



NORTHEAST REHABILITATION HOSPITAL NETWORK

EMPLOYEE PERSONNEL **POLICY HANDBOOK**

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INTRODUCTION

We are pleased to provide you with a copy of the Employee Personnel Policy Handbook for Northeast Rehabilitation Hospital Network. This Handbook has been prepared to acquaint you with some of our policies. The policies listed in this handbook are for employees working at Northeast Rehabilitation Hospital Network. The hospital wide policies described in this Handbook are not a complete listing of all NRHN policies. You are required to review the complete listing of NRHN hospital-wide policies which are located on the NRHN Intranet. For Intranet access please see your supervisor. You are required to review departmental policies with your supervisor. You may also contact Human Resources and make an appointment to review all NRHN policies.

The policies described in this Handbook will provide you with useful guidelines. They are presented solely for informational purposes. They are not terms or conditions of employment, and the Handbook is not an employment contract. Your continued employment with Northeast Rehabilitation Hospital Network is based upon mutual consent. No employee is hired for any specified term or duration or pursuant to any contract of employment. Rather, your employment is at-will, and you may be terminated by Northeast Rehabilitation Hospital Network at any time and for any reason that NRHN sees fit, just as you may terminate your employment for any reason you see fit.

It is in the best interest of Northeast Rehabilitation Hospital Network and of its employees that there is flexibility in the administration of policies. Therefore, NRHN reserves the rights at any time and without notice to revise, change, or eliminate any policy described in this Handbook.

Northeast Rehabilitation Hospital Network provides various policies to its employees depending on their category of employment. These policies typically include the policies summarized in this Handbook. However, NRHN also reserves the right to change, revise or to eliminate any and all of these employment policies at any time. Northeast Rehabilitation Hospital Network, or its designated administrator, also has the exclusive authority to construe and interpret the terms and provisions of this Handbook and to determine all questions of eligibility for any policies described herein.

This Handbook supersedes any and all prior manuals and handbooks.

Mission Statement:

Rebuilding lives through hope, compassion and a dedication to excellence.

Vision Statement:

To be the preferred and most trusted provider and partner for all rehabilitation needs in the Northeast.

Philosophy of Patient Care:

Offer services and programs that are guided by a commitment to our Service Pledge and our core values of **honesty, integrity, responsibility, trust and respect.**

Through partnerships with patients, families and each other, promote a healthy, healing environment where patient-family centered care and evidence based practice makes Northeast Rehabilitation Hospital the best place for patients and families.

Maintain an atmosphere conducive to healing, recovery, and wellness that is grounded in the core concepts of patient and family centered care:

- Dignity & respect
- Information sharing
- Participation
- Collaboration

Develop a work force supportive of patients and families that support quality of care, safety and patient satisfaction.

Educate employees on patient family centered concepts and hold them accountable to do what is best for patients and families.

Develop and strengthen partnerships within the community that are congruent with our philosophy to promote health, wellness and prevention.

CEO WELCOME LETTER

Dear Staff,

Welcome to Northeast Rehabilitation Hospital Network! To those of you who are new to our facility, this booklet will answer some of the questions you may have about our policies, procedures and systems. For those of you who have been employed for some time at our facility, this booklet will provide you with an updated version of our major programs, policies and systems.

The success of Northeast Rehabilitation Hospital Network depends largely upon the teamwork, cooperation and loyalty of our employees. Whether your job is in a patient care area or in a support service area, your enthusiasm and professionalism are noticed and appreciated by our patients and their families. Our network has established an excellent reputation for quality patient care and rehabilitation services; and each of us, no matter what our specific jobs, shares both the opportunity and the responsibility for maintaining this standard of care.

At Northeast Rehabilitation Hospital Network, we are committed to excellence and to continuously improving our services. As you go about your job on a day to day basis, we hope that you will make recommendations about how we can improve our services and our systems.

If you do not find the answer to a specific question in this book or if you desire a more detailed explanation of a particular policy, please refer the question to your supervisor, department head, or to the Human Resources Department.

I look forward to seeing you as I meet you within the hospital or have the opportunity to chat with you informally at any of our various functions. Your personal dedication can make a difference to each and every person with whom you come in contact.

Again, I welcome you to the Northeast Rehabilitation Hospital Network family, and hope that your experience with us will be both professionally and personally rewarding and satisfying.

Sincerely,

John F. Prochilo
CEO/Administrator

NORTHEAST REHABILITATION HOSPITAL NETWORK

Northeast Rehabilitation Hospital was established in 1984 by a group of physicians who saw the need to provide access to comprehensive inpatient rehabilitation services Southern New Hampshire and the Merrimack Valley. The leader of that effort, Howard Gardner, MD, was an Army Neurosurgeon who had seen, first hand, the benefits rehabilitation was offering wounded soldiers. Returning to the Merrimack Valley and establishing a neuroscience practice, New England Neurological Associates, Dr. Gardner and his associates set out to build the first free standing Acute Rehabilitation Hospital in New Hampshire.

Since opening our flagship location in Salem, NH in 1984, Northeast Rehab has expanded to include three additional rehabilitation hospitals in Nashua, Portsmouth and Manchester, over 20 outpatient centers, a home care division, a sports medicine division, an outpatient pediatric division including school systems and many other clinics and many other services aimed at helping those in need of rehabilitation.

