

VNA Health Care

Employee & Volunteer Handbook

Revised September 2018

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Important Read First:

Please complete and return this form to Human Resources within 7 business days of receiving the Employee Handbook. Print this page, sign it and then interoffice it to Human Resources.

**Employee & Volunteer Handbook
Personnel Policies Confirmation of Receipt**

I acknowledge receiving a copy of the Employee Handbook Personnel Policies dated September 2018. I understand that:

- I am responsible for familiarizing myself with the information contained in this handbook.
- The previously issued Personnel Policies have been revised and that any prior policies, procedures or benefits, if different from this handbook, are now not in effect.
- Policies and procedures have been implemented to comply with the Standards of Privacy of Individual Identifiable Health Information, of staff and patients, under the HIPAA act of 1996.
- This handbook is not a contract of employment.
- I understand and agree that my employment with VNA Health Care is for no definite period of time and that VNA Health Care may elect to discontinue my employment relationship for whatever reason it considers proper and at any time and I likewise may leave VNA Health Care for whatever reason and at any time unless my employment is subject to an employment agreement executed between myself and VNA Health Care President/CEO and then the terms of such agreement shall be binding.

Employee Name (Please Print)

Employee Signature

Date

I. INTRODUCTION

This Employee and Volunteer Handbook is one of the most important communication tools VNA Health Care (“VNA”) can share with an employee. It gives guidance and sets forth the rules, policies, and regulations that govern the day-to-day activities of VNA Health Care employees.

In the pages to follow, you will find helpful information regarding our employment policies as well as benefits available to you as a VNA Employee. We recognize and appreciate your part in helping to create an experience for those you serve and those with whom you work, where people feel respected, cared for and well-informed. We value your enthusiasm, performance, and loyalty as a member of the VNA Health Care team.

A. MISSION STATEMENT

VNA Health Care is a humanitarian, not-for-profit organization dedicated to providing compassionate, dependable, and comprehensive primary care and community health services. Recognizing that each individual is unique and is to be treated with dignity, VNA extends quality care to individuals regardless of their ability to pay for service in accordance with established VNA charitable care policies.

B. GOALS

Service Delivery – VNA will evaluate its financial, physical and human resources in order to provide needed, cost effective services in areas, places, and at times that are convenient and accessible to the target populations.

Awareness – VNA will remain aware of current community health needs, determine its role in promoting access to services, and actively communicate its role to its multiple constituencies.

Resources – VNA will carefully allocate its financial, physical and human resources, offer charitable care consistent with community support and its Mission Statement, and reach out to the community for support of its mission and programs.

Governance and Diversity – VNA will strive to further develop and maintain a governing body and employee group that are sensitive to and reflect the diversity of the community it serves.

Access – VNA will continue its advocacy role to the extent that is feasible to improve access to health care for vulnerable populations.

Quality Standards – VNA will maintain the highest recognized standards of quality in all of its programs required by regulatory authorities and The Joint Commission.

Quality of Work Life – VNA will continue its commitment to promote the quality of work life and encourage individual growth and development of all employees and volunteers.

Collaboration and Cooperation – VNA will cooperate with others for the benefit of its patients, clients and the community.

C. VALUES IN ACTION

To Serve with Compassion – As a humanitarian, not-for-profit organization, we value serving community members in need and each other, treating all with compassion and dignity.

To Be Operationally Excellent – If something needs to be done to serve or better serve our patients and community, we will put the necessary business processes and practices in place to get the job done in a timely and fiscally responsible manner, while always focusing on tangible results.

To Innovate and Share Ideas – We believe in constant innovation to be the best we can be and we believe ideas are good and need to be shared with all who are impacted by and who can help put innovation and ideas into action.

To Seek Work/Life Balance – Work/Life “balance” varies from one person to the other and is only one aspect of a harmonious, rewarding life. We encourage people to take time off to refresh and recharge.

To Treat Each Other as Equals and Respect our Nursing Roots – Each employee position and each program and support service plays an equally important role; by working together as equals (across functions, support services and programs) we can accomplish more. Also, our nursing focused operating model is our past, present and future; it’s the “lens” through which we view our community role and responsibility.

To Lead with Integrity – We have high professional standards and when presented with a decision or opportunity, we are always guided by doing the right thing for the community members we serve and each other (even if this means taking a path that is more difficult to implement and/or less popular).

D. STANDARDS OF BEHAVIOR

VNA employees are expected to:

- Use the resources of the organization only for purposes that promote the mission of the organization.
- Function within the recognized bounds of the employee's scope of practice.
- Work to improve the effectiveness and efficiency of services provided by the organization
- Maintain respect for organization policies and procedures.
- Fulfill any and all commitments made to the organization.
- Refrain from discrimination against or refusal of professional services to anyone on the basis of race, color, age, gender, creed/spiritual beliefs, national origin, political beliefs, sexual orientation, disability or ability to pay.
- Refrain from imposing non-work related personal beliefs on patients.
- Respect the patient's or client's right to make informed decisions.
- Refrain from using professional relationships with patients or clients to further the employee's own interests or those of outside organizations to which the employee belongs both during and after employment.
- Make reasonable arrangements for the continuation of patient or client care if needed, and no less than legal requirements.
- Maintain a genuine interest in the welfare of all patients or clients and dedication to the best interest of patient/clients including helping patients/clients achieve the highest level of independence.
- Respect the confidences of patient/clients and coworkers, except where such confidences disclose endangerment, disregard or impairment of the welfare of a patient or client or others.
- Respect the rights and views of fellow professionals and treat them with fairness and courtesy.
- Seek appropriate professional assistance for personal problems or conflicts that are likely to impair work performance or clinical judgment.
- Support the integrity and reputation of the organization. If aware of a colleague violating organization policies, procedures or management decisions, immediately report such to the employee's supervisor.
- Support the Standards of Behavior and/or state/federal law or regulations (including the Health Insurance Portability and Accountability Act), and Whistleblower policy by immediately reporting suspected violation to the Compliance Officer.
- Must disclose conflict of interest in writing and not participate in the selection, award or administration of a contract if an immediate family member (refer to Section F. Nepotism on page 8 for the definition of immediate family member) or partner has a financial or other interest in an organization or person bidding on or awarded the contract or is employed, or is negotiating or has an arrangement concerning prospective employment, with such organization or person.
- Disclose to Human Resources in writing the specifics of any plans to accept supplemental outside employment in order for VNA to determine if there is a tangible conflict of interest. Providers will abide by the terms of the employment contract.
- The officers, employees, and agents of VNA Health Care shall neither solicit nor accept anything of value to induce or reward referrals or generate Federal health care program business. Employee must decline and return items of value, must never accept monetary gifts and must notify their supervisor promptly.
- Disclose in writing if the employee has a close relationship with someone in a decision making position at a competitive organization.

VNA and VNA employees will protect patients' or clients':

- Right to honest, accurate and forthright information regarding the medical industry in general and the organization in particular.
- Right to receive the information necessary to give informed consent before any procedure or treatment is initiated.
- Right to appropriate, professional, consistent and timely care within the scope of organization policy.
- Right to be fully informed of all rights and responsibilities and organization policies.
- Right to request information regarding charges for service, as well as a consistent schedule of fees for services provided.
- Right to participate in the choice of care providers, the right to refuse referral to another service or organization and the right to be informed of the consequences.
- Right to be informed of amendment of service plan, anticipated termination of service or transfer to another service.
- Right to voice grievances and suggest changes in service or staff without fear of reprisal or discrimination.

VNA will:

- Work to communicate organization mission, vision, plans, objectives and results on a regular and timely basis.
- Provide information and updates regarding organization structure.
- Make every attempt to hire adequate numbers of qualified employees and employ appropriately based on the employee's level of competence.
- Fairly evaluate staff requests not to participate in aspects of care when faced with conflicting cultural, ethical, or religious beliefs.
- Comply with all applicable laws, rules, and regulations, particularly those creating equal opportunities for all.
- Provide written personnel policies that are fair and made available to all employees.
- Provide proper supervision and evaluation of all employees.
- Provide continuing education and in-service training for all employees as resources permit.
- Maintain policies or protocols for release of patient or client and staff protected health information in compliance with the Health Insurance Portability and Accountability Act.
- Provide operating policies and procedures.

E. DETERMINATION AND ADMINISTRATION OF PERSONNEL POLICIES

The Board of Directors gives final approval to personnel policies after study and recommendations by the Personnel Committee. The President/CEO is responsible for ensuring successful implementation of the personnel policies.

The contents may be unilaterally revised by VNA's President/CEO and/or VNA Board of Directors at its discretion. VNA's President/CEO may approve new or revised policies until these policies are brought to the Board of Directors. The President/CEO will provide interpretation for policies that need more clarity, if needed.

Clarification of Policy: If VNA policy is involved in a misunderstanding or complaint, the employee may ask their supervisor for clarification and utilize Problem Resolution policy, if necessary.

F. EMPLOYEE HANDBOOK DISCLAIMER

This Employee and Volunteer Handbook is not an employment contract. It does not establish a contract (express or implied) between VNA Health Care and any employee regarding terms and conditions of employment. It provides supervisors and employees with guidelines and expectations in order to assist employees to better perform job duties. While this handbook does not list every workplace rule and policy, it does provide guidance for employees regarding commonly raised questions.

In order to ensure that this information has been received, reviewed and understood, employees will be asked to sign for this material.

This Employee and Volunteer Handbook does not in any way alter the employment at will relationship between VNA Health Care and its employees.

Please be advised that no supervisor or representative of VNA Health Care other than the President/CEO has the authority to enter into any agreement with any individual for employment for any specified period of time or to make any promises or commitments contrary to the foregoing. Further, any employment agreement entered into by the President/CEO on behalf of VNA Health Care will not be enforceable unless the agreement is in writing and signed by the President/CEO.

VNA Health Care may revise any portion or employee benefit of this Employee and Volunteer Handbook at any time without prior notice.

II. EMPLOYMENT

A. EQUAL EMPLOYMENT OPPORTUNITY POLICY (EEO)

This policy is to receive the full cooperation of every employee and applies to all aspects of the employment relationship. It is VNA Health Care's policy and practice to provide equal opportunity to all individuals without regard to race, color, age, gender, religion, ancestry, creed/spiritual beliefs, national origin, marital status, political beliefs, sex, sexual orientation, pregnancy, gender identity, gender expression, physical or mental disability, genetic information, protected military or veteran status, or any other protected status. VNA will:

- Recruit, hire and promote individuals in all job classifications without regard to race, color, age, gender, religion, ancestry, creed/spiritual beliefs, national origin, marital status, political beliefs, sex, sexual orientation, pregnancy, gender identity, gender expression, physical or mental disability, genetic information, protected military or veteran status or any other protected status.
- Base decisions on employment so as to further the principles of equal employment opportunity.
- Ensure that promotion decisions are in accordance with the principles of equal employment opportunity.
- Ensure that all personnel actions such as compensation, benefits, training and development, transfers, and other programs will be administered in accordance with the principles of equal employment opportunity.
- Ensure that standards of conduct and performance are enforced without regard to race, color, age, gender, religion, ancestry, creed/spiritual beliefs, national origin, marital status, political beliefs, sex, sexual orientation, pregnancy, gender identity, gender expression, physical or mental disability, genetic information, protected military or veteran status or any other protected status.

VNA complies with Title VI of the Civil Rights Act of 1964, as amended which prohibits discrimination on the basis of race, color and national origin. VNA complies with The Age Discrimination in Employment act of 1975, as amended, which prohibits discrimination on the basis of age. Further, all applicable laws relating to disability discrimination will be strictly followed.

Management personnel are held responsible for accomplishing policy objectives and are expected to evaluate and make recommendations to help achieve equal employment opportunities. The President/CEO of VNA has the full authority for overall administration of this policy.

B. AMERICANS WITH DISABILITIES ACT (ADA/ADAAA)

Accommodation of Disabilities Policy: In carrying out VNA's commitment to Equal Employment Opportunity, when an individual with a disability requests accommodation and can be reasonably accommodated without creating an undue hardship on the organization or causing a direct threat to workplace safety, the individual will be given the same consideration for employment as any other applicant. Applicants who pose a direct threat to the health, safety and well-being of himself/herself or others in the workplace when the threat cannot be eliminated by reasonable accommodation or places an undue hardship on the organization that cannot be eliminated by a reasonable accommodation will not be hired.

Employees or applicants requiring any reasonable accommodation should notify the Human Resources Department.

If an employee or applicant makes an accommodation request, VNA will reasonably accommodate qualified individuals with a disability so that the employee or applicant can perform the essential functions of a job unless doing so causes a direct threat to these individuals or others in the workplace and the threat cannot be eliminated by reasonable accommodation or if the accommodation creates an undue hardship to VNA. Undue hardship is defined as an action requiring significant difficulty or expense by the employer when considered in light of factors such as an employer's size, financial resources, and the nature and structure of its operation.

VNA is not required to lower quality or production standards to make an accommodation; nor is VNA obligated to provide personal use items such as glasses or hearing aids.

All employees are required to comply with VNA's safety standards. Current employees who pose a direct threat to the health or safety of himself/herself or other individuals in the workplace will be placed on leave until an organizational decision has been made in regard to the employee's immediate employment situation.

Employees should contact human resources (HR) with any questions about this policy or requests for accommodation. The HR department is responsible for implementing this policy, including the resolution of reasonable accommodation, safety/direct threat and undue hardship issues.

To assist an individual in the performance of their position, application for a position or equal entitlement of benefits and working conditions, VNA will take the following steps:

- Determine whether the individual has a disability as defined by the ADA/ADAAA upon request of employee.
- Review the purpose and essential functions of the job;
- Consult with the individual and, where appropriate, the individual's health care provider and VNA's Occupational Health Provider to determine the precise job-related limitations imposed by the disability and how the individual could overcome the job-related limitations with a reasonable accommodation(s);
- Identify potential accommodations in consultation with the individual and, when appropriate, medical and technical professionals;
- Assess the effectiveness of potential accommodation(s); and
- Select the accommodation(s), and may choose the less expensive accommodation(s) or the accommodation that is/are easier to provide.

C. VACANCIES AND JOB POSTINGS

VNA is committed to hiring the most qualified candidates to fill open positions. In most cases, to fill vacancies, positions will be posted internally and externally.

A Job Posting Policy has been established to provide notification of job openings for which qualified employees may wish to apply either for transfer or job advancement. Internal and external recruiting may begin simultaneously.

- Upon receipt of an approved Employment Requisition, Human Resources will post the job opening on the VNA website in most cases.
- Any employee who desires consideration for a posted job opening must complete a Job Posting Application, which requires a signed approval by the employee's manager. Transfer or Promotion Request forms can be obtained from Human Resources.

- Employees are encouraged to communicate personal career goals/interests to his/her supervisor.
- Selected candidates can expect to assume the new assignment whenever staffing requirements of the employee's current department have been satisfied.
- Human Resources will coordinate all communications to applicants regarding application status, interviews, notification of selection or denial, and progress reports to the hiring supervisors.

To be eligible, the employee must:

- Have actively worked in the employee's present job for a minimum of four consecutive months.
- At the time of application, be meeting performance expectations in the employee's present job to include successful resolution of any disciplinary concerns.
- Meet each of the job requirements as specified on the job posting notice.

VNA Health Care reserves the right to transfer, promote, or otherwise change the status of any employee at any time if the change is determined to be in the best interest of the organization.

D. EMPLOYEE REFERRAL BONUS PROGRAM

VNA's Employee Referral Bonus Program allows VNA employees to receive a bonus when the employee refers someone for employment who is ultimately hired and retained. People applying for a position must indicate on the employment application that a VNA employee referred the applicant prior to the personal interview.

- It is the employee's responsibility to inform the person they referred that the employee's full name must appear on the employment application.
- When an employee refers someone who is hired into a part-time or full-time (non-seasonal) position, a bonus will be granted based on current bonus plan amounts.
- Employees will receive a one-time referral bonus per new employee referred and the amount of the bonus will be determined based on the current bonus plan. Please contact the HR Department for further information regarding the VNA's current employee referral bonus plan.
- VNA employee referring the applicant must still be an active employee on VNA's payroll at the time the bonus is issued. Bonuses will appear in the employee's paycheck after a designated time period. 50% of the total amount will be paid after 90 days of employment and the remaining 50% after 6 months of employment. Taxes will be deducted from bonus payments. This program is subject to change without notice.

E. RECRUITMENT AND RETENTION

It is the intent of the organization to recruit applicants who meet all of the qualifications as defined in the job description. All positions require the completion and approval of an Employment Requisition and steps as outlined in the Recruitment and Retention policy.

F. NEPOTISM

It is VNA's policy to seek the best qualified persons regardless of an individual's relation to other VNA employees. Where a close relationship with another employee exists; individuals may be employed in different departments of VNA. Close relationships must be disclosed in writing to Human Resources during the application process or afterwards.

Definition of Close Relationship: Close relationships, for purposes of this definition, are defined as: parent, child, spouse, civil union partner, brother, sister, grandparent, grandchild, son-in-law, brother-in-law, sister-in-law and daughter-in-law. Also included are any foster, half or step family member of the employee. Falling under this definition also includes: those relationships that have romantic or personal involvement, the condition or fact of being related, the connection by blood, marriage, civil union, kinship or a particular type of connection existing between an employee's relationships through marriage.

No VNA employees will be placed in a situation where one employee is responsible for the job performance or work activities of another employee with whom a close relationship exists. This does not apply to student workers, volunteers and temporary employees. Nor will employees with close relationships be involved in institutional decisions involving a direct benefit to either person. Such decisions include, but are not limited to, initial hiring, retention, promotion, salary adjustments, leaves of absence and termination. Nor will those with close relationships work together in finance and/or cash handling positions where financial control issues may exist.

A supervisor will not make (on their own) employment decisions and/or other decisions which impact a close relationship; however, the policy does not prohibit a supervisor who does not otherwise violate the nepotism policy, from making recommendations that pertain to all employees while the supervisor has a close relationship with someone who is an employee.

Marriage: When employees are in violation of this policy as a result of marriage, such violation will be resolved by means of a transfer or resignation as may be necessary. The affected employees may be advised by the supervisor(s), of the alternatives available. The employees will be given the opportunity to select among such available alternatives. If the employees are unable to agree upon any such alternative within sixty (60) days, then the supervisor(s) will take appropriate action to remove such violation.

Remedies: VNA may remedy any violation of this policy by voluntary transfer, or if an agreement cannot be reached, by involuntary transfer, from a unit or position, or by termination when appropriate.

