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ABOUT THIS HANDBOOK

This handbook is designed to provide an overview of many of the employment policies, procedures and benefits for employees at Childrens Hospital Los Angeles. It is intended to familiarize you with important information about Childrens Hospital as well as information about your privileges and responsibilities.

Please understand that this handbook only highlights Childrens Hospital Los Angeles’ policies, procedures, practices, and benefits for your personal education and cannot be construed as a contract or legal document.

For more complete details concerning Childrens Hospital Los Angeles policies and procedures, please utilize the Childrens Hospital Los Angeles Policy and Procedural Manual located on our intranet, which governs any policy summarized in this handbook. Where appropriate, the policy numbers are provided throughout this handbook for your reference.

It is your responsibility to read the entire handbook so that you will understand the material covered and have the opportunity to request clarification from your supervisor or from the Human Resources Department. Some departments may have specific policies and procedures not included in this handbook. You are expected to familiarize yourself with department specific policies and procedures and abide by them.

It is not possible to anticipate every situation that may arise in the workplace or to provide information that answers every possible question. Circumstances may require that the policies, practices, procedures and benefits described in this handbook be changed from time to time. Consequently, Childrens Hospital Los Angeles reserves the right to modify, supplement, rescind, or revise any and all of the provisions of this handbook, other than the at-will provisions, as it deems necessary and appropriate in its sole discretion, with or without notice.

This handbook supersedes all previously dated and undated handbooks and shall remain in effect until changed in writing. This handbook is not an employment contract, either for initial or continued employment, nor does this handbook create any express or implied contractual obligations. No employee of Childrens Hospital has the authority to enter into a written or oral contract with any employee. Nothing contained in this handbook is intended to alter this fact.
INTRODUCTION AND WELCOME
FROM OUR PRESIDENT AND CEO

Welcome to Childrens Hospital Los Angeles.

You will come to know that Childrens Hospital Los Angeles really is “…about the kids.” This is a place for them – and for their families. We give them hope, sometimes when they have lost all that that precious word means. We heal, sometimes when it seems impossible to do so. And, sometimes, we lose the battle to heal these young lives – and that is unbearable.

It seems to me that at its core hope and healing is what this place is about.

You will learn that Childrens Hospital Los Angeles is about people – the caring and passion of our physicians, nurses and other caregivers, and, really, all who work here, irrespective of their role. It is our great strength.

And, you will come to know that our patient care, teaching and research missions are inextricably entwined; individually, and collectively, this “collective” approach to serious illness and injury in our commitment to the diverse communities we serve defines what we are.

The experience and skills you bring to your work here will contribute to our success in caring for the children and families we serve, as well as in our teaching and research missions. Childrens Hospital Los Angeles is a wonderful place. We want it to be even better. It is my commitment to work with Hospital and medical leadership, and the trustees, to make it so. I want your help in this work. I need your help in this work.

The information outlined in this handbook serves as a general reference guide for all employees; that is, an over view of our standards, policies and procedures, as well as the benefits and services available to you.

You have my best wishes for success in your position, and I hope that your employment relationship with Childrens Hospital Los Angeles is as rewarding for you as it has been, and is, for so many others.

Warmest regards,

Richard D. Cordova, FACHE
ABOUT CHILDREN'S HOSPITAL LOS ANGELES

Founded in 1901, Children's Hospital Los Angeles has been treating the most seriously ill and injured children in Los Angeles for more than a century, and it is acknowledged throughout the United States and around the world for its leadership in pediatric and adolescent health.

Most know Children's Hospital Los Angeles for its superb patient care. Children's Hospital Los Angeles is designated as a Level I Pediatric Trauma Center by the Los Angeles County EMS Agency, and it is the only Level I Pediatric Trauma Center in Los Angeles County verified by the Committee on Trauma of the American College of Surgeons. It treats 62,000 patients a year in its Emergency Department. It admits more than 11,000 children a year to the hospital, 50-percent under five years of age. There are about 265,000 visits a year to its 29 outpatient clinics; nearly 2,800 visits at community sites through its Division of Adolescent Medicine. Children's Hospital Los Angeles is able to offer the optimum in multidisciplinary care, with nearly 100 pediatric medical and surgical subspecialties and subspecialty support service areas.

Still others know Children's Hospital Los Angeles as one of America’s premier teaching hospitals, affiliated with the Keck School of Medicine of the University of Southern California since 1932. Training programs at Children's Hospital Los Angeles include 575 medical students, 83 full-time residents, three chief residents and 86 fellows, who collectively reflect the diversity of the patient population and the city of Los Angeles. Children's Hospital Los Angeles is the founding hospital of the Versant™ RN Residency, now a national model for new graduates transitioning into nursing practice throughout the United States.