NETWORK PERSONNEL PHILOSOPHY

- To recognize that our patients are the only reason for our existence as an organization and to serve them courteously, compassionately, and well.
- To assume that everyone working in our network is capable, knows what is expected of him/her, and is taking responsibility for all requirements within his or her job description.
- To recognize the rights of the individual and thus to treat everyone in a fair, equitable and non-prejudicial manner.
- To allow opportunities for promotion and advancement, and to encourage dedicated competent team workers to advance their careers through their association with Northeast Rehabilitation Hospital Network.
- To ensure that all our activities meet the highest ethical and legal standards so that our actions generate a superior reputation as a progressive, responsive health care system; dedicated to continuously improving the care and services we provide to our patients and to the community we serve.
- To select the most qualified candidates for our work force and provide them with ongoing training and supervision in an atmosphere which promotes creativity and growth as well as collaboration and trust.
- To ensure all employees are oriented to and adhere to the NRHN Service Pledge.

ACCREDITATION

Northeast Rehabilitation Hospital Network is accredited by The Joint Commission and the Commission on the Accreditation of Rehab Facilities. We are also licensed by the New Hampshire Department of Health

and Welfare, and are Medicare and Medicaid Certified. Our Home Care is also accredited by The Joint Commission and is licensed by the states of New Hampshire and Massachusetts.

ATTENDANCE AND TARDINESS

You are very important to NRHN. Our commitment to the highest quality of patient care and hospital service is based on teamwork; therefore, your absence or tardiness can be a hardship to others and places an unfair burden on your peers.

The hospital functions 24 hours a day, seven days a week. Accordingly your hours of duty, break and meal periods are scheduled to comply with your department's requirements for adequate coverage.

While employees are expected to be present and punctual every scheduled workday, certain absences may be unavoidable. If you will be absent, you are required to telephone your supervisor or manager well in advance to allow time for arrangement for a replacement if necessary. For staffing procedures required by your department, check with your immediate supervisor or department manager. Three consecutive absences require a doctor's note to return to work and must be submitted to the Employee Health Department.

You are expected to be on time for work. Employees should be ready to begin work at the start of their shifts. Unauthorized late arrivals or early departures are cause for disciplinary action up to and including termination.

Attendance and promptness are all extremely important requirements for all NRHN staff; therefore, repeated infractions in these areas will result in disciplinary action up to and including termination.

BEREAVEMENT

Full-time and part-time status employees are eligible to receive up to three days' leave with pay from scheduled work in the event of a death in the immediate family. IMMEDIATE FAMILY includes employee's parents, step-parents, spouse, children, step-children, siblings, grandparents, grandchildren; and mother/father/brother/sister-in-law. One day will be granted in the event of a death in the extended family. EXTENDED FAMILY includes employee's uncle, aunt, cousin, niece/nephew, and grandparents/step-grandparents of spouse. For further definition or clarification, employees should contact the Human Resource office. Paid leave will be based on employees regularly scheduled hours of work, but may not exceed 24 hours total for the three days.

BREAKS AND MEAL PERIODS

NRHN provides a fifteen-minute break for each four hours of work. Break periods are discretionary based on department and patient care needs. For employees who are required to work more than five continuous hours, NRHN provides an unpaid thirty-minute meal period, which should be taken away from the assigned work area.

The department director or the supervisor will determine the specific time for breaks and meal periods based on the needs of the department. If you are eating in the building, it is recommended that employees use the cafeteria at the hospitals or the designated break/meal room at the Satellites during meal and break periods, and to limit these periods to the allotted time.

Whenever possible, meal breaks are to be taken away from the work area in order to limit situations that might require the employee to interrupt the meal break. If a meal break is interrupted, non-exempt employees must notify the supervisor and record the time.

Break periods should not be taken consistently together or at the beginning or end of a work schedule. Occasionally work demands may prevent an employee from taking a scheduled break, but there is no additional compensation or time off as a result of a loss of the break. Your prompt return after breaks and meal periods is an important part of your attendance record. Any employee failing to comply with the Breaks and Meal Periods policy will be subject to disciplinary action up to and including termination.

CAFETERIA

For the convenience of employees, Northeast Rehabilitation Hospital Network offers full cafeteria services for lunch and dinner located at the Salem, Nashua and Elliot hospitals. Cafeteria hours are 11:30 AM - 1:30 PM Monday – Friday. Vending machines are available for snacks, soft drinks or juices anytime of the day and evening.

CHANGES TO PERSONAL INFORMATION

You are required to keep your personnel records current. Please complete a “Change of Employee Personal Information Request” which is located on the network intranet and submit to Human Resources for any change in your name, home address or telephone number. Changes in life insurance beneficiaries, tax deductions, and individual to be contacted in an emergency require the completion of certain forms. Please contact Human Resources for information on how to make these changes.

If you have completed any specialized training (advanced degree, certificates, updated appropriate licenses, etc.), be sure to have this recorded in your personnel folder. This information may be helpful in determining your qualifications for purposes of transfer or promotion.

CODE OF CONDUCT

The Code of Conduct was developed as a general framework of shared standards designed to assist you and the organization to meet our commitment to conducting all business operations in compliance with federal, state, and local laws and regulations.

The Code cannot and does not address every issue that may occur in the course of day to day business. NRHN has additional policies and procedures that work in conjunction with the Code to provide further guidance on business and ethical conduct for specific areas of business.

The standards set forth in the Code apply to all employees, owners, directors, officers, physicians, contractors and others or “covered persons” who provide services on behalf of NRHN.

All covered persons are expected to be familiar with the standards of the Code and to accept and adhere to the Code.

