

I. INTRODUCTION

Revised 9/24/2015

Welcome, New Employee!

On behalf of your colleagues, we welcome you to Trempealeau County Health Care Center and wish you every success here.

Our evolvment of and reputation for excellent services is due in no small measure to our greatest resource, the staff we employ.

It is our sincere hope that the assets you bring to our organization will enable continued growth and excellence of services to our clients. We hope you will take pride in being a member of our team.

This handbook was developed to describe some of the expectations of our employees and to outline the policies, programs, and benefits available to eligible employees.

Employees should familiarize themselves with the contents of the employee handbook as soon as possible, for it will answer many questions about employment with the Trempealeau County Health Care Center.

We hope that your experience here will be challenging, enjoyable, and rewarding. Again, welcome!

Sincerely,

Mary J. Gullicksrud
Executive Director

EMPLOYEE ACKNOWLEDGEMENT FORM

This EMPLOYEE HANDBOOK is offered to help acquaint you with the general policies and procedures of Trempealeau County Health Care Center (TCHCC). Along with your orientation, it should answer many of your questions about what you may expect from the organization and what the organization expects from you.

TCHCC asks that you read the handbook completely as you begin your employment. It has been arranged to serve as a quick reference for you at any time.

This handbook is not an employment contract. The practices and procedures referred herein are not conditions of employment. The employment relationship of the organization is at will – this means that both you and TCHCC have the right to terminate the employment relationship at any time for any circumstance, and for any reason or no reason with or without notice.

Change is a constant thing. We are a diverse organization and must respond to the changing needs of the industry to serve those clients, residents and tenants in our organization. TCHCC reserves the right to change these practices at any time, with or without prior notice.

The organization, Trempealeau County Health Care Center, reserves the right to interpret this handbook. It is necessary for the organization to interpret and apply the handbook to changing circumstances and countless individual situations.

If you have questions concerning the contents of this handbook, ask your supervisor or the Director of Human Resources. We will make every effort to help you feel welcome, comfortable and a part of the team.

Employee's Signature

Date

Employee's Name (Printed)

II. ABOUT US

PHILOSOPHY

We subscribe to the philosophy of person directed, recovery based care – an approach that places a high value on providing opportunities for persons to participate as fully as possible in normalizing roles and relationships. An interdisciplinary team approach is used in delivery of specialized services and coordinated community support services that enhance self-image, provide empowerment, successful coping and are appropriate to changing needs over time. The active participation of the person is fundamental for success.

SYNOPSIS OF OPERATIONS

Institute for Mental Disease – Nursing Facility (IMD-NF)

- **Licensed under State Nursing Home Code HFS-132**
- **State only license**
- **Funded by private pay, state and county moneys**
- **111 beds located on 1st and 2nd floor**
- **Provides services to persons throughout the State of Wisconsin ages 18 and over who have serious, persistent mental illness**
- **Treatment focus is recovery based rehabilitation and return to community living**

Skilled Nursing Facility – SNF-IMD

- **Licensed under State Nursing Home Code HFS-132**
- **Subject to State and Federal Rules**
- **Funded by private pay, Medical Assistance, or state/county monies**
- **34 beds located on 1st floor east and north wings**
- **Focus is on skilled nursing care, treatment and services to persons who are mentally ill, diagnosed with Alzheimer's, dementia, or organic brain syndrome, are experiencing difficult behaviors or complex medical needs. Treatment focus is person directed, recovery based**

Pigeon Falls Health Care Center

- **Licensed under State Code HFS-132**
- **Subject to State and Federal rules**
- **Funded by private pay, insurance, Medical Assistance and Medicare**
- **37 beds for skilled nursing care located in a small, rural environment with strong support in the local community**
- **Provides respite and hospice care**
- **Focus is person directed in service to geriatric persons with social / activity needs and complex medical problems**

Country Ridge

- **Residential Care Apartment Complex (RCAC)**
- **Certified under State Code HFS-89**
- **Funded by private pay or Medical Assistance waiver funds**
- **8 apartments connected to the Pigeon Falls Health Care Center**
- **Focus is to provide affordable residential living for Senior Citizens that promotes aging in place with individualized services.**

Farnam Community Living Center

- **Licensed under State Code HFS-83 as a Community Based Residential Facility**
- **Subject to State rules**
- **Funded by private pay, disability income or county moneys**
- **18 beds – located in the city of Whitehall in a large, stately, homey environment**
- **Focus is on recovery based rehabilitation**

Blair Apartments

- **Four independent living apartments located in Blair, WI**
- **Capacity – 8 persons, 2 persons per apartment**
- **Funded by private pay, Medical Assistance eligible Community Support Services and county moneys**
- **Treatment / service focus is provision of comprehensive / coordinated recovery based rehabilitation and community support services**

Clover Way RCAC

- **Residential Care Apartment Complex (RCAC)**
- **Certified under State Code HFS-89**
- **Funded by private pay or Medical assistance waiver funds**
- **7 apartments connected to the Clover Way Adult Family Home**
- **Treatment/service focus is provision of comprehensive/coordinated recovery based rehabilitation and community support services**

Certified Adult Family Homes

- **Three homes located across County Rd QQQ off main campus of TCHCC (Oakwood, Maplewood, Elmwood)**
- **Recovery programs for individuals having serious/persistent mental illness**
- **Provide hands-on ADL skills and training opportunities complimented by the vocational/recreational and recovery based programs offered from TCHCC staff**
- **Serve as a transitional environment to enable recovery outside the facility based program**

Adult Family Homes

- **Five homes located in various community settings - Apple Way, River Way South, River Way North, Clover Way, Hickory Ridge, and Cedar Ridge**
- **Recovery programs for individuals having serious/persistent mental illness and / or developmental disabilities**
- **Provide hands-on ADL skills and training opportunities complimented by the vocational/recreational and recovery based programs offered from TCHCC staff**
- **Serve as a transitional environment to enable recovery outside the facility based program**

Annex

- **Located on Hwy 121 – 2 miles between the main TCHCC campus and Independence, WI**
- **Provision of vocational rehabilitation services along with recovery based services to persons from IMD, Community Programs and to persons living in the community or in the school system who have mental illness or an intellectual disability**
- **Home of West Central Wisconsin Behavioral Health providing comprehensive psychological testing and AODA outpatient services**
- **Home of MIS Department and Business Office for TCHCC**
- **Always in Season gift shop**

West Central Wisconsin Behavioral Health

- **Main clinic located at the Annex in Independence, WI**
- **Provides comprehensive psychological testing as well as AODA outpatient services**
- **Full staff of professionals including, psychiatrist, psychologist, and counselors**

Crisis Bed Program

- **One bed is provided within the IMD (Licensed Nursing Facility Bed) for individuals experiencing significant emotional difficulties requiring more support than can be offered on an outpatient basis**
- **The Crisis Bed Program provides a protective and supportive environment to assist an individual as planning begins for recovery**
- **The program deals closely with Community Boards and focuses on short-term intervention and care**
- **The following “service” team members will provide services: 24 hour nurse and certified nursing assistants, board certified psychiatrist, psychologist, professional counselor, registered occupational therapist and certified social worker.**

OUR HISTORY

The Trempealeau County Health Care Center is a county-owned facility with roots beginning in 1898. Construction projects and razing of the 1898 building have resulted in the present building located in a rural setting. Operations are guided by a five member Board of Trustees that are representatives of the community at large (2 members) and the County Board of Supervisors (3 members).

TCHCC operates within the county as an Enterprise Agency. This means, TCHCC is dependent on the revenue from its operations. Our customers are the counties, families and citizens throughout the State of Wisconsin.

Since its origin, TCHCC has provided specialized services to the mentally ill, intellectually disabled and geriatric individuals with special management needs. Through the years we have expanded and strengthened services while continuing to meet the multiple and diverse needs of our clients, residents and tenants with a focus on person directed, recovery based care approaches.

MISSION

“Enhance One’s Quality of Life”

CORE VALUES

COMPASSION

RESPECT

LEADER

ENRICH

PROFESSIONAL

OUR FOCUS

The Trempealeau County Health Care Center has a strong tradition in innovative care for people with physical, mental and intellectual health care needs. Our history combines with future plans and dreams to ensure this continues in a quality manner showing empathy to the customers.

We exist because of those we serve. We work together to provide care and direction to improve the quality of life for these individuals. All the decisions made, all the support, teaching and direction offered is with the hope of continuing to assist them to enhance their quality of life. We are dedicated to provide services based on person directed and recovery based elements; treating each person as an individual.

As an employee, you are a member of a team utilizing appropriate decision-making tools. You will be encouraged to use your creativity, in cooperation with other team members, to provide the best possible service to our clients, residents and/or tenants.

As we look at our focus, it is normal to look at the system of checks and balance within our organization to encourage good decision making. The Corporate Compliance plan works to set these standards and apply them to all aspects of TCHCC. The plan looks at the risk of fraud and / or abuse within our own system and how we can prevent it. A Compliance Officer and the Corporate Compliance Committee implement the program. The Core Values referred to on the previous page are identified to establish a climate of compliance at all levels with the organization. The Core Values and the Code of Conduct deal with the fundamental principles, values and framework within TCHCC.

