



NINNESCAH VALLEY HEALTH SYSTEMS
EMPLOYEE HANDBOOK

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Thank you for choosing Kingman Healthcare Center (KHC). Your contribution to the organization is vital and directly impacts the overall success of KHC. Our culture is innovative and unique. This handbook is designed to help acquaint you with KHC and define guidelines affecting your employment. It's important that you understand the content herein. It's even more important that you ask questions if you're unsure.

Employee handbooks cannot anticipate every circumstance. There may be a need to revise these guidelines from time to time, and KHC reserves the right to do so. You'll be notified if any change is necessary.

Mission/Vision/Values (MVV)

KHC's mission, vision, and values statements all share the same phrase:

Exceptional Care. Every Time.

Exceptional Care. Every Time. is fully inclusive – of our patients, families, communities, and coworkers.

Our **mission** is *Exceptional Care. Every Time.*

Our **vision** for the future is *Exceptional Care. Every Time.*

We **value** *Exceptional Care. Every Time.*

The MVV only happens through a collective commitment from every employee of Kingman Healthcare Center. If you have questions about your role/your department's role in *Exceptional Care. Every Time.*, please contact your director or supervisor.

Performance / Conduct Standards

Job Performance: Employees will perform all duties accurately and efficiently, complying with standards, laws, and regulations.

Compliance: Employees will participate in a culture of compliance, per the code of conduct, policies, and procedures.

Integrity: Employees will have honest and strong moral principles.

Innovation: Employees can and are expected to develop new ideas.

Stewardship: Employees will be good stewards of KHC's resources.

Teamwork: Employees will work together to care for patients and each other.

Equal Employment Opportunity (EEO)

KHC provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

Employee Occupational Health

Employment will be contingent upon the outcome of a pre-employment offer, physical, TB testing, proof of immunizations, and substance abuse testing.

Employees may also be required to obtain a work release from their physician and/or Kingman Healthcare Center Occupational Health Provider in the event they have been away from work due to an illness or injury.

Those providing occupational health services will establish support systems, protocols, and programs that assure a safe work environment and promote wellness to keep employees working to their fullest potential.

Influenza and COVID-19 vaccinations are strongly encouraged for all employees. It is a proactive step to protect employees and the community we serve. Influenza vaccinations are provided at no cost for all KHC employees. COVID-19 vaccinations are widely available at no cost, including the local health department. Employees are required to provide proof of vaccination. If an employee chooses not to vaccinate due to allergies/reactions or deeply held personal/religious beliefs, a declination form must be signed. Should CMS or other governing body change requirements for healthcare institutions (such as mandating vaccination), this requirement may be revised.

Employment of Relatives (Nepotism)

Kingman Healthcare Center bases employment decisions on business-related criteria. To obtain objectivity and avoid potential for family relationships to influence business decisions, Kingman Healthcare Center will not employ relatives in a direct reporting relationship. Leadership does have the discretion to permit a relative to work in the same area.

Relatives are defined as parents, spouses, children, stepchildren, siblings, aunts, uncles, grandparents, grandchildren, and in-laws. Other relationships may be reviewed as necessary.

If problems related to nepotism arise, a transfer will be recommended. If such change of transfer is not possible or the transfer does not foster the desired results, resignation of one of the relatives will be required.

Orientation / Introductory Period

All employees will be required to participate in an orientation program coordinated by the Human Resources department.

Leadership will conduct department and job specific orientation as well as on-the-job training during regular working hours. Every department is responsible for providing a clear and comprehensive overview of departmental and system policies, procedures, guidelines, and practices.

To provide employees and leadership an opportunity to become better acquainted and to determine if KHC is the right place of employment, all new employees shall be subject to an introductory period of no less than 90 days. If a new employee decides to leave during this period or if Kingman Healthcare Center determines the employee is not fulfilling job expectations, either party may end the employment period without advance notice.

Job Posting/Transfers

KHC is committed to equal employment opportunities not only in its hiring practices, but also in its opportunities for transfer and promotion within the healthcare center. Accordingly, the Human Resources department will compile and post a list of open positions to be filled.

Consideration for transfer or promotion is based on qualifications and ability to perform the essential functions of the job as well as performance in the employee's current position. There is no specific length of time that he or she must be employed or have been in the current position to apply for a transfer.

Interested employees are responsible for monitoring the job posting and completing an application online.

KHC recognizes the benefit of personal/professional development and encourages employees to discuss their career goals with leadership. Leadership is encouraged to support employees' efforts to gain experience and advance within the organization. The hiring manager can obtain a reference check with employee's present manager/supervisor before any offer of employment is made. Leadership will determine a mutually acceptable transfer date.

Since teamwork is the foundation for a successful organization, a spirit of collaboration and cooperation must exist between leadership regarding references and notices.

Personnel files/Records

KHC maintains a personnel file on every employee. The personnel file includes such information as the employee's job application, resume, records of training, documentation of performance appraisals, salary increases, disciplinary action notices and other employment records. Personnel files are the property of Kingman Healthcare Center and access to the information therein is restricted. Employees who wish to review their own personnel file should contact Human Resources to schedule an appointment to review the file in the presence of an individual appointed by Kingman Healthcare Center.

Credentials (Licensure, Registration and Certification)

Many positions require licensure, registration and/or certification. Employees in positions requiring credentials are responsible for maintaining current credentials and providing copies of the information (including but not limited to, license number and expiration date) to Human Resources prior to, or on the first day of employment. Credentials will be verified by Human Resources annually at renewal date. Failure to maintain current credentials will result in removal from the schedule, and disciplinary action up to and including termination.