G. EMPLOYMENT OFFERS

For consistency in the hiring process and to ensure proper communication, all offers of employment must be communicated by a Human Resources designee to the candidate. The hiring supervisor retains full authority and accepts responsibility for the hiring decision.

Prior to all job offers: Human Resources must confirm receipt of an approved job requisition and any other required internal paperwork, all initial paperwork from candidate, and information specific to the position being offered, which includes, but is not limited to work hours, salary, and start date.

Realistic start dates: For most positions, after the employment offer is accepted, a minimum two week turnaround is typical.

Pre-employment credentialing: All offers made are contingent on pre-employment credentialing which may include, however, is not limited to; a physical exam, physical abilities exam (when required), criminal background check, references, and other required pre-employment credentialing based on job type. (See chart in following section "H".) All offers for employment should include start date, work hours, location(s), exemption status and salary/hourly rate. Each employee will receive an Employment Terms or Employment Agreement which clearly state this information.

Temporary and contracted employees: All temporary and contracted employees will be processed in the same manner as VNA employees. A supervisor wishing to use temporary or contracted employees must contact Human Resources prior to using any outside agency so that the terms and conditions of the contract can be reviewed and the same steps to onboard the temporary or contracted employee can be taken. Before a temporary or contracted employee can be considered for a permanent position, the hiring supervisor must direct the request to Human Resources so it can be considered by the Chief Financial Officer (CFO) and the President/CEO.

H. APPOINTMENT TO POSITION

Following submission of a completed employment application and background verification forms employees are subject to ongoing verifications during employment and/or the volunteer arrangement with VNA. In addition, the following may be requested from employees and volunteers at any time: resume or CV, current Illinois licenses, registrations, certifications, and diploma of highest level of education, required federal identification documents, and professional references. Refer to table at the end of this section for additional detail.

Criminal background checks must be completed for health care workers as mandated in the Health Care Worker Background Check Act (PL-89-197) 1996 and subsequent updates and/or modifications. Individuals that have convictions for offenses that are not disqualifying or have been granted waivers will be assessed case-by-case by a member of VNA's Senior Leadership, based on nature of offense, date of conviction and position.

Employees, volunteers and contractors may be subject to: DCFS check, Fingerprinting or other background check, health assessment and physical abilities screenings, drug testing and credentialing.

Position Categories are based upon OSHA Exposure Group, as outlined below:

Group 1: Position responsibilities require handling of blood/body fluids and or clinical contact
Positions include: Clinical staff: Certified Nurse Assistant, Lab/Lab Compliance, Registered Nurse, Physician, Nurse Practitioner, Dentist, Hygienist, Dental Assistant, Clinic Coordinators, Housekeeping/Cleaning Staff, WIC PHA, Diabetic Educator, Clinical Pharmacist, Wellness Nurse, Women's Health Case Manager, Doula, Breast Feeding Peer Counselor, WIC Nutritionist, Physical and Occupational Therapists, Mammography Technician, Ultrasound Technician and Optician

Group 2: Position responsibilities require regular patient contact
Positions include: Registration, Flow Coordinators, Clinical Services Assistants, Family Case Managers, HFI workers, Hospice Volunteer, Waiting Room Volunteer, WIC Outreach Representative, Case Managers, Pharmacist, Pharmacy Technician, Patient Relations Representative, Social Workers (MSW, LCPC and LCSW), Chaplain, Community Immunization Clerks, Mobile Health Driver, Patient Services Coordinator, Director of Patient Services, and Director of Wellness Services

Group 3: Position responsibilities require the handling of construction materials and blood/body fluids
Positions include: Building maintenance staff

Group 4: Position responsibilities do not require handling of blood/body fluids and does not typically involve patient contact
Positions include: All positions not listed in Groups 1, 2 or 3

Note: Those handling food must take food handling course and work under on-site direction of a certified food handler.

OSHA Exposure Category	Pre-Employment Requirements	On-Boarding Requirements	Ongoing Requirements
Group 1	Applicant Paperwork Pre-Employment Screening, Verifications and Background Checks Physical: <ul style="list-style-type: none"> • TB Quantiferon • MMR or Proof of Immunity • Tdap or Proof of Immunity • Varicella or Proof of Immunity • Hep B or Proof of Immunity • Influenza Vaccination • 10 Panel Drug Screen • General Health Evaluation • Physical Abilities Assessment (if required for position: Home Based Services) • Fit Testing Clearance *Based upon position 	<ul style="list-style-type: none"> • VNA Appointment/Privileges • Orientation (Corporate & Department) • Standards of Behavior Handbook Review/Acknowledgement • Emergency Contact Form • Competency (if required for position) • Evaluation • Identification Badge • Driver's License • Proof of Motor Vehicle Insurance (pending position) • Fit Testing *Based upon position 	Background Checks (Biannually) Physical: <ul style="list-style-type: none"> • TB Skin Test (Annual) • Influenza Vaccination (Annual) • Fit Testing Clearance (Annual) *Based upon position
Group 2	Applicant Paperwork Pre-Employment Screening, Verifications and Background Checks Physical: <ul style="list-style-type: none"> • TB Quantiferon • MMR or Proof of Immunity • Tdap or Proof of Immunity • Varicella or Proof of Immunity • Hep B or written declination • Influenza Vaccination • 10 Panel Drug Screen • General Health Evaluation • Fit Testing Clearance *Based upon position 	<ul style="list-style-type: none"> • Orientation (Corporate & Department) • Standards of Behavior Handbook Review /Acknowledgement • Emergency Contact Form • Competency (if required for position) • Evaluation • Identification Badge • Driver's License • Proof of Motor Vehicle Insurance (pending position responsibilities) • Fit Testing *Based upon position 	Background Checks (Biannually) Physical: <ul style="list-style-type: none"> • TB Skin Test (Annual) • Influenza Vaccination (Annual) • Fit Testing Clearance (Annual) *Based upon position

Group 3	Applicant Paperwork Pre-Employment Screening, Verifications and Background Checks Physical: <ul style="list-style-type: none"> • TB Quantiferon • MMR or written declination • Tdap or Proof of Immunity • Varicella or written declination • Hep B or Proof of Immunity • Influenza Vaccination or written declination • 10 Panel Drug Screen • General Health Evaluation • Physical Abilities Assessment 	<ul style="list-style-type: none"> • Orientation (Corporate & Department) • Standards of Behavior Handbook • Review/Acknowledgement • Emergency Contact Form • Evaluation • Identification Badge • Driver's License (pending position responsibilities) • Proof of Motor Vehicle Insurance (pending position responsibilities) 	Background Checks (Biannually) Physical: <ul style="list-style-type: none"> • TB Skin Test (Annual) • Influenza Vaccination or written declination (Annual) • Tetnus required, Tdap preferred (Every ten years) *Based upon position
Group 4	Applicant Paperwork Pre-Employment Screening, Verifications and Background Checks Physical: <ul style="list-style-type: none"> • TB Quantiferon • MMR or written declination • Tdap or written declination • Varicella or written declination • Hep B or written declination • Influenza Vaccination or written declination • 10 Panel Drug Screen • General Health Evaluation • Physical Abilities Assessment (if required for position) 	<ul style="list-style-type: none"> • Orientation (Corporate & Department) • Standards of Behavior Handbook • Review/Acknowledgement • Emergency Contact Form • Evaluation • Identification Badge • Driver's License (pending position responsibilities) • Proof of Motor Vehicle Insurance (pending position responsibilities) 	Background Checks (Biannually) Physical: <ul style="list-style-type: none"> • TB Skin Test (Annual) • Influenza Vaccination or written declination (Annual)
Group 4 *Temporary and or PRN	Applicant Paperwork Pre-Employment Screening, Verifications and Background Checks Physical: <ul style="list-style-type: none"> • TB Quantiferon or written declination • Influenza Vaccination or written declination 	<ul style="list-style-type: none"> • Orientation (Corporate & Department) • Standards of Behavior Handbook • Review/Acknowledgement • Emergency Contact Form • Identification Badge 	Background Checks (Biannually) Physical: <ul style="list-style-type: none"> • TB Skin Test or written declination (Annual) • Influenza vaccination or written declination (Annual)

I. ACCEPTANCE OF EMPLOYMENT

A Terms of Employment Form will be completed upon initial employment, reemployment or change in terms of employment to indicate the date of employment, classification, salary or hourly rate of pay, approved schedule of hours and equal employment opportunity (EEO) reporting information. The Terms of Employment Form does not establish a contract (express or implied) and does not in any way alter the employment at will relationship between VNA Health Care and its employees.

J. NEW EMPLOYEE EVALUATION PERIOD

There will be a 3-Month evaluation period for all new employees following the date of initial employment or date of re-employment. Also, there will be a 3-Month evaluation period when an existing employee begins a new position.

Orientation activities take place during the beginning of the new employee evaluation period and vary according to program, department, job type, and individual needs. A performance evaluation will be prepared by the employee's supervisor, and discussed as appropriate with a supervisor or appropriate Vice President with recommendation as to continuance of employment and then discussed with the employee.

In addition, the following relate to the new employee evaluation period.

- If at any time during the new employee evaluation period, the employee has not demonstrated an ability or willingness to perform assigned duties or other circumstances arise that are indicative that continued employment would not be in the organization's best interest, the employee may be immediately terminated.
- The new employee evaluation period may be extended at the request of an employee's supervisor and concurrence with the appropriate supervisor or Vice President.

At all times during the employee evaluation period, either the VNA or the employee may terminate the employment relationship for no cause as it is at all times, an at-will employment relationship; unless employment is subject to an employment agreement executed between the employee and VNA Health Care President/CEO and then the terms of such agreement shall be binding.

K. DISQUALIFYING CONVICTIONS

Criminal background checks must be completed for health care workers as mandated in the Health Care Worker Background Check Act (PL-89-197) 1996 and subsequent updates and/or modifications. Individuals that have convictions for offenses that are not disqualifying or have been granted waivers will be assessed on a case-by-case basis, based upon the nature of the offense, date of conviction and position, with written approval of CEO. VNA complies with all state and federal applicable laws and adheres to the Disqualifying Convictions, in accordance with the Health Care Worker Background Check Act [225 ILCS 46] And 77 Ill Adm. Code 955 Section 955.160 when determining whether to hire or terminate employment based on disqualifying offenses. VNA maintains the right to check for disqualifying convictions throughout an employee's employment with VNA. It is the responsibility and obligation of the employee to notify their supervisor or Human Resources in writing if the employee is convicted and found guilty of a disqualifying offense. It is also the supervisor's responsibility to report any and all allegations of a disqualifying conviction to Human Resources for investigation including running a criminal background check which can lead to disciplinary action or termination.

If the offense is not a disqualifying conviction and occurred prior to the age of 18 or more than seven years prior to the offer date, VNA may proceed with hiring the candidate with written concurrence of CEO.

L. CREDENTIALING AND PRIVILEGING

Persons being considered for positions at VNA Health Care must undergo a credentialing and privileging (as required) process based upon the scope of service and area of practice prior to employment and annually/biennially as required by regulation. This policy applies to all employees who are permitted by regulation and who would provide direct patient care for the organization and who perform services for VNA on a full-time, part-time, intermittent, consultant, or locum tenens basis.

The validation includes both verbal and written verification and primary source verification of key credentials. When privileges are granted, privileges will be specific to the scope of employee's licenses, qualifications and competencies.

VNA's credentialing and privileging process is intended to protect patients by ensuring that employees possess requisite training, experience, and competence. Consequently, VNA requires primary source documentation of a provider's license to practice, graduation from the appropriate school/program, and DEA certification. In addition, VNA verifies all provider's employment history, references, malpractice history, and compliance with Federal and State fraud and abuse laws.

VNA requires that employees cooperate in the credentialing and privileging process. Failure to comply with credentialing and privileging or submit the necessary documentation may result in disciplinary action, up to and including termination.

The Medical Director and/or President/CEO may grant temporary privileges to Providers and locum tenens providers. Completion of the Credentialing process and granting of privileges is considered final only after approval of VNA Medical Director and/or President/CEO. All verifications are documented and retained in confidential files in the Human Resources Department.

M. LICENSES, REGISTRATIONS, AND CERTIFICATIONS

Employees are solely responsible for maintaining active current licenses, registrations and certifications. Failure to comply with this policy will lead to disciplinary action up to and including termination.

- It is the employee's responsibility to forward all new and renewed information directly to Human Resources.
- Any change in status of a license, registration, or certificate must be immediately communicated in writing to both his/her supervisor and Human Resources.
- Should an employee not renew their license, registration, and/or certification the employee must notify, in writing, their supervisor and Human Resources.
- For certain licenses, registrations or certifications, continuing education or other prerequisites may be required by the issuing organization.
- It is the responsibility of the employee to be aware of all license, registration or certificate requirements.
- Maintenance, tracking, retention and submitting of documentation pertaining to renewal requirements are the sole responsibility of the employee.
- Human Resources will input and file forwarded licenses, registrations and certifications into employee files as documentation is received.
- Human Resources may request licenses, registrations or certifications at any time. Employees must forward this information to Human Resources upon request.

N. VOLUNTEERS

VNA Volunteers assist in VNA Health Centers, in patient homes, and throughout the community for special projects on a voluntary basis. The minimum volunteer age is 18 years old. Based on the volunteer "type" or category of Volunteer services provided, the following verifications will be secured before a volunteer can begin to provide assistance at a VNA location or on behalf of VNA in a community served by VNA. Volunteers are not employees of VNA Health Centers and as such are not entitled to compensation or benefits from VNA.

O. ORGANIZATION POLICIES AND PROCEDURES

Policies and Procedures of VNA Health Care are accessible to all employees. Employees are responsible for reviewing policies and procedures as applicable. To access Policies and Procedures, employees can click on the desktop computer icon titled "Policies and Procedures" or go to the "Policies & Procedures" folder under the S-Drive. Employees can contact their supervisor or the QI & Education department with questions.

P. REFERENCE AND VERIFICATION REQUESTS

All requests for an employment reference must be directed to the Human Resources Department. VNA's general policy regarding references for employees who have left the organization is to disclose only the dates of employment and the title of the last position held and rate of pay/wages if the employee provides written authorization. No further information, however, will be disclosed to third parties without an executed release holding VNA harmless for such disclosure and its use. VNA reserves the right not to respond to a request for additional information.

Employees requesting release of employment or income verification should contact Human Resources. Human Resources will only respond to verification requests where a written release with the employee's signature or an e-Mail sent from the employee has been received. VNA will only disclose start date, end date, title and rate of pay/wages. Verifications may take 48-72 business hours to complete.

Supervisors are permitted to complete references for volunteers, students and interns for external parties following receipt of written consent from the volunteer, student and/or intern. Supervisors are also permitted to provide references to learning institutions following receipt of written consent for volunteers, students and interns as well as employees. Human Resources will review references before releasing.

The CEO, Chief Clinical Officer and Medical Officers are permitted to complete references on behalf of providers for the purposes of hospital credentialing and privileging with provider written consent and executed release holding VNA harmless. Human Resources will review before releasing to outside party.

A copy of the completed reference along with the written authorization must be provided to Human Resources for retention in the Personnel file.

III. MANAGEMENT

A. PERFORMANCE EVALUATIONS AND COMPETENCIES

Performance Evaluation: Evaluation is ongoing and is a part of each employee's development within the organization. Its primary purpose is to assist each individual in achieving their full potential as an employee. A written job description is in place to guide one's job performance and the evaluation process.

For new employees, written evaluations will be completed at 3 months (end of the new employee evaluation period). If there is a concern(s) in performance at the 3-month mark, the new employee evaluation period will be extended and a follow-up evaluation will be conducted before the end of employee's first 6 months on the job. Employee performance is also evaluated at one year and annually thereafter, unless program requirements specify otherwise, with the written job description as a guide. Employees will be asked to submit a self-appraisal.

Contracted professionals will receive an annual evaluation. If it is determined that a salary adjustment is warranted for a contracted professional the adjustment would typically be made at the end of the professional's contract period.

PRN employees will receive an annual evaluation.

For 3-Month and Follow-up Evaluations, the employee, supervisor, and Human Resources will sign and date the completed evaluation form; a copy of the evaluation form will be kept in the employee's file. For Annual Evaluations, the employee, supervisor, Vice President, Human Resources, and the President/CEO, (for those who report to a Vice President) will sign and date the completed evaluation form; a copy of the evaluation form will be kept in the employee's file. By signing the evaluation form, the employee acknowledges that the employee was an active participant in the evaluation process. Signing does not necessarily indicate agreement.

A performance evaluation does not necessarily result in a salary or hourly increase. Typically increases are provided based upon an employee's overall annual performance and budgetary constraints.

Competencies: A competency evaluation is required for all staff that provides patient or client care, treatment or services. A competency must be completed within the first 3 months of employment and during every annual evaluation or annually thereafter. Completed competencies are to be forwarded to Human Resources within five working days after completion. An individual with the educational background, experience, or knowledge related to the skills being reviewed assesses the competence. For those individuals who do not pass competencies, additional training may be offered or employment may be terminated.

B. DISCIPLINE

Accepted standards of good conduct and productive job performance apply to all employees. Conduct inconsistent with these guidelines may result in disciplinary action including termination.

Definition of Inappropriate Behavior: Employee actions that adversely affect the quality of care, personal safety or comfort of patients or clients, or the proper functioning of the organization's operations, services, programs, activities and staff.

The following list gives examples of behavior, which may result in disciplinary action, including immediate termination:

- Excessive absenteeism
- Unexcused absences or tardiness
- Unsatisfactory work performance
- Documentation not submitted in a timely fashion
- Wasting time, leaving work area for extended periods of time, or excessive personal use of the telephone/cell phone, computer or other VNA equipment/resources
- Failure to comply with organization policies, job qualifications or state/federal law
- Discourteous behavior to patients or clients and co-workers
- Inappropriate attire or grooming
- Conflict of interest
- Deficits in job performance
- Theft
- Behavior which endangers the safety, welfare or property of patients, clients, employees, visitors, or VNA
- Possession, use or being under the influence of alcohol or illegal drugs while on work time or on call
- False statements or omission of information on employment application
- Job abandonment
- Falsification of records
- Unauthorized sharing or access of patient information in violation of the Health Insurance Portability and Accountability Act (HIPAA) Privacy Rule
- Unauthorized release of confidential information
- Misuse or unauthorized removal of VNA records from the premises
- Insubordination
- Harassment/sexual harassment
- Illegal discrimination
- Inappropriate handling or storing of medications

This list is not all-inclusive; it provides examples of what is considered unacceptable behavior. Any disciplinary actions will be documented and placed in the employee's personnel file and be held confidential.