STRUCTURE AND MANAGEMENT STYLE

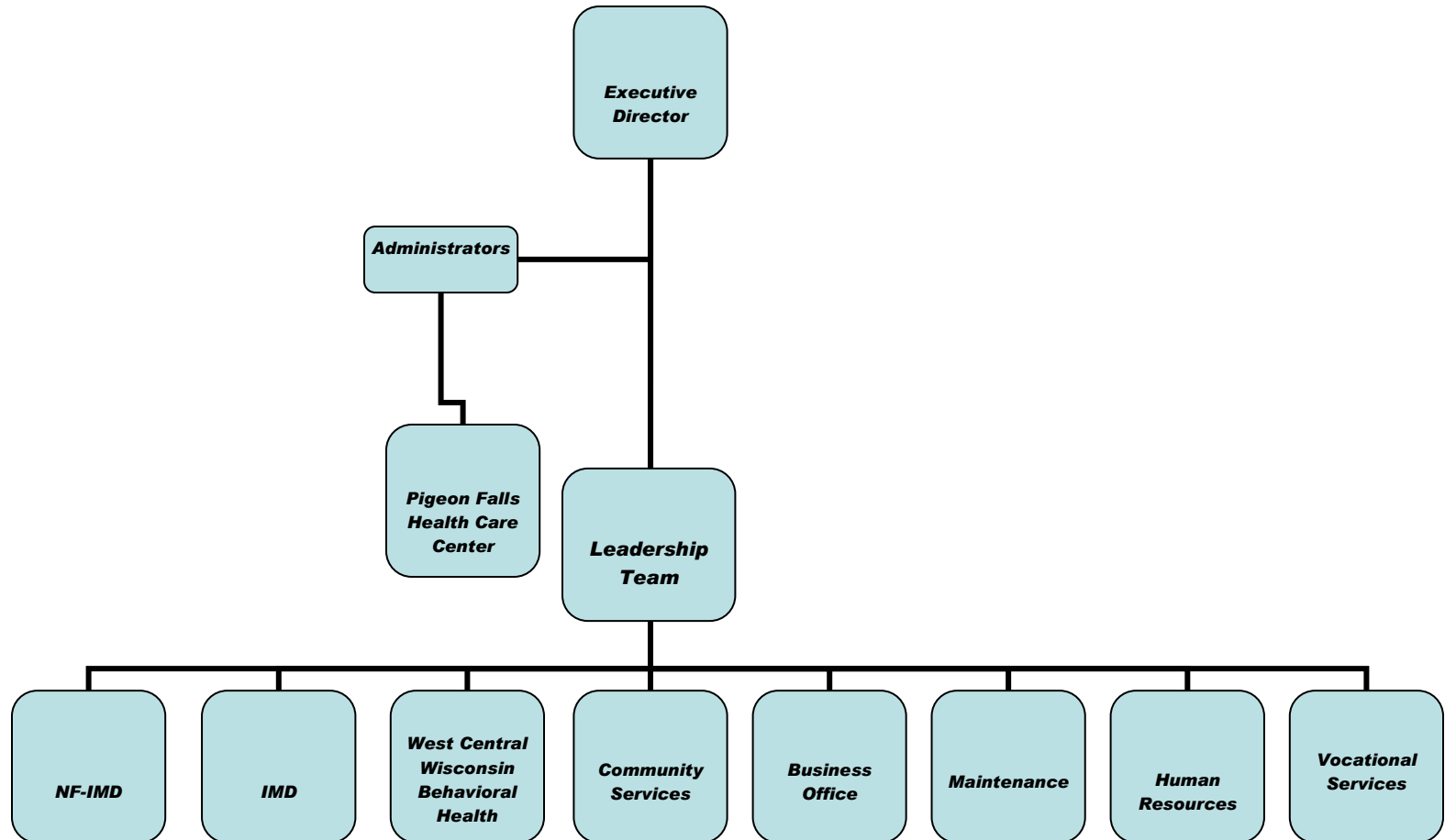
Long-range strategic planning and annual objectives provide for priorities set within the Mission Statement. The Board of Trustees has the ultimate responsibility for guiding the course of the organization. Employees at all levels are asked to participate in making and carrying out these goals and objectives.

Every staff member is expected to be part of the continuous Quality Improvement Program, whether it is in an informal or formal way. This ensures an on-going commitment to the mission and the quality of the mission.

The Leadership Team meets on a regular basis to guide the organization through meeting these goals. Communication is the cornerstone of understanding and reaching this level.

Committees are important in the structure of the organization. Employees are asked to be a part of various committees at different times. They may be regular committees, committees set to perform a certain duty or a task force asked to examine and recommend objectives for the organization.

TREMPEALEAU COUNTY HEALTH CARE CENTER Organizational Chart



Leadership Team Members:

Executive Director, Administrators, Directors of Nursing, Unit Directors; Dietician; Director of Human Resources; Director of Finances; MIS Director; Director Community Services, Director of Plant Service;

III. EMPLOYMENT

EMPLOYMENT POLICIES

Employment decisions are made without regard to age, race, color, religion, marital status, sex, national origin, ancestry, veteran status, sexual orientation, physical appearance, political beliefs or mental or physical disability which does not prohibit performance of essential job functions, except where any of the above stated characteristics represent a bona-fide occupational qualification and are not protected by law. Our services depend on the effective utilization of qualified persons and their abilities and education.

TCHCC recognizes the need and obligation to provide reasonable accommodation to qualified persons with disabilities. The organization is committed to an affirmative action program to improve employment opportunities for all. Our organizational plan provides for the establishment of annual employment and promotion objectives for all.

It is the duty of all employees to help create a work environment, which is conducive to effective equal employment opportunities.

TCHCC is committed to all employment practices which provide that persons are recruited, hired, assigned, advanced, compensated and retained based on an individual evaluation of their qualifications and in accordance with existing laws.

EMPLOYEE DEFINITION

Regular Full-Time employees are those who regularly work 40 hours per week or 80 hours per two weeks and who maintain continuous regular employment status.

Regular 4/5 employees are those who regularly work 32 hours per week or 64 hours per two weeks and who maintain continuous regular employment status.

Part-time employees are those who regularly work less than 32 hours per week and who maintain continuous regular employment status.

Per Diem employees are those who maintain a relationship of employment but do not maintain a continuous regular employment status. Must work one scheduled shift in six months in order to maintain this status.

Probationary employees are whose performance is being evaluated to determine whether further employment in a specific position or with the organization is appropriate. Employees who satisfactorily complete the six-month probationary period will be notified of their new employment classification.

Limited-Term employees are those who are hired as interim replacements, to temporarily supplement the work force, or to assist in the completion of a specific project. Employment assignments in this category are of a limited duration. Limited-term employees retain that status unless and until notified of a change.

Student Interns (paid or unpaid) are considered employees who are fulfilling a school requirement.

Non-Exempt (Hourly) Employees are protected by minimum wage and overtime provisions of the Fair Labor Standards Act as amended. These employees receive overtime pay at a rate of one-and-a-half times their average weekly rate for hours worked in excess of 8 hours per day or 80 hours per pay period. Work time is reported on E-time sheets.

Departments approved or individuals volunteering may be designated as having a work week base of forty (40) hours. Non-exempt employees working from this base receive overtime pay at a rate of one-and-a-half times their average weekly rate for hours worked over forty in the week. Work time is reported on E-time sheets.

Exempt (Salaried) Employees are exempt from overtime provisions of the Fair Labor Standards Act as amended. Salaried executive, administrative, professional and supervisory personnel do not receive overtime pay and are expected to work a minimum average of 40 hours per week if full time.

PERSONNEL RECORDS

TCHCC must maintain certain employment information concerning each staff member. Your personnel file, maintained by the Human Resources Department, includes records reflecting significant job-related events that occur during your employment with the organization. Additionally, we are legally mandated to keep a separate file for medical records, which your supervisor has limited access to.

It is your responsibility to keep the organization advised of any changes in your address, telephone number, marital status, dependent status, emergency contact information, degrees or certificates for completion of training, pending criminal charges, conviction of a crime (criminal or non-criminal) and other changes which would affect your employment record and your ability to perform the duties of your job.

Those employees with certifications or licenses that are needed to perform the duties of their job within the organization are responsible to maintain them in a current status. At the time the current certificate or license is received, a copy must be sent to the Human Resources Department for the personnel record.

These files are the property of the organization and are kept in a secure place where only authorized personnel have access. Your access to personnel records is subject to the requirements of applicable laws.

Employees who wish to review their own file should contact the Human Resources Director. With reasonable advance notice, employees may review their own personnel files in TCHCC offices and in the presence of an individual appointed by the organization to maintain the files. You may copy or receive copies of your records for the cost of the copies subject to exceptions available under state law.

BACKGROUND CHECKS

At the time of employment TCHCC completes a criminal background check once the employee has filled out the Background Information Disclosure. The criminal background check is completed through the Department of Health and Family Services.

Additionally, a similar criminal background check is completed on all employees every four years, or more often if indicated by regulations. Employees will receive a Background Information Disclosure form to complete, which must be returned to the Human Resource Department prior to the check being done. It is important that the employee completes this form truthfully and accurately.

YOUR COMPENSATION

Trempealeau County Health Care Center seeks to establish and maintain compensation levels which reflect position responsibilities. TCHCC strives to be competitive with other organizations in the same labor market, so we are capable of attracting and retaining employees.

Every position is defined in terms of duties and scope of responsibilities as well as necessary knowledge and abilities.

The actual compensation received is dependent on several factors. They include, but are not limited to performance, experience, the organization's ability to pay, range increases, promotions or demotions and length of service.

TCHCC takes all reasonable steps to ensure that employees receive the correct amount of compensation in each paycheck and that all employees are paid promptly on the scheduled payday. Employees are paid every other week via electronic transfer to the financial institution of their choice. In the event there is an error in the amount of pay, the employee should promptly bring the discrepancy to the attention of the Accounting Manager – Business Office so that corrections can be made as quickly as possible.

