certain percentage of your salary. This money is sent to the State for payment on the same basis as the Federal Tax.

Occupational Wage Tax – The hospital is mandated by law to withhold ten dollars (\$10.00) per annum from the first check of each calendar year.

Voluntary Deductions may include:

Co-pay for health insurance

Donations to the Tyler Health Foundation

Donations to United Way

Savings Plan Deductions

Payments of hospital bill

Annuities or Deferred Compensation

Savings Bonds

Christmas Clubs

Vacation Clubs

Credit Union

PROMOTIONS AND TRANSFERS

We are interested in your progress and want to help you reach your goals. If a vacancy should occur, it is the policy of Tyler to make every effort to promote one of its own employees to a vacated position.

EMPLOYEE BENEFITS

It is the policy of Tyler Memorial Hospital to require pre-placement health tests for all new employees, and annual Tuberculosis testing. The cost will be absorbed by the hospital.

If the *Human Resources Department* does not receive the results of the required health tests by the required completion date, the department head will be instructed not to schedule the employee until required tests have been completed.

In an effort to protect its employees from influenza, the hospital provides annual inoculations free of charge. Immunization dates will be announced each year.

Health and auxiliary benefits are offered at Tyler Memorial Hospital. Because benefits change periodically a Benefit Brief insert will be placed in this handbook. If the insert is missing please ask the Human Resource Department for one. *The Benefits at a Glance* is a summary of benefits. Any inconsistency in this insert, the *Summary Plan Description* and official *Plan Document* will govern.

HOSPITAL PROCEDURES

BREAKS

Fifteen-minute rest periods in both morning and afternoon (staggered within departments) are the basis for coffee breaks. Tyler Memorial Hospital recognizes that short rest periods or breaks are necessary. Please limit these to 15 minutes in the morning and again in the afternoon and confine the rest periods to between 8:30 a.m. to 10:45 a.m. and 2 p.m. to 4 p.m. With the exception of single departments, rest periods and lunch periods must be staggered to ensure at all times that no department goes unattended.

CAFETERIA

Meal periods are scheduled by your immediate supervisor in such a manner that service to our patients is never interrupted. One-half hour is allowed for mealtime. This one-half hour mealtime is unpaid time.

Employees can purchase meals in the hospital cafeteria at cost. The cafeteria is open daily during the following hours:

<i>Lunch</i>	<i>11:15 a.m. to 1:00 p.m.</i>
<i>Supper</i>	<i>5:15 p.m. to 6:00 p.m.</i>
<i>Coffee Time</i>	<i>8:30 a.m. to 10:45 a.m. and 2:00 p.m. to 4:00 p.m.</i>

If you do not desire to purchase meals, you may bring your lunch to eat in the cafeteria. Eating in work areas or patient areas is prohibited. The cafeteria is for employees only; at no time will spouse, families, salesmen, friends or other persons be allowed to use the cafeteria.

PARKING

Free parking for employees is available in the upper lots. The parking areas outside the Emergency and Outpatient Departments are reserved for visitors only. Please observe this rule so that the hospital may better serve our patients, visitors, the disabled, and the elderly.

KEEPING YOU POSTED

The "Tyler Times" is the hospital newsletter published for your enjoyment and information. Be sure to look for your copy and keep informed on what is happening in your hospital.

BULLETIN BOARDS

Both official and unofficial notices are posted on the bulletin boards throughout the hospital. You are responsible for being aware of official notices posted. Employees must request approval/authorization of all items to be placed on the cafeteria bulletin board. The Human Resource Department will place the approved/authorized items on the bulletin board. It is the sole discretion of Tyler Memorial Hospital as to the items authorized to be placed on the bulletin board.

SOLICITATION AND DISTRIBUTION

In the interest of maintaining a proper business environment and preventing interference with work and inconvenience of others, employees may not distribute literature or printed material of any kind, sell merchandise, solicit financial contributions, or solicit for any other cause during working time. Non-employees are likewise prohibited from distribution of material or soliciting employees on Tyler Memorial Hospital's premises at any time.