Disciplinary process

VNA believes that each employee deserves the opportunity to improve performance and contribute fully to the organization. To help achieve this goal, VNA follows a 5-Step Progressive Disciplinary process when appropriate. VNA reserves the right to advance the disciplinary process up to immediate termination, depending on the severity of the occurrence.

Step 1	Step 2	Step 3	Step 4	Step 5
VERBAL COACHING	WRITTEN COMMUNICATION	FINAL WRITTEN WARNING	TERMINATION REVIEW	TERMINATION

Verbal Coaching: In the first step, as soon as a supervisor identifies an opportunity to improve employee performance where an employee is engaged in inappropriate behavior, the supervisor will complete an “Employee Conference Note” form and use this form to include conversation points that will be discussed in a one-on-one coaching session with the employee. In this first step, the Employee Conference Note does not need to be signed by the employee. Supervisor is to forward a copy of the Employee Conference Note to Human Resources.

Written Communication: If the inappropriate behavior persists (or additional performance issues emerge), the supervisor will complete an “Employee Conference Note” form. The supervisor and typically a member from the Human Resources team will meet with employee and provide a written communication detailing the inappropriate behavior, along with the consequences if the behavior persists. Again, the supervisor and Human Resources representative will explain the standards that will be used to assess the employee’s behavior, the timeframe for performance improvement and that continued failure to improve the inappropriate behavior may result in termination.

Final Written Communication: If the inappropriate behavior persists further, the supervisor will complete an “Employee Conference Note” form and forward the form. This step could be accompanied by steps to place employee on probation until the performance issue has been satisfactorily resolved. The supervisor and Human Resources representative will meet with the employee and will provide a final written communication detailing the previous communication(s). The supervisor and Human Resources representative will also explain the specific inappropriate behavior that has not been improved, provide a time frame within which the employee’s behavior will be corrected, and remind the employee that this is their final opportunity to correct the inappropriate behavior. Depending on the severity of the inappropriate behavior, the final written communication may be a termination conference note.

Termination Review: If employee has not corrected the inappropriate behavior, the appropriate Vice President may conduct an investigation. (The employee may be suspended during this time.) Written documentation pertaining to the inappropriate behavior will be analyzed. The supervisor, Human Resources and the Vice President will discuss with employee what the investigation revealed and will provide an opportunity for the employee to present their account of the inappropriate behavior and what the employee has done to correct the behavior. VNA’s President/CEO will be apprised of all Termination Reviews prior to termination action.

Termination: When all steps have been completed and a decision has been made to go forward with the termination, the employee will be notified.

C. PERSONNEL FILES

VNA maintains confidential personnel files on all employees. It is the policy of VNA to maintain complete and accurate employee records. Employees are responsible for notifying Human Resources of changes relating to personal information (and providing appropriate documentation of these changes as required) promptly and accurately. In addition, accurate information will allow for prompt notification in an emergency and help ensure correct coverage for insurance and other benefits. The employee should provide prompt notification of a change in any of these items: name, address, telephone number, marital status, number of dependents, person to notify in an emergency, tax withholding information and payroll deductions. Please note that the Social Security Administration must have the employee’s new name in order to change the employee’s name in VNA’s Payroll and Human Resources system.

In addition, it is the employee’s responsibility to provide current copies of professional licensure, required certifications, and health examinations for their file. Those employees driving vehicles as part of their VNA duties are required to provide copies of a current driver’s license and current auto insurance.

Only authorized personnel are permitted access to employee files, which are kept in a locked area. Upon reasonable notice to Human Resources, an employee may review their file during normal working hours. The employee is to review the file in the presence of a Human Resources representative. Files cannot be removed from the premises nor can items be removed from the file. Files may not be copied or shared with outside sources without employee’s written approval and/or notification unless the record is necessary for maintaining compliance requirements or is subpoenaed. If needed, an employee may request a copy of a document(s) contained in the employment file. This request must be in writing and submitted to Human Resources.

D. PROBLEM RESOLUTION PROCEDURE

Differences of opinion occasionally arise between individuals in the work environment. Employees are encouraged to work out these differences directly with the person(s) in question in a calm and rational manner. If the difference of opinion is not resolved to the employee’s satisfaction, the employee is encouraged to bring concerns to the attention of their supervisor. It is the desire of VNA to address and consider all misunderstandings, complaints or grievances.

VNA has established the below Problem Resolution Procedure to ensure fair and equitable treatment for all employees, reduce dissatisfaction and resolve problems so that productive work relationships can be maintained.

VNA reserves the right to change or waive these procedures without prior notice to employees.

Step 1	Step 2	Step 3	Step 4
<p style="text-align: center;">VERBALLY COMMUNICATE WITH IMMEDIATE SUPERVISOR</p> <p>Employee verbally communicates with their immediate supervisor, focusing on a solution to the problem. Supervisor responds to problem within 3-5 business days.</p> <p>Upon receipt of the supervisor’s response, if the problem is not resolved, the employee may proceed to Step 2 within 3-5 days.</p>	<p style="text-align: center;">SUBMIT A WRITTEN REQUEST TO SUPERVISOR’S SUPERVISOR</p> <p>In writing, request involvement of employee’s supervisor’s supervisor outlining the concern and possible solutions. Supervisor’s supervisor responds to problem within 3-5 business days.</p> <p>Upon receipt of the supervisor’s response, if the problem is not resolved, the employee may proceed to Step 3 within 3-5 days.</p>	<p style="text-align: center;">SUBMIT A WRITTEN REQUEST TO THE AREA VICE PRESIDENT OR PRESIDENT/CEO</p> <p>In writing, request involvement of employee’s area Vice President or President/CEO if a Vice President responded in Step 2 outlining the concern and possible solutions. Vice President or President/CEO responds to problem within 3-5 business days.</p> <p>Upon receipt of the Vice President or President/CEO’s response, if the problem is not resolved, the employee may proceed to Step 4 within 3-5 days.</p>	<p style="text-align: center;">SUBMIT A WRITTEN REQUEST TO THE PRESIDENT/CEO OF VNA</p> <p>In writing, request involvement of the President/CEO of VNA outlining the concern and possible solutions.</p> <p>President/CEO responds to problem with final decision within 10 business days.</p>

*Human Resources team members are available to assist in any step of this process to provide support in the employee communicating directly with parties involved and/or to assist supervisors in follow-up responses.

Pay discrepancies should be reported immediately to Human Resources in addition to the employee’s supervisor in order to ensure timely investigation and resolution.

IV. STAFF DEVELOPMENT

It is the philosophy of VNA that staff development is both an employee obligation and an organization responsibility.

A. NEW HIRE ORIENTATION

All new employees participate in orientation. All employees must undergo orientation. Orientations are generally scheduled every other week. Included in this orientation is an explanation of policies and procedures, benefits, job responsibilities and evaluation tools, employee code of ethics/standards of behavior, an introduction to VNA, and the community that we serve. VNA also orients staff to the key safety items before staff provides care, treatment, or services. Departments that present in orientation include but are not limited to Human Resources, QI & Education, Finance/Payroll and Information Technology. A full agenda with specific topics and details can be requested through the Human Resources department.

B. CONTINUING EDUCATION

A continuous staff development program helps employees fulfill their individual responsibilities and potential as well as contributes to an effective team effort in serving the community. Employees are expected to fulfill continuing education that is required for their license, certifications, etc. Employees may be reimbursed to attend approved conferences, meetings and seminars based upon budgetary consideration and completion of pre-approved written request from supervisor. Travel time for attending an elective continuing education seminar is considered part of the 7.5 (8 for providers) hour workday.

Note: Employees are responsible for giving Human Resources documentation showing that the employee has successfully completed Continuing Education. A copy of this documentation will be kept in the employee's file.

C. PROVIDER CONTINUING MEDICAL EDUCATION

Continuing Medical Education helps providers fulfill Illinois Continuing Medical Education requirements. The intent of continuing medical education is to further the area of knowledge required for a providers position in the best interests of care for VNA patients. Providers are expected to fulfill continuing medical education that is required for their license, certifications, etc. VNA provides continuing medical education days per contract year with the prior written approval of the Medical Director and Supervisor based upon the terms of the employment agreement. Unused Continuing Medical Education days and expenses are not paid out and do not carry over into the next contract year. Upon resignation or non-renewal of an employment contract, Continuing Medical Education time and reimbursement will be prorated if the employee leaves before the conclusion of their contract year. CME expense reimbursements must be submitted within 90 days of expense occurring, in order to qualify for reimbursement.

D. TUITION ASSISTANCE

VNA supports staff in continuing their education. Employees who intend to pursue an academic degree related to service of VNA may be eligible for tuition assistance.

Eligibility: Any full-time employee (part-time regular benefited status is prorated) who has completed the new employee evaluation period may be entitled to tuition reimbursement. Additional criteria for tuition assistance are detailed in the Benefits section under "Tuition Assistance."

E. EXPENSE REIMBURSEMENT

VNA reimburses employees for approved expenses incurred for conducting organization business and for approved travel related expenses. Expenses need to be approved by the employee's supervisor prior to the expense incurring. Expenses are reimbursed through payroll upon receipt of an approved expense report. Expense reimbursements must be submitted within 90 days of the expense occurring in order to qualify for reimbursement.

F. CELL PHONE SERVICE REIMBURSEMENT

Cell phone service reimbursement is available to employees who hold positions that require use of a personal cell phone to conduct organization business. Reimbursement generally applies to Senior Leadership, Home Based Services staff (Home Health, Hospice and House Calls) and Medical Providers (Physicians and Nurse Practitioners). Other positions may qualify for reimbursement based upon position responsibilities and written approval by the area Vice President.

Eligibility: Reimbursement is provided upon submission of an approved expense reimbursement form in conjunction with the cell phone statement to payroll. Employee cell phone statement must include the employee's name and or phone number, billing cycle dates and total amount of the bill. Eligible full-time employees will be reimbursed up to fifty percent of the monthly bill not to exceed more than \$40.00 per month and part-time employees up to \$20.00 per month. Reimbursement amounts are subject to change without notice.

All income or other taxes associated with this cell phone reimbursement are the sole responsibility of the employee. VNA Health Care will not reimburse for these tax amounts. Employees are encouraged to consult with personal tax advisor regarding the appropriate personal tax treatment of these reimbursements.

Cell phone service reimbursement does not increase the employee's base salary and will not be included in the calculation of benefits. Cell phone service reimbursement must be submitted within 90 days of the expense occurring.

V. CLASSIFICATION AND ASSIGNMENT

VNA maintains a current organizational chart that defines the lines of authority within the organization.

A. DESCRIPTIONS

All positions are classified as to qualifications, responsibilities and functions. Written job descriptions are available for each position on VNA's shared drive.

B. ASSIGNMENT

Each employee is assigned to a position at the time of initial employment. The employee may be assigned to different program areas as needed by the supervisor. In emergency situations, an employee may be asked to fill a position out of their classification. Emergency situations lasting 30 consecutive working days or longer will be reviewed by the supervisor. If the employee is to remain in the position for a longer period of time, an appropriate salary increment for that position may be provided for time worked over the 30 consecutive working days.

C. REASSIGNMENT

Employees seeking reassignment through the job posting system must be able to meet each of the basic job requirements as specified on the job posting notice. To be eligible, the employee must be performing at an acceptable level in their present job. The employee must be meeting the performance expectations for their present job and must not have any unresolved disciplinary issues. A new Terms of Employment must be completed prior to the reassignment taking effect. Employees will also review the new job description and sign an acknowledgment indicating receipt and review of the new job description.

D. PROMOTION

Factors considered for promotion are availability of a position, qualifications, experience, performance, ability and efficiency. A promotion may include a change in compensation, title, or both. A job description must be created if the position is newly formed. A new Terms of Employment must be completed prior to the promotion taking effect. Employees will also review the new job description and sign acknowledgements indicating receipt and review of the new job description.

VI. SALARY AND HOURS

A. EMPLOYEE PAY

The beginning salary or hourly rate of pay of an employee must be within the current range for the classification in which employed. An employee with exemplary qualifications may be started above the minimum salary for that range.

Paychecks are issued every other Friday for the two weeks preceding the week of pay and may include the following deductions:

- Federal and state income taxes according to prevailing tax rate for number of dependents indicated by the employee on the W-4 form
- Social Security (FICA) according to prevailing rate
- Voluntary contributions to the VNA 403(b) Savings Plan for Employees as designated by the employee
- Agreed upon deduction for lost, stolen or broken equipment for VNA owned property such as cell phones, myfi, scanners, laptops, diagnostic equipment, etc. that is lost or damaged through employee negligence
- Health insurance, as appropriate
- Professional dues as requested
- Lien and garnishments as allowed by law
- Medical child support
- Voluntary benefits as chosen by the employee (e.g. Medical, Dental, Vision, Life, Short Term Disability, Flexible Spending Account)
- Tuition and/or Continuing Medical Education (CME) fees (if employee leaves before 12 months after reimbursement)
- PTO hours advanced ("negative PTO") (if employee leaves before accrual date)

The first paycheck may be paid manually pending direct deposit processing. The first paycheck is either mailed to the employee directly or sent to the work location, depending on the employee's preference. When an employee selects Direct Deposit, this generally occurs immediately, however, may take up to two pay cycles to take effect. For those who select Direct Deposit, there is no hard copy of the transaction. Employees may print out a copy of their pay transaction by accessing the online employee payroll system. If a scheduled payday falls on a banking holiday, employees will be paid on the preceding business day.

Employees are responsible for ensuring that time records are accurate, completed and approved on time (end of the business day on the last day worked for the pay period).

B. SALARY OR HOURLY RATE CHANGES

Raises will be based on annual performance evaluations and budgetary considerations. Contracted professionals and fee-for-service rates are handled on a case-by-case basis by area Vice President with CEO concurrence.

C. WORKING HOURS

Organization business hours vary by clinic location, with up to one scheduled hour total of uninterrupted, unpaid meal period time provided for eligible employees. All non-exempt employees working 7.5 hours or more will take a 30 minute uninterrupted, unpaid meal period. Scheduling of meal periods are established by the employee's supervisor. Health center hours vary by location and are determined based upon the business need of the department and health center location to accommodate patient, client and customer.

Meal periods for lunch should be taken between 11:00 a.m. and 1:00 p.m. and dinner between 4:00 p.m. and 6:00 p.m.

No compensatory time off will be granted in lieu of taking a meal period, nor will meal periods accrue from day-to-day, when not taken. Employees who are not able to take a lunch or dinner break during those times are responsible for notifying their supervisor so that alternative arrangements can be made.

If the employee goes directly to a field assignment, time on duty will begin upon the employee reaching an equal distance from the employee's usual daily commute. If the employee goes directly home from the last assigned appointment visit, time off duty will be counted from that location unless the distance is more than the employee's usual daily commute. Where the travel distance is longer; time off duty will begin upon the employee reaching the employee's regular daily commute distance.

Non-regular organization hours: Nurse Practitioners and Physicians, Home Health and Hospice field staff as well as other positions (as assigned) will be rotated for On-Call time, Holidays and weekends, as scheduled by the appropriate supervisor. Clinic staff will be assigned as necessary to other clinic hours by the appropriate supervisor.

NOTIFICATION OF BEING LATE TO OR UNABLE TO REPORT TO WORK

Notification of being late to work: Timely service for patients and clients is very important. Employees are expected to be clocked in and working at the scheduled time. VNA recognizes that circumstances beyond an employee's control may cause the employee to be late to work. If employee is going to be late to work, the employee must notify their supervisor by phone and provide the reason for tardiness.

Notification of being unable to report to work: Because unplanned absences can greatly (and negatively) affect patient/client care and overall quality of health outcomes, VNA Health Care follows an Unplanned Paid Time Off (PTO) Progressive Disciplinary Process. When an employee has an unplanned absence/PTO, it puts the employee's patients and/or co-workers in a hardship position. Co-workers need to unexpectedly cover for the employee's unplanned absence by taking on additional work and patients need to wait longer for care or have to reschedule appointments. For these reasons, unplanned absences are closely monitored.

Unplanned PTO (or an unplanned absence) occurs when an employee is ill, injured or otherwise cannot come in to work due to unforeseen circumstances which cannot be remedied and the absences are unrelated to FMLA. When an unplanned absence occurs, employees must:

- Notify immediate supervisor via telephone and call the department absence line (if established for employee's department) as early as possible, however, no later than one (1) hour before the workday begins.

After three consecutive unplanned days off, or after the third nonconsecutive unplanned time off request within a year, a physician's verification may be required at the supervisor's discretion.

Unplanned Paid Time Off (PTO) Progressive Disciplinary Process – the following applies to all VNA employees:

1. Upon an employee reaching their 3rd (or more) unplanned absence or episode (consecutive days missed for the same reason) within the calendar year; at the supervisor's discretion the employee may be scheduled a make-up shift/day. Assignment of make-up shift/day is evaluated on a case by case basis determined by the business need of the organization in order to meet patient care and/or departmental needs.
2. Assignment of make-up shift/day does not remove the unplanned absence from an employee's attendance record as such; the unplanned absence will be included for the purposes of disciplinary action as outlined below.
3. Sixth unplanned absence/episode of time off (within a calendar year)- written warning*
4. Seventh unplanned absence/episode of time off (within a calendar year) - suspension without pay while further investigation is conducted and/or employment termination.*

*VNA offers accepted absences with pay (or without pay) that help cover unforeseen situations and will not count as an unplanned absence. These absences include Compassionate/Bereavement Leave, Jury and Witness Duty, Family and Medical Leave Act (FMLA), Uniformed Services Employment and re-employment Rights Act (USERRA) Leave, Illinois Family Military Act Leave, Victims Economic Security and Safety Act (VESSA) Leave, Paid Voting Leave and Employee Blood Donation Leave. Please refer to the Other Absences with Pay and Absences without Pay policies for additional information.

D. EXEMPT AND NON-EXEMPT STATUS

VNA defines employees as exempt or non-exempt according to state and Federal laws. Generally, exempt employees include, however, are not limited to leadership, administrative, supervisory and other professional employees of VNA.

An employee is informed of their initial employment classification and ongoing where a position change occurs and there is a change in the exempt status.

E. EMPLOYEE STATUS DEFINITIONS

The following categories and definitions are used for employee status:

- **Full-Time:** One who is scheduled to work at least 1950 hours per year (7.5 hours per day, 5 days a week for a total of 37.5 hours per week)
- **Part-time Benefited:** One who is scheduled to work at least 975 hours per year but less than 1950 hours per year (18.75 to less than 37.5 hours per week).
- **Fee-For-Service:** Part-time and is compensated on a per-visit/service unit basis.
- **PRN/Occasional:** Non-benefited: One who is irregularly scheduled to perform patient care activity or to work on a temporary basis. Employees who have a set weekly schedule are not PRN.