The Code will be reviewed with you at *New Employee Orientation* and annually thereafter. If you have questions regarding the content, please feel free to discuss with your supervisor/manager, the Vice President of Human Resource or the Compliance Officer.

COMP TIME

There is no provision for compensatory reimbursement (“Comp-Time”).

Exempt employees are not eligible for overtime pay under the Fair Labor Standards Act. Exempt employees who work more than their regularly scheduled workweeks are not eligible for reimbursement. It is important that exempt employees manage their own time and that of those employees who report to them, in an appropriate manner.

CONFIDENTIALITY

Employees have a legal and ethical obligation to protect and keep confidential all patient related information obtained in the performance of all duties at NRHN.

Confidential information is any patient information collected during a patient's course of treatment whether as inpatient or outpatient. Confidential designation of patient information includes computerized and written information.

It is extremely important, in a healthcare setting, that you do not violate the confidentiality of patient related information. This trust applies equally to every member of the network staff. **Under no circumstances may any information of a personal or official nature be transmitted or divulged in any way to anyone not authorized to receive such information in the normal course of their duties, including other employees.** A violation of this policy could result in strong disciplinary action up to and including discharge.

The network also respects the privacy of its employees and will not release your address, telephone number or rate of pay without your permission, except as it is required to do so by law or recognized authority.

CONFLICT OF INTEREST

You are cautioned against maintaining any outside business or financial interest, or engaging in any outside business, which conflicts with the interest of the network. Employees are required to disclose in writing to the Compliance Officer, any proprietary or financial interest they may have in any organization with which the network does business, or with which it is in competition in order to determine if a conflict of interest exists.

CONSERVATION/LITTER/PARKING

The network requests your assistance in keeping costs down by conserving electricity, water, heat and supplies whenever possible. The physical image of the network grounds extends beyond the buildings to include the grounds around each location. Please help us keep them neat by not littering.

The network is not responsible for the theft of any vehicle or damage inflicted on vehicles on network property. Should damage or theft occur, employees are responsible for reporting the incident directly to the local Police and the on-duty security officer, as appropriate.

DISCIPLINE

It is the policy of NRHN to impose disciplinary actions upon employees whose performance, behavior and/or attendance are not meeting the established standards and NRHN Service Pledge. The primary goal of the discipline process is remedial, and it is expected that employees who are disciplined will take the necessary steps following the disciplinary action to correct the actions or behaviors that necessitate the discipline.

For most infractions, the employee will be subject to NRHN's progressive discipline policy as follows:

- ◆ Step 1 – Verbal Counseling/Warning (documented)
- ◆ Step 2 – Written Counseling/Warning
- ◆ Step 3 – Written/Final Warning
- ◆ Step 4 – Termination

Some infractions of performance/personal conduct are considered serious enough to require immediate termination.

ELECTRONIC TIME RECORDING

Employees are responsible for accurately recording his/her time at work by swiping the time clock or logging into the automated system. In the event that an employee inadvertently fails to record their time, it is the employee's responsibility to notify their supervisor as soon as possible for approval, in order for the error to be corrected. Any employee who falsely records or alters their time record or any other employee's time record, will be subject to disciplinary action up to and including termination. All non-exempt employees are also required to record their unpaid meal breaks. Employees are required to record their start time at the beginning of their work shift, and their end time at the end of their work shift. Employees may only record their time worked, not another employee's time record. Immediate supervisors or his or her designee must approve all time record changes.

EMERGENCY CODES

You should be familiar with the following emergency codes of the hospital so that you are prepared to take appropriate action in case of an emergency:

- **CODE RED** is the code for a fire at the hospital.
- **CODE BLUE** is the code for a medical emergency/cardiac arrest.
- **CODE GREY** means there is a violent/combative patient.
- **CODE AMBER** means missing patient/person.
- **CODE BLACK** means bomb threat.
- **CODE PURPLE** means surge capacity.
- **CODE ORANGE** means hazardous material, spill or leak.
- **CODE SILVER** means hostage situation/person with a weapon.
- **CODE WHITE** means internal/external disaster.
- **HOSPITAL EMERGENCY** - Dial 222 (see operator) or 8, 911.
- **SATELLITE EMERGENCY** – Dial 8, 911

EMPLOYEE APPEAL PROCEDURE

The employee appeal procedure is a formal mechanism for resolving conflicts relating to work or to the interpretation of hospital-wide policy. Although most issues and concerns can be resolved with informal

discussion between and among the employee, his or her supervisor and/or department director; a formal procedure enables the employee to bring specific concerns in a structured manner to the attention of Human Resources. This mechanism is only available to Northeast Rehabilitation Hospital Network employees, and is not available to families or friends of employees. The Human Resources Department is available for consultation throughout the process, and employee discussions are held in complete confidence.

Please refer to the Hospital-Wide Employee Appeal Procedure Policy which is located on the network intranet for informal and formal procedures.

EMPLOYEE HEALTH SERVICES

Your health is a major concern to us. Northeast Rehabilitation Hospital Network provides services to you through the Employee Health and Wellness program without charge, for treatment of simple illnesses or on the job injuries. These services are not intended to replace those provided by your personal physician but are rather intended to provide for temporary relief from minor injury or illness.

The Employee Health and Wellness program provides preventative inoculations such as Flu, Hepatitis B, Tetanus and is also available for basic counseling services and referrals to other professionals when appropriate. Northeast Rehabilitation Hospital Network requires all employees to be vaccinated against the influenza seasonally. Please refer to the policy “Employee Influenza Immunization Program” for more information.

