

THERE'S NO PLACE LIKE HOAG!



**HOAG EMPLOYEE HANDBOOK**

Updated April 2012

## From the President

Welcome to Hoag Memorial Hospital Presbyterian. We are so pleased that you have chosen to join us in providing the highest quality health care services to the communities we serve. As an employee, you can make a lasting impact upon this health network and the lives of the patients in our care. It is our hope that you will find Hoag to be a place where your unique skills and abilities are not only valued but also able to grow and flourish.

Throughout your employment, you will likely see opportunities to make improvements in the way we function as a health network. I encourage you to take an active role in maintaining Hoag's spirit of excellence by engaging in ongoing communication and feedback. Much of what makes Hoag the exceptional organization you see today is rooted in employees just like you simply allowing their voices to be heard.

At Hoag we foster an atmosphere of mutual respect and integrity and bring a patient-centered approach to all we do. In support of these values, we have established a compliance program that all employees are expected to support. The program is designed to ensure that employees are aware of the laws and regulations applicable to their job responsibilities and work to detect and resolve any activity that is not in compliance with these laws and regulations.

In addition, *Charting Your Course* has been designed to help you better understand hospital policies, standards and benefits, and to assist you in understanding the relationship Hoag has with its employees.

As you embark upon your journey here at Hoag it is our sincere hope that you'll enjoy your work, take pride in a job well done and make a difference in the lives you touch. You are now part of a tradition of providing the finest care to our patients and we are excited to see where the future leads you.

Sincerely,

A handwritten signature in black ink, appearing to read "Richard Afable". The signature is fluid and cursive, with a large initial "R" and "A".

Richard Afable, MD  
President and CEO

# Mission

Our mission as a not-for-profit, faith-based hospital is to provide the highest quality health care services to the communities we serve.

# Vision

Hoag is a trusted and nationally recognized healthcare leader.

## Values

Excellence  
Respect  
Integrity  
Patient Centeredness  
Community Benefit

## Core Strategies

Quality and Service  
People  
Physician Partnerships  
Strategic Growth  
Financial Stewardship  
Community Benefit and Philanthropy



## **Hoag's Culture**

Hoag Memorial Hospital Presbyterian has enjoyed nearly 60 years of providing patient care services to Orange County communities. As an independent health network, we are committed to treating our employees appropriately with dignity and respect. We are dedicated to maintaining our union-free culture in order to continue our ability to interface directly with our employees, and maintain independence from the intervention of any influences from an outside organization. We recognize and appreciate this one-on-one relationship with our employees, and we aspire to protect and cultivate this valuable relationship.

## **Introduction**

Please read this handbook carefully and keep it handy for future reference. If you have any questions, please feel free to discuss them with your department head, supervisor or any member of the Human Resources department. In addition, the compliance officer is available to answer any questions you have regarding compliance with laws and regulations.

Your handbook contains a general overview of Hoag Memorial Hospital Presbyterian (“Hoag”) policies. If you need a more detailed or specific explanation of any of these policies, or other policies not outlined in this handbook, please refer to the Policy and Procedures located on the Hoag intranet.

Hoag may add, modify, alter or delete policies, practices and benefits described in this handbook at its sole and absolute discretion. It is the responsibility of the employee to review, understand and abide by all Hoag policies. Hoag reserves the right to deviate from the policies and procedures outlined in this handbook when it has been determined that circumstances warrant such a deviation.

## **Equal Employment Opportunity**

Hoag Memorial Hospital Presbyterian is committed to a policy of equal employment opportunities for all applicants and employees. All employment decisions will comply with the applicable laws prohibiting discrimination in employment, including, but not limited to, all applicable provisions of the Fair Employment and Housing Act (FEHA), Title VII of the Civil Rights Act of 1964, the Rehabilitation Act of 1973, the Age Discrimination in Employment Act of 1967 and the Americans with Disabilities Act of 1990.

This policy applies to recruiting, hiring, job assignments, supervision, training, transfers, compensation, promotions, termination, benefits, and any other terms, conditions or privileges of employment, regardless of race, creed, color, national origin, ancestry, sex, sexual orientation, pregnancy, age, mental or physical disability, medical condition, marital status, or any other characteristic protected by state and federal law.

Where possible, reasonable accommodations which enable a qualified applicant or employee with a disability to be considered for a position will be provided.

## **At-Will Statement**

Employment at Hoag is at-will and at the mutual consent of the employee and Hoag. Therefore, either the employee or Hoag can terminate the at-will relationship at any time, for any reason, with or without cause, and with or without advance notice.

## **Code of Conduct**

Hoag has developed and implemented a Compliance Program to help ensure that all activities are conducted in full compliance with applicable laws and regulations. Hoag's Code of Conduct is a critical component of the Compliance Program. The Code of Conduct provides guidance to all of us who work at Hoag and assists us in carrying out our daily activities within appropriate ethical and legal standards. These obligations apply to our relationships

with patients, physicians, third-party payers, subcontractors, independent contractors, vendors, consultants and one another. The Code of Conduct has been developed to ensure that we will meet ethical standards and comply with applicable laws and regulations.

Any conduct that violates the law or regulations is expressly prohibited by Hoag and violates the Code of Conduct. Any employee who violates the Code of Conduct is acting outside of the scope of their employment and could be subject to discipline, including termination of their employment. Every employee at Hoag is required to understand and adhere to the requirements established in the Code of Conduct. The Code of Conduct can be found through the Hoag intranet and/or the Compliance Department.

## **Change of Name, Address and/or Phone Number**

Employees are responsible for immediately advising their supervisor of any change in name. Employees can make changes to their address and/or telephone number through Lawson Employee Self-Service. A link to Lawson is available through the Hoag intranet.

## **Employment of Relatives**

Employees' relatives will not be eligible for employment with Hoag where potential problems of supervision, safety, security or morale, or potential conflicts of interest exist. Relatives of present employees may be hired or transferred only if the individuals concerned:

1. Do not work in a direct supervisory relationship;
2. Do not work for the same immediate supervisor; and
3. Do not have any direct or indirect responsibility, authority or control, real or perceived, over the other.

Relatives are defined as an employee's spouse, parent, child, sister, brother, in-laws and step-relations.

For additional information, please refer to the *Employment of Relatives* policy, located on the Hoag intranet.

## Probationary Period

All new, rehired, and current employees who are promoted shall serve a probationary period of **six months** commencing with their first day of employment in that position. At the end of the probationary period, a formal evaluation of the employee's work performance is completed and a decision is made as to whether employment will continue. The probationary period may be extended at the discretion of the Department Head.

## Meal and Rest Periods

It is the policy of Hoag Memorial Hospital Presbyterian to comply with all applicable laws concerning meal and rest periods.

### Rest Periods

Non-exempt employees are authorized and permitted to take rest periods for each four-hour period of work as follows:

Number of Actual Hours Worked	Number of Rest Periods
3 1/2 hours, up to 6 hours	1 paid 10-minute rest period
More than 6 hours, up to 10 hours	2 paid 10-minute rest periods
More than 10 hours, up to 14 hours	3 paid 10-minute rest periods

- Rest periods may not be combined with or added on to meal periods or taken at the start or end of the day to shorten the shift.
- While employees are to be relieved of all duties during rest periods, employees are to remain on the clock during rest periods and rest periods are paid time.