Disability Accommodation

KHC complies with the Americans with Disabilities Act (ADA) and strives to ensure equal opportunity employment for qualified persons with disabilities. Hiring procedures provide persons with disabilities meaningful employment opportunities. Pre-employment inquiries are made requiring an applicant's ability to perform the duties of the position.

Reasonable accommodation is available to all disabled qualified employees where the disability affects the performance of job functions. All employment decisions are based on the merits of the situation in accordance with defined criteria, not the disability of the individual.

Qualified individuals with disabilities are entitled to equal pay and other forms of compensation (or changes in compensation) as well as equal treatment in job assignments, classifications, organization structures, position descriptions, lines of progression and seniority lists. Leave of all types will be available to all employees on an equal basis.

KHC does not discriminate against any qualified employees or applicants because they are related to or associated with a person with a disability. KHC follows all applicable laws involving persons with disabilities.

KHC will take all actions necessary to ensure equal employment opportunity for persons with disabilities in accordance with the ADA as well as applicable federal, state, and local laws.

Responsibilities of Leadership

KHC is a licensed healthcare provider authorized by the state of Kansas to provide comprehensive inpatient, outpatient, emergency, and primary care service in accordance with state and federal regulations. KHC retains authority to manage its affairs and operation, and to perform customary leadership functions which include but are not limited to:

- The selection and evaluation of employees
- The hiring, promotion, demotion, training, and termination of employees
- Assigning job duties, hours of work and shifts
- Transferring employees within departments, into other departments or job classifications
- Overseeing, coaching, and correcting employees
- Determining and changing size, composition, and qualifications of the work force
- Establishing change and abolishing policies, practices, guidelines, and operations
- Establishing and modifying job descriptions and classifications
- Establishing and modifying performance evaluation tools and practices

Classification

Employees of KHC will be classified in the following categories:

Full Time (FT) – Employee is scheduled to work a minimum of 30 hours per week on a regularly scheduled basis and whose employment is for no definite term. Regular full-time employees are entitled to all employee benefits the first full month following 60 days of employment on FT status, with the exception of retirement match contributions by employer.

Part Time (PT)– A part-time employee is one who is regularly scheduled to work less than 30 hours per week. A Part-time employee is eligible to earn up to 80 hours of vacation.

PRN – A PRN employee is one who works on an 'as needed' basis.

Termination

Termination of Employment

Kansas is an "Employment at Will" state, all employees at KHC are employed for an indefinite term. Therefore, either the employee or the employer may terminate the employment relationship at any time, with or without cause or notice.

Voluntary termination may result from the formal resignation of an employee or from extended absence without notification (three consecutive scheduled days of absence without notification). Formal resignation may be tendered by the employee in writing to a member of leadership. In the case of absence without notification, resignation is based on job abandonment. Employees terminating voluntarily are requested to provide a two week notice of a formal resignation. Employees in management level positions are requested to provide a four-week notice. The requested notices are a courtesy to help ensure that appropriate coverage is maintained. Employees not providing adequate notification will forfeit PTO payout and may be deemed ineligible for rehire.

All equipment, keys, devices, badges, or other resources owned by KHC shall be surrendered upon termination. Employment with Kingman Healthcare Center is on an at-will basis where either the employee or the employer may terminate employment, with or without cause or notice, at any time for any lawful reason.

Final Paycheck

Final pay will be received the next regular payday following the effective date of termination. When an employee is reclassified to PRN, he/she will receive payment for any unused PTO the next pay period following the date of reclassification. If the employee is terminated resulting from layoff or disciplinary action, the employee will receive final pay the pay period following termination. At no time is sick or self-care paid out at termination.

Exit Interview

Exit interviews provide an opportunity to share the reasons for exiting as well as to provide feedback regarding organizational performance. Employees may be asked to participate in an exit interview and, likewise, an employee may request an exit interview. This interview will be conducted by a member of the administration team or a representative from Human Resources. It is optimal to schedule the interviews prior to departure.

Exit interviews are not a part of the employee's file. Information is confidential.

Payroll

Recording Work Hours

Federal and state laws require Kingman Healthcare Center to keep an accurate record of time worked in order to calculate employee pay and benefits. Time worked is all the time actually spent on the job performing assigned duties.

If an employee leaves the campus for any reason other than company business, they must clock out, this will not be paid time.

The payroll system will automatically deduct 30 minutes for lunch breaks. If an employee goes off campus for lunch, they must clock out.

The Department Director in coordination with Human Resources will instruct you on timekeeping policies/practices. All employees are responsible for reviewing/validating accuracy of timecard prior to director approval.

Regular Pay Procedures

All employees are paid by direct deposit or bank card, on a bi-weekly basis. The pay period begins at 12:01 am on Sunday and ends at 12:00 am Sunday, 14 days later.

If a scheduled payday falls on a company observed holiday, you will usually be paid on the day preceding the holiday.

All required deductions, such as federal and state taxes and all authorized voluntary deductions, such as insurance contributions, will be withheld automatically from your paychecks.

Please review your paycheck for errors. If you find a mistake, please report it to your director immediately. They will assist you in taking the steps necessary to correct the error.

Overtime Pay Procedures

Employees that are eligible for overtime, as set forth by the Fair Labor Standards Act (FLSA), will receive additional compensation for approved overtime. Overtime work must always be approved before it is performed. Leadership will attempt to provide you with reasonable notice when the need for overtime work arises. Please remember, however, that advance notice may not always be possible. Paid Time Off (VACATION) or other paid time off (Funeral Leave, Jury Duty, etc) will not be included with time worked when accumulating hours to determine overtime eligibility and pay.