If you are injured on the job, contact your supervisor immediately. During the second and third shifts, and on weekends notify the nursing supervisor. An accident that occurs while on duty must be reported at once. If treatment is required and can be rendered by the employee health nurse, the injured person is sent to employee health. In the absence of the employee health nurse, the nursing supervisor will perform this function.

All employees of NRHN are covered by either the New Hampshire Worker's Compensation Law or the Massachusetts Worker's Compensation Law and are insured for loss of pay, hospitalization, medical costs and related expenses resulting from legitimate work related injuries. Final determination of eligibility and extent of benefits is made by NRHN insurance carrier. Your supervisor will follow-up and investigates the incident/accident and may recommend action to avoid future occurrences. Because NRHN is part of the Workers' Compensation MANAGED CARE NETWORK, you must be treated within the network in order for worker's compensation coverage to be in effect. Please direct any questions to the Employee Health office.

For any incident or accident that occurs while you are working you must file an incident report within 24 hours if you are unable to do so immediately. This form must be completed even if you did not need treatment or lose any time from work. The incident report can be found on the intranet under the Employee Health tab.

EMPLOYMENT STATUS

For purposes of administering salaries, benefits and other conditions of employment, all employees are classified under one of the following categories:

- Regular full-time - a regular schedule each week of between 30 and 40 hours. Full insurance benefits are available.
- Regular part-time - a regular schedule of at least 20 hours but less than 30 hours per week. Pro-rated insurance benefits are available at 20 hours per week or more.
- Limited part-time - a regular schedule of 16-19 hours per week. Limited part-time status does not provide insurance benefits, however, you are eligible to accrue paid time off (PTO).
- Temporary - a regular time schedule per week for a limited or temporary period of time.
- Per Diem - unscheduled employment on an as needed basis, often by the day, but per diem staff may be utilized for up to a 2-week consecutive period. Insurance benefits may not be available.
- Employees who are regularly scheduled for less than 16 hours per week do not accrue Paid Time Off.

Neither these categories nor anything else contained in this booklet alter the at-will relationship between the employee and the network.

EMPLOYMENT OF RELATIVES

NRHN will not hire or transfer relatives or former relatives of current employees into the same department in which the related employee has a supervisory role or management position. For purposes of this policy, a relative will include mother, father, son, daughter, grandchild, grandparent, brother, sister, spouse, mother-in-law, father-in-law, cousin and all such relationships that may exist through marriage.

This same policy applies to employee promotions and transfers.

EQUAL EMPLOYMENT OPPORTUNITIES

It is the policy of Northeast Rehabilitation Hospital Network to provide equal employment opportunity to all individuals, regardless of their race, color, religion, gender, sexual orientation, marital status, age, national origin, handicap, genetic information and covered veteran status, unless sex is a bonafide occupational

qualification (BFOQ). As such, the network will recruit, hire, train and advance in employment employees based upon their abilities, achievements, experience and education. This commitment applies to all personnel policies and practices including recruitment, hiring, training, promotion, compensation, benefits, transfer, educational assistance, training programs and network-sponsored social and recreational programs.

EXIT INTERVIEW

All voluntary terminating employees are expected to meet with the immediate supervisor for the purpose of an exit interview. If warranted, a terminating employee may request, or be asked, to meet with the Human Resources Business Partner.

FAMILY AND MEDICAL LEAVE ACT (FMLA)

In accordance with the Family and Medical Leave Act of 1993, Northeast Rehabilitation Hospital Network provides family leaves of absence without pay to all eligible employees who wish to take time off from work duties to fulfill family obligations relating directly to their own serious health condition; childbirth, adoption or placement of a foster child; to care for a child, spouse or parent with a serious health condition; serious injury or illness of an employees covered service member for military family leave; or qualifying exigency for military family leave. A leave of absence up to a maximum of 12 weeks of leave without pay within any 12-month period may be taken for their own serious health condition; childbirth, adoption or placement of a foster child; to care for a child, spouse or parent with a serious health condition; or for a qualified exigency for military family leave. A leave of absence of up to a maximum of 26 weeks of leave without pay within any 12-month period may be taken to for the serious injury or illness of an employees covered service member.

Employees eligible for leave under the FMLA are those who have been employed by NRHN for at least 12 month and have worked at least 1,250 hours during the 12-month period immediately preceding the commencement of leave. Eligibility for leave will be measured backward from the date an employee uses any FMLA leave. Under this method, also called a “rolling 12-month period” each time an employee takes or requests FMLA leave, the employee’s remaining leave entitlement would be any balance of the 12 work weeks which has not been used during the 12 months immediately preceding the leave to be taken.

For more details, please refer to the Hospital-Wide Family and Medical Leave Act (FMLA) policy which is located on the network intranet.

GRATUITIES

The network maintains a no tipping policy. Therefore, you are advised to politely refuse any monetary offers from patients or visitors. Any employee who receives a gift from a vendor must report this fact and the valuation of the gift to the Compliance Officer. Any network employee who solicits tips or gifts before performing his/her job duties will be subject to strong disciplinary action up to and including termination.

HOLIDAY PAY

Non-exempt employees who work on any of the six hospital holidays will be paid at the rate of one and one-half times their regular hourly rate for all hours worked on the holiday.