## Meal Periods

Meal periods are provided to non-exempt employees as follows:

Number of Actual Hours Worked	Number of Meal Periods
More than 5 hours, up to 6 hours	1 unpaid 30-minute meal period (may be waived by the employee)
More than 6 hours, up to 10 hours	1 unpaid 30-minute meal period
More than 10 hours	2 unpaid 30-minute meal periods (one may be waived by the employee)

- Meal periods are intended to provide employees with an opportunity for rest and relaxation. Employees must be relieved of all duty during their meal period.
- Employees are expected to clock-out at the beginning of the off-duty meal period and to clock-back in upon their return to work.
- In the event an employee's meal period is interrupted by Hoag due to work-related concerns, the employee should be offered and encouraged to take another 30 minute off-duty meal break within the appropriate time frame. If it is not possible for the employee to do so, the employee should complete a Missed Meal/Rest Period Form requesting a missed meal period premium payment and forward the form to his/her supervisor.
- Please refer to the *Meal and Rest Periods* policy for further information.

## Transfer and Promotion

Departmental transfers and promotions can enhance career advancement and growth possibilities for employees.

To be considered for transfer to an open position, an employee must first apply for the position on the internal career center website accessible

through the Hoag intranet. Transfer is the change of an employee from one position to another position in the same department, or change from one department to another. An employee normally will not be considered for promotion or transfer:

- Prior to completion of one year of employment for inter-department transfers (six months of employment for intra-department transfers).
- If the employee has a record of written or final written corrective action within the prior six months.

Exceptions are subject to the review of the Human Resources Department.

Employees with temporary work restrictions must obtain approval from the Employee Health Nurse Case Manager and treating physician before a permanent job transfer is made.

For additional information, please refer to the *Pay and Position Changes* policy, located on the Hoag intranet.

## **Confidentiality**

### **Responsibility Toward Patient Information**

The care of patients is always personal in nature and therefore any information about a patient's condition, care, treatment and medical data is absolutely confidential. This includes information obtained from the hospital information system. The confidentiality of patient information is also protected by federal and state laws, including HIPAA regulations. Hoag's release of information policies provide guidelines for the release of information to authorized persons. Refer request for copies of medical information to the health information management department.

An employee must never discuss patient information with anyone, inside or outside of the hospital, other than those who are directly involved in the patient's care. In addition, this information must never be discussed in public areas of the hospital, such as the cafeteria or elevators. Inappropriate access to or disclosure of patient information may result in disciplinary action, up to and including termination.

All news media inquiries regarding patients must be referred immediately to the marketing and corporate communications department.

### **Responsibility Toward Employee Information**

The following guidelines will be adhered to in regard to personnel information related to employees:

- Employees who want to review their personnel file must contact Human Resources for an appointment.
- Upon request, Human Resources will provide to an employee within a reasonable amount of time, a copy of any document relating to his/her employment that has been signed by the employee.
- When other employers or outside agencies request a verification of employment, only the following information will be verified by The Work Number:
  - Dates of employment, including hire date and separation date (if applicable)
  - Last position held
  - Final rate of pay (if employee has provided the verifier with a "salary key")
- Outside agencies with a specific and lawful need for information about employees will be given appropriate access consistent with the hospital's legal obligations. Such agencies include the DNV, law enforcement agencies and other government agencies approved by the Human Resources department.

Hoag will comply with subpoenas and orders regarding personnel files consistent with its legal obligations.

### **Policy Against Discrimination and Harassment**

Hoag is committed to providing equal employment opportunity and a work environment that is free of unlawful discrimination and harassment in all aspects of employment to employees in all job classifications. In keeping with this commitment, Hoag maintains a strict policy prohibiting unlawful discrimination and harassment of

any kind or any form, including verbal, physical and visual harassment. Hoag's *Discrimination and Harassment Prevention* policy applies to all areas of employment, including but not limited to, recruitment, hiring, training, promotions, transfers, separations, compensation and benefits, as provided for by law.

All Hoag employees should be able to enjoy a work environment free from all discrimination and harassment because of an individual's race, religion, creed, color, national origin, ancestry, physical and mental disability, medical condition, marital status, sex, gender, including gender identity and gender expression, age over 40, veteran status, sexual orientation or any other class protected by law, or because of their "perceived" membership in a protected class. All employees, whether supervisors or non-supervisors, and non-employees during business contact with Hoag employees or while visiting Hoag premises, are expected to comply with and shall be protected by the *Discrimination and Harassment Prevention* policy.

Sexual harassment, for example, includes but is not limited to, unwelcome sexual advances, requests for sexual favors, and other verbal, physical, or visual conduct of a sexual nature when either (1) submission to such conduct is made either explicitly or implicitly a term or condition of the individual's employment, (2) submission to or rejection of such conduct by an individual is used as the basis for employment decisions or actions, affecting such individual, or (3) such conduct has the purpose of effect or unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Any employee or person providing services to Hoag who feels harassed by a co-worker, Supervisor, contractor, vendor, or anyone else with whom he or she comes in contact during the course of employment should promptly report the facts of the incident or incidents and the names of the individuals involved to his/her Supervisor or directly to the Human Resources department. Supervisors must immediately report any incidents of harassment to the Human Resources

department. All such claims will be investigated and appropriate corrective action will be taken. No retaliation of any kind will be taken against any individual who reports a violation of the *Discrimination and Harassment Prevention* policy or cooperates with an investigation in good faith. Retaliation is a very serious violation and should be reported immediately. Retaliation will be treated with the same strict discipline as other conduct that violates the policy.

Any such discrimination or harassment which constitutes a violation of Hoag policy will be treated as a serious offense and will result in appropriate disciplinary action, which may include termination of employment. Any questions regarding this policy should be directed to the Human Resources department.

## **Non-Solicitation Policy**

### **Purpose**

As a health care provider, our prime commitment is to protect the lives and health of our patients. The intent of the following rules is to reduce disruption to patient care:

### **Non-Employees**

Persons not employed by Hoag may not solicit or distribute literature on Hoag property at any time, for any purpose.

Employees who observe any violation of this rule should call Human Resources and have security immediately escort the violators off the premises and/or charge them with trespassing.

### **Employees of the Hospital**

#### **Solicitation**

Employees of Hoag may not solicit during working time for any purpose.

Employees of Hoag may not solicit at any time, for any purpose, in immediate patient care areas, such as patient rooms, operating rooms, and places where patients receive treatment, such as X-ray and therapy areas, or in any other area that would cause disruption of health care operations

or disturbance of patients, such as corridors in patient treatment areas and rooms used by patients for consultations with physicians or meetings with families or friends.

### **Distribution**

Employees may not distribute literature during working time, for any purpose.

Employees may not distribute literature at any time, for any purpose, in working areas. Working areas are all areas in the hospital or in off-site locations, except cafeterias, gift shops, employee lounges and parking areas.