Differential Pay Procedures

Kingman Healthcare Center pays a differential for evening (3:00 pm-midnight), weekend and 12-hour shifts. Holiday pay for working a holiday is figured at time and a half. Weekend differential is paid starting at 7:00 a.m. Saturday to 7:00 a.m. Monday. Holiday pay is from 12:01 a.m. to midnight the day of the holiday.

On-call/Call Back Pay Procedures

When an employee is required to be on-call during off-duty hours, that employee will be paid on-call pay for that inconvenience. Employees will receive the approved rate for each "on-call" hour. Call-back hours will be paid at time and a half with a guarantee of one hour for call-back.

Time Off Benefits

Vacation

Paid time off benefits are provided for full and part time employees.

Vacation is available to use after the first month following 60 days of the initial employment period. However, if a holiday falls during the initial employment period, the employee may take vacation hours for a holiday not to exceed the amount in the vacation bank at the time of the request.

Request for paid time off should be submitted electronically in the timekeeping system and approved by the department director. Paid time off will not be paid out for hours more than regularly scheduled hours per week. If possible, a minimum of two weeks advance notice should be given for vacation. It is the department manager's responsibility to monitor and control the number of days employees take off.

All non-exempt full-time employees accrue paid time off according to the following formula which is based on regular time, over time, vacation, bereavement leave and jury duty not to exceed 80 hours per pay period:

	Accrual Per Year	Accrual Per Hour	Accrual Cap
Until completion of 5 years	19 days	.073 hours	152 hours
After 5, until 10 years	24 days	.092 hours	192 hours
After completion of 10 years	29 days	.112 hours	232 hours

The vacation accrual includes eight hours/day for six holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas.

All employees classified as part time accrue paid time off at a rate of .061 hours for each regular hour worked, over time, bereavement leave, jury duty and vacation not to exceed 80 hours per pay period. The accrual cap for part-time employees is 80 hours. Part time employees may request vacation for time off of regularly scheduled workdays, i.e., if the employee wants off for a week, vacation will be granted for hours regularly worked in a one-week period.

Paid time off may be taken any time of the year (following the 60-day initial employment period) providing there is adequate staffing. Directors will seek to accommodate each employee's choice of time off but must reserve the right to schedule paid time off in such a way as to ensure proper and adequate patient and departmental coverage. This is particularly applicable during the holiday season (Christmas and Thanksgiving). Approval of vacation may be given only for hours in the vacation bank at the time of the request.

Employees who terminate in good standing will be paid out 100% of accrued vacation. This will be paid out at the employee's base rate and will be included in the final paycheck.

Employees have the option of buying out portions of accrued vacation as follows: The employee is limited to an annual one-time buyout which is limited to 40 hours per calendar year on the condition that it leaves a minimum of 40 hours in their vacation bank. The vacation buyout will be included in the regular paycheck issued on pay date determined by CFO.

Self-Care

Self-Care time off is provided for full time employees as an employee benefit. A full-time employee may use a maximum of two self-care days per year. These days must be used during pay periods in which paydays fall within the calendar year and be used as a full workday. Request off must be submitted in the payroll system and approved by the department manager. An employee must complete the 60-day initial employment period before requesting self-care days off.

Sick Leave

Sick leave is provided to employees to guard against loss of earnings due to illness. Sick leave is not part of salary or wages to which an employee is entitled regardless of need. It is not payable upon termination.

Directors have the principal responsibility for the proper and consistent application of the sick leave policy. Abuse of sick leave in any form can have serious impact on the morale and effectiveness of all KHC staff members. Abuse of sick leave may result in disciplinary action. A director may have the authority to require a note from a physician upon return of the employee.

It is the policy of KHC to allow every employee classified as full-time to accumulate a sick bank. Sick time hours start accruing from date of hire at the rate of .04615 for each hour worked capping at 520 hours. Sick time continues to accrue during paid time off but not on sick time used. Vacation does not accrue on sick time used.

Sick leave is to be used in cases of accident or illness of the employee, spouse, dependent children (defined as dependent on tax returns), and parents. An employee may use their accumulated sick leave every year for preventative medical care and/or dental care of self, spouse, dependent children, and parents. A note/receipt from the medical/dental care professional may be requested by the immediate supervisor to confirm the time was used appropriately.

At no time is an employee allowed to work from home when they are ill or caring for a sick family member without Director approval.

Sick may be paid out for work comp time lost.

Maternity/Paternity Leave

The first four weeks of maternity/paternity leave is a paid benefit. If the employee chooses to take a total of twelve weeks, the remaining eight weeks will come from the employee's vacation/sick bank.

Community/Charitable Service

In lieu of using vacation hours, an employee may use up to eighty hours per year for community/charitable service. All service time requires Administrative prior approval.

Bereavement

In the event of a death in an employee's immediate family, he/she will be allowed time off with pay for 3 days of scheduled workdays. The immediate family is defined as the employee's parents, grandparents, grandchildren, brother, sister, spouse, child – including in-laws of same. If an employee loses a spouse or a dependent child, an additional 2 days of scheduled workdays are allowed.

Leave of Absence

Family and Medical Leave (FMLA)

In compliance with the federal Family and Medical Leave Act (FMLA), Kingman Healthcare Center provides eligible employees up to 12 weeks unpaid leave within any 12-month period for certain family and medical reasons. Employees are eligible for

such leave if they have worked for Kingman Healthcare Center at least one year, have worked a minimum of 1,250 hours during the 12 months prior to the effective date of leave and have a qualifying reason for the leave.

Basic Leave Entitlement

FMLA requires covered employers to provide up to 12 weeks of unpaid, job-protected leave to eligible employees for the following reasons:

- For incapacity due to pregnancy, prenatal medical care, or childbirth.
- To care for employee's child after birth or placement for adoption or foster care.
- To care for employee's spouse, son or daughter, or parent, who has a serious health condition.
- For a serious health condition that makes the employee unable to perform the employee's job.