Employee status definitions are the determining factor for employee benefits. If an employee status changes, eligibility for the applicable benefits are effective the date of the status change, unless the benefit plan specifies otherwise. Any arrangements for benefits other than those outlined above are at the discretion of the President/CEO. All approved working arrangements are kept in the employee's payroll file.

If a part-time employee agrees to work additional hours as needed, and if the employee works less than 1950 hours in the 12-month period when the additional hours started, the employee will not be entitled to full-time benefits. Paid Time Off (PTO) and retirement benefits will accrue according to hours actually worked. This applies to an employee who is temporarily working full-time hours.

F. OVERTIME

Employees may occasionally be asked to work beyond their normally scheduled hours, or on the employee's day off, at the sole discretion of VNA. Non-exempt employees who are required (or permitted) to work overtime (defined as hours worked over 40 hours per work week) will receive overtime pay in accordance with the requirements of the Fair Labor Standards Act, state laws and VNA policies as follows:

- All overtime must be approved in writing in advance by the employee's immediate supervisor.
- End of day and special event overtime occurrences are at the discretion of the supervisor.
- Non-exempt employees will be paid one and one half of the employee's regular rate for all hours worked in excess of 40 hours in each work week.

Time worked up to 40 hours/week will be paid at the regular hourly rate. Time worked beyond 40 hours/week will be paid at 1.5 times the regularly hourly rate and must be pre-authorized.

"Hours worked" means time actually spent on the job. It does not include hours away from work due to vacation, sickness or holiday (even where these days are compensated). Unpaid sick leave, personal leave or any other time away from work is also not considered hours worked.

Exempt employees are not eligible for overtime.

VII. BENEFITS

The information provided in herein and in the annual benefits enrollment guides is intended to be a summary of the benefit program, and has been provided to assist employees in understanding the overall aspects of the program. Employees must refer to the appropriate plan documents for eligibility procedures and plan provisions concerning benefit programs. Naturally, it is the legal documents that must be followed in the administration of these plans, and these plan documents will govern in the event any discrepancy exists. The Company reserves the right to amend, modify or terminate the plans at any time.

The Human Resources Department offers a benefits orientation meeting for all new hires. This orientation meeting will explain the benefits program in more detail. Contact a Human Resources representative for questions regarding VNA benefit plans.

Benefits Provided	Full-Time Benefited (37.5+ hrs. /wk.)	Part-Time Benefited (30+ hrs. /wk.)	Part-Time Benefited (18.75 to 29.99 hrs. /wk.)	Part-Time (Less than 18.75 hrs. /wk.)
A. Legislated Benefits	X	X	X	x
B. Health Insurance	X	X		
C. Dental Insurance	X	X	X	
D. Vision Insurance	X	X	X	
E. Flexible Spending Account	X	X		
F.403(b) Savings Plan	X	X	X	X
G. Retirement Program (Pension/Defined Contribution)	X	X	X	X
H. Group Life Insurance	X			
I. Voluntary Life Insurance	X	X		
J. Short-term Disability Income Insurance	X	X		
K. Long-term Disability Income Insurance	X			
L. Continuing Education (If required for position)	X	X	X	
M. Tuition Assistance	X	X	X	
N. Transportation Reimbursement	X	X	X	X
O. Paid Time Off (PTO)	X	X	X	
P. PTO Donation Program	X	X	X	
Q. Other Absences With Pay	X	X	X	
R. Family and Medical Leave Act	X	X	X*	X*
S. Uniformed Services Employment and Reinstatement Act Leave	X	X	X	X
T. Illinois Family Military Act Leave	X	X	X*	X*
U. Victims Economic Security and Safety Act Leave	X	X	X	X
V. Paid Voting Leave	X	X	X	X
W. Employee Blood Donation Leave	X	X	X	X

*Any employee who meets the eligibility requirements can qualify for this benefit. The requirement is 12 months of employment and 1,250 actively worked hours prior to the leave commencing based on a rolling calendar year.

A. LEGISLATED BENEFITS

VNA provides social security (FICA), unemployment compensation and Worker's Compensation insurance in accordance with state and federal laws.

In order to make a change to current benefit elections the employee must notify Human Resources in writing within 30 days of a life-changing event such as marriage, birth, adoption, a new job, divorce or death. If Human Resources is not notified within 30 days, employee will be able to make coverage changes at the next open enrollment.

B. HEALTH INSURANCE

VNA contributes a portion of the medical premium insurance cost for employees working thirty or more hours per week. Employees are referred to the online benefit portal for review of insurance booklets regarding full details of coverage. The health insurance benefits are available the first of the month following the start of employment. The employee has 30 days from the start of eligibility to submit the medical insurance enrollment. If enrollment is not completed within 30 days, the employee must then wait until the next open enrollment period to enroll in the health insurance program. Coverage for health insurance begins the first of the month after an employee's hire date. While the employee has 30 days to complete the enrollment, benefit deductions would be reconciled to the first of the month.

When employment with VNA ends or employee status changes from full-time to part-time, group health insurance coverage will end at the end of the month. The employee may elect to continue coverage under The Consolidation Omnibus Budget Reconciliation Act (COBRA).

COBRA gives workers and their families who lose health benefits the right to continue group health benefits provided by the group health insurance plan for a limited period of time under certain circumstances such as voluntary or involuntary job loss, reduction in the hours worked, transition between jobs, death, divorce, and other life events. Qualified individuals may be required to pay the entire premiums for coverage up to 102 percent of the cost of the plan.

If an approved leave of absence without pay is for a period up to 12 weeks, the VNA portion of the premium will be paid by VNA for the eligible employee; employee will continue to pay their portion of the health insurance during this time. If an approved leave of absence without pay continues for a period of up to 6 months, an employee may elect to continue health insurance by paying the required entire premium. In the situation where an employee has a serious medical condition, other arrangements may be authorized by the VNA President/CEO.

C. DENTAL

VNA makes dental insurance available to employees and applicable dependents. The cost for this coverage is paid for by the employee.

D. VISION

VNA makes vision insurance available to employees and applicable dependents. The cost for this coverage is paid for by the employee.

E. FLEXIBLE SPENDING ACCOUNT

VNA offers a flexible spending account that provides employees the benefit of setting aside dollars on a pre-tax basis to pay eligible expenses, such as dependent care and medical expenses.

Eligible employees that select the high deductible medical insurance plan may elect to open a Health Savings Account (HSA). A HSA provides employees the benefit of setting aside funds on a pre-tax basis that may be used to pay qualifying medical expenses.

F. EMPLOYEE CONTRIBUTORY 403(b) SAVINGS PLAN

A voluntary tax-exempt retirement savings program is offered to all full-time and regular part-time employees. This plan allows the employee an option to reduce current income, with the advantage of deferring federal and state income taxes on all money invested into the plan (pre-tax), until the employee starts to withdraw funds, or to contribute on a post-tax basis in a Roth where earnings are non-taxable to the employee in retirement. Contributions to both options at the same time are possible, with the total of pre and post-tax contributions not exceeding the IRS established annual limit.

G. RETIREMENT PLAN (DEFINED CONTRIBUTION PLAN)

VNA provides employees with a Defined Contribution Retirement Plan. Contributions are provided at no cost to the employee. A Summary Plan Description is given to all full-time and part-time regular employees upon employment. Major provisions are: Eligibility is established after one year of service and having worked at least 1000 hours, including paid time off. Participants are fully vested based on the current year's vesting schedule. Contributions are made annually and should an employee leave VNA for any reason other than retirement, prior to December 31st of the plan year, these funds will not be paid out. Employees are responsible for reading the retirement program literature to determine how the employee wants their contribution invested.

H. GROUP LIFE INSURANCE

Eligibility for the Group Life Insurance benefit that is equal to the employee's annual salary begins after 3 months of full-time employment and is paid by VNA. The Summary Plan Description outlines the terms of the policy. Premiums for the Group Life Insurance are paid in full by VNA. Coverage is equal to employee's annual income (up to \$400,000*). Benefits are reduced to 50% at age 70. *Guaranteed to \$400K. Elections over the guaranteed issuance amount up to \$500,000 require an Evidence of Insurability Form and may be subject to a paramedical exam and/or medical questionnaire sent out the applicants' physician.

I. SUPPLEMENTAL LIFE INSURANCE

Employees may elect additional life insurance coverage through VNA's life insurance provider. Employees pay for the supplemental life insurance through a payroll deduction.

J. SHORT-TERM DISABILITY INCOME INSURANCE

Employees may elect Short-Term Disability Income Insurance coverage through VNA's provider.

The employee and the employee's physician need to complete and submit the appropriate forms to Human Resources for consideration of the short-term disability benefit. For more details, refer to the Certificate of Insurance available online on the benefit portal.

Short-Term Disability provides the benefit of income replacement and does not guarantee job restoration upon the conclusion of the absence. Human Resources, along with the employee's supervisor, will consider the Family and Medical Leave Act, the duration of the leave, whether the position is still available and if the employee was in good standing prior to the leave.

K. LONG-TERM DISABILITY INSURANCE

Eligibility for Long-Term Disability Income Insurance begins after 6 months of full-time employment with a total cost of premiums paid by VNA. Long-Term Disability Income Insurance payments are based on 60% of employee pre-disability earnings up to a maximum of \$7,500 per month.

L. CONTINUING EDUCATION

All full-time employees and part-time benefited employees working at least 18.75 hours per week who have completed the new employee evaluation period are eligible for continuing education expenses reimbursement consideration, if the continuing education is relevant to the employee's job with VNA. Reimbursements will be made based on VNA's available budget for continuing education at the time the reimbursement request is made. Employees must submit a Continuing Education Request form approved by the employee's Supervisor and area Vice President to the finance department for budget approval. Approved Continuing Education Request forms are then forwarded to the Admin department for enrollment in the class. Part-time benefited employees (18.75 or more hours per week) will receive consideration for a prorated continuing education reimbursement based upon the number of hours worked per week, if the continuing education is required for the employee's job with VNA, and VNA's budget available for continuing education.

M. TUITION ASSISTANCE

All full-time employees and part-time benefited employees working at least 18.75 hours per week who have completed the new employee evaluation period are eligible to receive tuition assistance if the intended academic degree will benefit VNA.

The amount of reimbursement will be determined annually at the beginning of the new fiscal year. Tuition reimbursement is budgeted (allocated) based upon the fiscal year 7/1-6/30.

To receive tuition assistance, the following criteria must be met:

- The employee must submit a completed Tuition Reimbursement Application form to their Supervisor prior to enrolling into the course/class.
- Upon approval, the Tuition Reimbursement Application form is submitted to finance for budget approval and then forwarded to payroll.
- Once the course is successfully completed (see below for conditions for "successful" completion), the employee submits to Payroll the following:
 - a. Evidence of successful completion of the course cited in the initial request. Successful completion requires a grade of B or better for graduate course, a grade of C or better for undergraduate course, or Pass in a Pass/Fail system.
 - b. A copy of the Statement of Account or billing Statement for the completed course.
 - c. A copy of the check used or payment method for the course.
- Job performance continues to be satisfactory as measured by performance evaluations.
- To be entitled to tuition reimbursement, an employee must remain employed by VNA for a minimum of twelve (12) months after the employee has received any tuition assistance reimbursement payment(s). If the employee chooses to resign from VNA prior to the twelve (12) month period or an employee leaves VNA (reasons other than job elimination/staff reduction), VNA will be entitled to obtain the entire tuition reimbursement payment from the employee's final paycheck(s). By signing the Tuition Reimbursement Application form under the Tuition Assistance policy, the employee accepts these terms and will be accountable if the employee violates the conditions of this agreement.
- Tuition reimbursements are subject to IRS limits and applicable tax laws.

N. TRANSPORTATION REIMBURSEMENT

Employees will be reimbursed for actual mileage driven while on duty for organization business. The amount of reimbursement is regulated by the Federal Government. As a condition of mileage reimbursement, the employee must maintain a mileage log, automobile insurance and a current license, as required by law.

Mileage incurred driving to and from work is not reimbursable, except for home health staff when working outside normal working hours (weekends, holidays and nights). Similarly, at the end of the day, an employee returning home from elsewhere than VNA must deduct their regular commute mileage from the reportable mileage. For employees driving an organization vehicle, see the Organization Vehicle Policy.

An employee traveling from work to other VNA site locations and offsite meetings, is eligible for mileage reimbursement for the total miles traveled minus employee's regular commute mileage to or from the employee's assigned VNA location.

Other Reimbursable Costs: VNA will reimburse the cost of meter parking actually paid for necessary parking related to VNA business. VNA travel-related expenses (e.g. transportation, lodging, meals, tolls, train and phone, etc.) will be reimbursed with approval by supervisor.

Fines: Any fines incurred by the employee will not be paid by VNA. Employee will use PTO for any absence from work in connection with fines.

Procedure in Case of an Auto Accident When on Work Time:

- Immediately call 911 for an ambulance if necessary and report accident to police/sheriff.
- Employee must obtain a police report and will be reimbursed for any fees incurred to obtain it.
- Secure car license number, insurance information, name, address, and phone number of all witnesses.
- Report accident (after calling 911 as needed) to supervisor who will then contact Human Resources immediately.
- Complete all report forms (Employee Unusual Occurrence report and employee's own insurance forms) immediately.
- Report accident promptly to personal insurance company.

VNA employees may not transport a client or patient in their personal cars or organization vehicles at any time, for any reason.

O. PAID TIME OFF (PTO)

PTO can be used for vacation, personal time, or absence occasioned by the employee's illness or that of a family member.

For New VNA employees, Paid Time Off (PTO) will start to accrue after 30 days of employment and can be used upon accrual. Employees may use earned PTO when approved by their supervisor. PTO may not be used until it has accrued, except for approved holidays occurring during the first 30 days of employment as described in further details below. During every employment year with VNA, fulltime employees are required to take at least 5 consecutive business days (or 37.5 Hours) off.

At the end of a full-time employee's employment year, any unused PTO up to a maximum of 150 hours will be carried over to the next employment year. Part-time PTO eligible employees may carry over a prorated amount of unused PTO based upon the employee's fractional FTE level (example .8FTE may carry

over max of 120 hours, .6 FTE may carry over max of 90 hours, .5 FTE may carry over max of 75 hours, etc.). Any remaining PTO hours beyond the carryover limit will be forfeited upon the employee's anniversary date. Employees are encouraged to use and manage their PTO balances on a regular basis.

NOTE: PTO will no longer rollover into an Extended Illness Bank (EIB) January 2016.

Employees with existing EIB balances January 2016 will be able to access the EIB after three (3) consecutive PTO days due to personal non-work-related illness or injury. If an employee has no remaining PTO days available, but does have EIB time, EIB time is used starting on the 4th consecutive day of absence for illness or injury.

PTO Request Procedure: All scheduled time off, including holidays (if employee typically works that day of the week), requires prior approval of the employee's supervisor, normally one month in advance and will be based on scheduling needs.

- To request PTO, the employee must enter a paid time off request into the online payroll system for approval by the employee's supervisor. PLEASE NOTE, employees are to record 7.5 hours (8 hour for providers) of PTO for each day of PTO requested. (For example, a request of 3 days off work equals 22.5 (24 for providers) hours of PTO.)
- PTO is scheduled by the department supervisor and all requests will be considered. Supervisors do reserve the right to not grant a PTO request in cases where there are schedule conflicts and/or granting the request would seriously disrupt VNA's operations.
- Use of PTO time may be mandatory when the office is closed.

Unplanned time off requests: When an unplanned absence occurs, by reason of illness, injury or otherwise, notification to the employee's immediate supervisor must be telephoned in before the start of the workday, so that any special arrangements, if necessary, can be made. Notification must be made directly to the supervisor each day that an employee is absent from work. Frequent unplanned/unexcused absences may result in disciplinary action. After three consecutive unplanned days off, or after the third nonconsecutive unplanned time off request within a year, a physician's verification may be required at the supervisor's discretion. The physician's verification must indicate the employee's ability to return to work in order for employee to return to work.

Planned Leave of Absence: Employees taking a planned leave of absence must first use up the employee's entire accrued PTO bank benefit time prior to accessing EIB, if the employee has an EIB bank. An employee taking an unplanned leave of absence due to unexpected illness or injury must first use 3 consecutive PTO days, then the employee's EIB bank time (if an employee has one) and then any remaining PTO TIME. If PTO and EIB are depleted, the employee's supervisor may grant an unpaid leave of absence, if requested in writing by the employee.

PTO Accrual Rates: PTO will be accrued per pay period based on all non-premium hours paid. Overtime (premium) hours will be exempt from the paid time off calculation. In addition, PTO does not accrue when the employee is out on unpaid leaves of absences or when receiving Short Term or Long Term Disability. PTO time may be used for a variety of reasons including, but not limited to: holidays, vacation, illness, and personal business. PTO begins to accrue after 30 days of employment. Note; holidays that are typically recognized by VNA include New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. Holidays falling on a Saturday are normally observed on the preceding Friday. Holidays falling on a Sunday are normally observed on the following Monday. Certain facilities and programs may operation on a different schedule; please refer to VNA's annual holiday office closing schedule for more details on work hours.

The hourly accrual rate used in determining an employee's PTO entitlement is listed below. The example given is for an employee working at least 75 hours per pay period. A regular part-time employee would receive PTO on a prorated basis, based upon the hours worked in the specific pay period.

A full-time employee accrues PTO time in the following manner, based on position. Part-time employees working half-time or greater receive prorated PTO.