### **Working Time**

“Working time” includes the working time of both the employee doing the soliciting or distributing and the employee to whom the soliciting or distributing is directed. Working time does not include break periods, meal times or any other specified periods during the workday when employees are properly not engaged in performing their work tasks.

### **Off-Duty Employees**

Employees are expected to leave Hoag’s working areas immediately after the end of their shift and to report promptly before the beginning of their shift so that change of staff can take place smoothly and without delay. The access of employees to the interior of the hospital and to working areas outside of the hospital while not on duty shall be permitted only for the purpose of being a patient or visiting a patient of the hospital to the same extent that a member of the public is permitted to be a patient or make such a visit.

### **Media Inquiries**

If an employee, auxiliary member or other staff member receives a media inquiry, whether during work or non-work hours, they must forward the request to Hoag Marketing and Corporate Communications, who will coordinate directly with the media. Employees and volunteers may not comment to the media about any topic related to Hoag, patients, or anyone visiting Hoag. The decision to do so individually and without

approval from Hoag Marketing and Corporate Communications may be grounds for termination.

### **Business or Sponsorship Requests**

Employees may not represent themselves as sponsored by Hoag or represented by Hoag without express written consent from their department Vice President and notification to Hoag Marketing and Corporate Communications. As a not-for-profit entity, Hoag cannot endorse any individual or entity for their commercial gain, and doing so without express written consent may be grounds for termination.

### **Drug and Alcohol Policy**

The possession, use, transfer, sale, manufacture, distribution and/or transportation of narcotics, non-prescribed drugs or controlled substances by employees while on duty or while off duty on Hoag property is forbidden. Further, no employee shall report to work under the influence of these or any other substance, including a substance prescribed by a physician, which may impair the employee’s ability to perform in a safe and efficient manner. Violation of the stated Hoag policy regarding drug and alcohol abuse may result in disciplinary action up to and including the possibility of immediate termination.

Hoag may request an employee to submit to a drug/alcohol test when it has reasonable suspicion that the employee is under the influence of drugs and/or alcohol or when it deems that testing is appropriate. Failure to cooperate in such testing may result in disciplinary action up to and including the possibility of termination. For more information, please refer to the *Drugs/Alcohol in the Workplace* policy, located on the Hoag intranet.

### **Discipline and Termination**

Hoag maintains a progressive discipline procedure that it may choose to follow, at its sole discretion, to ensure a fair method of disciplining employees. Although employment relationships can be terminated at will by the employee or Hoag without following this or any other procedure, the progressive discipline system is intended to give

employees advance notice of problems with their conduct or performance in order to provide them an opportunity to correct these problems. Employees who engage in misconduct or whose performance is unsatisfactory may be subject to disciplinary action, including immediate termination. Normally, progressive discipline involves verbal counseling and one or more written warnings before an employee is terminated. However, exceptions or deviations from the normal procedure may occur whenever Hoag deems that circumstances warrant that one or all steps in the process be bypassed.

Accordingly, circumstances may sometimes warrant immediate termination. Employment at Hoag is at-will and at the mutual consent of the employee and Hoag. Therefore, either the employee or Hoag can terminate the at-will relationship at any time, for any reason, with or without cause, advance notice or progressive discipline.

In order to provide employees some guidance concerning unacceptable behavior, the following are examples of types of conduct that are considered unacceptable. Because it is impossible to provide an exhaustive list of every type of impermissible conduct, the following list is intended to provide some examples of acts that may result in disciplinary action, up to and including the possibility of immediate termination:

- Falsification of hospital forms, records or reports, including Time & Attendance, application materials or patient records.
- Actual or threatened physical violence towards, or intimidation of an employee, patient, physician, or hospital visitor.
- Reporting to work in a condition not allowing employee to function effectively in usual job, or having possession of or using illegal drugs or alcohol on hospital premises.
- Bringing firearms, weapons, alcohol, illegal drugs or chemicals into the hospital or onto the hospital grounds.
- Failure or refusal to comply with a directive given by an immediate supervisor or engaging in abusive behavior (from profane language to physical violence) which qualifies as insubordination since such actions impinge on the employer's ability to direct the work force.
- Acts of dishonesty or unauthorized possession, use or removal of hospital, patient, or employee property, records, or other materials.
- Phoning the Time & Attendance system for another employee, or requesting another individual to phone in your time.
- Destroying or willfully damaging hospital, patient, or employee property, records, or other material.
- Violating safety or health rules or practices or engaging in conduct which creates a safety or health hazard. Failure to complete annual health assessment including TB screening or to comply with required/mandatory in-service programs.
- Engaging in unlawful, improper or unprofessional conduct, verbal or physical, on or off hospital premises, during working or nonworking hours, which adversely affects an employee's relationship to Hoag, the employees, the physicians, the patients, or patient care or service, reputation, or good will in the community.
- Sleeping while on duty.
- A breach of confidentiality or unauthorized disclosure or misuse of patient or hospital information.
- Neglect of duty or leaving the department or hospital prior to the end of the scheduled work shift without notifying the department head/supervisor.
- Failure to follow hospital procedures for proper patient care or conduct which endangers or could endanger a patient.
- Other serious areas of misconduct or violation of hospital/department regulations.
- Excessive absenteeism and/or attendance abuse. Abuse includes repeated actions of: not reporting to work, or reporting to work after one's normal starting time, and leaving prior to the end of the shift without authorization.

For more information, please refer to the Hoag Human Resources policy, *Termination/Resignation Procedure and Causes for Disciplinary Action*.

## Employee Conflict Resolution Procedure

The purpose of this procedure is to ensure that all employees have the opportunity to receive an objective review of problems, concerns, or disagreements which might arise during the course of employment with Hoag. Human Resources Department staff and the Vice President of Human Resources are available as a resource both for the interpretation and application of all personnel policies and for discussion regarding any employee relations issue. For more information, please refer to Human Resources policy, *Conflict Resolution Procedure*.

The following steps are provided for the settlement of any such conflict. The first level of review must be initiated within 30 days of when the employee knew or reasonably should have known that they had an issue, but employees are encouraged to raise concerns as promptly as possible. In general, each step should be completed within seven (7) days.

### Step 1:

Consult verbally with the immediate supervisor.

### Step 2:

If the matter is not resolved, consult verbally with the Department Head within 7 days of the consultation with the immediate supervisor.

### Step 3:

If the matter is not resolved at Step 2, submit a written Conflict Resolution Request to the Human Resources Business Partner within 7 days of the consultation with the Department Head. The Human Resources Business Partner will review the Conflict Resolution Request and, upon approval, submit to the VP responsible for the employee's respective department for consideration and discussion within 7 days. Thereafter, the VP will send an electronic copy of the request with the written disposition, e.g. denied, granted, denied in part, etc. to the Human Resources Business Partner. The VP will then return the request and disposition to the employee.

### Step 4:

If the matter is not resolved at Step 3, the employee may submit the conflict resolution request to the Senior VP responsible for his/her department for consideration and discussion within 7 days of being notified of the Step 3 disposition. Thereafter, the SVP will send an electronic copy of the request with the written disposition, e.g. denied, granted, denied in part, etc. to the Human Resources Business Partner. The SVP will then return the request and disposition to the employee.