REPORTING WORK TIME

If you are an exempt (salaried) employee, your work hours are managed in consultation with your supervisor and your salary is divided evenly among pay periods.

If you are a non-exempt (hourly) employee, your work hours are scheduled by either your supervisor or designated person and reported each pay period. The schedule for reporting, along with the instructions is available during orientation and from your supervisor. Please follow the instructions carefully.

To ensure timely receipt of your paycheck, your e-timesheet must be entered completely and accurately, signed by you and approved by your supervisor, and submitted by the stated deadline. This is your responsibility.

You must have prior supervisory approval to work overtime hours. Your supervisor will discuss program policies regarding breaks, meal periods and other time-related issues. We will attempt to accommodate your preferences with regard to the hours you are scheduled to work. However, the hours for which you are scheduled may change to better accommodate our clients, residents and tenants and their needs. Any schedule changes are at the discretion of the supervisor and/or the designated person for scheduling.

BUSINESS RELATED EXPENSE

Expenses that you incur in the performance of your duties will be reimbursed provided

- 1) you have received the prior approval of your supervisor,
- 2) you submit the necessary documentation and
- 3) you present receipts for such expenditures.

The TCHCC has vehicles available for employees to use for transportation to and from work-related designations, and for travel between programs during the employee's work day.

Employees must sign-out a vehicle using the Vehicle Sign Up Calendar located on TCHCC Outlook. As an employee of TCHCC, you may be required to present a valid driver's license.

An employee may choose to use their personal vehicle for travel between programs during the employee's work day, but no reimbursement will be given to the employee.

Actual expenses for travel-related meals, overnight accommodations, parking and so forth will be covered if they are approved in advance and fall within reasonable limits as outlined by policies. Such expenses should be recorded on the organization's Expense Record, with necessary receipts attached. The record is then submitted to your supervisor to be authorized. Such expenses will be paid as vouchers through the monthly Board of Trustees meetings.

Approved travel in your own vehicle is reimbursed at a rate set annually by the Board of Trustees. You will be paid for mileage from your designated place of employment when on organization business; mileage from your home to work is not reimbursable.

Requests for training and associated costs should be discussed in advance with your supervisor for initial approval. These requests should be made on-line via the Education Request Form located on the intranet. It should be filled out accurately and completely before being submitted. Final authorization for attendance is made by Administration and submitted to Human Resources for recording as employee training.

PERFORMANCE APPRAISALS AND REVIEW

Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. A formal written performance appraisal will be conducted at the end of an employee's initial period of hire, known as the probationary period. Employees transferring to a new position within TCHCC will begin a new introductory period as they begin that job, triggering performance appraisals related to the new job assignment. Additional formal performance appraisals are conducted to provide both supervisors and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals.

Performance appraisals are scheduled approximately every 12 months, coinciding generally with the anniversary of the employee's original date of hire. Supervisors may use this time to talk with employees about concerns or strengths, allowing for teaching, reinforcement and appreciation. These meetings will be documented on the standard form for Performance Appraisals with the opportunity for input from the employee. Such situations are not those requiring the use of the Progressive Discipline policy.

General performance standards include the quality and quantity of service provided to our clients as outlined in your job description, achievement of annual goals, participation with your team, and adherence to organizational policies, standards and expectations. You will benefit the most by being an active participant in the planning and review process. It is through honest self-evaluation and openness to the feedback of others that we learn to sharpen our skills.

An example of a Performance Review follows.

TRAINING AND DEVELOPMENT

Because of the nature of our business, employee knowledge and skill is a most valuable asset. Continuous staff development is essential to maintain the quality of care and to assure our future. The organization invests a great deal in providing training and supervision to assure that employees are able to maintain standards of excellence in our services to keep on the cutting edge of developing methodologies.

Career and personal development will enhance your knowledge and skills. The organization may assist you in formalized job-related training as funding and time allows. Training situations may be as follows:

Annual Trainings

In order to maintain certification, some employees are required by license/certification regulations to obtain a number of training hours per calendar year. The TCHCC makes this available to employees through an internet-based training system. Employees are required to complete their assigned training during the work shift.

Training

When you join the Trempealeau County Health Care Center you participate in an orientation program that will help you understand your position and how the organization operates. This orientation, periodic policy/procedures postings, and memos are part of this ongoing program. It is your responsibility to read and assure understanding of this information.

Informative meetings are held regularly and computer-based learning assignments are assigned monthly. These trainings are designed to increase your knowledge so you may better care for the clients. Your attendance at in-service trainings and completion of training materials is an essential and absolutely necessary part of your work obligation.

Seminars, Conferences and Institutes

You may request or be requested to attend a seminar, conference and institute relevant to your position or duties. To request attendance, requests should be made on-line via the Education Request Form located on the intranet. Organization payments of expenses are based on budgetary and department needs.

Individual Training Needs

Courses offered at local technical schools, colleges and universities, and other training providers are often relevant to staff development goals. Depending on the cost and program resources, you may be assisted in attending when there would be direct program benefit. The educational assistance program is available based on funds.

TCHCC may provide Educational Assistance (reference page 61) to eligible employees immediately upon assignment to an eligible employment classification. TCHCC has the sole discretion to determine whether a course relates to an employee's current job duties or foreseeable future positions. Employees should contact the Human Resources office for more information or questions about educational assistance.

Professional Organizations and Groups

You are encouraged to participate in the activities of related professional organizations or service-specific groups. Depending on the benefit to the organization and based upon resources, TCHCC may pay membership dues.

The best assurance of your own continuing value in the job market is to view learning as a lifelong process. This means you need to assume responsibility for your career development and to utilize whatever opportunities are available to you for that purpose, including investment of your own resources.

PROMOTIONS AND TRANSFERS

Job openings arise regularly at Trempealeau County Health Care Center. It is our policy to promote qualified individuals from within the organization whenever possible, consistent with the person's qualifications and the needs of the organization.

Selection for any position will be based on a number of factors including qualifications, time since last position transfer, past performance, ability, dependability, initiative, length of employment and willingness to learn.

Written notices of position openings throughout the organization are available to employees via email or communication bulletin boards. Position openings available to external applicants are listed on the TCHCC website.

Organizational transfers and changes of hours are sometimes necessary. If you are to be transferred or your working hours altered, your supervisor will discuss the reasons with you.

We will attempt to accommodate your personal preferences with regard to positions, locations and hours, but the final determination must be made by TCHCC and in accordance with the needs of our customers and the organization.

PROGRESSIVE DISCIPLINE

The best disciplinary measure is one that does not have to be enforced and comes from good leadership and fair supervision at all employment levels. TCHCC is committed to administering equitable and consistent discipline for unsatisfactory conduct in the workplace. The major purpose of any disciplinary action is to correct the problem, prevent recurrence, and prepare the employee for satisfactory service in the future.

Although employment with the organization is based on mutual consent; both the employee and TCHCC have the right to terminate employment at will, with or without cause or advance notice. The organization may use progressive discipline at its discretion.

Disciplinary action may call for any of four steps – (1) verbal warning, (2) written warning, (3) suspension with or without pay, or (4) termination of employment – depending on the severity of the problem and the number of occurrences. There may be circumstances when one or more steps are bypassed. A conference with the employee will be held informing them of the need for the Progressive Discipline step. This will be recorded on the standard “Progressive Discipline” form, indicating the level, summary, and recommendation and giving opportunity for employee comment. Suspension or termination of employment may be the outcome of progressive discipline.

By using progressive discipline, we hope that most employee problems can be corrected at an early stage, benefiting both the employee and Trempealeau County Heath Care Center. The organization promotes and offers education as part of the disciplinary process to assist employees.

TERMINATION OF EMPLOYMENT

Hopefully, your time with Trempealeau County Health Care Center will be mutually beneficial to you, the clients you serve and the organization. We recognize that you have the right to terminate your employment whenever you want for whatever reason or for no reason. We have a similar right as well.

Voluntary Termination

Resignation

Should you decide to resign, please provide your supervisor or Human Resource Director with a written letter of resignation. Managerial and professional employees are requested to give four weeks notice. All other employees are requested to provide at least two weeks notification. Failure to provide at least two weeks notice will cause forfeiture of any earned, but unused personal leave time (PLT) and will affect your eligibility for rehire. Generally, no paid time off can be taken during your notice period.

Retirement

If you intend to retire and are participating in the Wisconsin Retirement System plan, you will want to review the benefits and conditions of your coverage well in advance. Please notify the Human Resources Department at least two months prior to your planned date of retirement.

Involuntary Termination

Layoff

When conditions dictate that the organization must reduce staff, layoff decisions will be made based upon a determination of qualifications to perform the available work. TCHCC may consider past performance, ability, dependability, willingness to learn and length of service. The affected staff will be given as much advance notice of impending layoff as the situation permits. Employees terminated as the result of a reduction in the work force may be eligible to receive unemployment compensation.

Discharge

Some of the potential reasons for discharge are covered in the section on Employee Work Rules and Conduct (reference page 41). Persons discharged are not eligible for rehire.

In general, for any termination, timely notice and appropriate arrangements for your departure will assure an orderly approach to final pay arrangements and the transition of work assignments. Involuntary termination of employment will require forfeiture of any earned, but unused personal leave time and will affect your eligibility for rehire.

As you make plans to leave TCHCC, arrange with your supervisor or Human Resource Department to return organization property, equipment, materials and keys.