Others know Children's Hospital Los Angeles for its leadership in pediatric research. The Saban Research Institute is among the largest and most productive pediatric research facilities in the United States, with 91 investigators at work on 231 laboratory studies, clinical trials and community-based research and health services. Its base of knowledge is widely considered to be among the best in pediatric medicine. Its scientists ask basic questions about human biology, find new ways to see inside the body, explore genetic mysteries, develop promising drug treatments and test preventive strategies – scientific inquiries that benefit both children and adults.
OUR VISION

Childrens Hospital Los Angeles will be one of the best pediatric medical center in the world, known for advancing research and providing definitive diagnosis and treatment for our diverse community of children and adolescents with complex diseases.

OUR MISSION

To make a world of difference in the lives of children, adolescents and their families by integrating medical care, education and research to provide the highest quality care and service to our diverse community.

OUR VALUES

**RESPECT:** Every person is a valuable member of our community.

**SERVICE:** Every interaction gives us the opportunity to serve patients, families and each other.

**EXCELLENCE:** Our professional, clinical and organizational practices reflect our commitment to providing high quality care to children and adolescents.

**KNOWLEDGE:** We believe education and training improve the health care and well-being of our patients and are essential to the professional and personal growth of our employees and faculty.

**TEAMWORK:** We believe that cooperation across disciplines and departments produces superior performance toward our common goal the health and well-being of children and adolescents.
ORIENTATION AND EMPLOYMENT
EMPLOYMENT AT-WILL

The employment relationship between Childrens Hospital Los Angeles and its employees is “at-will”, which means that employees may voluntarily end their employment at any time, or be terminated by Childrens Hospital Los Angeles at any time, with or without cause and with or without prior verbal or written notice, warning, corrective action or progressive discipline. Childrens Hospital Los Angeles reserves the right, consistent with applicable laws, to terminate employees at Childrens Hospital Los Angeles’ discretion. Consistent with applicable laws, Childrens Hospital Los Angeles also reserves the right, in its sole discretion, to change, alter or modify any term and condition of employment. However, no one, other than Childrens Hospital Los Angeles Chief Executive Officer, may change or alter the “at-will” employment status. Any such change or alteration must be in writing and signed by the employee and Childrens Hospital Los Angeles Chief Executive Officer.

EQUAL OPPORTUNITY EMPLOYER

Childrens Hospital Los Angeles provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, creed sex, sexual orientation, marital status, national origin, ancestry, age (over 40), physical disability, medical conditions (including AIDS and cancer-related conditions), pregnancy, mental disability, gender, military service, veteran status or any other category protected by state or federal law.

This policy applies to all terms and conditions of employment, including but not limited to hiring, placement, promotion, termination, layoff, transfer, leaves of absence, compensation, and training.

If you have any questions about this policy or who feel that this policy has been violated, you must bring it to the attention of management immediately. All such complaints will be handled promptly and discreetly. We comply with all applicable laws on discrimination. (MHR 5.0)

ORIENTATION FOR NEW EMPLOYEES

Within 30 days of their hire, all new and rehired employees must attend New Employee Orientation. The program is designed to meet hospital
accreditation requirements. New employees will be scheduled for this program by the Human Resources Department at the time of hire. The orientation program will familiarize employees with the mission and philosophy of Childrens Hospital Los Angeles. Employees will receive information on employee services, policies, and procedures and benefit plans. Safety, security, right-to-know and universal precautions are also reviewed in this program. The employee’s manager will conduct orientation to the department where a new employee will be working. (MHR 28.0)

UNLAWFUL HARASSMENT

In keeping with its commitment to provide a work environment that is free of discrimination, Childrens Hospital Los Angeles maintains a strict policy prohibiting unlawful harassment, including sexual harassment.

This policy applies to all Hospital agents and employees, including supervisors and non-supervisory employees, and prohibits unlawful harassment in any form, including verbal, physical, and visual harassment. This policy also prohibits unlawful harassment by Childrens Hospital Los Angeles employees against contract employees and it prohibits harassment by contractors, clients, vendors and customers against Childrens Hospital Los Angeles employees. The Hospital will take all reasonable steps to prevent unlawful harassment.

Unlawful sexual harassment is defined as unwanted sexual advances, or visual, verbal or physical conduct of a sexual nature. Unlawful harassment also includes unwelcome and offensive visual, verbal or physical conduct based on race, color, religion, creed, sex, sexual orientation, marital status, national origin, ancestry, age (over 40), physical disability, mental disability, gender, military service, veteran status or any other category protected by state or federal law.