HOLIDAYS

The following is a complete list of the hospital-designated holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

An employee whose regularly scheduled workday falls on one of these holidays, and who is scheduled off, must use Paid Time Off in order to be paid for the holiday. Employees who do not have sufficient Paid Time Off accrued will not be paid for hospital designated holidays on which they are scheduled off.

It is important that you remember to retain sufficient accrued Paid Time Off in order to have it available if and when NRHN elects to close and/or reduce staffing in some departments for periods of time on or around the holidays.

IDENTIFICATION BADGES

For the benefit of our patients and in an effort to safeguard you and your property while you are on the premises, the hospital requires that you maintain the following security regulations:

- Your photo ID badge must be worn at all times above the waist where it is easy for patients and visitors to read.
- Your photo ID badge will be utilized for recording work time.
- If you lose your badge, please contact the Human Resource Department for a replacement.
- Upon termination, your ID badge should be returned to your supervisor/Human Resource Dept.

- If your status within the network should change through promotion or transfer, or if your personal status results in a name change through divorce or marriage, the network will provide you with a new photo identification badge. It is still your responsibility to notify the Human Resources Department of your need for a new badge, and to arrange for a time for this new badge.
- If you see someone in an inappropriate area without a badge, please contact the Safety Officer immediately.

INFECTION CONTROL

Infection control activities are not limited to direct patient care providers; each department in a health care facility influences the infection risk to patients and personnel.

It is the policy of Northeast Rehabilitation Hospital Network that direct patient care employees will follow standard/transmission-based precautions. Compliance with employee health, infection control precaution policies is mandatory.

Although your appearance is important in any job, at Northeast Rehabilitation Hospital Network good personal hygiene including correct hand washing practices and a neat appearance are essential at all times.

JURY DUTY

If you are a regular full-time or part-time status employee, NRHN will pay the difference between straight time pay for scheduled time at NRHN and your jury duty pay. It is necessary to notify your supervisor when you receive your jury duty notice. If you are excused from jury duty, you are to report to work for the remainder of your scheduled shift on that day. If you serve in court, you must bring a receipt from the court specifying the amount of time served to your department head.

As soon as you receive a summons for jury duty, notify your department head at once.

LEAVE OF ABSENCE

To provide eligible employees a formal process for securing extended absence from work. All leave of absence requests will be determined based upon eligibility, reason for leave, operational needs of the department and NRHN (including staffing and the ability and need to fill the position, etc.) and state and federal laws. Leaves of absence will be granted at the sole discretion of NRHN unless otherwise required by law. All leaves will be considered in relation to the Family and Medical Leave Act (“FMLA”) when appropriate and leaves will be considered to run concurrently with FMLA leave (see FMLA policy)

A Leave of Absence is defined as beginning on the first day after the last day actually worked, regardless of whether the leave is with or without pay. The following Leaves of Absence may be granted to employees as indicated below:

- Worker's Compensation Leave
- Parental/Maternity Leave
- Personal Leave
- Crime Victim Leave
- First Responder Leave
- Military Leave
- Small Necessities Leave

For more detailed information, please refer to the Hospital-Wide Leave Of Absence Policy which is located on the network intranet.

LIABILITY INSURANCE

Northeast Rehabilitation Hospital Network maintains general and professional liability insurance which covers all network employees, including all professional employees actually employed by the network and practicing within the scope of their professional license.

The decision of an employee to purchase additional liability insurance over and above that furnished by the network is a personal one and, while not required by the network, it should be carefully considered taking into account the nature of their professional work, their financial status and the recommendations of their professional association or society.

LOCKERS

A limited number of lockers are provided at the hospital locations for the convenience of employees. No valuables should be kept in these lockers and they are not to be used to store perishable foods except lunches to be eaten the same day. Lockers are on a first come/first serve basis. The hospital is not responsible for belongings in lockers that are lost, damaged or stolen. The hospital may, when necessary, access lockers for fumigation or other legitimate purposes.

MASSACHUSETTS SICK LEAVE

Employees who work less than 16 hours per week are not eligible to earn Paid Time Off, however, when working in the State of Massachusetts, those employees *are* eligible to earn sick time for hours worked in Massachusetts under the Massachusetts Paid Sick Leave law. For further information, please refer to the Hospital-Wide Policy entitled "Massachusetts Sick Leave".

NO SMOKING/TOBACCO-FREE HOSPITAL AND GROUNDS

For fire safety and health reasons, the use of tobacco products is prohibited in and on all Northeast Rehabilitation Hospital Network locations. This No-Smoking/Tobacco-Free Grounds policy also applies to the use of electronic cigarettes. The use of electronic cigarettes is prohibited wherever smoking is prohibited.

For further information, please refer to the Hospital-Wide Policy entitled “No Smoking/Tobacco-Free Hospital and Grounds”.

NOTICE OF RESIGNATION

In order to leave in good standing, when any employee resigns, he/she must give at least two weeks written notice to his or her supervisor before the last day of employment. Supervisory level, Department Director level and Executive employees are required to provide at least 4 weeks written notice. Licensed clinical employees and case management staff are also required to give 4 weeks written notice.

ORIENTATION PROGRAM

All new employees first day of employment will be an Orientation session. These orientation sessions are generally held two times per month in the Salem facility. The orientation session is important for providing new employees with information necessary for success in their new positions.

Northeast Rehabilitation Hospital Network provides all new employees with information on policies, procedures, benefits, safety precautions, and infection control measures.

Ongoing, employees are required to review standards and procedures on a yearly basis. Annual updates are available on the network intranet. Please check with your supervisor for information on yearly updates.