PTO Accrual Rate-Hours per Year (Full-Time Employees):

<u>Service Timeline</u>	<u>VNA Staff</u>	<u>President/CEO/Vice Presidents</u>
First 29 Days	None	None
30 days-12 months	168.75 Hours	196.875 Hours
1+ - 3 years	225 Hours	262.5 Hours
3+ - 5 years	262.5 Hours	300 Hours
5+	300 Hours	300 Hours

General PTO and EIB Rules (See “Section Q: Other Absences with Pay” for additional information):

- Eligible employees may use PTO after it is earned, except that PTO may be used to cover approved holidays during the first 30 days of employment when no PTO is earned or accrued. If time is taken before it is earned, the eligible employee PTO Bank will show a negative balance until the PTO Bank accrues enough hours to cover any approved holidays which occurred during the first 30 days of employment prior to PTO being earned. Any absences, other than approved holidays, occurring during the first 30 days of employment will be unpaid time off. If employment ends with a negative PTO Bank balance the pay associated with negative PTO Bank balance will be deducted from final pay. At no other time except per above for approved holidays occurring during the first 30 days of employment may the PTO Bank accrue a negative balance.
- The EIB (Extended Illness Bank) program ended as of January 2016 and PTO balances will no longer rollover into an employee's EIB. Existing EIB balances are subject to PTO and EIB program rules.
- If an absence is due to employee illness or non-work-related injury, the first three (3) consecutive days of excused time off comes from PTO Bank time and on the fourth day absent, EIB time can be used. EIB time can only be accessed after there (3) consecutive PTO Bank days have been used.
- If an employee used three (3) consecutive PTO Bank days and then used all EIB time, any remaining PTO Bank time is then used, up to the time the Short-Term Disability Income Insurance benefit begins. Upon receipt of a written request, employee may continue to use PTO Bank time and/or EIB time while receiving VNA provided Short Term Disability Income Insurance payments. Total payments of PTO/EIB combined with Short term Disability Income Insurance payments may not exceed the standard daily wage of the employee.
- If an employee has no PTO Bank time available, but does have EIB time, EIB is used starting on the 4th consecutive day of excused illness or injury.
- All PTO Bank time and EIB time must be used before any time off becomes unpaid and must be approved by supervisor. Therefore, once all PTO Bank time and EIB time have been used, time off becomes unpaid time off, unless Short-Term Disability Income Insurance benefit applies, in accordance with VNA Policy.
- All full-time employees of VNA must take a minimum of five (5) consecutive days off per employment year.
- As indicated above, PTO time includes all holidays, vacation, sick and personal day time. Typical holidays are part of PTO and not in addition to PTO.
- Accrued, unused PTO will be paid concurrent with separation from VNA consistent with the provisions set forth above.
- EIB hours cannot be converted back to PTO or cashed out.

P. PTO DONATION PROGRAM

The purpose of the PTO Donation program is to provide financial assistance during approved unpaid leaves related to life-threatening illness or injury to staff or immediate family members of staff. Immediate family is defined in Section VII Q of this handbook.

- The recipient may request to receive donated PTO to provide care for the employee's own or an immediate family member's life threatening or terminal illness or injury.
- The recipient must be eligible to accrue PTO and must have exhausted all paid leave balances before using donated PTO.
- The recipient may not be receiving any paid benefit from VNA (i.e. Paid Time off, Extended Illness Bank, Short-Term Disability, Long-Term Disability, Workers' Compensation).
- The donor (if full-time) must have a minimum balance of 37.5 hours of PTO remaining after the donation. Minimum balance will be prorated for part-time employees. Donations must be made in 7.5 (8 providers) hour increments.
- Only accrued PTO time can be donated.
- Donated PTO can only be applied after the recipient's unpaid leave has been approved.
- The recipient may use up to 160 hours of donated PTO. Exceptions must be approved by the President/CEO.
- Donated PTO may not be used to exceed the recipient's normally scheduled work hours per pay period.
- Leave taken using donated PTO will be counted in the calculations of approved leave balances. Donated PTO may run concurrently with Family Medical Leave of Absence where applicable.
- Donated PTO hours are converted into equivalent number of hours, regardless of differences between participants' pay rates.
- Requests to receive donated PTO will only be approved for employees in good standing.
- Recipients are prohibited from soliciting co-workers to donate PTO. All donations must be voluntary. Donations are made anonymously and cannot be designated to specific recipients.

A qualified donor (employee with at least 37.5 accrued PTO hours after donation) may submit a donation by sending an email to Human Resources, indicating the number of hours the employee would like to donate. The donated hours will be deducted from the donor's accrued balance at the next available payroll.

Potential recipients may request donated PTO at the time the employee applies for a leave of absence or during the leave of absence. Requests for donated PTO are to be sent to the Human Resources Department. Human Resources may also identify potential recipients from leave of absence requests. Upon identification of a potential recipient of PTO, Human Resources will notify potential recipient's supervisor to confirm the potential recipient is in good standing. The request to use donated PTO will be sent to the area Vice President for approval. The area Vice President will advise Human Resources of the decision. Human Resources will notify Payroll.

Q. OTHER ABSENCES WITH PAY

Compassionate Leave (Bereavement Leave): A full-time or part-time benefited employee who works at least 18.75 hours per week is eligible for up to three (3) consecutive days with pay (or up to a total of 22.5 hours for full-time employees, 24 hours for full-time providers and prorated for part-time) when a death occurs in the employee's immediate family. This includes: mother, father, spouse, civil union partner, children, brother, sister, mother-in-law, father-in-law and grandparents. Employee may be granted additional time off using their accrued PTO if approved by supervisor. VNA reserves the right to request documentation in support of the bereavement leave.

Illinois Child Bereavement Leave Act

Eligible employees have a right under the Illinois Child Bereavement Leave Act to take up to ten (10) days of unpaid bereavement leave in a 12-month period calculated as a "rolling" 12-month period measured backward from the date of any Child Bereavement Leave. A "child" includes: an employee's biological, adopted or foster child. Stepchildren, legal wards and children the employee stands in *loco parentis* to are also included.

The ten (10) days of leave are inclusive of the paid bereavement time provided under VNA's compassionate leave policy. Employees may choose to use earned and accrued PTO to substitute for the unpaid leave provided herein. Child Bereavement Leave must be used within 60 days of the date on which the employee receives notice of the death of the child. Where practicable a forty-eight (48) hour leave notice is required. Reasonable documentation in support of the bereavement leave may be required.

Leave Entitlement: An eligible employee will be granted up to a total of 10 days of unpaid leave during any 12-month period for one or more of the following reasons:

- Attend the funeral of a child;
- Make arrangements necessitated by the death of a child or;
- Grieve the death of a child.

In the event an employee experiences the death or more than one child in a twelve (12) month period, the employee is entitled to up to a total of 6 weeks of unpaid bereavement leave during the twelve (12) month period. Such leave shall not exceed unpaid leave provided under the Family Medical Leave Act. An employee may choose to use their earned and accrued PTO to substitute for the unpaid leave provided herein.

Jury and Witness Duty: Full-time and regular part-time employees called for jury duty are urged to fulfill this important civic duty. Although not required by law, the organization will pay the difference between the jury pay and the employee's regular daily pay up to two weeks per calendar year. If an absence extends beyond two weeks, employee's accrued PTO will be applied. However, the employee is expected to report to work on days where the employee is not required to perform jury duty or partial days, if dismissed early. Notice of time off for jury duty should be given to the supervisor as soon as possible. VNA will not request jury duty to be postponed or dismissed except when business conditions necessitate such action.

Exempt employees may use accrued PTO time for jury duty leave or take the time off without pay. Exempt employees will be paid their normal salaries during any workweek in which they appear as a witness or juror and also perform services for VNA. If an exempt employee performs no work during any workweek in which the employee serves on a jury or as a witness then the full weekly salary need not be paid.

R. ABSENCES WITHOUT PAY

Time Off Without Pay: Full-time employees may take up to five (5) days of unpaid PTO per employment year, with the approval of the appropriate supervisor. Employees with accrued paid time off must use PTO time before requesting absences without pay.

Leave of Absence: A leave of absence is time off from the job without pay for a period of greater than ten (10) days, not to exceed up to six (6) months. The organization is not required to keep the staff member's position open while the employee is on leave of absence except where required by law. Leaves must be requested in writing and have prior approval from the employee's immediate supervisor, appropriate Vice President, and Human Resources. Accrued PTO or EIB, when appropriate, must be used.

Leaves of absence may be granted for reasons such as illness, maternity, paternity, adoption, military service, education and personal reasons.

During the paid time of an absence, employee benefits continue to accrue and the employer share of insurance premiums are paid. Once the leave is without pay, employee benefits no longer accrue.

Employees returning from a leave of absence due to employees' own health condition must submit to Human Resources a physician release to work based on the requirements outlined in the employee's job description.

NOTE: Other absences without pay are discussed in the sections that follow:

S. FAMILY AND MEDICAL LEAVE (FMLA)

Eligible employees have a right under the Family and Medical Leave Act for up to 12 weeks of unpaid leave in a 12-month period calculated as a "rolling" 12-month period measured backward from the date of any FMLA leave usage.

Employee Eligibility: To be eligible for FMLA, an employee must:

- Have worked for the employer for a total of 12 months;
- Have worked at least 1,250 hours over the previous 12 months;

- Must work at a work site where 50 or more employees are employed by VNA within 75 miles of that office or work site. The distance is to be calculated by using available transportation by the most direct route.

While the 12 months of employment need not be consecutive, employment periods prior to a break in service of seven years or more need not be counted unless the break is occasioned by the employee's fulfillment of their National Guard or Reserve military obligation (as protected under the Uniformed Services Employment and Reemployment Rights Act (USERRA)), or a written agreement, including a collective bargaining agreement, exists concerning the employer's intention to rehire the employee after the break in service. See, special rules for returning reservists under USERRA.

Leave Entitlement: An eligible employee will be granted up to a total of 12 work weeks of unpaid leave during any 12-month period for one or more of the following reasons:

- For an incapacity due to pregnancy, prenatal medical care or child birth;;
- To care for the employee's child after birth or the placement with the employee of a son, daughter for adoption or foster care;
- To care for a spouse, civil union partner, son daughter, or parent with a serious health condition;
- To take medical leave when the employee is unable to work because of a serious health condition; or
- For qualifying exigencies arising out of the fact that the employee's spouse, son, daughter, or parent is on active duty or called to active duty status as a member of the National Guard or Reserves in support of a contingency operation.

Military Family Leave Entitlements

Eligible employees with a spouse, son, daughter, or parent on active duty or called to active duty status in the National Guard or Reserves, or family members of active duty servicemember, 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, addressing certain financial and legal arrangements;
- Attending certain counseling sessions; and
- Attending post-deployment reintegration briefings.

The FMLA also allows eligible employees to take up to 26 weeks of leave in a 12-month period to care for a spouse, son, daughter, parent or next-of-kin who is a covered servicemember or covered veteran (next-of-kin is defined as the closest blood relative of the covered servicemember). A covered servicemember is defined as a current member of the Armed Forces (including the National Guard or Reserves) who is undergoing medical treatment, recuperation or therapy for an injury or illness incurred in the line of active military duty or that existed before the beginning of active duty and was aggravated by service in the line of duty, that may render the servicemember medically unfit to perform the duties of their office, grade, rank or rating. Covered servicemember also includes any individual on the temporary disability retired list.

A covered veteran is an individual who was a member of the Armed Forces and was discharged or released under conditions other than dishonorable during the five year period prior to the first date an eligible employee takes leave (October 28, 2009 through March 8, 2013 shall not count towards the five year look-back period). In the case of a covered veteran, a serious injury or illness means an injury or illness that was incurred by the veteran in the line of duty while on active duty (or existed before the beginning of active duty but was aggravated in the line of duty)and that is (1) a continuation of a serious injury or illness incurred or aggravated when the veteran was an active member of the armed forces that rendered the servicemember unable to perform the duties of the servicemember's office, grade, rank or rating; (2) a physical or mental condition for which the covered veteran has received a "VASRD disability rating" of 50 percent or greater and the rating is based, at least in part, on the condition precipitating the need for leave; (3) a physical or mental condition that substantially impairs (or without treatment would impair) the veteran's ability to secure a gainful occupation by reason of disability related to military service; or (4) an injury, including a psychological injury for which the veteran has been enrolled in the Department of Veterans Affairs Program of Comprehensive Assistance for Family Caregivers.

Spouses employed by the same employer are limited in the amount of family leave they may take for the birth and care of a newborn child, placement of a child for adoption or foster care, or to care for a parent who has a serious health condition to a combined total of 12 weeks (or 26 weeks if leave to care for a covered service member with a serious injury or illness is also used). Leave for birth and care, or placement for adoption, or foster care, must conclude within 12 months of the birth or placement. If the spouses both work for VNA and each wishes to take leave to care for a covered injured or ill service member, the spouses may only take a combined total of 26 weeks of leave.

Under some circumstances, employees may take FMLA leave intermittently – taking leave in separate blocks of time for a single qualifying reason – or on a reduced leave schedule – reducing the employee's usual weekly or daily work schedule. When leave is needed for planned medical treatment, the employee must make a reasonable effort to schedule treatment so as not to unduly disrupt the employer's operation. If FMLA leave is for birth and care, or placement for adoption or foster care, use of intermittent leave is subject to the employer's approval.

"Serious health condition" means an illness, injury, impairment, or physical or mental condition that involves either:

- Inpatient care (i.e., an overnight stay) in a hospital, hospice, or residential medical care facility, including any period of incapacity (i.e., inability to work, attend school, or perform other regular daily activities) or subsequent treatment in connection with such inpatient care; or
- Continuing treatment by a health care provider, which includes:
 - a. A period of incapacity lasting more than three consecutive, full calendar days, and any subsequent treatment or period of incapacity relating to the same condition, that also includes:
 - i. Treatment two or more times by or under the supervision of a health care provider (i.e., in-person visits, the first within 7 days and both within 30 days of the first day of incapacity); or
 - ii. One treatment by a health care provider (i.e., an in-person visit within 7 days of the first day of incapacity) with a continuing regimen of treatment (e.g. prescription medication, physical therapy);

- b. Any period of incapacity related to the pregnancy or for prenatal care. A visit to the health care provider is not necessary for each absence; or
- c. Any period of incapacity or treatment for a chronic serious health condition which continues over an extended period of time, requires periodic visits (at least twice a year) to a health care provider, and may involve occasional episodes of incapacity. A visit to a health care provider is not necessary for each absence; or
- d. A period of incapacity that is permanent or long-term due to a condition for which treatment may not be effective. Only supervision by a health care provider is required, rather than active treatment; or
- e. Any absences to receive multiple treatments for restorative surgery or for a condition that would likely result in a period of incapacity of more than three days if not treated.

Maintenance of Health Benefits: VNA will maintain group health insurance coverage for an employee on FMLA leave whenever such insurance was provided before the leave was taken and on the same terms as if the employee had continued to work. If applicable, arrangements will need to be made for employees to pay their share of health insurance premiums while on leave. In some instances, VNA may recover premiums it paid to maintain health coverage for an employee who fails to return to work from FMLA Leave.

Job Restoration: Upon return from FMLA leave, an employee will be restored to the employee's original job, or to an equivalent job with equivalent pay, benefits, and other terms and conditions of employment. An employee's use of FMLA leave will not result in the loss of any employment benefit that the employee earned or was entitled to before using FMLA leave. If a bonus or other payment, however, is based on the achievement of a specified goal such as hours worked, products sold, or perfect attendance, and the employee has not met the goal due to FMLA leave, payment may be denied unless it is paid to an employee of equivalent leave status for a reason that does not qualify as FMLA leave.

An employee has no greater right to restoration or to other benefits and conditions of employment than if the employee had been continuously employed.

An employee returning from FMLA where the leave is due to the birth and care of a newborn child of the employee or the employee is unable to work because of a serious health condition, must provide Human Resources physician documentation prior to returning to work stating that the employee is released to work based on the job description.

Intermittent Leave: 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 VNA's operations. Leave due to qualifying exigencies may also be taken on an intermittent basis.

VNA may temporarily transfer an employee to an available alternative position with equivalent pay and benefits if the alternative position would better accommodate the intermittent or reduced schedule, in instances of when leave for the employee or employee's family member is foreseeable and for planned medical treatment, including recovery from a serious health condition or to care for a child after birth, or placement for adoption or foster care.

Notice: Employees seeking to use FMLA leave are required to provide a 30-day advance notice of the need to take FMLA leave when the need is foreseeable. If leave is foreseeable less than 30 days in advance, the employee must provide notice as soon as practicable – generally, either the same or next business day. When the need for leave is not foreseeable, the employee must provide notice to VNA as soon as practicable under the facts and circumstances of the particular case.

Employees must provide sufficient information for VNA to determine whether the FMLA may apply to the leave request. Depending on the situation, such information may include that the employee is incapacitated due to pregnancy, had been hospitalized overnight, is unable to perform the functions of the job, and/or that the employee or employee's qualifying family member is under the continuing care of a health care provider.

When VNA acquires knowledge that an absence may be for an FMLA purpose, Human Resources will notify the employee of their eligibility to take leave, and inform the employee of their rights and responsibilities under FMLA. When VNA has enough information to determine that leave is being taken for a FMLA-qualifying reason, Human Resources will notify the employee that the leave is designated and will be counted as FMLA leave.

Certification: VNA may require that an employee's request for leave due to a serious health condition affecting the employee or a covered family member be supported by a certification from a health care provider. VNA may require second or third medical opinions (at VNA's expense) and periodic recertification of a serious health condition. VNA may use a health care provider, a human resource professional, a leave administrator, or a management official-but not the employee's direct supervisor-to authenticate or clarify a medical certification of a serious health condition. VNA may require employees returning from leave for their own serious health condition, to submit documentation of a release to work based on job description. If reasonable safety concerns exist, VNA may require documentation of release to work based on job description for employees returning from intermittent FMLA leave.

Unlawful Acts: It is unlawful for VNA to interfere with, restrain, or deny the exercise of any right provided by FMLA. It is also unlawful to terminate or discriminate against any individual for opposing any practice, or because of involvement in any proceeding, related to FMLA.

T. UNIFORMED SERVICES EMPLOYMENT AND REEMPLOYMENT RIGHTS ACT (USERRA) LEAVE

The Uniformed Services Employment and Reemployment Rights ACT (USERRA) is a federal law that protects the job rights of individuals who voluntarily or involuntarily leave employment positions to undertake military service or certain types of service in the National Disaster Medical System. USERRA also prohibits employers from discriminating against past and present members of the uniformed services, and applicants to the uniformed services. Under USERRA, a servicemember who has left their civilian job for military service can perform their duties with the knowledge that the servicemember will be able to return to their job with the same pay, benefits, and status attained when the servicemember departed for duty.

To be eligible, employee is required to:

- Ensure that VNA receives advance written or verbal notice of employee's service.
- Have had five (5) years or less of cumulative service in the uniformed services while with VNA, and
- Return to work or apply for reemployment in a timely manner after conclusion of service provided that employee has not been separated from service with a disqualifying termination or under other than honorable conditions.

If the employee leaves their job to perform military service, the employee has the right to elect to continue existing employer-based health plan coverage, at the employee's cost, for the employee and their dependents for up to 24 months while in the military.