The following is a partial list of examples of sexual harassment:

- Offering employment benefits in exchange for sexual favors;
- Unwanted sexual advances or verbal sexual advances or propositions;
- Making or threatening reprisals after a negative response to sexual advances;
- Visual conduct: leering, making sexual gestures, displaying of sexually suggestive objects or pictures, cartoons or posters;
• Verbal conduct: making or using derogatory comments, epithets, slurs and jokes;
• Verbal abuse of a sexual nature, graphic verbal commentaries about an individual’s body, sexually degrading words used to describe an individual, suggestive or obscene letters, notes or invitations;
• Physical conduct: touching, assaulting, impeding or blocking movements;
• Sending and/or receiving e-mails with sexual or inappropriate content; and
• Inappropriate use of the Internet, e-mail or other electronic media in connection with your employment.

It is the responsibility of every member of management to ensure that this policy is strictly enforced. This responsibility includes ensuring that each employee is aware of the Hospital’s policy against unlawful harassment, and that each working area is free from conduct that could be considered to cause an intimidating or offensive working environment.

All employees are responsible for conducting themselves in ways that ensure others are able to work in an atmosphere free from unlawful harassment. In order to ensure prompt elimination of such conduct, it is essential that you report such unlawful harassment immediately.

If you believe that you have been harassed, in connection with your employment, tell the offending person to cease the inappropriate conduct. In addition, you should notify your supervisor immediately. If you are uncomfortable speaking directly to the offending individual or talking to your supervisor, you should notify the Human Resources Department, immediately, of your concerns.

Supervisors are also required to immediately report any incidents of harassment to the Human Resources Department. All complaints will be promptly and discreetly investigated. At the end of the investigation, a determination will be made and, if necessary, appropriate corrective and/or disciplinary action will be taken.

Childrens Hospital Los Angeles will not retaliate against any employee who files a good faith complaint of unlawful harassment. The Hospital encourages you to report any incidents of unlawful harassment so that complaints can be quickly and fairly resolved. In addition, Childrens
Hospital Los Angeles will not tolerate false or malicious complaints. If the Hospital determines that a complaint is false or was filed maliciously, the employee who filed such a complaint will be subject to disciplinary action, including termination.

The Hospital will continue its practice of taking prompt and necessary steps to investigate, and where appropriate, correct any form of harassment. (MHR 46.0)

ALCOHOL AND SUBSTANCE ABUSE POLICY

Childrens Hospital Los Angeles is committed to maintaining a workplace that is free of illegal drugs and alcohol and to discouraging drug and alcohol abuse by our employees. Compliance with this policy is a requirement of continued employment. The use, possession, sale, purchase, manufacture, distribution, transportation or dispensation of any controlled substance on Hospital premises is strictly prohibited except as necessary and lawful in:

- performing the employee's assigned duties on behalf of the Hospital;
- while attending Hospital functions where alcoholic beverages are served; or
- using drugs validly prescribed to the employee in strict compliance with the prescription.

Prohibited substances are all legally controlled substances and other drugs including over-the-counter and prescribed drugs, alcoholic substances, and all other substances which when taken may diminish an individual's fitness for duty.

An employee is further prohibited from being on Hospital premises or on Hospital working time at any time when he or she is not fit for duty. This prohibition includes circumstances in which the employee's condition is attributable to a validly prescribed and used medication.

The Hospital reserves the right to require all candidates for employment to be tested for illegal drug and/or alcohol use. In addition, where there is reasonable suspicion of illegal drug and/or alcohol use, the Hospital may require that you be tested by a physician at the Hospital’s expense and that the test results be released to the Hospital.
“Reasonable suspicion” of illegal drug and/or alcohol use on the job may be based on factors such as absenteeism and other attendance problems, poor work performance or erratic behavior, coupled with one or more recognized signs of drug and/or alcohol use.

If you refuse to see or be examined by an assigned nurse practitioner or physician, or refuse to take a drug and/or alcohol test, you will be subject to disciplinary action, up to, and, including termination.

If you test positive for illegal drugs and/or alcohol, you may, at the Hospital’s sole discretion, be terminated or be required to undergo rehabilitation or medical treatment as a condition of continued employment.

The Hospital encourages employees with chemical dependencies (alcohol an/or drug) to seek treatment and/or rehabilitation before their performance is affected. To this end, if you desire such assistance, you should request a treatment or rehabilitation leave. Childrens Hospital Los Angeles is not obligated, however, to continue to employ you if your performance of essential job duties is impaired because of illegal drug and/or alcohol use, nor is Childrens Hospital Los Angeles obligated to re-employ you even if you have participated in treatment and/or rehabilitation if your job performance remains impaired as a result of dependency.

If you tested positive or admitted to illegal drug and/or alcohol abuse but you have not been terminated, you will be require to demonstrate that you are drug and alcohol-free before being allowed to return to work. You may be subject to random testing as a condition of continued employment.