OVERTIME

Non-exempt employees will be compensated for overtime at one and one half times their regular rate of pay for all hours worked in excess of 40 hours in a work week. The work week for overtime calculation purposes is Sunday through Saturday. There will be two work weeks taken into consideration for each bi-weekly pay period. This means that if you work over 40 hours in any Sunday through Saturday work week of the two-week pay period, you will receive overtime pay for those hours. If the employee works less than their scheduled hours in any work week, available PTO will be utilized.

In addition, non-exempt employees who work in different positions and have different pay rates, the overtime calculation will be based on a weighted or blended average of the two rates of pay worked during the pay period.

All overtime must be authorized in advance by your immediate supervisor. Subject to the needs of the network, network management may request a reasonable amount of overtime. Such overtime work will be as equally distributed, as it is practical to do so.

PAID TIME OFF

It is the policy of Northeast Rehabilitation Hospital Network (“NRHN”) to grant eligible employees paid time off (PTO) that will be used for the purposes of sick leave, vacation, holiday, FMLA and other types of leave as designated by NRHN. It is also the policy of NRHN to provide a mechanism whereby employees may voluntarily elect to financially assist a fellow employee who is unable to work for an extended period of time due to extreme and/or unusual circumstances (not intended for extended vacations).

Eligible employees are full time and part time employees who are regularly scheduled to work at least sixteen (16) hours per week. All eligible employees will accrue PTO based on paid hours, however maximum accumulation rates are pro-rated based on regularly scheduled hours. Once the maximum level is attained, no further time will be accrued until PTO is used from the employee’s account. It is the responsibility of each employee to track PTO accrual and remain within the allotted maximum accrual amount. Also, paid time off will be accrued at a rate dependent upon the position and employment status, beginning with the date of employment or the first day full time or part time status begins. All accrual of Paid Time Off will be based upon the consideration of a full time position equivalent being paid a maximum of 80 hours per pay period or a maximum of 2,080 hours paid per calendar year. Paid Time Off accrual will be pro-rated for hours paid less than 80 hours per pay period based on the number of hours paid. For further clarification, please refer to the Hospital-Wide Administrative Policy “Paid Time Off”.

Paid Time Off, which is used for scheduled/planned events such as vacations, holidays, personal days, and appointments, etc., must be approved by the Department Director. Please check for departmental requirements relating to the appropriate request time requirements. Paid Time Off may also be used for unscheduled events such as illness. Employees who are ill but have not yet accrued sufficient Paid Time Off will not be advanced Paid Time Off for illness. Paid Time Off may also be used for other unscheduled absences such as family emergencies, transportation problems, etc. However, it is your responsibility to notify your department director or supervisor if you are going to be late or absent no matter what the reason. Failure to do so can result in disciplinary action up to and including termination.

PTO-eligible employees who leave the employment of NRHN (including both voluntary and involuntary separations) will be paid their unused remaining PTO upon termination at 100% of base rate (excluding any differentials).

PTO will be used when an employee's regularly scheduled work day falls on a hospital designated holiday and the employee is scheduled off or approved to be off. The hospital designated holidays for purposes of PTO are New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas. (The actual scheduling of these designated holidays is dependent upon the department schedule and is determined by hospital policy.)

Additionally, when work hours are flexed down in response to patient census, outpatient visit schedules, business or clinical needs, employees have the option to use PTO to replace the hours not worked.

PAY PERIODS

All payroll checks will be available in your department at approximately 9:00 a.m. on each pay day for hospital based employees. The courier will transport live checks and notices of direct deposit to each satellite as appropriate. If you have access to MOX mail, your paystub will also be available by 9:00 a.m. on each pay day for all employees who have direct deposit. Payday will be every other Thursday. There are 26 pay periods per year running two weeks in duration. Any paycheck not picked up by 1:00 p.m. on Friday of a pay week will be mailed. On occasion, when a major holiday occurs during the week, the actual payday may be adjusted. Employees are not allowed to take time off from work to cash checks. Cash advances or advance vacation pay are not allowed.

NRHN's pay period begins at 7:00AM on Sunday and continues for a fourteen (14)-day period ending at 6:59 AM on the following Sunday.

Direct deposit is available for many area banks. Direct Deposit forms are available on the network intranet.

PERFORMANCE APPRAISAL

The performance appraisal process is designed to cultivate strengths, highlight opportunities for improvement, and provide formal feedback to employees on their job performance. Therefore, your performance will be evaluated and discussed with you informally on an on-going basis.

It is the policy of NRHN to evaluate each employee's job performance annually. All employees receive their performance appraisal in October. Any new hires, hired 90 days prior to October 1, will not receive an annual performance review until the following year, as they will still be in their 90 day probationary period during this time. It is also the policy of NRHN to provide new employees with a summary review at the conclusion of their probationary status. Summary evaluations to conclude orientation status does not generate merit increase.

All performance appraisals will include standards and criteria for ensuring the employee's participation in safe work activities, safety education and awareness of policies and procedure relative to employee health and infection control, mandatory annual requirements, and annual hospital-wide competencies.

At the completion of the review, the department manager will authorize a salary increase, if warranted, and approved by Human Resources.

The performance appraisal document serves as the basis for wage adjustments, promotions and transfers; and it becomes part of your permanent record.