Following termination, you may receive an exit interview from the Human Resource Department. This may be by phone or through the mail. An exit interview offers you an opportunity to share your views regarding employment at TCHCC. An honest, thoughtful response will assist us in improving our performance as an employer.

YEARS OF SERVICE

Trempealeau County Health Care Center acknowledges the importance of longevity and dedication in its employees. A stable and knowledgeable workforce is a necessity to the success of the organization and its programs. As consideration for transfer in positions and/or job duties, one of the many elements to be considered is the number of years of service or longevity within the organization.

When employees choose to leave the organization and then return to employment at TCHCC, consideration may be made to credit employees for prior years of service on an individual basis. This consideration will be made by request from the employee to the Board of Trustees, in writing through the Executive Director. No employee will be considered for extension of prior years of service that has been separated from TCHCC for 5 years or greater.

At the time of the request, the following information will be considered:

- Number of years between employment dates (i.e. number of years between ending employment and returning to employment at TCHCC)
- Employee standing at the time of ending employment with TCHCC and
- Current organization needs.

If the request is granted, the Board of Trustees with recommendation from administration will consider credit for years of service up to 5 years or as determined.

Credit for years of service will only affect wage level as well as level of personal leave time (PLT) earned by the employee. It will not affect the number of years of service for consideration for position or duty changes. The off years will not be taken into consideration as years of service when determining retirement benefits.

IV. POLICIES FOR THE WORKPLACE

PERSONAL APPEARANCE

As an employee of Trempealeau County Health Care Center it is our expectation your appearance projects a professional image for our customers, potential employees and community visitors. TCHCC promotes dress that allows employees to work comfortably and is within guidelines reflecting standard precautions. Business casual is the dress code and the following guidelines will assist you in presenting yourself to work.

Direct Care Staff

Direct care staff is those who have direct contact on a regular basis with residents or clients in their daily routine. Direct care staff includes, but are not limited to, Certified Nurse Aides, Personal Care Workers, LPNs, RNs, housekeeping staff, dietary staff, activity and vocational staff.

Designated TCHCC logo shirts or scrub tops are to be worn with washable pants. Slacks or pants similar to khaki made of cotton or synthetic material pants are suitable. Inappropriate slacks or pants include sweatpants, exercise pants, or any spandex or other form-fitting pants such as people wear for biking, yoga, etc... Sweaters or other long-sleeve tops worn with the shirts should be removed when giving direct care or laundered after each shift if worn to and from work.

Non-Direct Care Staff

Non-direct care staff is those not providing direct care to residents or clients. They may include office staff, human resource staff, laundry staff, maintenance staff and others not directly involved in direct care. Business casual may include TCHCC provided shirts or other appropriate clothing.

General Guidelines

- Casual clothing that is not suitable for work includes clothing that is appropriate wear for the beach, yard work, dance clubs, exercise sessions and sports contests.
- Clothing that reveals cleavage, your back, your chest, your feet, your stomach or your underwear is not appropriate wear for TCHCC.
- Denim slacks are acceptable except those that have holes, tears or are frayed.
- All employees, except those employed in the Community Programs, must wear an identification badge at ALL times. The badge should be displayed so it is visible. You will be issued an identification badge and holder at orientation and you will receive one replacement for lost or broken identification badges during your employment without cost. If you have a change in name, position or title, an identification badge will be issued at no cost.
- All employees are expected to maintain good personal hygiene habits. This may include but not limited to no strong odors such as colognes, perfumes, and others that may be unpleasant (i.e. strong tobacco odor) to others and possibly be disruptive to the work environment or affect health conditions (i.e. allergies).
- No advertisements of alcohol, drugs or sexual content should be on clothing. This includes apparel that advertises tavern names.
- Shoes must be comfortable and safe. Employees doing direct care should not wear open-toed or open-heel shoes. Other footwear should reflect the setting in which the employee works. Please check with your supervisor.
- Tattoos or other body marking are not to be visible if obscene or objectionable
- Ear piercings are allowed. Employees in direct care positions are limited to wearing only studs and must comply with standard precaution provisions. Other jewelry; rings, earrings,

necklaces, etc. should reflect the setting in which the employee works. Please check with your supervisor or Human Resource Department if you have questions.

- Facial piercing is not permitted.
- Hats are not appropriate to be worn. Head gear may be worn while doing outside duties or with supervisor approval. Head covers that are required for religious purposes or to honor cultural beliefs are permitted.
- Departments are asked to set standards that reflect their areas. Please direct questions or concerns to your supervisor.

This is a general overview of appropriate work attire. It cannot cover all contingencies so employees must exert a certain amount of judgment in their choices for work attire. If there is uncertainty about acceptable, professional attire for work, please ask your supervisor.

If clothing fails to meet these standards as determined by the employee's supervisor and Human Resource staff, the employee will be counseled to not wear it to work again. If the problem persists, the employee may be sent home to change; the first written offense. Continued violations will result in the progressive disciplinary process, up to and including termination of employment.

SAFETY AND HEALTH PRACTICES

Trempealeau County Health Care Center has an organized fire prevention and work place safety program to assist in providing a safe and healthful work environment for employees, customers, and visitors. The success of the program depends on the alertness and personal commitment of all. Employees are expected to observe all safety measures related to the organization. Unsafe conditions must be reported to your supervisor immediately so necessary precautions can be taken. Failure to report work place injuries may result in disciplinary action up to and including termination.

You will report any known or suspected communicable disease, to your supervisor. If an employee is off from work for more than 3 days, you may need to present a physician's note to Human Resource Department that you may return to work. TCHCC reserves the right to require the employee to obtain further medical consultation to assure no danger exists.

If your duties put you at reasonable risk of contracting blood borne pathogens through exposure to blood or other potentially infectious materials such as certain body fluids, you will be offered the Hepatitis B vaccinations, training in universal precautions and personal protective equipment. This will be provided at no cost to you.

If you have been exposed to blood borne pathogens through your work, you will need to receive a confidential medical evaluation from a licensed health care professional with appropriate follow-up including a post-exposure prophylaxis if medically indicated. Again, this will be provided at no cost to you. You must report such an incident immediately to your supervisor.

All medical information is maintained in a separate confidential file.

Human immunodeficiency virus (HIV) and Hepatitis B virus (HBV) status is not, by law, reported to your employer.

Depending upon your work assignment, you should also be familiar with organization and program procedure related to threatening or potentially violent situations, including non-violent crisis intervention techniques. Knowing what to do in advance can reduce the risk of unnecessary harm or injury.

You should know and understand general crisis procedure for the organization. Key points to remember include:

- Attend to client and staff needs. In a crisis situation, your first concern is for the safety and protection of the client, staff and any other persons present.
- Use appropriate emergency procedures.
- Gather and document all facts as quickly and completely as possible.

DRUG AND ALCOHOL TESTING

Trempealeau County Health Care Center recognizes that the use and / or abuse of illegal drugs, prescription drugs and / or alcohol can have a significant impact on the workplace in terms of safety to our clients, worker's compensation claims, personal leave time, absenteeism and productivity. TCHCC also recognizes the legal duty to protect the safety of its employees and clients from drug using employees and / or employees who use or who are impaired by alcohol on the job. We are concerned about our employees who use and / or abuse illegal drugs and / or alcohol.

Employees who use, possess or sell illegal drugs or abuse medications or alcohol while on the job will be subject to discipline, up to and including discharge. TCHCC has the right to test for illegal drugs and / or alcohol if an employee is suspected of being under the influence of such while on duty. Staff will be asked to undergo testing for illegal drugs and / or alcohol if reasonable suspicion exists that an employee is under the influence of drugs and / or alcohol as determined by the person in charge of that department or shift. The employees will be taken to the local hospital for a blood test. The facility's Medical Director will be advised of tests needed and results. Any staff member who tests positive on a drug and / or alcohol test based on reasonable suspicion will be subject to discipline up to and including discharge.

No employee who tests positive will be allowed to work until the individual has successfully completed assessment and / or treatment and has been certified by a qualified physician as free from the use of drugs. Licensed health care professionals who are found to be impaired by use of alcohol or other drugs will be subject to the disciplinary procedures of the Wisconsin Department of Regulation and Licensing.

CONFIDENTIALITY

During your employment at Trempealeau County Health Care Center you may have access to sensitive information.

Organization policy and federal regulations prohibit any employee from disclosing any sensitive or confidential information regarding the people we serve, our staff, our organization and programs without authorized consent. You may be disciplined, including termination, if TCHCC determines that you have violated this policy. In addition, the federal and state governments impose individual fines and/or imprisonment for violating this regulation.

The nature of our work requires a very high degree of confidentiality; therefore, this policy will be strictly enforced.

OTHER EMPLOYMENT / ACTIVITIES

Employees may hold outside jobs as long as they meet the performance standard of their job with Trempealeau County Health Care Center. Employees will be judged by the same performance standards and will be subject to TCHCC's scheduling demands, regardless of any existing outside work requirements.

If the organization determines that an employee's outside work interferes with performance or the ability to meet the requirements of TCHCC's schedule as they are modified from time to time, the employee may be asked to terminate the outside employment if he/she wishes to remain with TCHCC.

Outside employment that constitutes a conflict of interest is prohibited. Employees may not receive any income or material gain from individuals other than TCHCC for services rendered while performing their jobs.

EMPLOYMENT OF RELATIVES

Relatives of persons currently employed by Trempealeau County Health Care Center may be hired only if a relative will not directly supervise them. TCHCC employees cannot be transferred into such a reporting relationship. A relative is any person within the employee's immediate family.