Additionally, if you seek treatment and/or rehabilitation, but fail to successfully overcome your dependency or problem, you will not automatically be given a second opportunity to seek treatment and/or rehabilitation before disciplinary action is taken.

The Hospital provides a "Alcohol and Substance Abuse” awareness program designed to familiarize employees with this policy, penalties for violation of this policy, and available assistance.

Employees are encouraged to seek assistance for substance abuse and dependency by contacting the Employee Assistance Program (EAP). (MHR 7.0)
RIGHTS AND RESPONSIBILITIES OF MANAGEMENT

Childrens Hospital Los Angeles has the exclusive right and responsibility to manage and control its business and to direct its employees which includes selecting, hiring, promoting, demoting, suspending, dismissing, discharging, terminating, assigning, scheduling, transferring, supervising and disciplining employees and determining the size of the Hospital’s workforce. It is Childrens Hospital Los Angeles’ exclusive prerogative to determine and modify methods and means by which its operations are to be carried out; to assign duties to employees in accordance with the needs and requirement determined by the Hospital; and to perform all customary functions of management.

EMPLOYEE RELATIONS PHILOSOPHY

Your efforts are key to Childrens Hospital Los Angeles’ mission and success. We believe that each of you is mature and responsible, and that you deserve the respect and trust of being dealt with on an individual basis. For these reasons, we prefer to deal with you directly and personally, rather than through a third party.

Our employees have determined that being nonunion is in their best interests, and Childrens Hospital Los Angeles strongly supports this view. We believe that working directly with our employees is the best course of action to ensure fair treatment and respect.

By working together, we can make Childrens Hospital Los Angeles a place where goodwill and constructive attitudes create a positive work environment. We are committed to providing a work environment in which our employees can seek professional and personal fulfillment. We believe that the Hospital provides for workplace excellence and the delivery of high quality services to our patients, their families, and our communities.

From time to time, you may be solicited by a union. The choice to join a union is entirely up to you. Remember, that under federal and state laws, you do not have to join a union or pay a union in order to work for Childrens Hospital Los Angeles.

We will continue to strive for improvements in the workplace by staying market competitive with wages and benefits, being flexible with scheduling and other workplace practices, encouraging employee input, ensuring fair
and equitable policies, fostering direct management-to-employee relationships, and creating an environment that continues to make us the employee of choice for the regional pediatric market.

Nothing in this policy is intended to interfere with, coerce, or restrain any employee from exercising his or her rights under any federal or state law, including the National Labor Relations Act.

VERIFICATION OF EMPLOYMENT ELIGIBILITY

The U.S. Immigration Law Reform and Control Act of 1986 requires that all newly hired and rehired employees are subject to a document verification process. The employee must present documentation to prove both identity and employment eligibility and the Hospital must examine these documents. This requirement applies to U.S. citizens as well as non-citizens. The verification process must take place within three business days of hire.

Employees who are non-citizens are expected to conform to all state and federal laws and regulations, which apply to them and to their particular alien status. It is the responsibility of non-immigrant employees to renew their visas periodically as they expire in order to continue in their work authorized employment. Failure to comply with these laws and regulations will make the employee ineligible for employment.

BACKGROUND SCREENING

Childrens Hospital Los Angeles verifies educational credentials and previous work experience. The Hospital also performs security checks on all newly hired employees. Falsification of an employment application, or of any other information in the employment process whenever discovered, is cause for immediate discharge. (MHR39.0)

EMPLOYEE HEALTH SERVICES

New Employment Physical: Each new employee must have a physical examination by our Employee Health Services physician or Nurse Practitioner. This examination does not create a patient-physician relationship. All offers of employment are made contingent upon successful completion of this pre-employment process.
**Employee Annual Health Review:** Employee Health Services conducts an annual health review for all employees as required by state law. Final determination of physical fitness for continued employment rests with the Employee Health Services physician.

**Other Employee Health Services Functions:** Employee Health Services must be contacted immediately to evaluate and manage injuries to employees. All employees are covered for work-related injuries in accordance with workers’ compensation laws and the Hospital utilizes the services of a Medical Provider Network for the treatment of work-related injuries. Employees returning to work after a work-related injury must be medically cleared by Employee Health Services before returning to their jobs. The emergency rooms at Childrens Hospital Los Angeles or nearby Hollywood Presbyterian Hospital serve as Employee Health Services during the hours the Employee Health Services office is closed. The Employee Health Services nurse practitioners provide on call coverage for the purpose of evaluating after-hours blood borne pathogen exposures. (MHR 10.0, 10.1, 10.2)

The Hospital reserves the right to place an employee on medical disability leave of absence if the Employee Health Services physician or nurse-practitioner determines that the employee, due to a disability, is no longer able to safely perform his or her job duties satisfactorily, with or without accommodation. (MHR 56.0)