PERFORMANCE EXPECTATIONS

As an employee of Northeast Rehabilitation Hospital Network, it is important for you to know the standards of performance and behavior expected of you in your job. In any organization where many people work together, some specific expectations are necessary to promote the smooth functioning of the organization. Most employees willingly comply when hospital rules are known and thoroughly understood. Therefore, the following infractions, while not a complete list, are violations of personal conduct, which are cause for immediate dismissal or which may lead to termination:

- Use of intemperate or abusive language; fighting or disorderly conduct.
- Unauthorized possession, use, photocopying or revealing of confidential information regarding patients, employees or network activity.
- Falsification of employment, payroll or other hospital records, including time cards, time sheets and employment applications.
- Misuse of alcoholic beverages on hospital property or during hospital time.
- Theft.
- Willful destruction of network property.

- Creation of unsafe or unsanitary conditions, negligence or the destruction or misuse of network property or the property of other employees, patients or visitors.
- Patient abuse - physical or verbal.
- Insubordination.
- Possession of firearms or other weapons on network premises.
- Sexual harassment.
- Use, possession, consumption, sale, purchase or distribution of narcotics, hallucinogenic drugs or other illegal drugs.
- Prescription drugs used by someone other than the person for whom the drug is prescribed; or used in a manner, combination or quantity other than prescribed.
- No call/no show.
- Chronic absenteeism and/or tardiness.
- Gross dishonesty or negligent duty.
- Poor performance.

PERSONAL APPEARANCE, UNIFORMS AND IDENTIFICATION

You represent Northeast Rehabilitation Hospital Network to our patients, their families, visitors and the general public. Therefore, your personal cleanliness, grooming and attire should instill patient confidence and should be appropriate to the requirements of the job. If you are required to wear a uniform, it should be fresh and clean at all times. Employees are provided with photo identification badges and are expected to visibly wear them at all times when they are on duty. Your supervisor can review with you the hospital's complete dress code policy.

PERSONAL PROPERTY

All employees are reminded not to leave money or other valuables at their workstations or on their desks. These items should be stored out of public view. Any theft of personal belongings should be brought to the attention of the department head and Director of HIM-Privacy Officer. The network is not responsible for the personal property of employees.

From time to time, in direct patient care areas, patients may leave articles behind. All recovered items are to be turned into the Nurse Manager/Nursing Supervisor.

PRE-PLACEMENT PHYSICAL

New candidates for employment at Northeast Rehabilitation Hospital Network will be scheduled for pre-placement physical examinations after they have been extended a job offer. Pre-placement physical examinations are paid for by and are the property of NRHN. All job offers are conditional upon the successful completion of this pre-placement physical examination, and meeting of job requirements and physical demands of the job description before the anticipated start date of employment. The pre-placement physicals are conducted at an Occupational Health location designated by NRHN and are scheduled through the Human Resource office.

PREVENTION OF SEXUAL & OTHER UNLAWFUL HARASSMENT/DISCRIMINATION

It is the goal of Northeast Rehabilitation Hospital Network to promote a workplace that is free from harassment and/or discrimination based upon any protected characteristic, including but not limited to, race, color, gender, sex (including pregnancy-related conditions), sexual orientation, age, religion, national origin, physical and mental disability, veteran status or any other protected class under federal, state or local law.

Any real or perceived instances of harassment/discrimination will be reported to Human Resources immediately or as soon as possible.

For further information, please refer to the Hospital-Wide Policy entitled “Prevention of Sexual and Other Unlawful Harassment/Discrimination” which is located on the intranet.

PROBATION STATUS

During the first 90 working days, you will be considered to have probationary status, which affords both you and the network the opportunity to determine that the match of person and position is appropriate. This means that either the employee or NRHN may terminate the relationship at any interim point, for whatever reason they consider valid, or for no reason, without prejudice to either side. Employees may have their probationary status extended by their direct supervisor, or his or her designee.

QUIET, PLEASE

At Northeast Rehabilitation Hospital Network, we strive to create an environment that enhances the care, comfort, and well-being of our patients and safeguards the entire staff. Maintaining a professional attitude at all times and performing a job quietly are everyone's responsibility.

Constant consideration for the patient and respect for his/her well-being are fundamental objectives. Employees should be sensitive to patients who may be within hearing range of any conversation and conduct

themselves appropriately. Please use the hospital paging system carefully so that the added noise of overhead paging does not negatively impact our patients. The hospital telephone operators are available to provide paging services, but these services should also be used carefully and with the overriding concern for the safety, well-being and comfort of our patients. If you need to contact another network staff member, please use the telephone and, if available, the staff member's voice mail before using the overhead paging system.

RETURN TO WORK FOLLOWING HEALTH RELATED REASONS

Employees returning to work from any type of health related absence that is four (4) or more consecutive workdays, must have written clearance from a healthcare provider. NRHN will consider return to work with reasonable accommodations after consulting with Employee Health. The medical clearance must be submitted to Employee Health prior to being allowed to return to work after an absence of four (4) or more days.

Work Related accident or illness requires a medical clearance for return to work under guidelines established for Workers' Compensation, if so qualified, and may include "light duty".

RIGHTS OF STAFF IN THE CARE OF PATIENTS

Northeast Rehabilitation Hospital Network realizes it is possible that an employee may not wish to participate in the care of any/all aspects of a specific patient's care based on the employee's own personal ethics, cultural values, and/or religious beliefs.

In such an event, NRHN will make reasonable efforts to honor an employee's request not to participate in any/all aspects of patient care whenever feasible without negatively impacting the care of the patient.