This is the final step of the conflict resolution process.

### NOTE:

If the employee's department does not have a VP as part of its reporting structure, a Director from a department other than the employee's or an Executive Director will consider the issue at that step.

Hoag encourages all issues to be handled at the departmental level. However, the following exceptions are recognized:

- If the employee suspects, or has proof that a federal/state law, regulation, or order is being violated including but not limited to matters involving any type of unlawful harassment or discrimination, the employee should immediately contact Human Resources.
- If an immediate hazard to safety exists which threatens the health of an employee, patient, physician, or visitor, the employee should contact the appropriate Hoag department immediately (for example; Security, Safety, Risk Management, Employee Health Services or Human Resources).
- If the issue directly involves the immediate supervisor and the employee can reasonably demonstrate to Human Resources that the immediate supervisor may not be able to deal objectively with the situation, the employee may consult verbally with the department head without first meeting with the immediate supervisor.

If the matter directly involves the department head and the employee can reasonably demonstrate to Human Resources that the department head may not be able to deal

objectively with the situation, the employee may file a Conflict Resolution Request directly with the Human Resources Business Partner.

## Gifts and Gratuities

Due to the nature of the services provided at Hoag and in accordance with Hoag's *Gifts, Gratuities and Entertainment* policy, employees and departments are not permitted to accept nor solicit gifts or gratuities from vendors or potential vendors, physicians or patients.

Gifts and gratuities include, but are not limited to: gifts, trips, concert/game tickets, sponsored activities, perishable items (including food, beverage, plants and flowers), and paid site visits.

If a vendor, physician or patient requests the employee to accept a gift or gratuity beyond the guidelines of Hoag's policy, the employee should thank the giver and explain that Hoag policy makes it impossible to personally accept such a gift. If unsolicited gifts are received, the gift should be properly disclosed to the department head or vice president for return.

Employees with questions regarding the propriety of accepting a gift or gratuity should contact their supervisor or refer to Hoag's *Gifts, Gratuities and Entertainment* policy, located on the Hoag intranet.

## Employee Health Services

While personal health maintenance is the responsibility of each employee, the hospital seeks to provide a safe working environment to minimize the loss of work which results from injuries or poor health.

Employee Health Services (EHS) strives to increase the effectiveness of employees by promoting, conserving and restoring health. EHS is open as follows:

### Newport Beach:

Monday through Friday  
7:00 a.m. to 4:30 p.m.

### Irvine:

Monday through Friday  
7:30 a.m. to 4:00 p.m.

### Services Provided By EHS Include:

- Establishes procedures and maintains confidential health records concerned with post-offer assessments.
- Provides first aid and evaluation for employees who are injured while on duty and refers to a physician when necessary.
- Assesses employees who become ill while on duty and determines if they should return to their work assignment or be relieved of assigned duties.
- Accepts return-to-work permits from employees who have suffered industrial and non-industrial accidents or lengthy illnesses, and authorizes the return to work.
- Performs special health tests and studies as determined by situations which may arise within the hospital

## Workers' Compensation – Hoag's Medical Provider Network (MPN) Notification

### Work-Related Injuries

Hoag is permissibly self-insured in accordance with the Labor Code of the State of California.

Employees are required to immediately report an injury or illness, however minor, to their immediate supervisor, who will send the employee to Employee Health Services (EHS). The EHS nurse/case manager is to evaluate the injured worker and implement first aid when appropriate.

When EHS is closed, an injured employee can be referred to the Emergency Department (ED) when an Authorization to Treat Form (#2973) has been obtained from the House Nursing Supervisor. Hoag-affiliated locations are to call 911 for accidents/injuries that are emergent.

Employees who self refer or are seen in the ED for a non-work related incident will be billed for medical services.

Employees who are injured or become ill as a direct result of work may be eligible for workers' compensation benefits. The EHS nurse/case manager may refer the injured, ill, or exposed worker to a physician when indicated. The medical referral is based upon Hoag's Medical Provider Network (MPN). Employees who self-refer to a physician or the ED for a work-related injury/illness may bear the cost of medical care.

The employee may pre-designate a personal primary treating physician as long as he/she meets the requirements of labor code 4600; the notification must be in writing and the physician (MD or DO) has directed treatment of the employee within the last 12 months, and retains the employee's medical records including medical history. The written pre-designation must be on file in the EHS office prior to the injury. Chiropractors (DC) and Acupuncturists can no longer be pre-designated as a primary care physician. Employees who pre-designated a DC or acupuncture before 01/01/06 will need to re-designate a treating MD/DO or select a treating physician from the MPN if an injury occurs. Notification of rights and pre-designation forms are located in EHS, or on the intranet.

Workers' compensation temporary disability benefits begin on the fourth day of absence due to a work-related illness or injury and continue until the employee has been returned to work by the treating physician. If the work-related injury or illness results in hospitalization prior to the fourth day of absence or the employee is unable to work for more than 14 days, temporary disability benefits will be paid, including the first three days of lost time.

Employees may use PTO hours, if available, to cover the three-day waiting period and may use PTO hours to supplement workers' compensation temporary disability benefits.

Any knowingly false or fraudulent behavior pertaining to the filing of a workers' compensation claim or subsequent related

activities for the purpose of obtaining benefits is unlawful. Any such actions will result in termination of employment and prosecution for felony violations, some of which provide for fines of up to \$50,000 or double the value of the fraud, whichever is greater, and imprisonment for up to five years.

For more information regarding work-incurred injuries, please refer to the *Accident, Injury, Illness – Work Related* policy, located on the Hoag intranet.

## **Personal Telephone Calls and Mail**

Hoag and its employees are expected to operate in an efficient and businesslike manner at all times.

Employees should not use department telephones to make or receive personal calls. Incoming calls for employees will be transferred to the Human Resources department, which will refer the calls to employees or take messages only in case of emergency.

Limit use of personal cellular phones to breaks and meal periods. Personal cellular phones may not be used during working time. Use includes but is not limited to calls, text messages and emails. Personal cellular phones should remain in vibrate mode to avoid disruption with the ringing sound.

## **Email and Electronic Communications**

Hoag email and electronic communication systems are to be used for Hoag-related email/business only. Hoag resources, including Hoag Communication Systems, should never be used for inappropriate means and should never create the appearance of inappropriate use.

Hoag Communication Systems are all electronic or digital systems established by, owned by, or used by Hoag to conduct its business, including internal and external email, internet and intranet, cellular and digital phones, Blackberry™ devices or similar equipment issued by Hoag to employees, and voicemail, regardless of whether they are accessed from a Hoag location or remotely.