**IDENTIFICATION BADGES**

For the safety and security of our patients, visitors and Hospital employees are required to wear visible photo identification badges on the upper half of their body while on Hospital premises. These badges are issued by the Parking/I.D. Badge Office. They are considered Hospital property and may not be altered or adorned. The badges must be returned at the termination of an employee’s employment. Lost badges will be replaced at a minimum cost to the employee. Defective badges will be replaced at no cost. (MHR 6.0)
LICENSURE, CERTIFICATION AND REGISTRATION

Employees who are required to be licensed, certified or registered by state or hospital regulations are responsible for maintaining active status. Payment for personal licensure, registration or certification is the responsibility of each individual employee. Employees who are required to and do not have current licensure, registration or certification cannot be employed in a capacity in which the licensure, registration or certification is required, and will be suspended or downgraded in position until the requirements can be met. Employees who knowingly work without the necessary license, certification or registration are subject to immediate termination. (MHR 25.0 and LDR 22.0)

HOURS OF WORK

Childrens Hospital Los Angeles’ workweek runs from 12:01 am on Sunday to 12:00 am on the following Sunday. The workday is a regularly recurring period consisting of twenty-four (24) hours which starts at 12:01 am and ends at 12:00 am. The employee’s starting time determines the workday in which hours worked are credited.

From time to time, there may be an overlap of workdays from workweek to workweek. When this occurs, time worked on the overlapping workday will be counted in the workweek in which the overlapping day started. For example, an 11:00 pm to 7:00 am shift on Saturday night is considered time worked on Saturday and is so marked on the employee’s timecard.

Generally, employees will be scheduled to work on one of the following shifts:

- Day Shift - 7:00 am to 3:30 pm
- Office Hours (Monday – Friday) – 8:00 am to 4:30 pm
- Evening Shift – 3:00 pm – 11:30 pm
- Night Shift – 11:00 pm – 7:30 am

Because of the differences in job requirements among departments and offices, the work schedule and required number of hours may vary. In addition, overtime may be required.
Daily and weekly work schedules may be changed from time to time at the discretion of each supervisor. Changes in work schedules will be announced as far in advance as possible.

ATTENDANCE STANDARDS

Because of the critical nature of hospital work, regular attendance is mandatory in order to furnish excellent patient care.

Our attendance expectations are simple and clear. We expect every employee to be at work on time for the full duration of the scheduled work shift everyday the employee is scheduled to work. All employees are expected to strive for perfect attendance by maintaining reasonable health standards, taking precautions against illness, not permitting minor indispositions or inconveniences to get in the way of job requirements, attending to personal affairs and obligations at times outside their scheduled work times.

In the rare instances when you cannot avoid being late to work or are unable to work as scheduled, you must notify your supervisor in accordance with department/unit policies, on each day of the absence or anticipated tardiness. Notice and authorized approval are also required if you must leave work early.

Poor attendance and excessive tardiness are disruptive. Excessive tardiness or absenteeism, whether excused or not and paid or not, will not be tolerated. Childrens Hospital Los Angeles defines “excessive absenteeism or tardiness” as three or more occurrences of absence (excluding scheduled leave) during any given ninety (90) day period or three (3) or more tardies in any thirty (30) day period. The Hospital may also determine that tardiness or absenteeism is excessive if, based on all the facts available and circumstances, it is found to be disruptive to the Hospital, other employees, and/or patients and their families. Failure to adhere to Childrens Hospital Los Angeles’ attendance standards may result in disciplinary action, up to, and including termination.

No Call/No Show absences of three (3) consecutive days or more is considered job abandonment and may result in termination. (MHR 57.0)
EMPLOYMENT CLASSIFICATION AND STATUS

Probationary Period

All employees are hired on a ninety (90) day probationary period. During this time, you have the opportunity to determine whether you are suited for the job and Childrens Hospital Los Angeles has the opportunity to determine whether you are satisfying the job requirements and responsibilities. It is the policy of Childrens Hospital Los Angeles to maintain an at-will employment relationship with all employees at all times during and after the probationary period.

During this probationary period, as well as at all other times, both employees and Childrens Hospital Los Angeles have the right to terminate employment without advance notice and without cause. Successful completion of the probationary period is not a guarantee of continued employment or of any set term of employment. Continued employment is always subject to our business needs and discretion, as well as your performance. Both during and after the probationary period, your employment with Childrens Hospital Los Angeles remains an at-will relationship at all times.

CHILDRENS HOSPITAL LOS ANGELES has several shifts that employees are permitted to work, including; full-time, alternative full-time, part-time, per diem, and casual.

Exempt employees are not covered by the overtime provisions of state and federal laws.

