SACVALLEY MEDSHARE

HUMAN RESOURCES MANUAL

EMPLOYEE HANDBOOK

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INTRODUCTION

This employee handbook is a summary of policies, procedures and practices related to human resource management at SacValley MedShare (SVMS).

The Development Committee, as directed by the Board of Directors, are accountable for leading an effective team and are thereby accountable for the development and implementation of the policies outlined in this manual. Managers are responsible for human resource management within their own staff teams and should reference this manual to ensure organizational consistency in the application of these practices.

The Project Manager is responsible for the maintaining the procedures and systems which support human resource management for the organization and is available to answer any questions or provide clarification on any content of this manual.

The SVMS benefits package, including the insurance stipend, is coordinated through the contracted CPA, the Project Manager, and the Board Chair. Questions regarding the benefits package may be directed to the Project Manager.

STATEMENT OF PHILOSOPHY

SVMS wishes to maintain a work environment that fosters personal and professional growth for all employees. Maintaining such an environment is the responsibility of every staff person. Because of their role, managers and supervisors have the additional responsibility to lead in a manner which fosters an environment of respect for each person.

It is the responsibility of all staff to:

- Foster cooperation and communication among each other,
- Treat each other in a fair manner, with dignity and respect,
- Promote harmony and teamwork in all relationships,
- Strive for mutual understanding of standards for performance expectations, and communicate routinely to reinforce that understanding,
- Encourage and consider opinions of other employees or members, and invite their participation in decisions that affect their work and their careers,
- Encourage growth and development of employees by helping them achieve their personal goals at SVMS and beyond,
- Seek to avoid workplace conflict, and if it occurs, respond fairly and quickly to provide the means to resolve it,
- Administer all policies equitably and fairly, recognizing that jobs are different but each is important; that individual performance should be recognized and measured

against predetermined standards; and that each employee has the right to fair treatment, and,

- Recognize that employees in their personal lives may experience crisis and show compassion and understanding.

WHO WE ARE

SacValley MedShare is a California not-for-profit corporation, operating under I.R.S. section 501(c)(3) and governed by a local community Board of Directors. The region is comprised of Butte, Colusa, Glenn, Lassen, Modoc, Plumas, Shasta, Siskiyou, Sutter, Tehama, Trinity, and Yuba counties. The region covers over 28,428 square miles, and serves a little over 800,000 in population. Its board members are drawn from senior leadership members of stakeholder participants within the HIE; they were deliberately chosen to provide both geographic and institutional diversity.

They currently include representatives from:

Individual Acute-Care Hospitals, Hospital Systems, Critical Access Hospitals, Tribal Healthcare, Federally-Qualified Healthcare Clinics, Private Medical Clinics, Imagining Centers and Laboratories.

Reporting directly to the Board, the Development Committee is involved with the day-to-day operational and organizational management of the organization. Its membership, in addition to having representatives from the above categories, includes representatives from:

County Public and Behavioral Health, Medical Societies, The Hospital Council of Northern and Central California, and an insurance payer.

MISSION STATEMENT

To improve the quality and safety of healthcare across the North Central Valley, by sharing health information in a secure and efficient fashion between all providers, facilities and patients.

VISION STATEMENT

To become a model for inclusive provision of health information exchange across our diverse communities, that others may build upon to serve similar communities.

EMPLOYMENT AT SACVALLEY MEDSHARE

EMPLOYMENT EQUITY

SVMS is an equal opportunity employer and employs personnel without regard to race, ancestry, place of origin, colour, ethnic origin, language, citizenship, creed, religion, gender, sexual orientation, age, marital status, physical and/or mental handicap or financial ability. While remaining alert and sensitive to the issue of fair and equitable treatment for all, SVMS has a special concern with the participation and advancement of members of four designated groups that have traditionally been disadvantaged in employment: women, visible minorities, aboriginal peoples and persons with disabilities.

RECRUITMENT AND SELECTION

All employment opportunities at SVMS are posted until filled. They are posted on SVMS's website. Occasionally, they are posted on employment websites or with an employment agency. Applications are encouraged from current employees but will be screened in the same manner as applications received from outside applicants.

Applicants are invited to submit their application, along with a current résumé, demonstrating that they meet the minimum criteria for the position being sought. At the closing date, all applications are screened, and candidates selected for interview are contacted. If the interview is positive, references will be contacted. Depending on the feedback provided, a position may be offered to the applicant.