Military Family Leave Entitlements

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 may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, address certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.

FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered service member during a single 12-month period. A covered service member is a current member of the Armed Forces, including a member of the National Guard or Reserves, who has a serious injury or illness incurred in the line of duty on active duty that may render the service member medically unfit to perform his or her duties for which the service member is undergoing medical treatment, recuperation, or therapy; or is in outpatient status; or is on the temporary disability retired list.

Benefits and Protections

During FMLA leave, the employer must maintain the employee's health coverage under any "group health plan" on the same terms as if the employee had continued to work. Upon return from FMLA leave, most employees must be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms.

Use of FMLA leave cannot result in the loss of any employment benefit that accrued prior to the start of an employee's leave.

Eligibility Requirements

Employees are eligible if they have worked for a covered employer for at least one year, for 1,250 hours over the previous 12 months, and if at least 50 employees are employed by the employer within 75 miles.

Definition of Serious Health Condition

A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee's job, or prevents the qualified family member from participating in school or other daily activities.

Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than 3 consecutive calendar days combined with at least two visits to a health care provider or one visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

Use of Leave

An employee does not need to use this leave entitlement in one block. Leave can be taken intermittently or on a reduced leave schedule when medically necessary. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the employer's operations. Leave due to qualifying exigencies may also be taken on an intermittent basis.

Substitution of Paid Leave for Unpaid Leave

Employees may choose or employers may require use of accrued paid leave while taking FMLA leave. To use paid leave for FMLA leave, employees must comply with the employer's normal paid leave policies.

Employee Responsibilities

Employees must provide 30 days advance notice of the need to take FMLA leave when the need is foreseeable. When a 30-day notice is not possible, the employee must

provide notice as soon as practicable and generally must comply with an employer's normal call-in procedures.

Employees must provide sufficient information for the employer to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the employee is unable to perform job functions; the family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. Employees must also inform the employer if the requested leave is for a reason for which FMLA leave was previously taken or certified. Employees also may be required to provide a certification and periodic recertification supporting the need for leave.

Employer Responsibilities

Covered employers must inform employees requesting leave whether they are eligible under FMLA. If they are, the notice must specify any additional information required as well as the employees' rights and responsibilities. If they are not eligible, the employer must provide a reason for the ineligibility. Covered employers must inform employees if leave will be designated as FMLA protected and the amount of leave counted against the employee's leave entitlement. If the employer determines that the leave is not FMLA protected, the employer must notify the employee.

Unlawful Acts by Employers

Interfere with, restrain, or deny the exercise of any right provided under FMLA.
Discharge or discriminate against any person for opposing any practice made unlawful by FMLA or for involvement in any proceeding under or relating to FMLA.

Enforcement

An employee may file a complaint with the U.S. Department of Labor or may bring a private lawsuit against an employer.

FMLA does not affect any Federal or State law prohibiting discrimination or supersede any State or local law or collective bargaining agreement which provides greater family or medical leave rights.

For additional information please contact your Human Resources Department.

Military Leave and Jury Duty

Military leave shall be granted without pay. The employee must notify his or her leadership as soon as he or she is aware that military leave will be required.

Employees summoned for jury duty will be compensated for the period served and may retain any money earned from serving on a jury.

Employee Discounts

After 60 days of employment, the employee and immediate family members (immediate family defined as any individual who can be claimed as a legal tax exemption by the employee) are eligible for a discount on hospital/clinic services billed by the Kingman Healthcare Center. Kingman Healthcare Center will discount 25% of charges that are not covered by the Employee's total health insurance coverage (including secondary coverage from a spouse's family policy) but exclusive of private policies and co-pays. Employees must contact Patient Accounts and complete a discount form to facilitate the process.

Discounts are limited to \$750 maximum per calendar year per single full-time employee or family group. For part time employees the discount will be limited to a maximum of \$500 per calendar year per single employee or family group.

The employee is responsible for any costs not covered by insurance and the discount. If these remaining costs are not paid in full or payment arrangements not made with Patient Accounts within sixty days of receipt of the bill, this discount will be reversed, and normal collection efforts will be pursued.

Fitness Club Membership

On the first of the month following 60 days of employment, full-time employees are eligible for free membership at the fitness center in Kingman. Access key cards will be at the cost of the employee.

Personal Data Changes

It is the responsibility of each employee to promptly update the payroll system with any personal changes in mailing addresses or contact information. Personal data changes to benefits or retirement must be submitted to Human Resources.

Name changes require the employee to present a new signed social security card denoting the new name.

Garnishments and Support Orders

KHC complies with all valid claims against the wages of employees. If a wage garnishment, child support order or some other legally valid claim is received against your wages, KHC is required to comply with the provisions of the garnishment notice or

order, as soon as practical after it is received, to ensure compliance with applicable law.

Guidelines for Appropriate Conduct

KHC employees are expected to accept personal responsibility, always adhere to acceptable business principles in matters of personal conduct and exhibit a high degree of personal integrity. This not only involves sincere respect for the rights and feelings of others but also encourages that both in your business and personal life you refrain from any behavior that might be harmful to you, your co-workers and/or KHC. Inappropriate behavior might be viewed unfavorably by current or potential patients or by the public at large. Whether you are on or off duty, your conduct reflects on Kingman Healthcare Center. Employees are always encouraged to observe the highest standards of professionalism and integrity.