An employee who feels he/she is conflicted by a patient assignment based upon his or her personal ethics, cultural values or religious beliefs must make the conflict known to the supervisor as soon as possible. After the discussion with the employee, the supervisor may review the patient assignment and determine if the patient can be reassigned without adversely affecting patient care. If reassignment is possible, the employee will be so informed by the supervisor. If reassignment is not possible for any of several reasons, including but not limited to, staffing, patient acuity, and infection control, the supervisor will inform the employee that his or her request cannot be granted.

SAFETY

The safe performance of work assignments is a major concern of the network. The key to prevention of injuries is the willingness of each employee to work safely and to report any unsafe conditions to the attention of the supervisor and to the hospital safety officer (the Director of Facilities).

For safety regulations for your specific work assignment, contact your department manager.

SENIORITY

Network seniority is defined as the length of time an employee has been continuously employed at Northeast Rehabilitation Hospital Network. Seniority is further defined according to the following:

A. Service longevity with NRHN for purposes of seniority in a reduction in force:

Seniority or longevity is considered to begin with the employee's last date of hire. If an employee's position is eliminated as a result of a reduction in force, and the employee is recalled and returns to work within six months of the reduction in force, that employee's seniority will be reinstated to his/her original date of hire.

B. Service longevity with NRHN for purposes of determining eligibility for service award recognition:

Seniority or longevity is considered to begin with the employee's last date of hire. If an employee terminates from the network and has a rehire date within thirty days or less from the termination date, the employee will be reinstated with his/her prior seniority date.

C. Service longevity for purposes of determining level of Paid Time Off accrual:

Seniority or longevity is considered to begin with the employee's last date of hire. If an employee terminates from the network and has a rehire date within ninety days or less from the termination date, the employee will be reinstated to his/her prior date of hire, and to the Paid Time Off accrual level warranted by his/her position as defined for PTO accrual.

D. Service longevity with NRHN for employees who become NRHN employees as a result of acquisition:

Employees who come to NRHN through the acquisition of an existing group, practice or company purchased by NRHN will be given credit for all years of continuous service with their employer of origin. For such employees, their dates of entry into the NRHN system will be considered their dates of hire and will be considered their seniority dates for purposes of Paid Time Off accrual and Reduction In Force.

SOLICITATION AND DISTRIBUTION

To avoid disruption of health care operations and to avoid disturbing patients, rules have been established to regulate the solicitation and the distribution of literature or materials at any Northeast Rehabilitation Hospital Network location.

Therefore, solicitation of one employee by another employee is prohibited while either the employee soliciting or the employee being solicited is on his or her work time. Further, solicitation or the distribution of literature by NRHN employees is not permitted at any time in immediate patient care and treatment areas. Solicitation by NRHN employees is not permitted during working time in work areas. Distribution of literature by NRHN employees is not permitted during work time and/or in work areas.

WORKERS' COMPENSATION LEAVES

A Workers' Compensation Leave resulting from a work-related injury or illness will be considered under FMLA if the employee is eligible for such leave. If an employee with regular working schedule of 20 hours or more per week is not eligible under FMLA leave and is out for a workers' compensation leave, the employee will be eligible in compliance with all Workers' Compensation laws.

WORKPLACE TOLERANCE – ZERO TOLERANCE FOR DISRESPECT

Northeast Rehabilitation Hospital Network ("NRHN") has established a standard of respect within the hospital network community. The hospital network expects people to treat each other with respect and will take action to prevent or eliminate behavior that disrupts the operation of the hospital network or affects the ability of individuals to perform their responsibilities with self-respect, creates a hostile work environment, impedes individuals from carrying out responsibilities in a professional manner, interferes with patient safety or quality of care, including failing to adequately address safety concerns.

It is the policy of NRHN that all individuals within any of its facilities or performing services on its behalf be treated courteously, respectfully and with dignity. To this end, NRHN expects and requires that all individuals – employees, physicians, volunteers, students, independent contractors, vendors, Governing Board – conduct themselves in a respectful and cooperative manner towards each other. Any conflict of interest among staff including but not limited towards Governing board, senior management, and leaders of the medical staff will be addressed and resolved according to the hospital procedures. This policy is not intended to inhibit legitimate constructive discussion and criticism.

WORK WEEK

The hospital functions 24 hours a day, 7 days a week in order to provide continuous care for patients.

Accordingly, your work week hours, meal and break periods are scheduled to comply with departmental needs for coverage. Schedules are established with the patients' best interest in mind and in accordance with applicable labor laws. The normal full-time working day will be eight hours and the workweek will be 40 hours. The workday begins at 7:00 AM and ends at 6:59 AM the following day (twenty-four hour period). The scheduled hours of work may be increased or decreased according to the staffing requirements of the departments and the overall requirements of NRHN. Because employees are subject to special scheduling, all employees should make sure they are familiar with the scheduling practices of their respective department through consultation with their immediate supervisor.

YOUR CAREER PATH

Northeast Rehabilitation Hospital Network provides opportunities to employees to advance in their career paths. Information about available positions is posted on the intranet and network website. Internal applicants will be given priority over external candidates when all other qualifications are equal. Anyone interested in applying for a posted position must apply on the network website. At the conclusion of the interview process, you will be notified as to whether or not you have been selected. Positions are filled based on qualifications, performance on the job, attendance, punctuality, and seniority.

To be eligible for transfer into another position, an employee must have satisfactorily completed the probationary period. The implementation date of a transfer is subject to mutual agreement by both affected department directors.