SMOKING

Tyler Memorial Hospital is a smoke-free hospital, and smoking is not permitted anywhere in the building. Smoking is permitted outside the building in designated areas.

ANSWERING TELEPHONES

The telephone is a very important factor in establishing good patient relations, employee relations and community relations. When answering or placing a call, it is important that you identify yourself as well as your department. Personal calls are definitely and firmly discouraged due to the large volume of calls going through our switchboard daily. For your convenience, telephones in the lobby and/or other locations are available for personal use.

CONFIDENTIALITY

As an employee of Tyler Memorial Hospital, any information regarding patients or Tyler business is considered absolutely confidential. It is essential that you do not discuss patients with anyone not involved in the patients' care. This includes patients, family and visitors.

Anyone observed discussing a patient with other than authorized personnel, will be immediately dismissed. As an employee, you are also not to discuss any personal, medical or financial information about a patient with any other person unless such discussion is necessary to the performance of your job.

SAFETY

The hospital makes every effort to ensure the safety of patients and visitors and to provide safe working conditions for you. You may help us by becoming conscious of the safety practices in your department and observing every precaution in your work. Be sure to report immediately any safety hazards, such as spilled liquids, broken equipment, etc.

All incidents and accidents involving employees and patients should be reported immediately to your Supervisor or Department Head, and an Employee or Healthcare Incident Report must be filled out within 24 hours (available in the Emergency Room).

FIRE AND DISASTER PLAN

A disaster plan has been established for the hospital. Disaster drills are held periodically. It is your responsibility to be thoroughly acquainted with your duties in the event of a disaster. This information is available to you in your department.

A fire plan has been devised for each department of the hospital and the hospital as a whole.

The signal for fire is the fire alarm chime and the phrase "99 – Dr. Red" repeated twice slowly over the paging system, together with the location of the fire. Refer to your departmental instructions. To terminate the phase is "99 – Dr. Green".

OTHER CODES

Code CA: "Code CA" is the code announcement over the paging system that announces a sudden emergency arising in a patient's condition. Certain groups of specialists spring into action at this call. All other employees should go about their usual tasks unless asked to do a specific duty.

Code Teddy - Code for pediatric cardiac arrest. Follow same procedure for Code CA

Dr. Strong – unruly patient.

Dr. Little – infant abduction.

Emergency Number – The emergency extension is 111. Please use this for Code CA, Fire or other Emergencies.

GUIDELINES FOR APPROPRIATE CONDUCT

Any organization must have rules of conduct. To prevent any misunderstanding, you should know our rules and regulations. Infraction of Hospital rules may be grounds, in the sole judgment of the Hospital, for disciplinary action. Please refer to the Guidelines for Appropriate Conduct in the Human Resource Policy and Procedure manual.

COURTESY

Every member of the hospital can and should specialize in courtesy. Remember, most of the persons you encounter are ill or worried about the welfare of others. Treat them with the consideration they deserve. Your smile, warmth, sympathy or offer of assistance will mean a great deal to them during a trying time.

RESPECT OF AUTHORITY

In order for our hospital to function efficiently, it is necessary for each of us to recognize the practical need for accepting supervision, planning and coordination of our various work routines – willingly and cheerfully. As a member of the hospital "team", each of us is expected to work within a framework of loyalty and respect – for our own immediate supervisor, and for all other persons in positions of authority and responsibility.

ECONOMY

In the hospital the chance for waste and loss is great unless each of us takes special care in the use of supplies and equipment. Each item costs money. Handle it carefully as if it were your own. In this way you may assist us in keeping down the high cost of hospital care.

APPROPRIATE DRESS

NEATNESS AND PERSONAL HYGIENE

Neatness, good taste and personal hygiene contribute much to the impression you make on your fellow employees, but more importantly, to the patients and visitors that come into this hospital. You are expected to maintain a neat and professional appearance at all times and to abide by the dress code or uniform standards applicable to your department.