Confidentiality of Patient and Employee Information

Employees may have access to confidential information concerning patients, employees and/or organizational business. Our patients and employees are entitled to privacy. Therefore, employees shall not discuss any matters pertaining to patients, employees, or organizational business either inside or outside of the organization except as part of assigned job duties. Employees who divulge confidential information will be subject to disciplinary action, which may include immediate termination.

All communication and records relating to a patient's care are to be treated as confidential within the limitations imposed by law, government regulation, HIPAA, and the organization's policies. Case discussion regarding illnesses, accidents, deaths, consultation, examination and/or treatment is confidential and must be conducted discreetly.

Employee records are also confidential. The Human Resources department (or other key personnel at KHC) has been charged with the responsibility of maintaining the confidentiality of employee personnel records. While appropriate leadership have access to personnel records on a need-to-know basis, information about performance, disciplinary action or other job-related situations may not be released to outside entities without proper authorization. Any inquiries from another entity should be referred to Human Resources.

Disciplinary Action

It is essential to maintaining high quality of care, as well as departmental morale, that all employees conduct themselves in a manner consistent with their respective positions. If your performance, work habits, overall attitude, conduct, or demeanor becomes unsatisfactory in the judgment of Kingman Healthcare Center, you will be subject to disciplinary action, up to and including termination.

Some examples of performance issues that may result in disciplinary action include but are not limited to the following:

- Attendance/Absenteeism (unscheduled time off)
- Failure to meet job expectations.
- Inappropriate/unprofessional behavior
- Failure to follow safety rules.
- Failure to appropriately report incidents.

The disciplinary action process includes different levels of intervention. Depending on the performance issue, not all levels of intervention may be used. Levels of intervention include:

Oral Warning: Verbal coaching on unmet expectations and ways to improve.

Written Warning: A written document reflecting unmet expectations, goals for improvement, and consequences for failure to meet the expectation. The document shall be presented in a face-to-face meeting with the employee.

Final Written Warning: A written document reflecting a last or final opportunity for the employee to meet the unmet employment expectation.

Termination from Employment: Some types of behavior are so detrimental to Kingman Healthcare Center that a single occurrence may be grounds for termination. In these instances, leadership retains the discretion to make immediate termination decisions. These include, but are not limited to the following:

- Theft
- Drug diversion
- Harassment
- Willful destruction or threat of destruction on Kingman Healthcare Center property
- Personal violence to a co-worker or patient
- Insubordination or refusal to comply with guidelines, rules, or procedures of Kingman Healthcare Center.
- Unauthorized release of confidential information
- Falsification of documents, records, or reports
- Absence for three consecutive scheduled workdays without proper notification
- Selling, possessing, consuming, procuring, or distributing illegal or unauthorized substances on Kingman Healthcare Center property
- Possession of a firearm, explosive or other weapon on Kingman Healthcare Center property
- Intoxication or being under the influence of alcohol or drugs on Kingman Healthcare Center property.
- Neglect of duty
- Loss of professional license
- Conduct contrary to honesty, integrity, and good morals.

Providing Medical Advice

Patients, family members and visitors will sometimes seek medical advice from anyone who is employed in a health care facility. It is important that the employee remember that a patient's medical care is the responsibility of the physician. The physician will provide orders regarding a patient's medical care and those orders are to be carried out by the appropriate personnel. No employee may offer any information that may be interpreted as medical advice unless it is within the practice or scope of your position. To do so can endanger the patient, family or visitor and may subject the employee to termination and possible legal action.

Attendance and Punctuality

To maintain a productive work environment, Kingman Healthcare Center expects employees to be reliable and punctual in reporting for work. Absenteeism and tardiness place a burden on other employees and Kingman Healthcare Center. In the rare instances when employees cannot avoid being late to work or are unable to work as scheduled, they should notify their direct supervisor as soon as possible in advance of the anticipated tardiness or absence.

Absenteeism and/or tardiness that are unexcused or excessive are ground for disciplinary action up to and including termination.

Personal Appearance

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image Kingman Healthcare Center presents to patients and visitors. During business hours or when representing Kingman Healthcare Center, employees are expected to present a clean, neat, and tasteful appearance. You should dress and groom yourself according to the requirements of your position and department guidelines.

Your leadership team is responsible for establishing a reasonable dress code appropriate to the job you perform. If your leadership team determines your personal appearance is inappropriate, you may be asked to leave the workplace until you are properly dressed or groomed. Under such circumstances, you will not be compensated for the time away from work. Consult your supervisor if you have questions as to what constitutes appropriate appearance.

Identification badges must always be worn and visible. The employee picture should not be hidden by stickers or pins.

Harassment

Kingman Healthcare Center promotes a productive work environment and will not tolerate verbal or physical conduct by anyone that harasses, disrupts, interferes with another's work performance or that creates an intimidating, offensive or hostile environment. Harassment consists of unwelcome conduct whether verbal, physical or visual, that is based on or relates to: race, religion, color, sexual orientation, age, national origin, pregnancy, disability, military status, or other factors protected by law.

With respect to sexual harassment, the conduct prohibited includes:

1. Unwelcome sexual advances; requests for sexual favors; and all other verbal or physical conduct of a sexual or otherwise offensive nature.
2. Offensive comments, jokes, innuendoes, and other sexually oriented statements.

If you experience or witness sexual or other unlawful harassment in the workplace, please notify any member of leadership or contact the Human Resources department immediately. Kingman Healthcare Center prohibits retaliation against anyone for reporting harassment, assisting in making a harassment complaint or cooperating in a harassment investigation. Retaliation can include disparaging comments, uncivil behavior, or any other negative treatment of an employee by employees, members of leadership, physicians, vendors, patients, visitors, or others resulting from the harassment complaint or the cooperation of the employee in a harassment investigation.