NEPOTISM

No candidate shall be hired for a position where they may report to, or supervise a member of their immediate family. Immediate family is defined as: parent(s), step parent(s), foster parent(s), sibling(s), grandparent(s), spouse {including common law a/o same sex partner}, step child(ren) or ward of the staff member, father-in-law or mother-in-law (including parent of same sex partner). Personal relationships with other employees or members of the SVMS Board of Directors or Committees of SVMS should be disclosed prior to accepting any offer from the employer. Failure to disclose this information would be considered contradictory to the Code of Ethics policy, policy number SVMS-23.

ORIENTATION

All new employees to SVMS shall receive an orientation session which will encompass an overview of general policies, procedures and operations. This will also provide employees, new to either a position or SVMS, an opportunity to learn the performance expectations management has with regard to the position in question. They will be given a copy of this Human Resources Manual/Employee Handbook and will be expected to learn its contents.

They will also make aware of policies such as, Code of Ethics, and asked to sign off on their adherence to same.

Employee Classification

Each position at SVMS shall be classified as either Exempt or Non-Exempt in nature, as determined by the Project Manager and/or Board Chair. This decision will be based on the duties assigned and qualifications required for each position. It should be noted that Exempt positions are not covered by the Hours of Work and Overtime provisions of the Employment Standards Act (O. Regulation #285).

Employee Duties

Attached to an Offer of Employment, is a description of the job and the associated responsibilities, along with any additional tasks possibly required. This document will be used to evaluate performance both during the probation period and after. If an employee is unsure of its contents, they should not hesitate to ask for clarification.

From time to time, it may be necessary to amend an employee's job description. These amendments will be discussed with the employee in advance however; the final decision on implementation will be made by management.

Personnel File

SVMS does collect personal information for inclusion in personnel files. This information is available to the employee, the Project Manager and the Board Chair. This information is kept in a secure location, and is not shared with anyone not afore mentioned. Information which is contained in an employee's personnel file includes the following:

- Résumé,
- Letter of offer,
- Signed Job Description
- Signed Security Agreement,
- Signed SVMS Policy and Procedure Acknowledgement,
- Criminal Background Check,
- Reference Check,
- Performance Evaluations,
- Amendments to job descriptions,
- Disciplinary notices,
- Tax forms,
- Credit Check, and,
- Leave requests.

Probation

The first 90 (ninety) days of employment are probationary. During this time both parties may assess suitability for employment with the Employer. This also provides management an opportunity to assess skill levels and address areas of potential concern. During the first ninety (90) days of the probationary period, employment may be terminated by either party for any reason whatsoever, with or without cause. SVMS is an at-will, Equal Opportunity Employer. At the completion of the probation period, the employee and employer shall meet and review progress to date. At this time one of three things will occur:

i. Probation will end,
ii. Probation may be extended for an additional 90 (ninety) days, or,
iii. Employment will end.

Salaries

Salaries shall be determined by the Board of Directors, based on budget considerations and commensurate with the experience of the successful candidate. The organization shall pay employees on a bi-weekly basis, less the usual and necessary statutory and other deductions payable in accordance with standard payroll practices. These payroll practices may be changed from time to time at the Employer's sole discretion. Currently, payday occurs every other Friday and covers the pay period ended the previous Saturday.

Performance Evaluations

1. Employee performance will be reviewed using the Performance Evaluation Form (SVMS-FORM-097)
2. 90-Day Performance Evaluations:
   - All employees will receive a performance review 90 days following their date of hire.
   - Their performance will be reviewed.
   - Anything to be improved will be outlined with a performance improvement plan.
   - Goals for the next year of employment will be discussed and outlined.
3. Annual Performance Evaluations:
   - All employees will receive a performance review annually.
   - Their performance will be reviewed.
   - Anything to be improved will be outlined with a performance improvement plan.
   - Goals for the next year of employment will be discussed and outlined.
   - Any monetary changes will also be outlined.

Professionalism

When representing SVMS, staff should dress and behave appropriately. Employees should choose to dress in a manner which presents a professional image to the public and is

respectful of others; business professional dress is expected. Excessive use of profanity is neither professional nor respectful to co-workers and will not be tolerated.

Discipline

Discipline at SVMS shall be progressive, depending on the nature of the problem. Its purpose is to identify unsatisfactory performance and/or unacceptable behavior. The stages may be:

i. Verbal reprimand
ii. Written reprimand
iii. Dismissal

Some circumstances may be serious enough that all three steps are not used. Some examples of these types of situations are theft, assault, HIPAA breach, or wilful neglect of duty. In all cases, documentation should be included in the employee's personnel file. Refer to the SVMS System Security Practices Policy, SVMS-18.