U. ILLINOIS FAMILY MILITARY ACT LEAVE

Employees who have worked for VNA for at least 12 months and at least 1,250 hours for the last year are entitled to take unpaid, job-protected leave to visit with spouse, civil union partner or child who has been called into military service that will last up to 30 days. While on leave, all benefits continue at the employee's expense.

Period of Leave: Employee will be entitled to a total of 12 work weeks of unpaid leave during a 12-month period. (This policy does not create a right for an employee to take unpaid leave that exceeds the unpaid leave time allowed under, or is in addition to the unpaid leave time permitted by, the federal Family and Medical Leave Act.)

Existing Leave: The employee may use any available paid or unpaid leave (including family, medical, sick, annual, personal, etc.) from employment, in substitution for any period of such leave for an equivalent period of leave.

Notice: The employee will provide VNA with at least 48 hours advance written notice of the employee's intention to take the leave or as soon as practicable.

When an unscheduled absence occurs, VNA will not take any action against the employee if the employee, within a reasonable period after the absence (generally defined herein as 15 days) provides certification as shown under the next section.

VNA complies with all Illinois Family Military Act Leave requirements.

V. VICTIMS ECONOMIC SECURITY AND SAFETY ACT LEAVE

The Victims' Economic Security and Safety Act (known as "VESSA") provides an employee who is a victim of domestic violence, or who has a family or household member who is a victim of domestic violence, with up to twelve (12) weeks of unpaid leave per any twelve (12) month period to address issues arising from domestic or sexual violence. Employees are eligible for VESSA on day one of employment with VNA.

An employee may take VESSA leave to:

- Seek medical attention for, or recovery from, physical or psychological injuries caused by domestic or sexual violence to the employee or employee's family or household member;
- Obtain victim services for the employee or employee's family or household member.
- Obtain psychological or other counseling for the employee or the employee's family or household member.
- Participate in safety planning, including temporary or permanent relocation or other actions to increase the safety of the victim from future domestic or sexual violence: or
- Seek legal assistance to ensure the health and safety of the victim, including participating in court proceedings related to the violence.
- VESSA leave may be taken intermittently or on a reduced work schedule.

VESSA Notice and Certification Requirements: The employee will provide Human Resources with at least 48 hours advance notice of the employee's intention to take leave, except in such cases where it is not possible then the employee is to provide written notice as soon as practicable.

VNA may require certification that VESSA leave is to be taken for one of the purposes expressed above if the employee or employee's family or household member is a victim of domestic or sexual violence.

An employee may satisfy such a certification requirement by providing a sworn statement of the employee and:

- Documentation from a victim services organization, attorney, member of the clergy, or medical or other professional from whom the employee or the employee's family or household member has sought assistance;
- A police or court record; or
- Other corroborating evidence.

VNA will maintain the confidentiality of all information pertaining to the use of VESSA leave, notice of an employee's intention to take VESSA leave and certification provided by the employee.

W. WORKER'S COMPENSATION

An employee must report any on-the-job injury to their supervisor the same working day of the incident and complete an employee unusual occurrence report. Failure to report occurrences may result in termination of employment. The supervisor will report the incident to Human Resources as soon as possible, but no later than the end of the day of the occurrence. If needed, staff is referred to VNA's specified Occupational Health clinic for follow up.

Transitional Return to Work: Work Restrictions/Light Duty

- VNA complies with the Americans with Disabilities Act (ADA) and EEOC regulations. Please refer to the current policies for specific details.
- Return to work decisions, as it relates to non-occupational injuries, will be assessed on a case-by-case basis. This assessment will evaluate whether the employee's job functions are essential or marginal and whether or not a reasonable accommodation can be made for the employee without undue hardship on the organization.
- Employees may be requested to provide a return to work notice from the Provider.
- Please refer to the Employee and Volunteer Handbook for other options or benefits.

X. PAID VOTING LEAVE

VNA encourages employees to exercise their voting privileges in local, state and national elections. Since polls are open for extended periods of time, employees are encouraged to vote before or after regular working hours. In most cases, employees will have time to vote before or after work. An employee may, however, elect to take two (2) hours during regular working hours as paid leave to exercise the right to vote but only if working hours begin less than 2 hours after the opening of the polls and end less than 2 hours before the closing of the polls. If the employee chooses this latter option, the employee is required to inform their supervisor with advance notice prior to the day of the election so that coverage can be arranged. Moreover, the VNA may specify the hours during which an employee may be absent to vote.

Y. EMPLOYEE BLOOD DONATION LEAVE

Upon request, a full-time employee who has been employed for a period of six (6) months or more may use up to one hour of paid leave to donate blood every 56 days in accordance with appropriate medical standards established by the American Red Cross, America's Blood Centers, the American Association of Blood Banks, or other nationally recognized standards. The employee may use the one hour of paid leave only after obtaining approval from their supervisor.

Z. SCHOOL VISITATION LEAVE

VNA will grant an employee unpaid leave of up to a total of 8 hours during any school year (no more than 4 hours of which may be taken on any given day) to attend school conferences or classroom activities related to the employee's child if the conference or classroom activities cannot be scheduled during non-work hours. In order to be eligible for this leave, the employee must have been employed with VNA for at least six (6) months and have been employed at least half-time (.50 FTE).

No unpaid leave may be taken by an employee unless the employee has exhausted all accrued PTO, personal leave, compensatory leave and any other leave that may be granted to the employee with the exception of sick leave and disability leave.

Before arranging attendance at the conference or activity, the employee shall provide VNA with a written request for leave at least 7 days in advance. In emergency situations, 24 hours' notice is required.

To substantiate the need for leave, an employee is required to submit documentation from the school administrator. The employee should submit this documentation to VNA at the time the employee requests leave. Where it is not practical to obtain the documentation at the time of the request, the employee is required to submit the documentation upon their return to work.

VIII. WORK ENVIRONMENT

A. PROFESSIONAL RELATIONSHIP

A professional relationship is to be maintained with all VNA patients, clients, patient/client families, and caregivers, as well as VNA employees. The following conduct is expected.

- To be considerate and courteous in all contacts with patients, clients, co-workers and other persons.
- To treat patients, clients, co-workers and others with respect and recognize the need for privacy.
- To be tactful in manner and attitude when dealing with patients, clients, co-workers and other persons.
- Employees seeking care from VNA as a patient and or client must follow VNA policy. Refer to the Professional Relationship Policy: Providing VNA Services to staff and family members for guidance.

B. INFORMATION TECHNOLOGY (IT) POLICY

i. Information Technology (IT) System Usage:

The organization's IT system is intended to be used in general for business-related purposes only. The organization's IT System includes, but is not limited to:

- Computer systems
- E-mail
- Internet capabilities
- Telephone system
- Cell phones
- Wi-Fi
- Voice mail
- iPads
- Kiosks
- Mifi
- Fax machines
- Copiers

All communications using any of the above IT System components are subject to other policies and procedures, including those related to compliance with Health Insurance Portability and Accountability Act (HIPAA) laws. Abuse of IT resources may result in disciplinary action up to and including termination of employment.

All information transmitted over any of the IT System components, as all information stored in employee computers, is the property of the organization, may be monitored, and may not be used in a manner that may be considered to be obscene, racist, sexist, defamatory, libelous or otherwise offensive or harassing. VNA reserves the right to examine, monitor and regulate e-mail and other electronic communications, directories, files and all other content, including Internet use, transmitted by or stored in its technology systems, whether onsite or offsite.

ii. Telephone and Voicemail Usage Expectations

Employees will practice courteous and friendly telephone manners including asking callers permission to place on hold, transferring calls tactfully, giving accurate information, identifying his/herself by name and area, not keeping the caller waiting, and ensuring confidentiality of patient or client information, and thanking the caller for holding.

The telephone system is to be used for business-related calls. Calls may be recorded and monitored. Personal cell phone and use of other electronic devices (including texting, internet, etc.) for non-business related purposes is to be conducted during employee break and meal time. Voicemail is provided for employees' convenience to allow individuals outside the organization to contact employees.


An employee is expected to answer their phone during normal business hours and is expected to check and respond to voicemail messages.

iii. Email and Fax Usage Expectations

Email is the primary communication vehicle for the organization. Timely employee review of organization e-mail communications is required. Full-time and part-time paid employees are required to check VNA e-mail each day that the employee works. Employees will respond to e-mails as appropriate. All other employees, including those who work eight (8) or fewer days per month will check their VNA email at least one time per week, unless otherwise instructed by the employee's supervisor.

Email messages will be composed in a professional manner that is similar to messages sent on VNA letterhead. Employees should keep in mind that electronic files are subject to discovery and may subsequently be used in litigation involving VNA or the employee.

Email signature blocks are to be set up as follows:

E-MAIL SIGNATURE TEMPLATE Name , Credentials, if any Job Title P: Phone number F: Fax number Street address, City, State and Zip code www.vnahealth.com VNA Logo (without slogan)	EXAMPLE: Alice Parker, RN Community Nurse Liaison P: 630-978-2532 X8129 F: 630-978-2709 400 N. Highland Avenue, Aurora, IL 60506 www.vnahealth.com 
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Employees are prohibited from sending unsecured medical information over the e-mail system externally. Employees are also prohibited from using the e-mail system to solicit money or information or distribute information not directly related to the employee's scope of employment. Use of e-mail to circulate chain letters and pyramid schemes is not permitted.

Every employee of VNA is responsible for the content of all text, audio, video or image files that the employee places or sends over VNA's Internet and e-mail systems. No e-mail or other electronic communications may be sent that hide the identity of the sender or represent the sender as someone else. VNA's corporate identity is attached to all outgoing e-mail communications, which should reflect corporate values and appropriate workplace language and conduct.

Employees are prohibited from sending VNA documents and client information to personal email addresses.

As with all components of VNA's IT System, the e-mail and fax systems are intended to be used for business purposes only. When faxing patient or medical information, staff members must confirm the fax number of the organization receiving the patient and/or medical information.

iv. **Internet Usage Expectations**

Internet service is made available to employees on a case-by-case basis to assist in effectively carrying out work-related responsibilities. Abuse of this privilege is grounds for disciplinary action up to and including termination of employment.

Abuse includes but is not limited to:

- Accessing internet sites containing pornographic, sexual, racist, sexist or otherwise offensive material.
- Using the internet to conduct a business concern outside of the employee's scope of employment or for personal financial gain.
- Using the organization's name or otherwise implying in any way that the employee is speaking on behalf of the organization.
- Accessing the internet for non-business purposes

When accessing websites on the internet do not download or install third party plug-ins without approval of VNA IT management. In addition, employees are strictly prohibited from downloading computer programs from the internet or from any other sources on the organization's network.

v. **Cell Phone Usage Expectations**

Do not use your cell phone to send text messages that includes or involves Protected Health Information (PHI) or any patient information to any party including other VNA employees, patients or clients. These messages are not secure. When using a cell phone to contact a patient and or client; block the cell phone number by pressing *67 prior to dialing the patient and or clients phone number. When speaking with patients and or clients, reiterate the appropriate VNA number (not the cell phone number) where the patient and or client can reach you. Generally, these are the main phone numbers that are answered after hours by VNA's answering services.

vi. **Computer Equipment Usage Expectations**

Employees are accountable for how they use equipment at work.

Patient health information is to be saved only on the secured VNA network, never on personal computers, or any other devices. Employees will not knowingly endanger the security of any VNA computer or network facility or interfere with others' authorized computer usage.

Any new software or component whether locally on the user's computer or on the system network, will be installed under the direction of the VNA IT department.

Modification or reconfiguration of software or hardware must be completed by the VNA IT department, after the employee opens an IT service ticket request.

File management: Notwithstanding any directive or order to the contrary, in order to keep the electronic communication systems and computer systems running efficiently, employees should delete unnecessary electronic messages stored in the system, as well as computer files that are no longer needed.

VNA property: In addition to the system hardware and software, all electronic files and electronic messages are the property of VNA, whether composed, received or sent by the employee. Email messages and other electronic files constitute business records belonging to VNA. Do not send VNA documents or information to personal email accounts.

Privacy: Because all messages are the property of VNA, employees should not expect that messages are private. In addition, employees should be aware that deleted files may be retrieved and read by VNA. VNA reserves the right to retrieve, monitor, or review any messages in VNA E-Mail and Electronic Communication system, and may disclose such messages for any purpose without notice to the employee and without seeking permission of the employee.

Passwords: Never use someone else's ID and password to access computer resources. Do not share ID or password with others. Employees that have established User IDs and Passwords on VNAs behalf on external secure websites must disclose this Information to Systems Administrator upon request. If an employee cannot access the Electronic Health Record (EHR) or has forgotten their password, the employee should immediately contact the IT department at extension 8199 for assistance.

Solicitation prohibited: Employees may not use e-mail or voice-mail systems to solicit for non-VNA charitable or commercial ventures, or in any way that violates VNA's no solicitation policy. Employees may not use the systems to further religious, political or other causes. In addition, employees may not use patient, client, employee, donor, volunteer or supporter lists of any kind for any personal reasons.

Proprietary information restriction: Receiving or downloading, or sending or uploading of proprietary information is prohibited without prior authorization from the area Vice President. Such information includes copyrighted materials, trade secrets, proprietary financial information or similar materials which includes, however, not limited to documents and work product that was developed by the employee.

Anti-harassment policies applicable: Organization policies prohibiting sexual or other harassment are applicable to email, voice mail system, and the internet. Messages or images that contain foul, inappropriate, or offensive language, or those containing racial or ethnic slurs, or sexual innuendo, are prohibited.

Confidentiality: Employees may not access or review email or voicemail messages that are not distributed to the employee.

Internet postings: An employee posting to electronic bulletin boards, list-serves, social media or similar public posting forum on the internet must adhere to the following standards:

- Contain a disclaimer at the end of the message that reads: "the opinions expressed in this message are mine only, and does not necessarily reflect the opinion or position of my employer."
- Unless given permission by the President/CEO, an employee is not authorized to speak verbally, in writing or via internet posting on behalf of the VNA, nor represent that the employee does so.
- Employees shall not share information that is confidential and proprietary about VNA's business. This includes information about trademarks, VNA strategy, patients and any other information that has not been publicly released by the VNA. These are given as examples only and do not cover the range of what the VNA considers confidential and proprietary. If you have any question about whether information has been released publicly or doubts of any kind, speak with your supervisor before releasing information that could potentially financially harm the VNA, or its patients.
- Without explicit permission in writing from VNA, VNA's logos and trademarks may not be used for any commercial purposes or in any way that could confuse the public as to whether the communication originated from or is endorsed by VNA.
- Without explicit permission in writing from VNA and a signed patient and or client release; employees shall not post patient and or client information and or photos at any time.

Notice of violations: Employees who observe violations of any electronic communication policy will notify their immediate supervisor or will report the violation to Human Resources.

C. CONFIDENTIALITY

All employees are to keep patient and client information confidential, whether the information is written or spoken, or is medical or social in nature. Policies and procedures have been implemented to comply with the Standards of Privacy of Individual Identifiable Health Information, of staff and patients, under the HIPAA act of 1996. Employees will follow established guidelines for use and/or disclosure of protected health information. Employees should report any breaches of HIPAA rules to the Privacy Officer immediately. Failure to comply with HIPAA policies and procedures will result in disciplinary action, up to and including termination. Patient and client information is not to be shared outside the work environment and should be shared within VNA only as needed to perform work-related duties.

Any information concerning the business affairs of VNA, its suppliers, clients, patients, employees or personnel associated with VNA, is confidential and restricted. Employees may not reveal any information except under the direction of her/her supervisor or with the supervisor's approval. Questions concerning this policy, including what constitutes confidential information, should be referred to the employee's supervisor or Human Resources.

Further, VNA expects that any knowledge, techniques, written materials and other information relative to VNA's business, developed during employment, remain the property of VNA. Violation of this provision may result in disciplinary action up to and including termination. For employees who have separated from VNA, this policy remains in effect and violation of this provision may result in legal action.

D. DATA SECURITY

Patient and Client Information Security is a top priority of VNA. It is the responsibility of all employees to maintain strict control of their Laptop/Tablet personal computer (PC) at all times. Particularly in public areas such as hallways, exam rooms, lobbies, waiting or conference rooms, employees should never leave a Laptop/Tablet PC unattended. An employee should keep their Laptop/Tablet with them or place it in a secure area within an office or desk when not in use.

In order to maintain HIPAA compliance, never leave a logged in PC (laptop/tablet/desktop) unattended. Always log off when not using the Electronic Health Records (EHR) system or any other system with patient or client information displayed. This also includes desktop and exam room workstations. Employees must log off when leaving the workstation to avoid unauthorized access to patient or client information. All laptops must be powered off if left at VNA overnight, to ensure encryption protection.

Patient health information is to be saved only to the network or other device(s) where approval has been provided in writing by the VNA Privacy Officer, never on personal computers, or any other devices such as cell phones or iPads. Questions or concerns regarding computer equipment security or patient or client information privacy should be directed to the VNA Privacy Officer or the VNA Security Officer.

Employees may not, under any circumstances, access, retrieve or share health information contained in the EHR (or any other patient or client information system) with friends and family, even if the employee is doing so at the request of a friend or family member. This is a direct HIPAA violation and may result in discipline up to immediate employment termination.

E. GIFTS AND GRATUITIES

Officers, employees, and agents of VNA Health Care shall neither solicit nor accept anything of value to induce or reward referrals or generate Federal health care program business and will notify their supervisor of any incident. Employee must decline or return and notify their manager promptly.

Employees will not accept monetary gifts from anyone.

Employees will not accept gifts of any type from a patient or client. If a patient or client insists, the gift may be accepted in the name of the organization. The employee's supervisor must be notified of the gift and acknowledgment will be sent by the organization. Also, employees are not to give gifts of any kind or money to patients, clients or their family members.

F. SOLICITATION

Patient or client solicitation: Employees may not engage in solicitation and/or distribution of any kind to non-VNA charitable business activities including; active VNA clients or patients, former VNA clients or patients or their families.

Non-employees are prohibited from distributing any material or soliciting employees on VNA's premises at any time for nonrelated VNA business.

G. VISITORS

Visitors, including children and/or pets, may not accompany employees on patient or client home visits, unless approval is given by the employee's supervisor, and prior written consent is provided by from patient or client and or family. Personal visitors accompanying employees in office and clinic settings must be pre-approved by employee's supervisor. Visitors may not enter patient care areas.

H. MAINTAINING A CLEAN WORKSPACE

Employees are required to keep the work environment clean and orderly. Before departing at the end of one's shift, employees need to ensure that materials of a sensitive or confidential nature are secured.

I. EMPLOYEE BADGES AND BUILDING ACCESS CARDS

Employees must wear their employee badge at all times while working. Employees may not place stickers or other covering over the employee's image or name on the badge.