If the relative relationship is established after employment, administration will determine how to delegate supervision.

USE OF EQUIPMENT AND VEHICLES

Equipment and vehicles essential in accomplishing job duties are expensive and may be difficult to replace. When using property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines.

Please notify the supervisor if any equipment, machines, tools, or vehicles appear to be damaged, defective, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or others. The supervisor can answer any questions about an employee's responsibility for maintenance and care of equipment or vehicles used on the job.

The improper, careless, negligent, destructive, or unsafe use or operation of equipment or vehicles, as well as excessive or avoidable traffic and parking violations, can result in disciplinary action, up to and including termination of employment.

Employees driving TCHCC vehicles must have a valid Wisconsin Driver's license.

- Follow Transportation policies/procedure.
- Failure to follow these may result in loss of privilege for this job assignment.

SOLICITATION

In an effort to assure a productive and harmonious work environment, persons not employed by the Trempealeau County Health Care Center may not solicit or distribute literature in the workplace at any time for any purpose. In addition, the selling of products, tickets and/or similar activities is not permitted during work time, via work communications media or in work areas.

Employees are also limited by the aforesaid policy with the noted exception that employees may sell tickets, products (i.e. High School Band candy bars) to each other out of the view of residents during/in employee break areas. At no time should staff **sell** to residents.

Employees may not use e-mail, copy machines, etc. except to promote TCHCC sponsored/sanctioned event designed to benefit the residents we serve, i.e.: Irish Sweepstakes, Suicidal Prevention Days, Blood Drive, nursing home week activities fund raisers.

It follows that, posting written solicitations or notices on company bulletin boards is restricted. Employees should check with their supervisor before posting a notice, or if they believe material that has been posted is inappropriate.

Employees violating this policy will be subject to disciplinary action, up to and including termination.

HARASSMENT

Trempealeau County Health Care Center is committed to providing a work environment that is free of harassment. The workplace will be free from any type of harassment, including harassment based on an employee's race, sex, disability, national origin, religion, age, marital status, veteran status, ancestry, creed, color or sexual orientation. Harassment on any of these bases is also illegal under section 111.31 – 111.39, Wis. Stats.

Harassment includes:

- Verbal harassment such as derogatory comments, jokes or slurs
- Physical harassment including unwarranted or unwelcome, contact, assault, impeding or blocking movement or any interference with activity appropriate in the workplace
- Visual harassment such as derogatory posters, cartoons or drawings.
- Sexual in nature, including unwelcome sexual advances or requests for sexual favors

Harassment is derogatory, demeaning or disrespectful in nature; and has the purpose or effect of creating an intimidating, hostile or offensive environment that interferes with the employee's work performance.

Any employee who wants to report an incident of harassment should promptly report the matter to his or her supervisor. If the supervisor is unavailable or the employee believes it would be inappropriate to contact that person, the employee should immediately contact the Human Resources Director or any other member of management. Employees may raise concerns and make reports without fear of reprisal.

Any supervisor or manager who becomes aware of possible harassment should promptly advise the Human Resources Director or any member of management who will handle the matter in a timely and confidential manner.

Anyone engaging in any unlawful harassment will be subject to disciplinary action, up to and including termination of employment.

PERSONAL CONDUCT

Work Rules

Your customers, coworkers and you deserve an environment, which is friendly, business-like and professional. To ensure orderly operations and provide this environment, TCHCC expects employees to follow work rules that protect the interests and safety of all.

It is not possible to list all forms of behavior or misconduct that are considered unacceptable in the workplace. The following are examples of infractions of rules that may result in disciplinary action, up to and including termination of employment.

- Resident abuse and/or neglect
- Theft or inappropriate removal or possession of property
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating employer-owned vehicles or equipment
- Fighting or threatening violence in the workplace
- Negligence or improper conduct leading to damage of employee-owned or customer-owned property
- Insubordination or other disrespectful conduct
- Violation of safety or health rules
- Smoking in prohibited areas
- Harassment, as defined
- Excessive absenteeism, tardiness or any absence without notice
- Unauthorized absence from work station during the workday
- Unauthorized use of telephones, mail system, email or other employer-owned equipment
- Violation of any TCHCC policies and or procedures
- Unsatisfactory performance of conduct
- Violation of Social Media policies
- Disclosure of confidential information, including violations of regulations under HIPPA HITECH processes and Security rules
- Negligence or falsifying records
- Unauthorized use of personal possessions of client, visitor or coworker
- Sleeping or appearing to be sleeping during working hours in violation of program standards
- Unauthorized frequent visitation/contact to employees by friends or family members during work hours unless emergency
- While we recognize your right to privacy, any off-the-job conduct which interferes with the organization's ability to do business in the community or any act contrary to public laws may be the basis for disciplinary action up to and including termination.

PROBLEM RESOLUTION/ GRIEVANCE POLICY

Trempealeau County Health Care Center is committed to providing the best possible working conditions for its employees. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from supervisors and management.

TCHCC strives to ensure fair and honest treatment of all employees. Supervisors, managers, and employees are expected to treat each other with mutual respect, taking into consideration the basic CORE VALUES presented earlier. Employees are encouraged to offer positive and constructive criticism.

If employees disagree with established rules of conduct, policies or practices, they can express their concern through the problem resolution procedure. No employee will be penalized, formally or informally, for voicing a complaint to TCHCC with a reasonable, business-like manner, or for using the problem resolution procedure.

If a situation occurs when employees believe that a condition of employment or a decision affecting them is unjust or inequitable, they are encouraged to make use of the following steps. The employee may stop the procedure at any step.

1. Employee presents problem to immediate supervisor after incident occurs. If supervisor is unavailable or employee believes it would be inappropriate to contact that person, employee may present problem to Human Resource Director or any other member of management.
2. Supervisor responds to problem during discussion or after consulting with appropriate management, when necessary. Supervisor documents discussion.
3. Employee presents problem to Human Resource Director if problem is unresolved.
4. Human Resource Director counsels and advises employee, assists in putting problem in writing, visits with employee's manager (s), if necessary, and submits problem in writing to the Administrator for review.
5. Administrator reviews and considers the problem. Administrator informs employee of decision and forwards copy of written response to Human Resource Director for employee's file. The administrator has full authority to make any adjustment deemed appropriate to resolve the problem.
6. Employee presents problem to Executive Director and Board of Trustees if problem is unresolved. Executive Director and Board of Trustees review the information and inform employee of decision. A copy of the written response is forwarded to Human Resources for the employee's file.
7. The Board of Trustees makes the final resolution.

Not every problem can be resolved to everyone's total satisfaction, but only through understanding and discussion of mutual problems can employees and management develop confidence in each other. This confidence is important to the operation of an efficient and harmonious work environment.

A grievance policy is established pursuant to Wis Stat. §66.0509(1m) to address employee terminations, employee discipline and work place safety. This procedure provides an employee with the individual opportunity to address concerns regarding discipline, termination or workplace

safety matters, to have those matters reviewed by an impartial Hearing Officer and to appeal to the TCHCC Board of Trustees, when appropriate.

A grievance may only be filed by the employee who is the subject of the Discipline or Termination or Workplace Safety, and must be initiated by filing a written complaint on the designated form that is available in the Human Resource Department. This written complaint must be received by the Human Resource Director within ten (10) working days of the event giving rise to the Grievance.

FRATERNIZATION

Employees may not have a relationship with customers under the supervision, custody, or contracted service of Trempealeau County Health Care Center. Employees having unplanned contacts with any of these persons must keep them brief and businesslike. This policy does not include employer-directed contacts or those contacts that are part of the employee's job duties or program. Please contact your supervisor for details.

Under this, a relationship includes:

- Living in the same household with a customer
- Working for a customer
- Employing a customer with or without remuneration
- Extending, promising, or offering any special consideration for treatment to a customer
- Having personal contacts, other than those required by the employee's job duties, such as, communicating through verbal or written means or being in the social or physical relationship with a customer
- Providing and/or receiving services with or without remuneration for or to customers

HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPAA)

The HIPPA Act was signed into law in 1996 with compliance required by mid-2003. The Act deals with establishing national standards for the submission of electronic transaction in health care, addresses privacy rules as related to health care information and secures the nature of this information. The HIPPA Act sets standards for health care providers as they deal with Protected Health Information of the clients they serve. Protected Health Care Information (PHI) is any information about a client's physical or mental health condition that could identify the client. The law also addresses business related information for those clients as well as electronic transactions.

In order to safeguard and maintain the confidentiality, integrity, and availability of our client, employee and organization information, all employees are asked to sign the "Confidentiality and Information Access Agreement."

USE OF ELECTRONIC MEDIA

All communication systems, electronic media (see below), and information transmitted by, received from or stored in these systems are the property of Trempealeau County Health Care Center. Employees should not maintain an expectation of privacy regarding these systems. Employees will not condone or participate in physical, emotional, sexual or verbal abuse, or harassment through the use of electronic media. It is the employee's responsibility to report any such suspicions to a supervisor. Should a suspicion exist that an illegal act or violation has occurred regarding their use, TCHCC may access, review and monitor all electronic media and files, including data stored and transmitted, and employees may be disciplined, up to and including termination for failure to adhere to this policy.

- Employees are not permitted to access a file or retrieve any stored communication unless authorized to do so by an authorized supervisor.
- Supervisors are available to ensure that employees have been instructed on the proper use of electronic media for both internal and external communications.
- It is the employee's responsibility to ensure that the systems they use are backed up on a routine basis.
- Copies of license agreements are to be retained in a centrally located place and be reviewed upon request.
- Personal use of TCHCC software or other equipment should not interfere with an employee's job duties or the operations of TCHCC equipment for business purposes. Nor should it damage such equipment in any way, as is the case of viruses, etc.