The following actions with respect to use of Hoag Communication Systems are expressly prohibited:

- The sharing of accounts or account passwords with unauthorized users, including coworkers, family members or friends. Accounts and passwords are to be used only by the person to whom they are assigned.
- The misrepresenting, obscuring, suppressing, or replacing of a user's identity on a Hoag Communication System. The user name, email address, organizational affiliation, and related information included with an electronic message or posting must reflect the actual originator of the message or posting. Allowable exceptions to this provision are where Hoag has made available mechanisms for supplying anonymous feedback or alerts, e.g. the Hoag we Care Hotline.
- The sending of political, defamatory, derogatory, offensive or disruptive messages, obscene, sexual (except as used in appropriate medical context), pornographic, advertisement, harassment, threatening, or other improper communications.
- The forwarding of chain letters, jokes and similar messages with no direct bearing on Hoag business.
- Actions including, but not limited to, doing anything that would violate copyright law, pursuing personal business opportunities, soliciting money for personal gain or any non-Hoag purpose, searching for employment outside of Hoag, and promoting non-Hoag causes, organizations or projects. See also Hoag Human Resources policy, *Solicitation and Distribution Rules* (also described within this handbook).
- The unauthorized copying, forwarding or dissemination of information, including Hoag proprietary data and Protected Health Information (PHI). Any information contained on the Hoag intranet is generally considered to be confidential and proprietary information of Hoag.
- The use of Hoag-provided Internet connections to listen to radio stations or to watch streaming or broadcast video, other than for business-related Internet broadcasts for training, knowledge acquisition and transfer, as well as other business-related information content

delivery, or any similarly directed content that Hoag makes available on the Intranet.

- Gambling or engaging in any other activity in violation of state or federal laws or regulations.
- The intentional downloading or sending of computer viruses or malicious code.
- The downloading, transmitting or installing of unauthorized files or software to/from the Internet, including but not limited to, computer games and video or music files, unless authorized to do so for Hoag business purposes. See Hoag policy, *Business Computer and Workstation Use and Security*, located on the Hoag intranet, regarding unauthorized software.
- No media advertisement, Internet home page (including Facebook pages and other forms of social media), electronic bulletin board posting, email message, voicemail message, or any other public representation of Hoag may be issued unless it has first been approved by Hoag Corporate communications.

For more information, please refer to the Hoag *Electronic Communications* policy.

## Social Media

Hoag takes no position on its employees' decisions to participate in social media/networking activities. However, it is the right and duty of Hoag to protect itself from unauthorized disclosure of information. Hoag's Social Media policy serves to protect Hoag, its patients, visitors, employees and other individuals associated with Hoag. It is intended to provide employees with guidelines to ensure that their conduct, while participating in various forms of social media, does not violate Hoag policies and procedures, or State or Federal law. It is further intended to provide employees with guidelines to ensure that their conduct, while participating in various forms of social media, does not reflect poorly upon the image of Hoag, its facilities, affiliates, or staff, and that it is consistent with our mission, values, Code of Conduct and policies.

### **During Working Hours:**

Employees may not participate in social media/networking activities for personal use during working hours or using any of Hoag's electronic resources.

### **Outside of Working Hours:**

When participating in social media activities outside of working hours, employees are expected to protect the privacy of Hoag, its employees, patients, and clients/vendors, and are prohibited from disclosing other proprietary or nonpublic information to which employees have access. Such information includes but is not limited to patient information, financial information and strategic business plans. Social media means any facility for online publication and commentary, including but not limited to blogs, wiki's, social networking sites such as Facebook, MySpace, Friendster, Twitter and YouTube, messaging applications, chat rooms, online bulletin boards and website comments or feedback.

Any information posted on a social media/networking site by or at the direction of any Hoag employee which is considered unlawful, discloses proprietary or confidential Hoag information, violates Hoag policy, Code of Conduct, implies Hoag opinion or reflects unfavorably on, or negatively impacts the reputation of Hoag or its facilities, affiliates or employees may result in corrective action up to an including separation of employment. The *Social Media* policy is not intended to prohibit communications covered under the National Labor Relations Act or any other Federal or State laws.

For additional information and guidelines, please refer to the *Social Media* policy, located on the Hoag intranet.

### **Bulletin Boards**

It is the policy of Hoag that all bulletin boards, wherever located on Hoag premises, are reserved solely and exclusively for communications from Hoag management to Hoag employees.

Information of special interest to employees is posted on Hoag bulletin boards near the cafeteria. At these locations, employees will find notices of state and federal labor laws, as well as other information and memos regarding Hoag activities, safety, legal/regulatory notices, credit union and employee recreational discounts. No commercial organizations, enterprises, services or products will be posted with the exception of employee recreational offers, which give discounts to employees. Requests and approval to place information on these boards must be made through the Human Resources department.

### **Identification Badges**

Picture identification badges are issued to all Hoag employees, vendors, contractors/temporary staff, volunteers and physicians, and they must be worn above the waist and visible at all times during working hours.

If a name badge is lost, the employee should immediately inform his/her Supervisor, and request a new badge through the online ID Badge Replacement link on the Hoag intranet, or by contacting Human Resources at ext. 45880. Employees are not allowed to swipe another employee's badge nor swipe their badge to gain or grant access to badge access areas or floors.

### **Security Escort Service**

Hoag's Security department provides an escort service to buildings located on the Hoag campus on a 24-hour basis. Employees who are concerned about their safety and desire accompaniment to or from their car may call the Security department directly at ext. 41464 (NB) or ext. 73876 (Irvine), or ask Communications to page a security officer.

### **Safety**

Hoag is committed to providing a safe, accessible and effective environment of care, consistent with its mission, services and applicable governmental mandate. This commitment includes the provision of a physical environment that minimizes hazards and risks to patients, visitors, employees and staff.

The Safety program is designed to identify and eliminate hazardous conditions, control the risk of injury and ensure compliance with applicable regulations and quality standards. Implementation of the Safety Program involves the incorporation of safety principles into the culture and routine clinical and business practices at all levels of the organization. Key program components include: Risk Assessments; reporting and investigating incidents, accidents and failures; and Control of exposures to potentially harmful conditions. These program components and processes are primarily coordinated through the Safety Department, Employee Health Services, as well as Risk Management, and monitored through the Environment of Care Committee.

### **Things to Think About and Know:**

- Immediately REPORT accidents, incidents, hazards or unsafe conditions to your Supervisor or Department Manager.
- When a work-related injury occurs immediately report the injury to your Supervisor. You will be referred to Employee Health Services (EHS) for an assessment and follow up. Actions should also be taken to prevent similar injuries from occurring in the future.
- Use sharps and needles with safety devices and dispose of sharps in appropriate containers to reduce accidental needlesticks.
- Use the appropriate personal protective equipment (PPE) when working with chemicals and/or there is a potential exposure to blood and body fluids.
- Practice workstation injury prevention by setting up your computer properly. If you have an ergonomic question or concern, please contact Employee Health Services.
- All equipment and medications should be checked for expiration dates to prevent patient related injuries.
- Know where your department's safety manual and human resources manual are located. Become familiar with the policies and procedures related to the Safety Program. Also available on the Hoag intranet.

## **Security**

Hoag is committed to providing a secure physical environment that minimizes hazards and risks to patients, visitors, and staff. The Security program is also designed to ensure the provision of quality protective services and the safeguarding of equipment, supplies, information, and assets.