Hours of Work

The regular office hours for SVMS are 8 a.m. to 5 p.m. Monday through Friday inclusive (excluding holidays). It is expected that all staff will be available during regular office hours. All employees are expected to work 8 hours per day, exclusive of an unpaid eating break of at least 30 (thirty) minutes. Employees may also be expected to work such other hours as may be requested or required, from time to time. Employees hired on a part time basis will have schedules determined on a case by case basis.

Employees are required to notify their supervisor, in advance, of planned days away from the office. Unplanned absences from the office should be reported to the employee's supervisor as soon as could reasonably be expected. At the discretion of the Project Manager or Board Chair, depending on circumstances, employees may be allowed to work from home for specific periods of time.

Holidays

SVMS has twelve (12) holidays and other days for which staff will be paid. They are:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- The day after Thanksgiving
- Christmas Day

Overtime

All overtime must be authorized by the Project Manager in advance of being worked. After forty (40) hours worked in a week, employees shall accumulate time off in lieu of overtime pay at the rate of time and one-half (1.5) the regular non-overtime rate of pay.

Business travel for conferences, meetings, etc., which cause an employee to depart or arrive home on a non-work day does not constitute overtime. If travel is part of the employee's job, or could be reasonably expected to occur in the course of performing one's duties, it is merely an inconvenience. Some travel, which may be exceptional to the employee's normal duties, may qualify as overtime at the discretion of the Executive Director.

Departure

Termination for Cause

An Employment may be terminated by the Employer at any time for cause, without notice or severance pay whatsoever, except payment of outstanding wages, overtime and Personal Time Off pay to the date of termination. Cause includes, but is not limited to, any act of dishonesty, conflict of interest, breach of confidentiality, harassment, insubordination, or careless, negligent or documented poor work performance.

Termination Without Cause

An Employee may be terminated by the Employer at any time and for any reason on a without cause basis, upon the provision of notice or payment of notice instead , and severance pay if applicable, as is minimally required by the ESA, as amended from time to time. The notice as described in this paragraph is inclusive of all statutory and common law entitlements to notice. Upon satisfaction of the requirements under this paragraph, the Employer shall have satisfied any and all obligations to the employee, whether under the ESA, as amended, or at common law. The notice requirement contained in this clause constitutes a material inducement to the Employer to enter this agreement.

Resignation

After completion of the first ninety (90) days of the probationary period, employees must give the Employer two (2) weeks' notice of resignation. The Employer may waive the resignation notice period in whole or in part at any time by providing payment of regular wages for the period so waived.

Layoff

Operational requirements are subject to change based on workload and the funding levels received on an annual basis. All efforts will be made to keep staff in a position similar, in scope and salary, to that they have become accustom to.

Employer Property

Upon termination of employment for any reason, all items of any kind created or used pursuant to the employee's service or furnished by the Employer including but not limited to computers, reports, files, diskettes, manuals, literature, confidential information, or other materials shall remain and be considered the exclusive property of the Employer at all times, and shall be surrendered to the Project Manager, in good condition, promptly and without being requested to do so.

Leaves

Personal Time Off (PTO)

1. Personal time off (PTO) will be accrued by employees at the rate of 7 (seven) hours per month with a cap at two-hundred twenty (220) hours.
2. PTO accrual will begin after the employee has completed 90-days of employment.
3. PTO cannot be cashed out during employment. Any unused PTO that an employee has accrued during their employment will be cashed out at termination of employment.
4. Usage of PTO will need to be submitted to the employee's supervisor using the Personal Time Off Request form (SVMS-FORM-096) and approved by the supervisor.
5. Accrued PTO can be used for:
    a. Vacation,
    b. Illness,
    c. Holiday, and/or,
    d. Other instances where the employee is not at work, is requesting to be paid, and has the hours accumulated to cover the hours where the employee is not at work.
6. Employees can request time off without pay if they do not have enough hours accumulated for PTO. Such requests will need to be submitted to the employee's supervisor using the Personal Time Off Request form (SVMS-FORM-096) and approval will be at the supervisor's discretion based on the needs of the department/company.
7. PTO Request and approval process:
8. Employee will submit a completed PTO Request for to their supervisor
9. If approved:
    a. Supervisor will sign the request and email a copy to the payroll processor.
    b. Provide a countersigned copy to the employee.
    c. Update the employee's PTO accrual/tracking spreadsheet.