Example of electronic media includes but are not limited to:

- Telephones, including all types of cell phones
- Facsimiles
- Copy machines
- Computers
- E-mail
- Internet
- Cameras
- Tele-communications equipment

PERSONAL CELLULAR PHONES

While at work employees are expected to exercise the same discretion in using personal cellular phones as is expected for the use of company phones. Excessive personal calls while at work, regardless of the phone used, can interfere with employee productivity and be distracting to others. Employees are asked to not have cellular phones on them as they perform their duties. Employees should ensure that friends and family members are aware of the company's policy. The use or transmission of pictures from cell phones with the ability to take pictures is not allowed in the facility. This will be considered an infraction of the confidentiality policy and will be subject to disciplinary action.

The organization will not be liable for the loss or damage to personal cellular phones brought into the workplace.

Personal Use of Agency-Provided Cellular Phones

Where job or business needs demand immediate access to an employee, the organization may issue a business cell phone to an employee for work-related communications.

Employees in possession of organization equipment such as cellular phones are expected to protect the equipment from loss, damage or theft. Upon resignation or termination of employment, or at any time upon request, the employee may be asked to produce the phone for return or inspection. Employees unable to present the phone in good working condition within the time period requested may be expected to bear the cost of a replacement.

Safety Issues for Cellular Phone Use

Employees whose job responsibilities include regular or occasional driving should refrain from using their phone while driving. Safety must come before all other concerns. Regardless of the circumstances, including slow or stopped traffic, employees are strongly encouraged to pull off to the side of the road and safely stop the vehicle before placing or accepting a call. If acceptance of a call is unavoidable and pulling over is not an option, refrain from discussion of complicated or emotional subjects and keep eyes on the road. Special care should be taken in situations where there is traffic; inclement weather or the employee is driving in an unfamiliar area. These practices should be followed regardless of if you are using your personal cell phone or are using one issued by TCHCC. The TCHCC prohibits texting on cell phones while driving, regardless of using a TCHCC vehicle or your personal vehicle during the employee's work shift.

Employees who are charged with traffic violations resulting from the use of their phone while driving will be solely responsible for all liabilities that result from such actions.

MOTOR VEHICLE GUIDELINES

The safety of you and our customers is of the utmost importance to Trempealeau County Health Care Center. Putting that safety at risk creates a significant liability for the organization. Your job duties may require driving as a function; therefore, TCHCC may conduct a background screen of your driving record.

If you receive any of the driving violations listed below, regardless of whether the driving violation occurs on or off the job, TCHCC may change your position to one that does not require driving as a function. If there is not a suitable position available, your employment with TCHCC may be terminated. TCHCC is not obligated to create a position for you. You will also be required to successfully complete a driving course approved by the Wisconsin Department of Transportation prior to returning to a position that require driving as a function. Documentation showing you successfully completed the driving course will be required before you are returned to your previous position. The same policy is in affect in the event your driver's license is suspended.

This list is not meant to be all-inclusive and other driving violations may be considered in job assignment. Furthermore, the circumstances surrounding the driving violation may be considered and treated on a case-by-case basis.

Type of Driving Violation

VIOLATION	Number of violations you may receive before you are subject to transfer/termination
Number of moving violations in past 3 years	3
Number of at-fault accidents in past 3 years	2
Felony use of motor vehicle, evading an officer (must not have occurred in last 15 years)	0
Maximum number of moving violations and at-fault accidents combined in past 3 years	4
Operating While Intoxicated (OWI) within last 5 years	1
Multiple OWIs	0

V. BENEFITS

EMPLOYEE BENEFITS

Employee benefits are as important as wages to many of our staff members and their families. Trempealeau County Health Care Center strives to maintain a benefit package that provides the most comprehensive and flexible coverage possible with available resources.

The following pages highlight the terms and conditions for the package of benefits, which TCHCC currently makes available. These benefits may be changed by TCHCC without notice. TCHCC reserves the rights to amend, modify or eliminate (including a change in coverage eligibility, coverage or carriers) in any way or at any time, with or without notice, any benefit program not required by law. Plan documentation or insurance contracts exist for many benefits discussed in this section of the handbook. The provisions of those documents govern your participation in those programs.

While many of the benefits are available to employees based on their status there are several that include all staff.

Situations occur when a non-benefit eligible employee becomes benefit eligible. In these cases, our policy allows employees to become eligible for benefits on the first of the month following 30 (thirty) days for the start of their benefit eligible schedule. Please contact the Human Resource Department if you have questions.

HEALTH INSURANCE

Health insurance benefits are available to benefit eligible employees on the first of the month following your employment date, or start of your employment date of your benefit eligible position. Health insurance premiums are deducted a month in advance of the actual insurance coverage. If you change position or status so that you might become benefit eligible, please see a representative of the Human Resource Department. You **MUST** enroll within 30 calendar days of hire or from the date you first become eligible for benefits in order to participate in these plans.

Details of plans, summaries, enrollment forms and other information are available from the Human Resources Department.

Your contribution for health insurance coverage is deducted from your paycheck. This deduction is made on a pre-tax basis.

According to federal law, when terminating employment in good standing, or when no longer eligible for benefits or in the event of your death, you and/or any covered dependents may continue group health insurance for an extended period by paying the entire premium. This is known as your COBRA continuation privilege. Please see your Human Resource Department for further details.

Employee must notify the Human Resource Department within 30 days of a “qualifying” event to make changes, additions, or deletions of their insurance coverage. Qualifying events include but not limited to: marriage, divorce, birth of a dependent, adoption of a dependent, death of a family member.

VOLUNTARY BENEFITS

Trempealeau County Health Care Center offers a variety of Voluntary Benefits available by choice to eligible employees. This group of benefits is administered by an outside agency. Please contact the Human Resource Department for additional information on and enrollment in these benefits.

- Term life insurance
- Dental insurance
- Vision insurance
- Cancer insurance
- Disability insurance
- Accident insurance
- Deferred compensation

FLEXIBLE SPENDING ACCOUNTS FOR HEALTH, DEPENDENT CARE and HEALTH INSURANCE

Trempealeau County Health Care Center offers three types of flexible spending accounts: a health care account, health insurance account and a dependent care account. Through this plan, employees choose to have money taken from their paycheck before taxes and later use those dollars to get reimbursed for covered health care, health insurance and/or dependent care expenses.

You must complete appropriate enrollment forms every year to participate in either of these plans. Flexible spending accounts are available on the first of the month following 30 days of benefit eligible employment. The opportunity to enroll or change your elections is offered at the annual open enrollment each year or due to a qualifying event. The plan year runs from January 1 through December 31.

Once you have enrolled you cannot change the decision during the year unless you have a qualifying event. These changes include birth or adoption of a child, death of a dependent, marriage or divorce. The paperwork for these changes must be completed within 30 days of the qualifying change.

Information about eligible flexible spending expenses, plan documents, and reimbursement forms are available at the Human Resource Department.

In compliance with IRS regulations the employee forfeits any money not used for expenses from the previous year and remaining in any account after March 15 following the end of the plan year.

WISCONSIN RETIREMENT PROGRAM

Trempealeau County Health Care Center contributes to the Wisconsin Retirement Program fund for eligible employees and stipulated by the State of Wisconsin statutes and County policy.

Eligibility for Participation in WRS

Employees who meet the eligibility criteria **must** be enrolled in the Wisconsin Retirement System (WRS).

Employees hired on or after July 1, 2011

An employee immediately becomes enrolled in the WRS on the first date of employment or on the start date their benefit eligible position (classified as full-time or 4/5 employee). All other employees become enrolled if they meet both of the following criteria: have worked 1,200 hours AND have worked one year of consecutive service.

Once the employee is enrolled in the WRS, the employee doesn't need to work the required hours every year to remain in the WRS.

Previous WRS Participant

An employee covered under WRS who terminates, who does not apply for a WRS benefit and subsequently returns to work for the same employer **within** 12 consecutive months must be reenrolled in WRS without consideration as to the expectation of the number of hours or duration in the new period of employment.

WRS Contributions

The Employee Trust Funds Board approves and sets WRS contribution rates on an annual basis. Under Wis. Stat. §40.05, WRS contribution rate changes are distributed evenly between the employer and employee.

PERSONAL LEAVE TIME

Trempealeau County Health Care Center has adopted Personal Leave Time (PLT) for its employees. This provides greater flexibility in scheduling your time away from work. It may be used for holidays, sick leave, vacation, medical appointments, and for other time off as needed.

PLT is available to TCHCC full time and 4/5 employees. Utilization of PLT will be in accordance with facility scheduling requirements, and abuse of PLT will result in disciplinary action. It is the responsibility of the employee to use PLT in a responsible manner. No employee may take personal leave time in excess of actual accrual. Requests may be made in writing to the Executive Director should a unique circumstance exist.

Employees are encouraged to use as much of their PLT on an annual basis that TCHCC can accommodate within the respective departments scheduling restriction.

A maximum of 50 PLT days (400 hours) may be accrued by employees during their duration of employment. Accrual beyond 50 days (400 hours) will be considered lost unless a request for cash payment is made to the Business Office by September 15 of the calendar year in which the excess of 50 days (400 hours) accrual occurs. ***No employee shall request a PLT payout greater than his or her accrual on an annual basis less PLT taken as time off during the calendar year.*** This cash payment will be made at the close of the calendar year. Cash payment requests will be reviewed on an individual basis and granted or denied in full or part by the Executive Director.