Key aspects of the Security program include: Risk Assessments; Training; Use and maintenance of equipment, such as lights, locks and barriers, alarms; and Security of Sensitive Areas. Hoag employees are responsible for ensuring their behaviors, work practices and operations are safe and in alignment with facility and departmental security procedures.

Staff are to report any security breaches, incidents, property loss, and concerns (including any suspicious persons or activities) to the security department.

### **The Hospital Security Department**

- Hours – 24 Hours a day, 7 days a week.
- Newport dial ext. 41464; Irvine dial ext. 73876.
- Escort service available (Newport and Irvine Main Campuses) (Call Security 15 minutes prior to leaving the hospital).
- Key assist, vehicle assistance, personal security training programs.

## **Workplace Violence**

Hoag is committed to providing a work environment free of violence and threats of violence regardless of the source. Hoag maintains a policy of zero tolerance of violent, aggressive, intimidating and disruptive behavior or threats of such behavior directed toward any person on Hoag property. Once the potential for violent behavior has been established, Hoag acts immediately to prevent such behavior.

All Hoag employees bear a responsibility to report any potentially violent situation or individual to his/her Manager or Security. Hoag abides by applicable statutes, laws and regulations regarding workplace safety and security. Acts of assault and battery against on-duty personnel resulting in injury or involving the use of a firearm or other dangerous weapon must be reported to local law enforcement within 72 hours.

## **Violence**

Harassment, stalking, verbal abuse, physical abuse, verbal or physical threats with or without a weapon

### **Imminent/Actual Violence**

Any act or speech threatening or committing aggressive behavior including but not limited to any physical contact or menacing behavior which would lead a reasonable person to believe that he/she is in danger of violence.

### **Potential Violence**

A situation or individual will be considered as potentially violent when:

- He/she verbally harasses, intimidates or threatens in a manner that would be perceived by a reasonable person as a prelude to assaultive behavior;
- Domestic disputes spill over into the workplace;
- A restraining order has been obtained by an employee against another person;
- An individual is the victim of a stalker;
- An altercation occurs between persons on Hoag property;
- Gang activity may become adversarial;
- An assaultive or potentially assaultive patient is admitted.

It is the responsibility of all employees to help in maintaining a violence-free workplace. Immediately report violent or imminently violation situations to Security, your Manager, Human Resources, Risk Management and other personnel as appropriate. Please refer to the Workplace Violence policy (9.56) for further information.

## **Weapons**

No Hoag employee shall have on his/her possession, or bring onto Hoag property for any purpose any weapon without the written permission of the Chief Executive Officer. A weapon is defined as any firearm (gun), knife, club, or explosive device as described in California Penal Code Section 12020 (A). Please refer to the *Weapons* policy (9.57) for further information. Any violation of the *Weapons* policy will be cause for termination.

## **Fire Prevention**

What is a CODE RED? CODE RED indicates a fire.

If you discover a FIRE, what do you do?

The handy acronym R.A.C.E. summarizes the Basic Fire Response Plan

- **RESCUE:** Remove anyone from immediate danger.
- **ACTIVATE:** Activate the nearest pull station and call the emergency number at ext. 53131 and state CODE RED and the location.
- **CONTAIN:** Prevent the spread of fire & smoke by closing doors.
- **EVACUATE:** Evacuate the area past at least one set of smoke barrier doors. **EXTINGUISH:** if small and safe to do so.

Fire officials use the acronym P.A.S.S. to remind people on how to properly use a fire extinguisher:

- **PULL** the pin.
- **AIM** the nozzle at the base of the fire.
- **SQUEEZE** the trigger handles together.
- **SWEEP** horizontally across the base of the fire.

Remember, there are different types of fire extinguishers. Most extinguishers at Hoag are of the “tri-purpose” ABC type, which means they are effective on ALL 3 common classes of fire.

- **A** – Extinguishers to be used on ordinary combustibles – paper, wood, cloth.
- **B** – Extinguishers to be used on flammable liquids – gasoline, oil, alcohol.
- **C** – Extinguishers to be used on electrical equipment – appliances, wiring.

## Smoking

Smoking is prohibited at all Hoag facilities.

## Hazardous Materials

We want to ensure your safety if and when your job requires you to handle hazardous materials. Appropriate personal protective equipment and spill cleanup materials are supplied by the department. Information regarding chemicals can be found on the Material Safety Data Sheet (MSDS), which can be accessed 24 hours, 7 days a week through the Hoag intranet. Any questions regarding hazardous materials should be directed to the Safety department.

## Staff Rights–Cultural or Religious

Employees who perceive that their job responsibilities conflict with their religious or cultural beliefs should immediately notify their supervisor in writing as soon as possible.

## Abuse Reporting Child, Elder/Dependent Adult, Domestic/Spouse/Partner

### Purpose

To provide an overview of the services which support the assessment, protection, assistance and reporting of abuse of any suspected victim of abuse.

## Policy

A health care practitioner, who in his/her professional capacity, or within the scope of his/her employment, provides medical service or care to a person suffering from a physical condition reasonably suspected to be the result of assaultive or abusive conduct must make a report to a law enforcement and/or protective agency.

Reports of any suspected abuse shall be made immediately or as soon as practicably possible by telephone and followed by a written or faxed report within 36 to 48 hours, depending on the type of abuse. When two or more persons who are required to report are present and jointly have knowledge of the suspected abuse, one person may be designated to make the report. It is recommended that the health practitioner who identified the abuse or having the most knowledge of the abuse complete the written report.

- Suspected child abuse is reported to the Orange County Child Abuse Registry at 714/940-1000.
- Suspected elder or dependent adult abuse is reported to the Adult/Elder Abuse Registry at 800/451-5155 or to local law enforcement. NOTE: Any inpatient allegation of abuse occurring at Hoag is reportable to law enforcement even if investigation shows it to be unfounded.
- Suspected domestic/spouse/partner abuse is reported to the appropriate enforcement agency. If a question arises as to whom the report should be made, consult local law enforcement and document direction given and by whom.

Appropriate forms for abuse reporting must be used and shall include, but not be limited to, the name and location of the patient, character and extent of the injuries, previous history of abuse and the identity of the alleged perpetrator(s).

Copies of abuse reports are sent to and maintained in the Case Management department.

A health practitioner who makes a report that is authorized or required by reporting statutes is immune from civil or criminal liability unless it can be proven that a false report was made and that the health facility or employee made the report

knowing it to be false or with reckless disregard for the truth.

No one shall impede the abuse reporting processes and no employee shall be subject to any discipline, suspension, discharge or harassment for making a report.

The person making the report must document in the medical record the assessment findings and action taken.

## **Dress and Grooming Standards**

The professional atmosphere at Hoag is maintained, in part, by the image that employees present to patients and visitors. Hoag policy requires that employees use good judgment in apparel and appearance.

The following is a brief overview of the policy on dress and grooming standards. Employees are requested to ask their respective department heads for specific dress standards for their departments. For more information, please review the *Dress Code* policy.