Building access cards are used in some VNA facilities. Employees must immediately report a lost building access card to the Vice President of Facilities and Office Operations or Human Resources. A \$10 replacement fee may be assessed.

J. FOOD AND BEVERAGE CONSUMPTION BY STAFF

VNA Health Care places patient, client, and staff safety as a top priority. To comply with OSHA guidelines and protect staff from exposure or potential exposure to infectious materials, food and beverages are not to be consumed in direct-patient or client-care areas, provider offices, nurse's stations or any other area where clients pass through, wait to be seen or have the potential to go to during the daily routines of business:

- Food may only be consumed in the lunchroom/kitchen area and office areas.
- Food may be consumed in private vehicles on VNA property.
- Employee celebrations including food and drink may be held in the lunchroom/kitchen/conference room areas.
- Water may be consumed immediately at the water coolers in direct-patient or client-care areas. With exception of the laboratory and any work station where specimens are kept and or passed through, capped water bottles and/or other beverages in capped containers may be kept and consumed at all other workstations and designated rest areas as long as beverages are out of patient/client sight.
- Food preparation and consumption is permitted in conference rooms and wellness centers.

K. PERSONAL APPEARANCE AND DRESS CODE

The purpose of the Personal Appearance and Dress Code policy is to encourage employees to dress in ways that improve communications so that others (patients/clients/co-workers) pay attention to what employees do and say, without unnecessary distractions.

Clothing

Uniform requirements are established by each department. In general, employee must:

1. Wear a VNA photo ID when working with patients/clients or working in patient/client areas at on-site and offsite locations. For safety reasons, the ID needs to be above the waist and on a breakaway clip or lanyard.
2. Wear clothing that is clean, pressed and free of tears, holes or frayed edges. Employees are responsible for any cost associated with cleaning work clothes/uniforms.
3. According to OSHA guidelines, employee work uniforms or scrubs which are usually worn in a manner similar to street clothes are generally not intended to be Personal Protective Equipment. If uniforms or scrubs become contaminated with blood or other potentially infectious material (using the OSHA definition for saturation) the employee must handle and destroy the PPE according to VNA policy & procedure).
4. Capris are acceptable, keep shorts at home.
5. Keep t-shirts, sweatshirts, sweat pants, tank tops, and leggings worn without a skirt or dress at home.
6. Keep clothes that show undergarments, as well as clothes with low necklines, bare midriffs, backless tops, shoulder cutouts, mini-skirts and excessively high slit skirts at home.
7. When visiting patients/clients, legs and feet always need to be covered.
8. Keep jeans or denim clothing at home unless an approved jeans day has been communicated.

9. Wear a plain white t-shirt (long or short sleeve) under your uniform if uniform is not warm enough.
10. At work, keep clothing free of health care organization logos other than the VNA logo. This will help eliminate confusion among patients and staff (EXCEPTION: It is acceptable for student nurses or other student health care professionals working with an area education institution to wear clothing with logos from other health care programs or schools during work time with VNA. All students shadowing or assisting in VNA's clinic must have name badges with the work "student" clearly marked).
11. Hang lab coats/smocks (jacket-like coverings worn in patient contact areas) when you are taking a break or eating lunch to help minimize the transmission of diseases. OSHA regulations state that lab coats/smocks should be kept out of areas where there is food and should not be worn into restrooms/washrooms.

Footwear

1. Wear appropriate professional footwear. Shoes that cover your feet completely are required if you have patient/client contact in clinics or in the field.
2. Keep flip flops at home. Sandals are acceptable if you do not have patient/client contact.

Personal Hygiene & Appearance

1. Keep hands clean and well-groomed. Shorter nails are more professional and more hygienic.
2. If you wear nail polish make sure the entire nail is covered and chips in nail polish are covered as well. The chipped areas can harbor bacteria and viruses. When selecting nail color, use a color that is professional looking and make sure that each nail is painted the same color (Wearing multiple colors at one time can detract from a professional image).
3. Save artificial nails, including French tips, for social situations. Artificial nails are a leading contributor of bacteria and viruses being transmitted to patients as well as the wearer. (Artificial nails, including French tips, can be worn if you do not directly work with patients).
4. Save nail art and dramatic nail color for social situations.
5. Remove body piercings jewelry that others can see (with the exception of pierced ears). While multiple small ear piercings are acceptable, please save ear bars or ear ornaments for non-work situations. Larger earrings, more than a ½ inch in diameter can be worn in non-clinical areas.
6. Tattoos with an inappropriate, offensive and or hateful meaning as well as derogatory language and or images are not acceptable.
7. Keep jewelry simple and to a minimum. In general less jewelry, presents a more professional image.
8. Keep fragrances to a minimum.
9. If you smoke, in consideration of those around you, consider steps on how to reduce the scent of smoke.
10. All facial hair needs to be trimmed and kept short.
11. When working with patients, in a clinic or home setting, hair is to be secured and off of the face.

L. ORGANIZATION PROPERTY

VNA provides employees with necessary equipment, keys, supplies, nursing bags, computer equipment, medical equipment, cellular phones, etc. Employees are responsible to take proper care of all VNA property. Unauthorized or abusive use of such property is prohibited. The cost of repair or replacement of this equipment, if due to negligence, may be the responsibility of the employee.

Certain employees will be issued keys during employment to enable the employee to carry out job duties. These keys remain the property of VNA. Keys may not be duplicated or distributed to anyone else.

VNA may take photographs or use other recording media depicting VNA employees. VNA reserves the right to use photographic or other media for promotional, publicity and/or marketing purposes. These photographs remain the property of VNA and employees are not eligible for any form of compensation. VNA is not limited in the use of printed, electronic or other images. VNA will not provide any compensation for use of any employee's name, image, photograph or quote. Additionally, an employee may not be informed in advance of the specific use of the person's name, photograph and/or quote being used by VNA. By signing the acknowledgement to this handbook, the employee acknowledges, understands and consents that the employee's images/photographs may be used for display or advertisement, the web site and/or literature published by VNA or/ any other legitimate business purpose.

All VNA property including, but not limited to; bags, bins, computer and computer equipment, supplies, medical equipment, cellular phones, manuals, reference materials, equipment, keys, VNA ID badges, keys, key cards, clothing are the property of the organization and are to be returned to the organization at the time of separation. It is the employee's responsibility to return all VNA property to their supervisor or Human Resources on the last day of employment or sooner, if requested, to avoid personal fees.

IX. SAFETY AND HEALTH

A. PERSONAL SAFETY

VNA is committed to providing safe working conditions for staff and committed to providing health care for all. Staff will receive a current VNA Emergency Management Plan during orientation. This plan includes instructions regarding safety of self and property in the field, environmental hazards and other hazards that may occur. Refer to current Emergency Management Plan for further details relating to specific codes and first responders. Employees should report any unsafe or hazardous conditions directly to their supervisor immediately.

Updated information is provided at the annual mandatory in-service session and when indicated, as assigned responsibilities of the employee may change.

Home-based staff: Employees who work in the field are expected to exercise prudent judgment in deciding to terminate a visit or deciding not to enter a home if there is a question of safety. When doing so, the employee should notify their supervisor or other designee immediately after leaving the area. (If deemed necessary, the police should also be notified.) All employees are expected to promptly report any safety hazards to their supervisor. VNA management and or the VNA Safety Committee will address concerns on a case-by-case basis to ensure employee safety as well as quality care.

Staff working after hours and on weekends must contact the supervisor in charge or on-call, as appropriate, to report safety concerns.

Clinic staff: When an employee is the last person to leave a VNA building, that person is expected to secure all VNA entrances. If it is after hours or on weekends, outer entryways may also need to be secured.

Employee safety is a priority at VNA. At any time an employee feels unsafe the employee is to call 911, use VNA provided panic button and contact security.

Employees who are driving vehicles, as part of their VNA duties, must follow all laws as set forth in Illinois Vehicle Code, including use of seat belts and laws regarding use of mobile devices.

B. ENVIRONMENTAL SAFETY

Policies involving environmental safety topics are located in the Emergency Management Plan which can be found within the desktop computer icon titled "Policies and Procedures" or go to the "Policies & Procedures\Plans" sub-folder under the S-Drive. These topics include Fire; Tornado and Emergencies such as Winter Storm, Flood, and Communication Outages.

The following fire procedures apply:

- Become familiar with locations of fire alarms, extinguishers, emergency exits, AEDs & PPEs.
- When smoke or fire is detected anywhere in a VNA building, pull the nearest alarm. This will alert both the fire department and others within the building. Call a Code Red and the location of the fire.
- If appropriate, use the nearest fire extinguisher to put out or contain the fire. One person from each floor (the person located closest to the fire extinguisher at the time of the fire) should also bring a fire extinguisher to help put out the fire. Others should evacuate the building, closing doors and windows on the way out. Do not use an elevator.
- The employee first to discover the fire should either use the telephone intercom system to announce the fire's location or instruct another employee to do so. Directions for the use of the phone intercom system are as follows: Speak slowly and clearly asking for the attention of the personnel within the building, describe the area of the fire and direct the employees to walk out of the building and to meet at the designated safe area of the parking lot.

C. EMPLOYEE PARKING SAFETY

Employees are reminded to park in designated employee parking areas for all VNA Health Care locations. If employee works the evening hours, the employee can move their car closer to the building after 4:00 p.m.

In locations with security guards, an employee can request that the security guard walk the employee to their vehicle at the end of the employees' work shift.

- Employees are to park in designated lots. In consideration of the mobility impaired and patients and clients with small children; please refrain from parking in areas used for patient or client parking.
- Employees with a handicap sticker should use designated handicap spaces.
- Employees must park in clearly defined parking spaces and to be centered so that only one parking spot is taken.
- Employees are expected to drive slowly through the parking areas.

D. EMERGENCY CLOSURE POLICY

It is VNA's policy to be open during regular business hours; VNA does not generally close because of inclement weather, however, situations, such as severe weather conditions, fires, power failures, or natural disasters, can present a safety hazard to employees or disrupt business operations to such an extent that it is necessary to close/stop the office(s)/operations. Under such circumstances, VNA will do its best to notify employees in advance of an office closing.

When operations are officially closed due to emergency conditions, the time off from scheduled work for non-exempt employees will normally be unpaid and employees may be required to use available accrued paid leave time, such as accrued PTO benefits, to be paid for the period of the closure. Employees may be asked to work at alternate sites and/or perform alternate tasks.

In instances in which the organization is not closed but the employee determines that it is unsafe or the employee is otherwise unable to report for work due to severe weather or other emergency conditions, employees will not be paid for the time off work but may be permitted to use accrued PTO with supervisor approval.

If an employee cannot make it to work, the employee must call in advance of their scheduled work time and notify their supervisor.

E. HAZARD COMMUNICATION

A list of hazardous chemicals that an employee may be exposed to in the workplace and the safety data sheets (SDS) are located on every computer desktop under the SDS desktop icon. SDS provide detailed information on hazardous chemicals including, but not limited to: the physical and health hazards of the chemical, primary routes of entry, precautions for safe handling and use, recommended engineering controls, and emergency/first aid procedures.

Employees are required to follow safety rules, be aware of approved and labeled containers for storing and transporting hazardous materials, and use personal protective equipment (PPE) as specified.

Training on Hazard Communication occurs initially during orientation. Updated information is provided at the annual mandatory in-service training and when indicated, as assigned responsibilities of the employee may change.

F. EXPOSURE CONTROL PLAN

Standard Precautions is the first tier of precautions that is observed in order to prevent contact with blood or other potentially infectious materials. These precautions are followed in the care of all patients, regardless of the diagnosis or presumed infection status. Standard Precautions reduce the risk of transmitting bloodborne pathogens.

Transmission-Based Precautions is the second tier of precautions. It involves following specific precautions based on the identified or presumed infection status of the patient and the route of transmission of infection. Examples: contact, droplet, airborne.

Engineering controls and work practice controls are used to eliminate or minimize exposure. The use of personal protective equipment is utilized when occupational exposure remains after the engineering and work practice controls have been used.

Please see the Exposure Control Plan, located in Policies and Procedures on the shared drive, for further and more detailed explanations of procedures to follow. The Exposure Control Plan is reviewed with all employees during orientation. Standard Precautions and additional information contained in the Exposure Control Plan are reviewed at this time. Updated information is provided through mandatory annual in-service training and, when indicated, as an employee's assigned responsibilities change.

G. UNUSUAL OCCURRENCE REPORTS

An "unusual occurrence" is any incident that involves a patient, client, staff member or visitor to the organization that deviates from routine operations or routine patient or client care. Employees will document unusual occurrences that deviate from routine organizational operations or routine patient or client care on an appropriate form. There are two (2) types of Unusual Occurrence Report (UOR) forms. One is used to document patient or client unusual occurrences; the other is to document staff unusual occurrences.

Patient or Client unusual occurrences that are to be reported include, but are not limited to:

- Any injuries/occurrences sustained by a patient, client, or visitor to VNA in the presence of the employee.
- Any injury/occurrences sustained by a current home care services patient reported to (but not witnessed by) the employee.
- All reports to DCFS.
- All reports of suspected elder abuse/neglect.
- All patient falls.
- All referrals for patients to the ER.
- Any substantiated Code Orange, Code Blue, Code Adam or Code Rapid Response occurring in VNA clinics or offices.
- All medication errors (patient, family, or employee).
- Significant patient non-compliance.
- Unsafe home situation for patient.
- Untoward outcomes.
- Break in technique or VNA policy/procedure or protocol.
- Consent problems.
- Incident requiring staff to do CPR.
- Anaphylaxis.
- Incidences of pressure ulcers developed during VNA care.

If any of the above occurs, employee will notify their supervisor verbally and complete a Patient Unusual Occurrence Report form before the end of the day on which the incident occurred and submit the report through the online Safety Portal system. Information is to be provided by all staff members involved in the unusual occurrence.

Note 1: Patient or Client Unusual occurrences that are not to be reported on an Unusual Occurrence Report includes any occurrence that might be construed as malpractice or negligence on the part of the employee or the VNA, also considered a potential compensatory event (PCE). These situations should be immediately brought to the attention of the Vice President who has overall responsibility for that program or, in the Vice Presidents absence, another member of Senior Leadership.

Note 2: Patient or Client feedback about VNA patient service or any VNA program is to be documented on the Feedback form.

Staff unusual occurrences (while working) include but are not limited to:

- Loss/Theft
- Breakage/damage of property
- Auto Accident
- Injury
- Fall
- Potential or actual exposure to infectious material/organism
- Unsafe situation for staff

If any of the above occurs, employee will verbally report the event to their supervisor as soon as possible, but no later than two hours after the incident occurs, and must also document on the Unusual Occurrence Report Form within the SafetyZone Portal and submit within twenty four hours of the occurrence, preferably before the end of the working day of the occurrence. Failure to report occurrences may result in termination of employment. The supervisor will report the incident to Human Resources as soon as possible, but no later than the end of the day of the occurrence. If needed, staff is referred to VNA's specified Occupational Health clinic for follow up.

H. HARASSMENT-FREE WORKPLACE

We believe that our employees should be able to work in an atmosphere free from all forms of harassment. Therefore, it is our policy to prohibit all types of harassment, including, but not limited to, harassment based on a person's protected status including: race, color, age, gender, religion, ancestry, creed/spiritual beliefs, national origin, marital status, political beliefs, sex, sexual orientation, pregnancy, gender identity, gender expression, physical or mental disability, genetic information, protected military or veteran status, or any other protected status. This policy extends to each and every level of our operations; harassment, whether by a fellow employee, a patient, a guest, or a member of management, will not be tolerated. Activities of this nature are unlawful and serve no legitimate purpose; they have a disruptive effect on the employees' ability to perform position responsibilities and they undermine the integrity of the employment relationship.

Workplace harassment includes, however, is not limited to bullying, intimidation, direct insults, malicious gossip, victimization. Workplace harassment occurs when an employee creates or repeats rumors, half-truths, and lies about a person or organization or engages in behavior that creates discord and threatens the overall harmony of the workplace.

The effects of workplace harassment are negative, detrimental and damaging. VNA is committed to maintaining a workplace that's free of harassment, so our employees can feel safe and happy at work. Harassment of any kind is unacceptable and employees found to be engaged in these behaviors may be subject to disciplinary action up to and including termination.

i. WORKPLACE AND SEXUAL HARASSMENT

It is the policy of VNA to maintain a work environment free of unlawful discrimination for all employees. Harassment based on a person's race, color, national origin, gender, age, marital status, ancestry, creed/spiritual beliefs, religion, disability, sex, pregnancy, gender identity, gender expression, genetic information, sexual orientation, protected military or veteran status, or any other protected status will not be tolerated. Harassment includes (but is not limited to) name-calling, letters, jokes, e-mail, cartoons, graffiti, pictures, posters, gestures, ethnic slurs, racial epithets, and other conduct, which is aimed at a particular employee or group of employees.

Workplace harassment, including sexual harassment, is also unacceptable conduct, which violates this policy. Sexual harassment encompasses a wide range of unwanted, sexually directed behavior, and is defined as follows:

Unwelcome sexual advances, requests for sexual favors, and/or other verbal or physical conduct of a sexual nature constitute sexual harassment when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;
- Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual;
- or
- Such conduct has the purpose or effect of unreasonable interference with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Harassment applies to the conduct of a supervisor toward a subordinate, an employee toward another employee, a non-employee toward an employee, an employee toward a non-employee or an employee toward an applicant for employment. Harassment can apply to conduct outside the workplace to include VNA sponsored events and assigned offsite work activities (meetings, trainings, conferences, etc.) as well as the work site.

Complaint Reporting Procedure

VNA takes allegations of harassment very seriously. If an employee believes that they are a victim of harassment, the employee should do the following:

1. VNA supports open communication, encouraging employees to calmly and respectfully discuss any issue directly with the party involved. If the employee is comfortable doing so, clearly and directly communicate to the offending individual that their conduct is unwelcome, and request that the offensive behavior stop.
2. At the same time, the employee should immediately bring the matter to the attention of their supervisor. If the employees' supervisor is somehow involved in the harassment, or if the employee is uncomfortable talking to their supervisor, the employee should report this matter to the supervisor's supervisor.
3. Should the supervisor be the source of harassment, a complaint should be made to the supervisor's supervisor.

Harassment complaints will be kept confidential to the maximum extent possible.

VNA will actively investigate all harassment complaints and if VNA determines that an employee is guilty of harassment, appropriate disciplinary action, up to and including termination will be taken against the offending employee.