Any member of leadership who becomes aware of possible sexual or other unlawful harassment should immediately advise the Human Resources department or any other member of leadership so it can be investigated in a timely and confidential manner. Anyone engaging in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination.

Kingman Healthcare Center shall investigate all allegations of sexual or other unlawful harassment thoroughly and promptly. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, you will be informed of the outcome of the investigation.

Conflict Resolution Process

Kingman Healthcare Center is committed to providing the best possible working conditions for its employees. Kingman Healthcare Center encourages an open atmosphere in which any problem, complaint, suggestion, or question receives a timely response.

Kingman Healthcare Center strives to ensure fair and honest treatment of all employees. Leadership and employees are expected to treat each other with mutual respect. Employees are encouraged to offer positive and constructive criticism.

However, misunderstandings or conflicts may arise. To ensure effective working relations, it is important that such matters be resolved before serious problems develop. If a situation persists that you believe is detrimental to you or Kingman Healthcare Center, you are encouraged to participate in the conflict resolution and discuss with a member of leadership.

Conflict of Interest/Business Conduct

Conflict of interest and business conduct expectations are defined by KHC Corporate Compliance Policy.

A conflict of interest may exist when an employee is involved in any activity or has a personal interest that may interfere with the employee's objectivity in performing Kingman Healthcare Center duties and responsibilities. Therefore, any such activity or personal interest, including those of the employee's immediate family, must be disclosed and is prohibited unless approved by Administration.

Such activities or activities that create the appearance of a conflict of interest, include: outside involvement in areas similar to those in which Kingman Healthcare Center is involved; outside work for customers, suppliers, vendors, or competitors of Kingman Healthcare Center; other activities that have the potential to affect the employee's objectivity and work performance; and activities that could reflect negatively on the reputation of Kingman Healthcare Center and its employees.

Employee may be asked to complete a conflict-of-interest declaration prior to, or during, employment with Kingman Healthcare Center.

Acceptance of Gifts, Gratuities, Business Courtesies

Employees shall not solicit or accept gratuities/business courtesies (either tangible gifts, tips cash or intangible benefits) from patients, visitors, family members, vendors or any other customers that may impair, or appear to impair, honest, ethical or professional business dealings on behalf of Kingman Healthcare Center.

Solicitation and Bulletin Boards

Guidelines for solicitations and bulletin board use are established and monitored to protect employees and non-employees who utilize Kingman Healthcare Center facilities and services.

Drug and Alcohol

Substance Abuse

Kingman Healthcare Center is committed to providing a substance abuse free work environment. The organization recognizes that abuse of mood-altering substances is a serious problem that can interfere with job performance and patient care. Therefore, in accordance with the Drug Free Workplace Act of 1998, and to assure the delivery of quality health care and other services in a safe and conscientious manner, employees are to be substance abuse free in the workforce.

No employee may report to work at any time (including on-call or call back) affected by drugs or alcohol.

Drug and Alcohol Testing

Prospective employees of Kingman Healthcare Center will be asked to submit to drug testing. No prospective employee will be asked to submit to testing unless an offer of employment has been made. An offer of employment, however, is conditioned on the prospective employee successfully passing the drug screen. Testing of all potential employees is deemed important to the safety of the patients and other staff members.

The organization maintains the right to require employees to provide urine and blood samples for chemical tests/analysis and to submit to breath analysis or other tests as the organization deems necessary.

Employees have the right to refuse to cooperate in the required tests. Refusal to cooperate in such tests by any employee will be cause for termination.

Employees shall be tested for drugs or alcohol when there is cause for the organization to believe, in the organization's discretion, that the employee has violated the KHC drug and alcohol policy. Cause may be based upon such things as appearance, behavior, speech, breath, odor, possession or use of alcohol or drugs and containers or paraphernalia. Cause may also be based on involvement in a poor safety record, repeated absenteeism, impairment of job performance, evidence or suspicion of impairment, supervisory personnel having reasonable cause, or involvement in an incident or incidents which may pose a threat or potential liability to the organization.

Employees shall be required to sign a consent form authorizing an immediate urinalysis and/or blood test and/or breath test when testing is required. The consent form also authorizes the laboratory to inform Kingman Healthcare Center of the test results.

Employees refusing to be tested, including refusing to submit to tests in a timely manner shall be terminated.

An employee who tests positive for alcohol or illegal or controlled substances will be terminated.

Performance Reviews

Performance reviews provide a framework for communicating about performance by giving constructive feedback on how well an employee has met specific competencies and job expectations, as well as reinforcing the employee's role in contributing to the overall success of Kingman Healthcare Center. Such reviews also provide the employee the opportunity to contribute ideas for enhancing their own performance and productivity in their assigned responsibilities. Consistent with this goal, your performance will be evaluated by your departmental leadership on an ongoing basis.

Additional formal performance reviews are conducted to provide both leadership and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage, and recognize strengths and discuss positive, purposeful approaches for meeting goals and expectations. Such evaluations will occur annually. All written performance reviews should represent a summary of your overall performance, including your skills, competencies, goal achievements and job standards. The review will also consider your conduct, demeanor and record of attendance and punctuality.

Corporate Compliance

Kingman Healthcare Center recognizes that there may be times when employees have questions or concerns related to the workplace. If this occurs, the employee is encouraged to raise any issue with leadership or Human Resources.

The Kingman Healthcare Center Compliance Program is designed to allow employees the opportunity to identify any questions or concern without fear of retaliation or reprisal. If the concern cannot be resolved through the normal chain of command, you should feel free to contact any other individual in Kingman Healthcare Center leadership, including the Corporate Compliance Officer.