All employees are required to wear clean and neatly pressed designated department uniforms or appropriate street attire. Jeans/denim pants and/or T-shirts are not permitted unless authorized by the Director of the department after it has been demonstrated this attire is most appropriate to the nature of work performed. Non-canvas shoes are recommended. Strongly scented perfumes, colognes, aftershaves, and other strongly scented products, as well as jewelry and other adornments that would interfere with work performance or create a safety hazard are prohibited. Tattoos should be covered as far as practicable (i.e. long sleeves under scrubs) and should not be inappropriate for a healthcare facility. Name badges are to be worn at all times.

Employees inappropriately dressed will be sent home and directed to return to work properly attired. The employee will not be compensated for this time away from work. Also, Hoag-supplied uniforms or scrub attire are not to be worn or carried off the premises without the department head's approval.

## **Resignation**

Employees are expected to present a written letter of resignation to their supervisor and give advance notice of at least two weeks. If Hoag determines that less notice than the employee provides is needed, it will inform the employee of an earlier release date.

## **Work Schedule**

Hoag will try to arrange the work schedule to meet the needs of both the employee and Hoag. Because of the unpredictability of Hoag's needs and patient care responsibilities, however, Hoag reserves the right to change the employee's shift, hours or schedule. Overtime may be required from time to time.

## **Overtime**

Overtime premiums are paid to non-exempt employees in keeping with legal requirements. All overtime work must be approved by the supervisor prior to being worked.

## **Pay Periods**

Hoag's pay periods begin on alternate Sundays at 12 midnight and end 14 calendar days later on Saturday at 11:59 pm.

Paychecks are distributed on alternate Thursdays. Employees may authorize Hoag to direct deposit paychecks to designated checking or savings accounts.

## **Rewarding Employee Achievement & Collaboration at Hoag (REACH)**

REACH is a performance management program that creates and sustains a culture in which employees are recognized for contributions and successes based on predefined strategies that align with the organization goals. Each employee will receive an annual achievement evaluation based on individual job performance and goal attainment.

For more detailed information, please refer to the *REACH* performance management policy, located on the Hoag intranet.

## Leave of Absence

A Leave of Absence (LOA) may be granted to eligible employees for a bona fide reason and thus preserve the continuity of their length of service. Except as required by statute, a LOA is a privilege and is granted in the best interest of Hoag and its employees with appropriate administrative and department approvals. Any employee off work for more than seven (7) consecutive days (other than prior scheduled PTO) must request a LOA. No LOA will be granted during the initial new-hire probationary period unless required by statute. The maximum allowable leave period for any LOA or combination of LOAs is six (6) months in any twelve (12)-month period, unless otherwise mandated by statute.

With the exception of pregnancy and Workers Compensation leaves, all employees are required to use PTO while on leave. PTO will be used at your regular schedule unless you qualify for State Disability Insurance (SDI) or Paid Family Leave Insurance (PFLI). In those situations, the amount of PTO you are required to use will be integrated with the payment amount from those programs. For more information regarding PTO usage while on LOA, please refer to the *Leave of Absence* policy, located on the Hoag intranet.

Types of leaves include but are not limited to:

- Personal Leave
- Educational Leave
- Organ and Bone Marrow Donation Leave
- Worker's Compensation
- Family and Medical Leave
- Military Leaves

The Family and Medical Leave Act (FMLA) of 1993 and the California Family Rights Act (CFRA) require employers to grant unpaid leave to eligible employees to care for a newborn, a newly adopted child, a newly placed foster child, for incapacity due to pregnancy (covered by FMLA and the Pregnancy Disability Leave Law), prenatal medical care, the employee's own serious health condition, or to care for a child, parent or spouse who has a serious health condition.

In addition, the law allows for Military Family Leave Entitlements. The FMLA allows for eligible employees with a spouse, son, daughter, or parent on active duty or call to active duty status in the National Guard or Reserves in support of a contingency operation to use their 12-week leave entitlement to address certain qualifying exigencies which may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.

Some of the highlights of the law are:

- Employees are eligible if they have been employed for at least 12 months and have worked at least 1,250 hours during the past 12 months.
- An employee may take up to 12 weeks of FMLA/CFRA within a 12-month rolling period. The leave can be taken all at one time or in several smaller increments.
- Subject to the exceptions provided by law, employees who take leave under FMLA/CFRA and return within the approved time frame are guaranteed employment in the same or similar position.

### Notice and Certification

Employees seeking to use family and medical leave may be required to provide:

- 30-days advance notice when the need for the leave is foreseeable;
- Medical certification from a health care provider (both prior to the leave and prior to reinstatement);
- Periodic recertification; and Periodic reports during the leave.

When leave is needed to care for an immediate family member or the employee's own serious health condition, and is for planned medical treatment, the employee must try to schedule treatment so as not to unduly disrupt hospital operations.

Employees requesting to take a pregnancy disability leave must provide reasonable advance notice. In addition, employees must provide a certification from a health care provider.

For questions regarding the leave process or to initiate a leave of absence, please contact Cigna Leave Solutions at (888) 842-4462. For more information regarding leaves of absence, please refer to the *Leave of Absence* policy, located on the Hoag intranet.

### **Paid Time Off (PTO)**

The paid time off (PTO) employee benefit combines vacation, holiday, sick and personal time hours into a PTO bank. The PTO program was designed to be responsive to employee needs for time off and/or allows the employee to receive cash in lieu of time off. For more information regarding paid time off (PTO), please refer to the *Paid Time Off* (PTO) policy.

All employees except those who are per diem, on-call and temporary are eligible to earn PTO upon hire.

PTO is credited to the employee's PTO account at the conclusion of each payroll period. Hours earned for each employee's PTO account are based on hours paid for each two-week pay period.

Both straight-time hours and PTO hours taken will be included in the PTO calculation. PTO will not be earned for overtime hours, for unpaid leaves of absence, and on PTO cash out.

All accrued and unused hours in the PTO bank are vested. Vested PTO shall be paid to the employee upon termination or change to a non-benefitted status.

The following is a chart of the maximum amount of PTO which a full-time employee (80 hours/pay period) can accrue per year:

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**For those with Anniversary date prior to October 3, 2011, accrual rates are listed below:**

<b>Years of Service</b>	<b>PTO hours earned per pay period</b>	<b>PTO 8 Hour Days</b>	<b>PTO Hours</b>
0 to 4 years of service	8.61 hours x (regular hours worked + PTO hours taken) / 80 hours	28	224
4 years & 1 day – 9 years of service	10.16 hours x (regular hours worked + PTO hours taken) / 80 hours	33	264
9 years & 1 day + years of service	11.7 hours x (regular hours worked + PTO hours taken) / 80 hours	38	304

**For those with Anniversary date October 3, 2011 or after, accrual rates are listed below:**

<b>Years of Service</b>	<b>PTO hours earned per pay period</b>	<b>PTO 8 Hour Days</b>	<b>PTO Hours</b>
0 – 5 years of service	8.61 hours x (regular hours worked + PTO hours taken) / 80 hours	28	224
5 years & 1 day – 10 years of service	10.16 hours x (regular hours worked + PTO hours taken) / 80 hours	33	264
10 years & 1 day + years of service	11.7 hours x (regular hours worked + PTO hours taken) / 80 hours	38	304

No employee may accrue more than maximum allowable hours of PTO listed below. If PTO bank approaches the maximum allowable hours, the employee needs to utilize and/or cash out the amount of banked PTO as necessary. Once the PTO bank reaches the maximum allowable accrued PTO amount, no additional PTO will be accrued until the PTO bank is decreased to allow the accrual process to begin again; an employee allowing the PTO bank to reach the maximum allowable hours will cease earning all PTO that would have been accrued and banked over the maximum allowable hours.