Complaints of harassment that involve patients, clients, family, or other colleagues (not employees of VNA) will be handled on a case-by-case basis. No employee will be asked to work in an environment of harassment.

Retaliation against any person who has complained about harassment, filed a charge of harassment, or who has otherwise participated in an investigation of harassment will **not** be tolerated. Such activity is unlawful and will result in severe discipline, up to and including discharge. Any employee, however, who is found to have knowingly made a false accusation of sexual harassment or retaliation, may be subject to appropriate disciplinary action up to and including termination.

ii. WORKPLACE BULLYING

Workplace bullying is the behavior of individuals or groups to use persistent, aggressive and/or unreasonable communication, manipulation of work, and acts aimed at humiliating or degrading one or more individuals that create an unhealthy environment. This behavior will not be tolerated.

Workplace bullying can include any or all of these features:

- Repetition (occurs regularly)
- Duration (is enduring)
- Escalation (increasing aggression)
- Power disparity (the target lacks the power to successfully defend himself/herself)
- Attributed intent

Types of workplace bullying tactics can include but are not limited to:

- Verbal abuse
- Nonverbal abuse
- Psychological abuse
- Physical abuse
- Humiliating, threatening or intimidating behavior
- Spreading malicious rumors, gossip, or innuendo
- Excluding or isolating someone socially
- Belittling a person's opinions
- Tampering with a person's personal belongings or work equipment

An employee who believes that they have experienced or witnessed bullying is encouraged to report the incident as soon as possible to their supervisor. A prompt, thorough, and complete investigation of each alleged incident will be conducted. VNA prohibits retaliation against any person who reports an act of bullying. VNA prohibits any person from falsely accusing another as a means of bullying. An employee found to have violated this policy may be disciplined up to and including termination of employment.

iii. WORKPLACE VIOLENCE

VNA is committed to providing a safe work environment; dangerous weapons of any kind are not allowed on VNA property.

"VNA property" is defined as all VNA-owned or leased buildings and surrounding areas such as sidewalks, walkways, driveways and, to the extent permitted by law, parking lots under VNA's ownership or control. This policy applies to all VNA-owned or leased vehicles and, to the extent permitted by law, all vehicles that come onto VNA property. VNA does recognize Illinois' Firearm Concealed Carry Law, and nothing contained in this policy is intended to violate that law or interfere with or infringe on any individual's right under that law.

"Dangerous weapons" include, but are not limited to, firearms, explosives, knives and other weapons that might be considered dangerous or that could cause harm. Employees are responsible for making sure that any item they possess while on VNA property, in a VNA vehicle, or while conducting VNA business is not prohibited by this policy.

It is VNA's policy to provide workplace violence education and prevention training. This training is typically provided during employee orientation.

Some of the most common warning signs for potential future workplace violence by an individual include the following:

- Changes in mood
- Personal hardships
- Mental health issues (depression, extreme anxiety)
- Verbal threats
- A past history of violence
- Attempts to intimidate others
- Paranoid or antisocial behavior
- A history of drug or substance abuse

Below are eight high-risk behaviors of which to be aware. Note: A potentially violent person could exhibit many of these behaviors or only one and the behavior could be obvious or more subtle. For this reason the “totality” of factors, including the work environment, the employee’s home-life and their behavior as a whole must be examined.

IMPORTANT: If an employee thinks a co-worker is a threat, the co-worker must report this to their supervisor or supervisor’s supervisor; if the employee’s supervisor is a threat, employees must report this to the area Vice President or Human Resources.

- “Actor” behaviors – when an employee acts out in anger such as yelling, shouting, or slamming doors
- “Fragmentor” behaviors – When an employee does not take responsibility for their actions, blames others for mistakes, or is unable to see consequences for the employee’s own actions
- “Me-First” behaviors – when an employee takes breaks during crunch-time when everyone else is working or the employee puts their own wants ahead of everything else, regardless of negative outcomes
- “Mixed-Messenger” behaviors – when an employee says they are a part of the team, but do not act like it
- “Wooden Stick” behaviors – when an employee is inflexible, unwilling or refuses to try new approaches to work, policies, procedures or technologies, withholds information, wants to be the only one in charge, or is rigid and controlling
- “Escape Artist” behaviors – when an employee lies to relieve stress or practices addictive behaviors such as taking drugs or gambling
- “Shocker” behaviors – when an employee acts out of character or too intensely for the occasion
- “Stranger” behaviors – when an employee fixates or won’t let go of an idea or person, becomes isolated or exhibits poor social skills

Employees are encouraged to be aware of the above behaviors; to be courageous and report incidents and suspicious behaviors to their supervisor, area Vice President or Human Resources (even if the behavior appears subtle/small).

VNA will not condone any acts or threats of violence against employees, patients, clients, or visitors on VNA’s premises at any time or while the employee is engaged in business with or on behalf of VNA, on or off VNA’s premises.

It is the commitment of VNA:

- To provide a safe and healthful work environment, in accordance with VNA’s safety and health policies.
- To take prompt remedial action up to and including immediate termination, against any employee who engages in any threatening or intimidating behavior or acts of violence or who uses any obscene, abusive, or threatening gestures or language, including e-mail, graffiti, etc.
- To take appropriate action when dealing with patients, clients, former employees, or visitors to VNA’s facilities who engage in such behavior. Such action may include notifying the police or other law enforcement personnel and prosecuting violators of this policy to the maximum extent of the law.
- To prohibit employees, patients, clients, and visitors from bringing firearms or other weapons onto VNA’s premises.
- To establish viable security measures to promote safety and security.

Any employee who engages in violent, abusive, or threatening behavior, or who otherwise engages in behavior that VNA, in its sole discretion, deems offensive, threatening, dangerous, or inappropriate will be subject to disciplinary action, up to and including termination.

Duty to Warn: Employees have a “duty to warn” their supervisor, security personnel, or Human Resources representatives of any suspicious workplace activity or situations or incidents that the employee observes or becomes aware of that involves other employees, former employees, patients, clients, or visitors and that appear problematic. This includes, for example, threats or acts of violence, aggressive behavior, offensive acts, threatening or offensive comments or remarks, and the like. Employee reports will be held in confidence to the extent possible. VNA will not condone or tolerate any form of retaliation against any employee for making a report under this policy.

I. WHISTLEBLOWER PROTECTION

VNA will not tolerate retaliation behaviors. Whistleblower complaints will be handled with sensitivity, discretion and confidentiality to the extent allowed by the circumstances and the law. A whistle blower who believes that they have been retaliated against for reporting an activity, which that person believes to be fraudulent or dishonest, may file a written complaint about such retaliation with Human Resources and the Compliance Officer. Any complaint of retaliation, including but not limited to, threats of physical harm, loss of job, punitive work assignments, or reduced salary or wages, will be promptly investigated and corrective action taken, where allegations are substantiated. This protection from retaliation is not intended to prohibit supervisors from taking action, including disciplinary action, in the usual scope of the supervisor’s duties based on valid performance-related factors, nor is it intended to preclude disciplinary action against individuals who report baseless allegations. Disciplinary action could be taken against someone who makes an unfounded allegation that is proven to have been made recklessly, maliciously or with foreknowledge that the allegations were false.

J. ALCOHOL AND SUBSTANCE ABUSE POLICY

VNA is a drug and alcohol free workplace. As a condition of employment, employees are required to abide by VNA's alcohol and substance abuse policy. VNA is strongly committed to maintaining a safe and healthy working environment for all its employees (with the expectation that all employees will perform their duties at an acceptable performance level and be unimpaired by drug and alcohol use). Also, the use of alcohol and/or drugs by employees can undermine employee productivity and VNA image.

- The use, possession, sale, distribution or manufacturing of either non-medically prescribed controlled substances or alcohol by anyone while on VNA business or on VNA property is prohibited. Further, employees are prohibited from being at work under the influence of either drugs or alcohol. Violation of this policy by an employee while on VNA premises or on VNA business will result in disciplinary action up to and including termination. VNA recognizes that alcohol is served and consumed at certain work related or sponsored events (e.g. the Gala). It is not a violation of this policy to responsibly consume alcohol at approved events. Depending on the circumstances, other action, including notification of appropriate law enforcement agencies, may be taken with respect to a violation of this policy. Any illegal substances found in the workplace will be confiscated and turned over to the appropriate law enforcement organization.
- VNA recognizes Illinois' Compassionate Use of Medical Cannabis Act. This law permits an individual with a qualifying debilitating medical condition to register as a medical marijuana patient and avoid civil and criminal penalties under state law for certain medical uses of marijuana. However, in accordance with Illinois and federal law and in order to maintain a safe, efficient and effective workforce, employees may not use or possess marijuana on VNA property or in the course of their employment. VNA also prohibits employees from reporting to work under the influence of marijuana.
- An employee whose on-the-job behavior gives VNA the reasonable suspicion that the employee may be under the influence of drugs or alcohol in violation of this policy may be tested for the use of drugs and alcohol. Reasonable suspicion is based on a trained supervisor or member of leadership's observation of indicators of impairment. All pertinent VNA supervisors will receive training to assist them in identifying behavioral characteristics which suggest the use of prohibited substances in the workplace. Circumstances giving rise to reasonable suspicion testing include, but are not limited to:
 - When VNA has reasonable suspicion to believe an employee's abuse of drugs or alcohol threatens the employee's own personal safety or the personal safety of other individuals.
 - When VNA has reasonable suspicion to believe an employee's abuse of drugs or alcohol caused or contributed to a work related accident or near-miss;
 - When VNA has reasonable suspicion to believe an employee's abuse of drugs or alcohol has compromised the employee's fitness for duty;
 - When an employee's observed action or appearance while on duty leads VNA to reasonably suspect drug or alcohol abuse, such as, behavior, appearance, judgment, coordination, job performance and/or other conduct including, but not limited to, slurred speech, glassy eyes, unsteady walk, disorientation, significant or repeated lapses of concentration, emotional outbursts, substantial mood changes, the smell of alcohol on the employee's breath, etc.;
 - When VNA observes or receives credible information that the employee is using drugs or alcohol on VNA time; or
 - When other facts support a reasonable suspicion that the employee is using or has symptoms of drugs and/or alcohol abuse in violation of this policy.

If these tests indicate evidence of illegal drugs or the improper use of other drugs or that the employee is under the influence of alcohol, appropriate disciplinary action will be taken up to and including termination. VNA requires a consent form to be signed by the individual prior to testing. Any employee who refuses to sign or submit to testing will be questioned as to the reason(s) for refusal. Unless there is a valid reason for refusal, the employee will be subject to disciplinary action up to and including termination. Drug and alcohol tests will be conducted by a qualified laboratory selected by VNA, and proper chain of custody procedures will be observed for samples. When employment status will be affected, confirmatory testing may be carried out. Records and information about testing and test results will be treated as private and confidential to the extent possible. VNA may be required or may choose to notify state licensure agencies of results where direct patient care is part of a job responsibility.

VNA supports viewing substance abuse from a disease perspective. However, since these conditions do interfere with employee functions, job performance issues will be addressed. Employees are encouraged to notify their supervisor should a problem with substance abuse be suspected with another VNA employee.

Employees can receive additional support on substance abuse and other issues through VNA's Employee Assistance Program (EAP). Through the EAP, VNA employees receive up to 3 telephone counseling sessions with a licensed professional at no charge. This confidential service is available to VNA to VNA employees 24 hours a day, 7 days a week via telephone.

Drug statute convictions: An employee convicted of violating a drug statute is required to notify their supervisor in writing immediately after conviction. The supervisor is required to notify the area supervisor in writing immediately after receiving notice from the employee or having otherwise received notice of an actual conviction.

An independent evaluation at a time and site determined and paid by VNA will be required:

- Within 30 calendar days of receiving notice of a drug conviction, or
- If there are recurring complaints, or if alcohol or drugs appear to be associated with unsatisfactory job performance.

If treatment is recommended, the following actions will be taken:

- The employee will be required to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate organization.
- Consideration will be given to the necessity and possibility of reassigning or suspending the employee without pay to ensure adequate supervision during early treatment.
- The employee will be required to sign releases of information with the drug assistance or rehabilitation program. There will be regular reports to VNA from the provider of treatment, including urine screenings.

It is at the sole discretion of VNA to permit an employee to seek treatment and remain employed under specific conditions. Any employee who refuses to obtain treatment will be terminated. In accordance with the provision of the Department of Professional Regulations, a report will be filed with the State for professional licensed staff who refuses treatment.

K. RANDOM DRUG TESTING

Pre-employment, reasonable suspicion and random drug testing will be conducted for employees through VNA's Occupational Health Services provider. Random drug testing is conducted on a random and neutral selection basis with all employees subject to testing having an equal chance of being selected and may be picked any and every time. The random selection of employees for random employee drug testing will be conducted, administered and controlled by VNA's Occupational Health Services provider.

- After VNA's Occupational Health Services provider has completed a computerized, random draw of the employee(s) to be tested, Occupational Health will print out and send the selected employees' names to the Human Resources department.
- Human Resources then inform the employee's supervisor that the employee is to report to VNA Occupational Health Services to be tested and the basis for the test. The testing day will be the same day or the next day that the employee is scheduled to work.
- Human Resources calls VNA's Occupational Health Services and informs Occupational Health that an employee is being sent for drug and alcohol testing.
- The participant needs to bring a photo ID.
- The participant will be asked to sign the laboratory consent and chain-of-custody forms.
- The participant has three (3) hours to provide a urine specimen. If the specimen is not collected within this time frame, VNA will take disciplinary action including immediate termination.
- The result will be called into the Human Resources department 24 to 48 hours after the urine drug screen is collected.

Information and documents concerning drug and alcohol tests will be maintained securely by Human Resources in accordance with applicable law and will be shared within VNA only with those having direct or immediate involvement in the particular case.

If the employee tests positive for drugs or alcohol based on the random drug test, it is at the sole discretion of VNA to permit an employee to seek treatment and remain employed under specific conditions. Any employee who refuses to obtain treatment will be terminated. In accordance with the provision of the Department of Professional Regulations, a report will be filed with the State for professional licensed staff who refuses treatment.

L. WORKPLACE SEARCHES

To protect and secure the property of our employees, our patients, our clients, and VNA, and to help prevent the possession, sale, and use of illegal drugs on VNA premises (in support of VNA's drug and alcohol-free workplace policy), searches and inspections may be conducted at any time at the discretion of VNA.

Employees should not have an expectation of privacy as to any property or articles on VNA premises (whether or not such property is locked or unlocked and whether or not the lock is VNA owned or employee owned), including, and not limited to computers, electronic equipment, offices, office furniture, lockers, VNA vehicles, bags, containers, backpacks, brief cases, and or any other personal items, etc.

M. SMOKING POLICY

VNA discourages employees and visitors from smoking and the use of other "smoking like" devices in an effort to promote health. In accordance with the Smoke Free Illinois Act, for health and safety considerations, smoking which includes the use of other "smoking like" devices is prohibited in all VNA Health Care locations and within 15 feet of any entrance, exit or ventilation intake. VNA provides assistance to employees and patients with smoking cessation.

N. EMPLOYEE ILLNESS

Employees should use their best judgment regarding coming to work when ill. Do not come to work if your condition is transmissible to co-workers and/or patients. If an employee comes to work or develops an illness while at work that is considered potentially contagious or has flu-like symptoms, the employee will be sent home. Employees are expected to remain at home for 24 hours after the symptoms subside. VNA has the right to request a return to work notice from the employee's medical provider.

O. PREGNANCY

The law forbids discrimination when it comes to any aspect of employment including hiring, termination, pay, job assignments, promotions, layoff, training, fringe benefits, such as leave and health insurance, and any other term or condition of employment. VNA complies with all pregnancy law requirements and will make reasonable accommodation(s) for employees, as defined by the Law. Employees requiring any reasonable accommodation should notify their supervisor or the Human Resources Department.

P. BREASTFEEDING

VNA provides reasonable break time each day for an employee who needs to express breast milk for her infant child up to one year. If possible, this time will be during any break time already provided to the employee. Any employee requesting additional break time to express milk should discuss her break scheduling needs with her supervisor. VNA is not required to provide additional break time if it causes and undue hardship to the VNA. Additional break times can be granted with supervisor approval. A nursing mother will be provided a private place to express breast milk when a breastfeeding room is unavailable. Employees are required to provide notification when breaks are no longer necessary.

X. TERMINATION OF EMPLOYMENT

Termination of employment can be voluntary or involuntary and occurs when an employee's service to VNA is discontinued for any reason. All employees who separate from VNA will be asked to participate in an Exit Interview and fill out an Exit Interview form.

Involuntary terminations will be documented on the termination notification form. The President/CEO will be notified prior to any involuntary terminations. For involuntary terminations, a VNA supervisor and/or a Human Resources representative will collect any VNA property and escort the employees from the building.

Actions which result in Termination are classified below:

A. VOLUNTARY RESIGNATION

Discontinuance of employment initiated by the employee is termed a "voluntary resignation". All employees should submit a written notice of resignation, which specifies the proposed last date of employment.

Notice Period: Employees must follow the terms of their contract, if applicable, regarding notice.

This policy applies to all employees that do not have an employment contract with VNA. If the employee does not have an employment contract; the following schedule is the minimum required notice an employee should provide VNA of the decision to terminate employment with VNA Health Care:

- Staff - 2 weeks
- Coordinators - 3 weeks
- Directors - 4 weeks
- Vice Presidents - 6 weeks

Employees who do not provide the required notice may not be eligible for rehire.

An employee who resigns surrenders rights to seniority and other benefits. If rehired, the employee will be considered a new employee. Employees will receive wages and be compensated for paid time off accrued up to the last working day.

- VNA reserves the right to accept verbal resignations.
- VNA reserves the right to determine an employee's separation date within the notice period provided by employee. (For example, an employee may provide a two-weeks' notice and VNA may determine employee's separation date would occur at a date before the end of the two-week notice period).
- If an employee rescinds their voluntary resignation, VNA reserves the right to decline the rescinded resignation.

B. INVOLUNTARY TERMINATION

Termination: Discontinuance of employment initiated by VNA for reason of performance or behavior is classified as "termination." Immediate termination may sometimes be necessary.

Job elimination/staff reduction: Discontinuance of employment initiated by VNA resulting from conditions such as work shortage, reorganization, and/or other circumstances outside the employee's control, will be classified as "job elimination"

Continuation of health insurance: An employee who had health insurance coverage prior to termination of employment is eligible to continue health insurance coverage (COBRA) regardless of the separation reason.

C. HANDBOOK CLARIFICATIONS

If any portion of the handbook is not understood, please contact a Human Resources representative.