10. Employees will be provided with their PTO accrual/tracking upon request and with the employee's annual performance review.

Compassionate Leave

SVMS will grant up to three (3) working days per event on the occasion of a death in the staff member's immediate family for in-state and five (5) days for out of state. Immediate family is defined as: parent(s), step parent(s), foster parent(s), sibling(s), grandparent(s), spouse (including common law a/o same sex partner), step child(ren) or ward of the staff member, father-in-law or mother-in-law (including parent of same sex partner).

Additional compassionate leave may be granted at the discretion of the Project Manager and/or Board of Directors for reasons not covered elsewhere in this manual. These requests should be discussed in person with the Project Manager and/or Borad of Directors and followed by a written submission.

Jury Duty

Employees will be allowed up to two (2) weeks paid time off for jury duty. After that, employees will be asked to continue jury duty without pay. Any compensation, covering the first two (2) weeks, received from the court system shall be surrendered to the Organization. A copy of the notice to serve should be provided for inclusion in the employee's personnel file.

Disability Leave

Currently, SVMS's benefit package does not provide for Short Term or Long Term Disability.

For more information on EI Benefits, please visit:
http://www1.servicecanada.gc.ca/en/ei/types/special.shtml#Sickness3

Maternity, Parental, FMLA and Adoptive Leave

Maternity/Parental/Adoptive and other government supported Leave shall conform to the provisions of the Employment Standards Act. The full period of the leave is granted without pay. SVMS will issue a Record of Employment on commencement of leave which allows the employees to make claim for Employment Insurance Benefits. When the employee returns to work, employment is guaranteed in a similar position at the same salary level. During the full period of leave, vacation and sick leave shall continue to accumulate.

Benefits

Medical/Dental/Vision

SVMS does not currently offer a benefits package but rather a monthly stipend of $1,000 for each employee. Employees must submit a receipt for reimbursement in order to receive the monthly stipend without it being taxed. If the employee chooses to receive the $1,000 without submission of a receipt that shows payment for a medical plan, the monies will be paid to the employee minus the standard payroll taxes.

Confidential Information, HIPAA, And Intellectual Property

Confidential Information

From time to time, employees of SVMS may come into contact with confidential information, including but not limited to information about SVMS's members, suppliers, finances and business plans. Employees are required to keep any such matters that may be disclosed to them or learned by them confidential.

Furthermore, any such confidential information, obtained through employment with SVMS, must not be used by an employee for personal gain or to further an outside enterprise.

HIPAA

All staff members, contractors, and volunteers of SVMS are required to complete the OSHA approved online HIPAA training course and pass the final exam with a score of 70% or better. Proof of a passing score must be submitted to your supervisor. SVMS will cover the cost of the certificate order.

Course link: https://www.oshatrain.org/courses/mods/625e.html

All staff members, contractors, and volunteers of SVMS shall complete annual HIPPA training and sign the acknowledgement form (SVMS-FORM-106) indicating such.

Intellectual Property

Any intellectual property, such as trademarks, copyrights and patents, and any work created by an employee in the course of employment at SVMS shall be the property of SVMS and the employee is deemed to have waived all rights in favour of SVMS. Work, for the purpose of this policy refers to written, creative or media work. All source material used in presentation or written documents must be acknowledged.

IT Information Storage and Security

Information security is covered via the Security Agreement, SVMS-FORM-042.

Health And Safety

SVMS, along with its employees, must take reasonable precautions to ensure that the workplace is safe. The organization complies with all requirements for creating a healthy and safe workplace in accordance with the Occupational Health and Safety Act.

Employees who have health and safety concerns or identify potential hazards should contact the Project Manager at 530.249.2322.

Alcohol and Drugs

Refer to the SVMS Drug and Alcohol Policy, SVMS-30.

Driving/Travel

SVMS requires all employees who may travel for work related activities to furnish a copy of their valid drivers license and a valid copy of their vehicle insurance. These documents will be located in the employees personnel file.

Air Quality

Indoor air quality can lead to many health issues. SVMS recognizes this and attempts to minimize the risks associated with indoor air quality and the effects on its employees. Issues pertaining to air quality should be reported to your supervisor.

Smoke Free Environment

Smoking in the offices of SVMS or on the campus of the SVMS offices is not permitted at any time.