Non-Exempt employees are covered by the overtime provisions of state and federal laws.

CHANGE IN EMPLOYMENT STATUS

Employees should consult with the Human Resources Department for information regarding the impact of an employment status change to benefits and other conditions of employment.
RE-EMPLOYMENT

Returning employees will be considered new hires.

IMPORTANT DATES

The following dates are important for purposes of establishing benefits eligibility and calculating retirement benefits:

Hire Date: The date on which an employee actually begins employment.

Leave Accrual Date: The same date as the Hire Date unless an employee’s benefit status has been interrupted by a period of non-benefit status. This date is used to calculate the employee’s eligibility for paid time off benefits.

Performance Review Date: The date on which an employee is eligible for a performance review and may be eligible for a wage increase.

EMPLOYMENT OF RELATIVES

Close personal relationships between employees (e.g., dating, marriage, domestic partnership or kinship) may give rise to conflicts and problems in the workplace, including affecting employee morale or perceptions of favoritism. Therefore, applicants and employees will not be considered for employment in any job where they would be supervised directly or indirectly by a relative or someone with whom they have a personal or dating relationship. Additionally, employees in close personal relationships will not be permitted to work together in the same department. Any exceptions to this policy must be approved in writing by the Vice President of the Department.

JOB VACANCIES

Descriptions of all job openings are posted on the Childrens Hospital Los Angeles website, childrenshospitalla.org. Every employee at Childrens Hospital Los Angeles has the equal opportunity to apply for any position vacancy.
LENGTH OF SERVICE

Length of service refers to the total amount of calendar time an employee has been employed by the Hospital. For re-hired employees, length of service does not include previous periods of employment before being re-hired.

PROMOTIONS

Childrens Hospital Los Angeles encourages promotion from within whenever the employee’s qualifications meet the specification of a vacant position. If an employee wants to be considered for a promotion the employee must apply for the position at childrenshospitalla.org and complete an on-line, current employee application.

To be considered for promotion outside his or her division, an employee must be in his or her current job classification for at least six (6) months. There are no time requirements for promotions within a division.

When an employee is promoted, he or she may receive a promotional salary increase. As with any salary increase, no promise, agreement, or contract of continued employment is implied or intended.

TRANSFERS

Childrens Hospital Los Angeles encourages employees to apply for transfers to positions for which they are qualified. Transfers are based on the ability, qualifications, performance and potential of the candidates for the positions as determined by Childrens Hospital Los Angeles. Employees will not be considered for transfers unless they have satisfactorily completed the probationary period and have occupied their present position for at least six (6) months, unless this requirement is waived by the employee’s present manager. An employee may request transfer without fear of recrimination.

To be considered for transfer, the employee must apply for the position at childrenshospitalla.org and complete an on-line, current employee application. An employee will not receive a salary increase if the new position is in the same salary range. Transfer to a position in a lower salary range may result in a salary decrease.
While the Hospital will make every effort to give priority consideration to internal candidates where internal candidates are more qualified than external candidates for a given opening and/or where it is otherwise appropriate to do so, it can make no guarantees that internal candidates will be placed in open positions in any given instance.

EMPLOYEE INSPECTION OF PERSONNEL FILES

Employees have the right to inspect certain documents in their own personnel files, as provided by law, by appointment with the Human Resources Department. Employees may request copies of documents which they have signed. Materials not available by law for inspection by the employee include: records involving a workers' compensation claim, records relating to the investigation of a possible criminal offense, and employment references obtained by the Hospital. (MHR 31.1)

POLICY REVISION AND NOTIFICATION

It is the responsibility of each employee to make herself or himself familiar with all personnel policies, and each employee will be considered to have such awareness at all times. If employees have questions regarding any of the Hospital's policies or procedures, they should contact their supervisor or the Human Resources Department.

New and revised policies or procedures are communicated to employees by any or all of the following methods: by incorporating the policy in the Hospital Policy and Procedure Manual, by posting the change or addition on the Employee Bulletin Board near the cafeteria and on individual department bulletin boards, by distributing the full policy on e-mail for discussion by the manager, by publishing the policy in the Childrens Hospital Los Angeles Compass or on the Hospital intranet and through periodic communication meetings with managers and employees.
STANDARDS OF CONDUCT
PERSONAL CONDUCT

The orderly and efficient operation of the Hospital requires that employees maintain proper standards of personal conduct. Fortunately, most of our employees have the desire and self-discipline to follow common sense rules. These rules are necessary to protect Childrens Hospital Los Angeles, its employees, and patients.

Disciplinary action may be initiated for various reasons, including, but not limited to, violations of the Hospital’s work rules, insubordination, or poor job performance. The severity of the action generally depends on the nature of the offense and the employee’s past record, and may range from written counseling to immediate dismissal.