Your respective personal leave schedule and clarification along with the progression schedule is available from the Human Resource Department.

BONUS HOURS

Part time employees are eligible for Bonus Hours each month. If a part time employee works all scheduled hours in a month time period, their supervisor submits their name to Human Resources for the Bonus Hours. Bonus Hours are paid at the rate of 4 hours per month if the eligibility is met. The Bonus Hours are included on the second payroll of the following month they are earned.

Bonus Hours are just those, extra hours. They cannot be used in place of any regularly scheduled hours. The hours are accrued from the date of employment but cannot be used until successfully completing the Probationary Period of employment (first 6 months).

Should an employee decide to resign from employment, failure to provide at least two week notice will cause forfeiture of any earned, but unclaimed bonus hours.

LEAVES OF ABSENCE POLICIES

Family and Medical Leave

The Trempealeau County Health Care Center provides Family Medical Leave (FML) that entitles eligible employees of covered employers to take unpaid, job-protected leave for specified family and medical reasons with continuation of group health insurance coverage under the same terms and conditions as if the employee had not taken leave. Eligible employees are entitled to the following.

Federal Family Medical Leave Act

Twelve workweeks of leave in a 12-month period for: the birth of a child and to care for the newborn child within one year of birth; the placement with the employee of a child for adoption or foster care and to care for the newly placed child within one year of placement; to care for the employee's spouse, child, or parent who has a serious health condition; a serious health condition that makes the employee unable to perform the essential functions of his or her job; any qualifying exigency arising out of the fact that the employee's spouse, son, daughter, or parent is a covered military member on "covered active duty;"

or

Twenty-six workweeks of leave during a single 12-month period to care for a covered service member with a serious injury or illness if the eligible employee is the service member's spouse, son, daughter, parent, or next of kin (military caregiver leave).

Employee Eligibility

To be eligible for leave under the Federal Family Medical Leave Act, an employee **must have worked** for at least 12 months and have worked at least 1,250 hours during the 12 months prior to the start of the FMLA leave.

Spouses employed by the same employer may be limited to a combined total of 12 work weeks of family leave for the following reasons: birth and care of a child; for the placement of a child for adoption or foster care, and to care for the newly placed child; and, to care for an employee's parent who has a serious health condition.

Wisconsin Family Medical Leave Act

The Wisconsin Family Medical Leave Act 103.10 provide employees of either sex up to six (6) weeks of leave in a twelve-month period for the birth or adoption of a child, up to two (2) weeks of leave in a calendar year for the care of a child, spouse, parent, domestic partner, as defined in § 40.02(1) or 770.01(1), or parent of a domestic partner with a serious health condition and up to two (2) weeks of leave in a twelve-month period for the employee's own serious health condition;

Employee Eligibility

To be eligible under the Wisconsin Family Medical Leave Act, an employee must have worked more than 52 consecutive weeks and who worked for the employer for at least 1,000 hours during the preceding 52-week period.

Intermittent/Reduced Schedule Leave

The FMLA permits employees to take leave on an intermittent basis or to work a reduced schedule under certain circumstances. CFR Section 203: Intermittent/reduced schedule leave may be taken when medically necessary to care for a seriously ill family member, or because of the employee's serious health condition or intermittent/reduced schedule leave may be taken to care for a newborn or newly placed adopted or foster care child only with the employer's approval.

Employees needing intermittent/reduced schedule leave for foreseeable medical treatment must work with their employers to schedule the leave so as not to unduly disrupt the employer's operations, subject to the approval of the employee's health care provider.

Substitution of Personal Leave

The Trempealeau County Health Care Center requires the employee to use accrued personal leave time (PLT) in excess of 80 hours to cover the time approved under Federal Family Medical Leave. If an employee has 80 or fewer hours in his or her PLT bank, then the employee is permitted to use such PLT to cover the time approved under Federal Family Medical Leave, but is not required to use PLT for such purpose.

Family Medical Leave that qualifies under the Wisconsin Family Medical Leave, the employee may elect to use accrued **personal leave time** (PLT).

If the employee has elected not to use PLT (when permitted), or the employee has exhausted their PLT, then the leave will continued unpaid for the duration of the FML.

Serious Health Condition

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

- ◆ any period of incapacity or treatment connected with inpatient care (i.e., an overnight stay) in a hospital, hospice, or residential medical care facility; or
- ◆ a period of incapacity requiring absence of more than **three calendar days** from work, school, or other regular daily activities that also involves continuing treatment by (or under the supervision of) a health care provider; or
- ◆ any period of incapacity due to pregnancy, or for prenatal care; or
- ◆ any period of incapacity (or treatment therefore) due to a chronic serious health condition (e.g., asthma, diabetes, epilepsy, etc.); or
- ◆ a period of incapacity that is permanent or long-term due to a condition for which treatment may not be effective (e.g., Alzheimer's, stroke, terminal diseases, etc.); or,
- ◆ any absences to receive multiple treatments (including any period of recovery therefrom) by, or on referral by, a health care provider for a condition that likely would result in

incapacity of more than three consecutive days if left untreated (e.g., chemotherapy, physical therapy, dialysis, etc.).

Making a Request

Eligible employees must make requests of FML to the Human Resource Department at least 30 (thirty) days in advance of foreseeable events and as soon as possible for unforeseeable events.

Medical Certification

The TCHCC requires that the need for leave for a serious health condition of the employee or the employee's immediate family member be supported by a certification issued by a health care provider. Certification paperwork is available from the Human Resource Department.

Benefits

The employee is responsible for insurance premiums under the same terms and conditions as if the employee had not taken leave. Personal Leave Time (PLT) will continue to accrue during the approved FML periods based on hours worked/PLT used.

Return to Work

An employee on FML is requested to provide TCHCC as least two week advance notice of the date the employee intends to return to work. Written notification of the ability to "return to work with no restrictions" must be submitted to Human Resources prior to reporting back to work.

Upon return from FMLA leave, an employee must be restored to his or her original job, or to an "equivalent" job, which means virtually identical to the original job in terms of pay, benefits, and other employment terms and conditions.

If an employee fails to report to work at the end of the approved FML period, the TCHCC will assume the employee has resigned.

Leave of Absence

A leave of absence is not a right but a privilege; therefore it is not granted automatically. Any employee may request a leave of absence without pay, in instances when unusual or unavoidable circumstances require an employee's absence. These leaves are considered either medical or non-medical in nature. Leaves are granted without loss of accrued length of service if the position is available when you wish to return.

The time the employee is on leave is counted towards the employee's continuous length of service, however the employee does not continue to accrue PLT while on a leave. Group health insurance will continue under provisions determined by the Board of Trustees.

A leave of absences is permitted at the discretion of TCHCC Board of Trustees. A number of factors are considered when information is presented:

- ◆ Reason for request and/or documentation regarding medical need for leave for self/spouse/children or parents from the health care provider
- ◆ Family Medical Leave status
- ◆ Length of employment at TCHCC
- ◆ Performance appraisals – summary
- ◆ Number of weeks requested not to exceed: Medical (6 weeks); Non-Medical (12 weeks)
- ◆ Attendance record – summary
- ◆ PLT available
- ◆ Recommendation by Administration and Supervisor

General Rules

- When possible, the employee must make a written request for such leave 90 days in [advance](#)
- Employees not reporting back for work after a leave has expired will be considered to have voluntarily terminated, unless an extension has been approved.
- Employees returning from a personal leave of absence whose particular job is no longer available will be placed on layoff status, subject to recall procedures if no position of comparable status and pay is available. An effort will be made to return the employee to their original position and shift at the organization's discretion.

Funeral Leave

Personal Leave Time (PLT) is to be used for funeral leave. This time should be arranged through your supervisor at the time it is needed.

Military Leave

Should you miss work due to service in the uniformed services, you will normally be entitled to reemployment, provided you meet federal requirements. This right to reemployment applies to any regular employee who is absent from a position at TCHCC by reason of service in the uniformed services and gives proper notice as required by federal law. The requirements for reemployment are as follows:

- ◆ You must have a document showing that you have completed your training and service satisfactorily, and you must apply for reinstatement within ninety (90) days of your release from service if you serve for more than 180 days.
- ◆ If your service is for a period of more than 30 days but less than 181 days, you must apply for reinstatement within 14 days of release.
- ◆ For periods of less than 31 days you must report to the employer at the next regularly scheduled work period, eight hours after your return.

If you have additional questions regarding Military Leave, please contact the Human Resources Department.

Jury Duty

As required by law, the organization allows employees to take time from work when called to perform jury duty. TCHCC encourages employees to fulfill this civic responsibility by allowing them to utilize PLT or will be granted leave without pay for jury duty.

Employees must show the jury duty summons to their supervisor as soon as possible so accommodations can be made for the time off. TCHCC or the employee may request an excuse from jury duty if, in TCHCC's judgment, the employee's absence would create serious operational difficulties.

TCHCC will continue to provide health insurance during the authorized personal leave period or the authorized unpaid leave. Benefits accruals, such as PLT benefits, will be suspended during unpaid jury duty leave and will resume upon return to active employment.

WORKERS' COMPENSATION

Trempealeau County Health Care Center provides comprehensive workers' compensation insurance program at no cost to employees. If you are injured while at work or become ill due to a work-related cause, you may be reimbursed for the cost of medical care as provided under the Wisconsin State workers' compensation laws. You must report any job-related accidents, injury, illness or exposure to blood borne pathogens, no matter how minor, immediately to your supervisor. Failure to do so may result in disciplinary action up to and including termination.