IDENTIFICATION CARDS

All employees must wear proper Identification Cards readily visible to others. Identification badges must be worn so that employee's picture, name, and title can be seen at all times. The identification badge is to be worn on the left lapel or left side, or on the break away necklace and cannot be obstructed by pins, stickers, etc. Hospital approved photo identification cards shall be worn by all employees while on duty. Emergency Department and support staff when called to the Emergency Department will have their last names omitted from their badge for safety and security reasons. Tyler Memorial Hospital will supply the employee's first badge. Destroyed or obstructed badges will be replaced by the hospital. Employees will be charged for lost or purposely destroyed cards.

GENERAL APPEARANCE

All clothing worn must be neat, clean, wrinkle free and in good condition. Employees are required to wear socks or stockings. Footwear should meet safety requirements.

HAIR

Hair shall be clean and neat. Hair caps/nets will be worn in those departments where required by federal/state regulations. Hair should also be worn short enough or tied back so that it does not come into contact with patients or contaminated areas.

UNIFORM GUIDELINES

Management Staff Members shall designate the uniform guidelines to be worn in their respective department. All uniform guidelines must be consistent with the intention of this policy to ensure a safe, clean and neat work environment with a conservative and professional appearance. All employees of the department are required to wear the designated uniform for the area.

UNACCEPTABLE ARTICLES

The following is a general listing of unacceptable articles of clothing. This is not intended to be all-inclusive, but rather to serve as a guide in determining unacceptable articles of clothing:

- Halter/tube tops
- Spandex
- Leggings
- Excessive perfume/cologne
- Dirty shoes
- Jeans (acceptable for employees in maintenance & storeroom)
- Shorts (excludes walking shorts, skorts and culottes)
- Trendy T-shirts/sweatshirts with offensive writing or designs
- Tight/transparent suggestive clothing
- Must wear socks or stockings

Items not mentioned above that are not consistent with the intention of this policy to ensure a safe, clean neat work environment with a professional appearance are also unacceptable. Employees failing to meet the standards set by Tyler Memorial Hospital/or their department will be subject to disciplinary action.

QUALITY

Tyler Memorial Hospital is committed to the concept and practice of continuous quality improvement and provides education for employees to learn quality improvement skills. It also encourages the application of these skills in improving hospital practices.

GRIEVANCE PROCEDURE

Realizing that there may be misunderstandings regarding your job or hospital policy, Tyler Memorial Hospital has a grievance policy procedure to help you solve any problems – technical or personal – as quickly as possible. Please refer to the Human Resource Policy and Procedures for the appropriate steps.

RESIGNATION

It is hoped that you will enjoy your employment and remain with Tyler Memorial Hospital for a long time. However, if you do have to resign, there are certain requirements, which you must fulfill in order to leave in good standing.

You should notify your supervisor as soon as you decide you are going to resign. Your supervisor will arrange for you to fill out the necessary form. This notification should be made at least two calendar weeks before your last day of duty. (Longer notice would be appreciated.) Supervisors, Head Nurses, and Department Heads should give 30 days' notice.

LAY-OFFS AND TERMINATIONS

Any lay-offs at the hospital will be considered on a job classification basis by "best qualifications" and then length of service. (Please refer to "Reduction in Workforce Policy.") In case of lay-off the employee will be given as much notice as possible. Length of service is the length of continuous regular employment from the date of last hire at the hospital.

While on lay-off, it is your responsibility to keep the Human Resource Department informed of current address and telephone number. Failure to return to work within three consecutive working days after recall shall result in termination.

We hope this handbook is helpful to you as you become familiar with Tyler Memorial Hospital. You should note, however, that the handbook only summarizes policies and procedures. The complete policies and procedures found in the Human Resources section of your departmental policy and procedure manual may contain more detailed information and are the official policies governing employee benefits, procedures and rules of conduct. Tyler Memorial Hospital reserves the right to revise its policies and procedures at any time in order to ensure fair and equitable practices and to protect the hospital and its best interests.

New employees will be asked to sign and return to the Human Resources Department a form indicating they have received and read a copy of this handbook.