An accurate record of the accrued PTO is available to each employee through employee self service. It is the employee’s responsibility to monitor the amount of PTO accrued.

Years of service	Maximum PTO Bank
0 – 5	300 hours
5 years & 1 day – 10	360 hours
10 years & 1 day – 15	420 hours
15 years & 1 day – 20	480 hours
20 years & 1 day+	500 hours

## Using the PTO Bank

### Vacation

Time off must be scheduled and approved by the supervisor in advance. Department heads or managers will seek to schedule time off which will be mutually convenient for the employee and the department. The hospital recommends annual time away from work for all employees.

Hours of PTO taken must be equivalent to the amount of scheduled hours missed, except as provided in the *Leave of Absence* policy.

### PTO Cash Out

Employees are allowed to cash out PTO once a year in November. The following conditions apply:

- PTO cash out request forms are due December 15th of the previous year for the following November cash out.

- An employee must leave a minimum of 80 hours in the PTO bank when cashing out.
- The maximum number of hours an employee may cash out is the amount that they will earn during the upcoming tax year.
- The employee must submit a PTO Cash-Out Request form to the Payroll department prior to the cash out year and no later than December 15th.

## Time Away from Work – Not Approved in Advance

There are circumstances in which an employee may not have the opportunity to receive advance approval for time away from work; PTO will be paid for unscheduled time off if it was impossible for the employee to receive advance approval. Those circumstances include illness, injuries or emergencies.

Employees who are unable to report for work due to illness or injury must contact their supervisor prior to the start of the work shift. Employees should also inform their supervisor of the type of absence and the expected date of return. Hoag reserves the right to request medical documentation attesting to an employee’s inability to work due to illness or injury or that of a family member.

All employees off work due to illness or disability for more than five working days must provide a return to work notice to Employee Health Services for clearance.

If an absence is due to a legislative leave of absence, the employee must apply for a leave of absence. For additional information, please refer to the *Leave of Absence* policy, located on the Hoag intranet, or contact The Hoag Benefits Center at 888/416-1093.

## Benefits

Hoag recognizes that our employees are our most valuable resource, and the health and well being of you and your dependents is vital to the hospital’s function and Hoag’s success as an outstanding community healthcare provider and leader. Our comprehensive, high-quality

benefits programs offer you freedom of choice at an affordable price. You may choose from a wide variety of plans that offer you benefits that make the most sense for you and your family. You also have the option to waive healthcare coverage and receive opt out credits if you are insured elsewhere. As an eligible employee your benefits are effective on the first day of the month following 60 days from your date of hire.

Below is a brief outline of key benefits you will enjoy as an employee at Hoag.

### Hoag Benefits Summary

As an eligible employee the majority of your benefits are effective on the first day of the month following 60 days from your date of hire.

Below is a brief outline of key benefits you will enjoy as an employee at Hoag, which are subject to change:

- **Medical Options:** A choice of three comprehensive Cigna plans:
  - Network HMO
  - Open Access Plus (OAP) (in and out of network coverage)
  - Health Savings Account (HSA) (in and out of network coverage).
  - An opt out credit per pay period may be available if you waive medical coverage
- **Dental Plan:** A comprehensive PPO plan (In-network & Out-of-Network options)
- **PPO Vision Plan:** A voluntary vision plan (In-network & Out-of-Network options)
- **Hoag Benefits Center** 888/416-1093 Available to assist employees M – F 6 a.m. – 5 p.m. with:
  - Benefits Questions
  - Eligibility
  - Claim Inquiries
  - Enrollment Assistance
  - Leave of Absence
- **Wellness Benefits:**
  - Biometric Screenings
  - New Parents to be classes
  - Wellness Discounts
  - Health Assessment
- **Flexible Spending Accounts:** Accounts that enable you to set aside a portion of your pay on a pre-tax basis to pay for eligible out-of-pocket healthcare or dependent care expenses (up to \$5,000 annually)
- **Long-Term Disability:** Replaces a portion of your monthly income if you are disabled and cannot work, 100% employer paid
- **Basic Life and Accident Death & Dismemberment (AD&D):** 100% employer paid, Supplemental Life and AD&D, Insurance available for yourself, Spouse and Children
- **Other Voluntary Benefits:** Legal Plan, Home/Auto/Boat, Pet Insurance, Critical Illness Coverage
- **Employee Assistance Program:** A complimentary, confidential counseling assessment and referral service for you and immediate family members. Available upon hire
- **Emergency Travel Assistance Program:** While traveling in the US or abroad you will have immediate access to physicians, hospitals, pharmacies and other services
- **Identity Theft Program:** Provides a review of credit information to determine if an identity theft has occurred. Assistance with placing a fraud alert on credit reports and with the replacement of lost or stolen credit cards
- **401(k) Hoag Sheltered Savings Retirement Plan:** Allows you to make tax-deferred contributions for retirement with employer matching. You will be eligible to participate on the first day of the month following 60 days from your date of hire as long as you are at least 21 years of age
  - Hoag matches 50% up to the first 4% you contribute, 100% vested on the first day of the month following 6 months from your date of hire

- Hoag contributes a 3% Safe Harbor bonus contribution for all eligible employees, 100% vested
- 0.5% – 3.5% additional length of service contribution for employees who have been employed 10 years or more
- **Employee Tuition Reimbursement:** Employees are eligible to apply for tuition reimbursement for courses related to medical interpretation and/or career advancement within Hoag. For more information, please refer to the *Tuition Reimbursement* policy, located on the Hoag intranet.
- **Employee Recognition:** Recognizing employees for their contributions to the organization is an essential part of the employee experience at Hoag. A variety of opportunities for recognition exist at both the department and organization

level, including: Length of Service Awards, Appreciation Days, the Annual Employee Awards Event and a Holiday Celebration.

- **On-Site Banking:** ATM and on-site banking services. Available upon hire
- **Cafeteria Discount:** Employees receive a discount with use of express pay badge system
- **Employee Parking:** Complimentary parking in employee parking areas
- **Transportation Program:** Rideshare incentive program in partnership with Riverside and San Bernardino Counties. Rideshare matching for Hoag employees using Carpoolworld.com
- **Child Care Center:** Year round on-site childcare for infants through pre-school age as well as an Out of School program for children 5-12 years of age



**Hoag Hospital Newport Beach**  
One Hoag Drive  
Newport Beach, CA 92663

**Hoag Hospital Irvine**  
16200 Sand Canyon Avenue  
Irvine, CA 92618

[www.hoag.org](http://www.hoag.org)