Kingman Healthcare Center adheres to a strict policy that no retaliation or punishment shall be taken against any employee for raising a concern.

Keys and Organizational Property

Keys/door fobs and property are issued on an as-needed basis when requested or approved by leadership. All property is to be returned upon termination of employment.

Proper handling of keys and property is essential in maintaining security. Keys are not to be copied, loaned, or left available where they may be stolen or used by unauthorized

personnel. Computer passwords are not to be shared, at any time. Laptop computers are not to be left available where they may be stolen or used by unauthorized personnel.

If an employee wishes to remove system property from the premises, prior approval must be obtained from leadership.

Parking

To be considerate of the parking needs of patients, visitors and staff, the first two rows of parking next to the hospital drive in the East parking lot are reserved for patients and visitors. The first row south of the south entrance by the hospital drive is reserved for visitors. The second row south of the south entrance is available for employee parking.

Smoking

In compliance with Kansas law K.A.R. 28-34-3a(e) and with the commitment of Kingman Healthcare Center to maintain a safe and healthy working environment, smoking is prohibited on any Kingman Healthcare Center property for all individuals, including employees, physicians, volunteers, patients and visitors.

Employee Assistance Program (EAP)

The Employee Assistance Program is designed to assist any employee of Kingman Healthcare Center or members of the employee's family. The program is ready to assist people when a personal problem either has a negative impact on their personal/family life or interferes with their ability to perform effectively on the job. The central, driving force behind the program is that employees are the most valuable asset at Kingman Healthcare Center. In that sense, Kingman Healthcare Center wants to assist employees in dealing with personal problems before those situations might lead to corrective action and/or termination.

Personal Property/Loss

Employees are discouraged from bringing personal property to the workplace. Any items that are brought in and require the use of an electrical outlet must be inspected for safety by Engineering. All personal property left in the workplace is done so at the risk of the employee. No legal obligation is assumed by the organization in the event of loss or damage to personal property. If personal property is lost or damaged, report it immediately to your director.

Search

Kingman Healthcare Center reserves the right to search employee lockers, desks, vehicles, work areas, packages, clothing, or any other items that are on Kingman Healthcare Center property.

Electronic Communications

All forms of electronic communications including but not limited to e-mail, text messages, and social networking sites are covered by the KHC Acceptable Use Policy. Any textual harassment must be reported to the supervisor, department director or human resources officer.

All use of electronic communications systems, devices, and platforms can and will be monitored and investigated as deemed necessary. Employees should have no expectation of privacy in electronic communications to or from KHC electronic communication systems or to other employees, no matter whose electronic communications equipment is used.

The use of employer-provided computers, cell phones, and other electronic devices is a privilege of employment. This privilege can be removed or restricted at any time. Employees can be disciplined, up to and including termination, for inappropriate use of electronic communications, devices, and platforms.

Workplace Violence Prevention

Violence or a threat of violence of any kind will not be tolerated. Weapons, visible or concealed of any kind will not be permitted in or on any KHC property except for law enforcement officials operating in an official capacity for law enforcement on KHC premises. Violation of this policy will be grounds for immediate termination without appeal. Violence is defined to include physically harming another, shoving, pushing, harassment, intimidation, coercion, brandishing weapons, and threats or talk of violence.

All employees have the responsibility to assure a safe environment for patients, customers and co-workers and are expected to report immediately to their supervisor any violent or perceived violent action or suspicious person on KHC premises.

Any threat or potential for violence must be reported through QDC.

Desks, lockers, computers, phones and all other work resources and work areas are furnished by Kingman Healthcare Center for business purposes only and KHC has the right to enter and/or inspect the same at any time, with or without notice.

Should possession of weapons be reported or suspected, management of Kingman Healthcare Center reserves the right to inspect personal belongings, purses, packages,

etc. brought in or on KHC property and to remove and hold such weapons for authorities.

Concealed Carry Weapons

Weapons of any kind are strictly forbidden on the premises of Kingman Healthcare Center. The term "premises" includes all buildings on the main campus of the hospital and all off-campus buildings that are operated as part of the Kingman Healthcare Center. This prohibition does not prevent weapons from being kept in vehicles in parking garages or lots, as long as the weapon is stored in accordance with Kansas law.

Kingman Healthcare Center intends to prosecute all violators of this policy. This policy applies to patients, employees, visitors, medical staff members, clinical practitioners, independent contractors, volunteers, vendors and any other persons entering the healthcare center for any reason.

This policy shall not prohibit the following persons from carrying a weapon on hospital premises: (1) law enforcement officers on duty; and (2) security personnel/officers employed by or contracted with Kingman Healthcare Center and who have been granted express permission by the hospital to carry a weapon while on duty.

Education

Mandatory Training

Employees are required to complete annual training provided through Relias, an on-line training program. Classes are to be completed by December 31st of each calendar year.

Annual training will include: Infection Control (Bloodborne Infectious Diseases, Infectious Waste), Risk Management (Incident Reporting, Corporate Compliance), Fire Safety, Hazardous Materials, Back Safety, HIPAA Privacy and Security, Sexual Harassment Policy, Employee Health and Safety.

In-service will be given on all new equipment and/or products prior to use. Such programs are mandatory for employees who are involved in use of the item.

Continuing Education/Workshops

All personnel will be reimbursed for workshops and meetings attended at the request of the department and approved by administration. If an employee is requested to attend a seminar which requires time away less than the employee's regularly scheduled shift, reimbursement will be made for the seminar and driving

time not to exceed the regularly scheduled shift. Continuing education is at the director's discretion and budget allocation. Prior authorization and an expense report must be submitted before reimbursement can be made.