In most instances, the Hospital will take one of the following steps when disciplining an employee:

- **Counseling** – depending on the nature of the offense, an employee will usually receive one verbal or a written counseling.
- **Final Warning** – Subsequent to a written counseling or in the event a serious offense has occurred, an employee will revieve a final opportunity for improvement.
- **Suspension** - Under special circumstances, the Hospital may use suspension without pay as a form of disciplinary action prior to discharge. The Hospital may also place on employee on investigatory suspension during the time a particular incident is being investigated.
- **Discharge.**

In all instances, Childrens Hospital Los Angeles will determine the appropriate discipline to be imposed. Commission of any of the acts listed in MHR 49.0 are considered serious and provide grounds for disciplinary action, which may include discharge. Nothing in this policy is intended to alter the at-will status of your employment with the Hospital. Either you or Childrens Hospital Los Angeles may terminate the employment relationship at any time, with or without notice.

Childrens Hospital Los Angeles does not guarantee or promise that you will receive any counselings, progressive discipline, corrective action, or notice prior to termination.
All written counseling notices will be placed in the employee's human resources file. (MHR 49.0)

**OPEN DOOR PHILOSOPHY**

At Childrens Hospital Los Angeles, the door is always open. If you have a work concern, we will work with you to resolve it. There are a number of people to share your concerns with. Begin by sharing your concerns with your immediate supervisor. You may also contact your department manager or your assigned Human Resources Business Partner. You can gain additional support and advice from the Vice President of Human Resources or the Director of Human Resources.

**RAISING CONCERNS**

The mission of Childrens Hospital Los Angeles is to provide the best possible programs in patient care, research and education. The services of the Hospital will only be as good as the people performing them. Therefore, an employee’s concerns about his or her job and satisfaction received from it are very important to us.

Accordingly, the Hospital provides a formal complaint and appeal procedure which gives each regular, non-per diem, non-probationary, non-senior management employee a method of appeal without prejudice, recrimination or retaliation.

The policy allows for a written request for review by higher authority of any complaint or misunderstanding which an employee believes to be a violation of the employee's conditions of employment as defined in the Hospital's Policy and Procedure Manual.

Appeals are to be presented promptly, but, in any event the appeal must be presented within 30 days from the date the employee has knowledge of actions or events, which serve as a basis for the appeal. This is necessary so that facts can readily be obtained and a prompt resolution of the problem reached. At any step, an employee may ask the Human Resources Department to assist him or her in the preparation and presentation of the appeal.
Time limits given in the appeal procedure are intended to ensure prompt action. If the employee does not receive an answer within the time limits stated, the employee may proceed to the next step without waiting for an answer. The time limits may be extended by mutual consent of both parties involved. The employee may have a coworker accompany him or her at any meeting during the appeal procedure.

Employees are required to first discuss their problems with their immediate supervisor and every effort should be made to resolve the problem at this level. If the problem is not resolved, the employee may then file a written appeal with the Human Resources Department. The Human Resources Department coordinates the following process for the employee:

**Step I**
The employee files a written appeal with the Human Resources Department, which submits the grievance to the employee's supervisor. The supervisor has 7 calendar days in which to investigate, meet with the employee and render a decision. If, after receipt of the supervisor's decision, the employee wishes to proceed to Step II, the employee must request to do so in writing within 7 calendar days.

**Step II**
The employee's appeal is submitted to his or her next level of management. The next level of management or management's designate will have 7 calendar days to investigate, meet with the employee and render a decision to those involved. If, after receipt of the next level of management's decision, the employee wishes to go on to Step III, the employee must request to do so in writing within 7 calendar days.

**Step III**
The employee's appeal is submitted to a complaint and appeal panel. The panel will be chosen from a panel pool of twenty hospital employees, composed of 10 management and 10 non-management employees. The panel will consist of six members. Three chosen by the employee and 3 chosen by the person against whom the grievance is filed.

The complaint and appeal panel will convene with the Human Resources Vice President or his or her designate acting as chairperson of the panel. The panel shall then conduct a hearing at which the parties involved shall present the facts relating to the appeal. An employee may not have any person who is not a current employee of the Hospital accompany him or her
to the panel hearing. However, the employee may have one current Hospital employee of his or her own choice, who is willing to do so, accompany the employee during the panel hearing.

The panel members may ask questions or request additional information as required. The panel will review all pertinent information and make a final and binding decision on all parties. All votes of the panel shall be made by secret ballot. The panel makes the decision by majority vote of the panel within 5 working days of the final hearing.