All determinations of whether an injury or illness is compensable or not under the law are solely the responsibility of TCHCC's workers' compensation carrier. When seeking medical attention for a work-related injury, please inform your provider that it is work-related: do not use your individual medical insurance for payment of medical care or prescriptions.

TCHCC will provide a light duty work program that adheres to physical restrictions when able. The goal of TCHCC and the workers' compensation insurance is to return employee to work as soon as possible.

It should be noted that to file a false or fraudulent worker's compensation claim is a crime in Wisconsin and could result in action by the district attorney of the county in which the alleged insurance fraud occurred for prosecution.

TIME OFF TO VOTE

Trempealeau County Health Care Center encourages employees to fulfill their civic responsibilities by participating in elections. Generally, employees are able to find time to vote either before or after their regular work schedule. If employees are unable to vote in an election during their non-working hours, TCHCC will grant up to two hours of unpaid time off to vote.

Employees should request time off to vote from their supervisor at least two working days prior to the Election Day. Advance notice is required to schedule the request during a time that will be less disruptive to the normal schedule of events related to job duties.

EDUCATIONAL ASSISTANCE

Trempealeau County Health Care Center recognizes that the skills and knowledge of its employees are critical to the success of the organization. The educational assistance program (subject to funds being available) encourages personal development through formal education so employees can maintain and improve job-related skill or enhance their ability to compete for reasonably attainable jobs with TCHCC.

TCHCC may provide educational assistance to eligible employees immediately upon assignment to an eligible employment classification. To maintain eligibility employees must remain on the active payroll and be performing their job satisfactorily through completion of each course. Employees in the following classifications are eligible for educational assistance.

Regular full time
Regular 4/5
Regular part time

Individual courses or courses that are part of a degree, licensing, or certification program must be related to the employee's current job duties or a foreseeable future position in the organization in order to be eligible for educational assistance. TCHCC has the sole discretion to determine whether a course relates to an employee's current job duties or a foreseeable future position. Employee should contact the Human Resources Department for more information or questions about educational assistance.

While educational assistance is expected to enhance employee's performance and professional abilities, TCHCC cannot guarantee that participation in formal education will entitle the employee to automatic advancement, a different job assignment, or pay increase.

TCHCC invests in educational assistance to employees with the expectation that the investment be returned through enhanced job performance. However, if an employee voluntarily separates from TCHCC employment within two years from the last educational assistance payment, the amount of the payment will be considered only a loan. Accordingly, the employee will be required to repay up to 100% of the original educational assistance payment depending upon time remaining of the two-year commitment.

MEALS & BREAKS

Meals are provided by the organization. Employees are provided their meal within the 8 hour day when enjoying this meal with clients as a social opportunity. If departments or individuals by their positions do not eat with clients, the facility will provide a 30-minute, unpaid mealtime. Employees are provided with one (1), 20 minute or two (2), 10 minutes breaks per 8-hour shift, when possible and will be scheduled with their supervisor.

Employees are asked to record the number of meals eaten at the facility during each pay-period on the e-timesheet. When entering work time on your timesheet, enter the total number of meals eaten during that two-week pay period.

BENEFITS SUMMARY
Regular Full-Time & Four-Fifth Employees Only

Benefits	Who Provides	When Eligible	What You Receive
Paid Time Off			
Paid Time Off	TCHCC	On Employment	Accrued per PLT schedule
Rest Periods	TCHCC	On Employment	20 minute per shift, as time permits
Inservice/Workshop Attendance	TCHCC	On Employment	Employees are encouraged to attend inservice/ workshops as scheduled by supervisor.
Benefits			
Health Insurance*	TCHCC/Self	First of month after 30 days of employment	State of Wisconsin – Department of Employee Trust Funds (ETF) – variety of plans – cost of premium dependent on plan of choice
Dental Insurance*	TCHCC/Self	First of month after 30 days of employment	Participating Provider network is available – reduces out-of-pocket costs.
Vision Insurance*	TCHCC/Self	First of month after 30 days of employment	Participating Provider network is available – reduces out-of-pocket costs.
Disability Insurance*	TCHCC/Self	First of month after 90 days of employment	Short-term disability plan – insures a portion of your salary, per provisions of the plan, should you become disabled. Payments begin the 15th day after onset of disability and continue for up to one year.
Cancer/Catastrophic Plan*	TCHCC/Self	First of month after 30 days of employment	Covers direct & indirect costs related to cancer diagnosis. Optional Policy Riders for critical illness & hospital intensive care unit.
Term Life Insurance*	TCHCC/Self	First of month after 30 days of employment	Premium depends on age & benefit selected. Post-tax spouse & children policies available. Spouse policy can only be 50% of employee policy.
*TCHCC contribution toward cost of benefits full time - \$12.50 ppp; 4/5 - \$10.00 ppp			
Flexible Spending Account		On Employment	Dependent Care, Medical or Insurance reimbursement account—pre-tax dollars If employee elects Health Insurance through TCHCC; TCHCC contributes \$500.00 in a flex account for eligible expenses.
Workers' Compensation	TCHCC	On Employment	Financial Protection in case of a disabling work injury
Retirement			
Wisconsin Retirement Program	TCHCC/Self	On Employment	Wisconsin Dept. of Employee Trust Funds: Employer and Employee contribute even amounts set by the state---as required by Act 10.
Wisconsin Deferred Comp Programs / Nationwide Retirement Solutions	Self	On Employment	Opportunity to defer taxes and save for retirement
Social Security	TCHCC/Self	On Employment	Disability, dependent, health and retirement benefits
Educational Opportunities			
Tuition Reimbursement	TCHCC	Regular Employees – After 1 year employment	Tuition reimbursement towards medical related filed as approved by Board of Trustees
Miscellaneous			
Section 125 Plan	TCHCC	On Employment	Benefit program under Section 125 of IRS code that offers employees a choice between taxable and non-taxable health and other benefits.
Health Screening	TCHCC	On Employment	Free physical to referred clinic upon employment, TB testing, Hepatitis B Vaccines
Cafeteria Service	TCHCC	On Employment	One free meal per 8 hour shift
Direct Deposit	TCHCC	On Employment	Direct deposit into any financial institution
Travel/Lodging Expense	TCHCC	On Employment	Reimbursement of mileage and meals at established rate and reasonable lodging expenses when travel is work related
Benefit Continuation	TCHCC	Based upon hours worked	Opportunity to continue health insurance coverage at employees expense under certain qualifying events
Family Medical Leave Act (FMLA) & Wisconsin FML	Self	Once met number of hours worked criteria	Leave with out pay from work duties relating to a qualifying event under the criteria of FMLA – up to 12 weeks in a establish year from start of FML
Helping Each Other Program	TCHCC	On Employment	Employee recognition program; \$15.00 gift certificate to local grocery store
Longevity Pay	TCHCC	On Employment	Payment after 10 years of employment

BENEFITS SUMMARY
Regular Part-Time Employees Only

Benefits	Who Provides	When Eligible	What You Receive
<i>Paid Time Off</i>			
Bonus Hours	TCHCC	On Employment	4 hours accrued per month if all schedule shifts are worked with no call-ins
Rest Periods	TCHCC	On Employment	20 minute per shift, as time permits
Inservice/Workshop Attendance	TCHCC	On Employment	Employees are encouraged to attend inservice/ workshops as scheduled by supervisor.
<i>Benefits</i>			
Health Insurance	TCHCC/Self	Average 20 hours/week with contribution prorated	State of Wisconsin – Department of Employee Trust Funds (ETF) – variety of plans – cost of premium dependent on plan
Workers' Compensation	TCHCC	On Employment	Financial Protection in case of a disabling work injury
<i>Retirement</i>			
Wisconsin Retirement Program	TCHCC	When employed for 1,200 hours & one year	Wisconsin Dept. of Employee Trust Funds: Employer and Employee contribute even amounts set by the state---as required by Act 10.
Wisconsin Deferred Comp Programs / Nationwide Retirement Solutions	Self	On Employment	Opportunity to defer taxes and save for retirement
Social Security	TCHCC/Self	On Employment	Disability, dependent, health and retirement benefits
<i>Educational Opportunities</i>			
Tuition Reimbursement	TCHCC	After 1 year employment	Tuition reimbursement towards medical related filed as approved by Board of Trustees
<i>Miscellaneous</i>			
Section 125 Plan	TCHCC	On Employment	Benefit program under Section 125 of IRS code that offers employees a choice between taxable and non-taxable health and other benefits.
Health Screening	TCHCC	On Employment	Free physical to referred clinic upon employment, annual TB testing, Hepatitis B Vaccines
Cafeteria Service	TCHCC	On Employment	One free meal per 8 hour shift
Direct Deposit	TCHCC	On Employment	Direct deposit into any financial institution
Travel/Lodging Expense	TCHCC	On Employment	Reimbursement of mileage and meals at established rate and reasonable lodging expenses when travel is work related
Benefit Continuation	Self	Based upon hours worked	Opportunity to continue health insurance coverage at employees expense under certain qualifying events
Family Medical Leave Act (FMLA) & Wisconsin FML	TCHCC	Once meet number of hours worked criteria	Leave with out pay from work duties relating to a qualifying event under the criteria of FMLA – up to 12 weeks in a establish year from start of FML
Helping Each Other Program	TCHCC	On Employment	Employee recognition program; \$15.00 gift certificate to local grocery store