Travel Expense

Reimbursement for private vehicle mileage to approved conferences, seminars or KHC business, will be paid with Department Director and Administrative approval. If an employee opts not to carpool, no mileage will be paid to that employee. Approved mileage will be paid at the IRS allowable rate.

Insurance

Health Insurance

KHC offers group health insurance to all full-time employees. The premiums are set up as a payroll deduction and will be deducted through the Section 125 plan on a pre-tax basis unless otherwise requested.

Full-time employees are eligible for insurance coverage on the first day of the month following the 60-day initial employment period.

Life Insurance

Full time employees are provided \$50,000 of life insurance coverage, \$10,000 for spouses and \$5,000 for children at no cost to the employee. The employees have the option of purchasing additional life insurance coverage for themselves and their dependents.

Supplemental Voluntary Benefits

Full time employees have the opportunity to purchase various supplemental plans. The premiums are set up as a payroll deduction.

Dental Insurance

After completion of 60 days initial employment, full time employees and their dependents are eligible for dental insurance.

COBRA (Continuation of Medical and Dental Coverage)

Employees covered under the Kingman Healthcare Center group medical and/or dental programs will have the opportunity to continue this coverage for themselves and their eligible dependents for up to 18 months if they lose coverage because of voluntary termination, layoff, discharge (other than for gross misconduct), a reduction in work hours and/or any other applicable circumstances. If at the time of the qualifying event the employee or his/her dependents are disabled as defined by Social Security or during the first 60 days of continued coverage, medical and dental coverage may be continued for up to 29 months.

Kingman Healthcare Center's third-party administrator will notify affected covered persons of their continuation coverage rights within 14 days after receiving proper notification of the qualifying event. It is the employee's or the employee's eligible covered dependent's responsibility to notify Human Resources within 60 days after legal separation, divorce or when a covered dependent child ceases to be eligible under the plan.

On the Job Injuries/Worker's Compensation

It is the responsibility of all Kingman Healthcare Center employees to be familiar with and follow all safety standards and policies.

Under the provisions of the Kansas State Worker's Compensation Law, an employee involved in an on-the-job injury/illness may be eligible for worker's compensation benefits. In addition to medical coverage from authorized providers, time lost from the job may be partially compensated.

In case of an on-the-job injury, the injured employee should immediately notify the person in charge and complete the appropriate paperwork. If needed, the person in charge will direct the employee to appropriate medical attention. If a physician takes an employee off work due to the on-the-job injury/illness, Kingman Healthcare Center should be notified immediately.

Retirement Plan

Kingman Healthcare Center has a retirement plan (403b). Full time employees can start contributing to the 403b after meeting with the plan representative. **Employer Matching:** After one year of service and at least 1,000 hours, an employee is eligible for employer matching. KHC will contribute 50% of the employee's contribution, up to a maximum employee contribution of 5% of the employee's gross salary. Employee contributions that exceed 5% of the employee's gross salary will not be matched by KHC. Full details of the plan are available in the Human Resources department.

Incident Reports

From time to time incidents occur which are or may be below the applicable standard of care and may have a reasonable probability of causing patient harm. These should be reported to management and reported in QDC. Such incidents might involve a question about medication, an injury or unusual occurrence at the patient's bedside, theft, etc. These instances must be reported within 24 hours through Quality Data Check, KHC's incident reporting software. A link to securely and confidentially submit an incident report is available on every computer desktop. Employees with questions about the event reporting process should contact the Risk Manager or Department Director. These reports are submitted directly to the Risk Manager. In no way will employment of the individual filing the report be jeopardized as a result of completing the incident report.

Cell Phones and Personal Calls

Employees are allowed to have personal cell phones, devices, etc. at work. The devices must be set to silent or vibrate as a courtesy to patients and co-workers. Personal calls and/or texting is forbidden in the presence of patients and visitors. Incoming calls should be allowed to go to voicemail.

Cell phones usage and personal calls should not interfere with patient care or be an interruption to other employees. Employees whose job responsibilities include regular or occasional driving are not to use cell phones while driving.

The use of the camera/video on cell phones is prohibited in all situations that would jeopardize patient privacy, protected health information, business information, and employee privacy.

E-mail and Voice Mail

Electronic mail and telephone voice mail are efficient and valuable business tools. They are also property of the organization. In short, neither of these systems is considered to be confidential. If an employee receives a message that is not addressed to him/her, he/she is not authorized to read or use information contained in that message.

The rule of thumb when it comes to e-mail and voice mail is that employees should not say or write anything that they would not want someone other than the intended receiver to hear or read. Remember that even when an e-mail or voice mail message has been deleted from a location, it is still possible to retrieve and read that message.

Kingman Healthcare Center reserves the right to access and read any and all information contained in computers, computer files, e-mail messages, or voice mail messages. Employees should have no expectation of privacy with regard to these communications and will be in violation of the organization's discrimination and harassment policy if they send, receive, or access discriminatory, harassing, or otherwise inappropriate e-mails or voice mails.

Disaster Plan

One of the major responsibilities of the hospital in serving the community is to provide emergency services needed in case of disaster. All employees are expected to be available if and when needed, should a disaster occur. In addition, each employee should be familiar with the disaster plan. Administration authorizes the activation of the disaster plan in which case all departments are to initiate their specially assigned duties. The plan will be updated, republished periodically and available upon request from each department head.

Moonlighting

Full time employees who find it necessary to assume a second job must realize their first obligation is to Kingman Healthcare Center and any possible conflict arising from a second job may result in disciplinary action.

Policy Changes

Kingman Healthcare Center reserves the right to suspend, revise, or revoke any of its policies and procedures at any time, with or without notice.

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