Scents

SVMS is aware that some persons may have allergies or sensitivities to perfumes, lotions, colognes and / or chemical smells. As a result, we discourage the overuse of these products.

Pets

The offices of SVMS are a place of business, and as such, pets are not welcome during normal working hours. Staff and visitors with service animals are the only exception.

HARASSMENT

SVMS wants to provide a harassment-free environment for its employees and volunteers. Mutual respect, along with cooperation and understanding, must be the basis of interaction between members and staff. SVMS will neither tolerate nor condone behavior that is likely to undermine the dignity or self-esteem of an individual, or create an intimidating, hostile or offensive environment.

There are several forms of harassment but all can be defined as any unwelcome action by any person, whether verbal or physical, on a single or repeated basis, which humiliates insults or degrades. "Unwelcome", for the purposes of this policy, refers to any action which the harasser knows or ought to reasonably know is not desired by the victim of the harassment.

Specifically, racial harassment is defined as any unwelcome comments, racist statements, slurs, jokes, graffiti or literature or pictures and posters which may intentionally or unintentionally offend another person.

Sexual harassment is any unwanted attention of a sexual nature such as remarks about appearance or personal life, offensive written or visual actions like graffiti or degrading pictures, physical contact of any kind, or sexual demands.

WORKPLACE VIOLENCE

Workplace violence can be defined as a threat or an act of aggression resulting in physical or psychological damage, pain or injury to a worker, which arises during the course of work. Further to the definition of violence, is the definition of abuse. Abuse can be verbal, psychological or sexual in nature. Verbal abuse is the use of unwelcome, embarrassing, offensive, threatening or degrading comments. Psychological abuse is an act which provokes fear or diminishes a person's dignity or self-esteem. Finally, sexual abuse is any unwelcome verbal or physical advance or sexually explicit statement.

SVMS has a zero-tolerance limit with regards to harassment and violence. Employees or volunteers engaging in either harassing or violent activities will be subject to discipline, which may include termination of employment, removal from Boards or committees and possibly criminal charges. The workplace violence is expanded in the program document SVMS-31 and includes annual training requirements.

DISPUTE RESOLUTION

Regrettably, conflict can occur in any working environment. In an effort to resolve conflict in an expedient, yet fair manner, SVMS recommends the following process for conflict or dispute resolution.

- Speak to the person you are having the dispute with. Many times, disputes arise due to misunderstandings and miscommunications.
- If speaking to the individual does not work, speak to the Project Manager. The PM will arrange a meeting between those involved in the dispute, to determine a resolution.
- If speaking to the Project Manager does not work, speak to the Board Chair. The Board Chair will arrange a meeting with those involved in the dispute, to determine a resolution.

If the Board Chair is unable to resolve a workplace dispute, the parties may be referred to mediation by an outside third party. The resolution of the mediator is binding on both parties of the dispute.

ACKNOWLEGEMENT

All staff, board members and volunteers of SacValley MedShare shall read and understand this policy and sign the acknowlegement form (SVMS-FORM-102) indicating such.

Authorization	Name	Signature	Date
Board Chair	Myron E. Machula		7/6/2017
Project Manager	Elizabeth Steffen		7.6.2017

Reference:

HR Council for the Voluntary & Non-profit Sector. (June, 2016.) *Employee Handbook.* Retrieved March 76, 2017 from http://www.hrcouncil.ca/hr-toolkit/documents/CAHRC_HR_Manual.doc.

Version	Date	Author	Comment
.001	06/03/2017	E. Steffen & M. Machula	Initial release.

Appendix A:

Compliance Requirements:

Americans with Disabilities Act (ADA);
California Assembly Bill AB 109;
California Fair Employment and Housing Act (FEHA);
California Family Rights Act (CFRA);
California Labor Code §2808(b);
California Labor Code §3700-3709.5;
California Labor Code §6404.5;
California Labor Code Chapter 4, Part 4, §1400-1408;
California Unemployment Insurance Code 1089;
California Vehicle Code (CVC) §12500 - §1532;
Equal Opportunity Employment Commission (EEOC);
Fair Credit Reporting Act;
Family and Medical Leave Act of 1993 (FMLA);
Government Code §12940(k);
Health Insurance Premium Payment (HIPP) DHCS 9061;
Pregnancy Disability Act (PDA);
State of California Executive Order B96-82;
Title VII of the Civil Rights Act of 1964;
Uniformed Services Employment and Reemployment Rights Act (USERRA);
Workers Compensation Act of 1990