In the case of a tie, the appeal will be submitted to the Hospital’s Chief Executive Officer for a final and binding decision.
PAY PRACTICES
PAY PERIODS AND PAY DAYS

For payroll purposes, the pay period, which is two weeks, begins on Sunday morning at 12:01 a.m. and ends at midnight on Saturday of the second week. There are usually 26 pay periods per year.

Employees will receive paychecks every two weeks, on the Friday following the end of the pay period.

PAYCHECKS

New employees will be asked for direct deposit information as part of the on-boarding process. Employees will not receive an actual paycheck, but may view their pay stub on on the intranet at cw.org.

If an employee must have someone else pick up his or her check, the employee must send a note that is dated and signed authorizing the Hospital to release the check to that person.

A lost paycheck should be reported immediately to the Payroll Office. A stop payment will be made and a new paycheck issued.

Paychecks are not issued in advance of regularly scheduled paydays.

PAYROLL DEDUCTIONS

There are two types of payroll deductions: standard deductions required by law and voluntary deductions authorized by the employee.

**Standard Deductions**: Standard deductions are Federal Income Tax, Federal Insurance Contribution Act (Social Security and Medicare), State Income Tax and State Disability Insurance and any other legally mandated taxes or deductions. Questions regarding standard deductions should be referred to the Payroll Department. In order to ensure that your deductions are correctly made and updated, advise the Hospital of any change on your W-4 form.

**Voluntary Deductions**: Voluntary deductions may include retirement programs, credit union, United Way, health insurance and other welfare benefits and parking. Voluntary deductions must be authorized in writing and signed by the employee or authorized by on-line enrollment.
QUESTIONS ABOUT PAY

Employees should discuss questions regarding pay with their immediate supervisor. Your supervisor will contact the Payroll Office for clarification.

TIMEKEEPING

Accurate, complete time records are required of all employees. All employees are required to submit complete time records and sign their own time records. Under no circumstances may any employee complete or sign a time record for another employee without the express written authority of Hospital management. Employees who are required to complete time records should report all time worked, without exception.

Only managers may code an employee's timecard if the employee is absent. Falsification or improper alteration of an employee's time card, or another employee's time card is a violation of Hospital policy and may result in discharge of the employee(s) involved.

If you have questions about or need help completing your time card, please consult with your immediate supervisor. (MHR 50.0)

SHIFT ROTATION

The Hospital must be staffed 24 hours a day, seven days a week. Employees working in departments requiring more than one shift may be required to rotate shifts as a condition of employment.

MEAL AND REST PERIODS

Non-exempt employees working for a period greater than five hours are provided an unpaid meal period of 30 minutes. Non-exempt employees are entitled to rest periods every four hours of work.

Should you miss an unpaid meal period or a rest period, note the missed period on your time card, so you may be properly compensated. (MHR-30.1(E))

PREMIUM FOR WORK ON DESIGNATED HOLIDAYS
All non-exempt employees who work on a Hospital-designated holiday will be paid at the rate of 1-1/2 times the regular rate of pay, including shift differential, for all hours worked on the designated holiday. This premium pay for hours worked on the designated holiday will only be for the day of the holiday itself as defined below, and not for the day the Hospital is on holiday schedule, if the two do not coincide. The Hospital recognizes the following holidays:

- **New Year's Day (January 1)**: 3 p.m. December 31 to 6.59 p.m. January 1
- **Memorial Day (Last Monday in May)**: 12:01 a.m. to 12 Midnight
- **Independence Day (July 4)**: 12:01 a.m. to 12 Midnight
- **Labor Day (First Monday in September)**: 12:01 a.m. to 12 Midnight
- **Thanksgiving Day (Fourth Thursday in November)**: 12:01 a.m. to 12 Midnight
- **Christmas Day (December 25)**: 3 p.m. December 24 to 6.59 p.m. December 25

If a shift overlaps the hours designated for the holiday, the starting time of the shift determines the payment of the 1-1/2 time for the entire shift.

The payment of the 1-1/2 time for hours worked on the designated holiday shall be paid regardless of other eligibility requirements for 1-1/2 time payments, but shall not be in addition to payment of 1-1/2 time because other eligibility standards have been met. (MHR 19.0)

**SHIFT DIFFERENTIAL**

In general, shift differential is paid for all shifts scheduled to begin after 3:00 p.m. and before 5:00 a.m.
Shift differential rates are adjusted from time to time. Shift differentials do not apply to exempt employees. (MHR-30.1(B))

**OVERTIME PAY**

From time to time, non-exempt employees may be required to work overtime. Childrens Hospital Los Angeles will attempt to schedule any necessary overtime with consideration for employees’ personal needs as well as the needs of the Hospital and its patients. As a condition of employment with Childrens Hospital Los Angeles, employees are expected to cooperate in the scheduling of overtime. Unanticipated overtime may become necessary for individual employees based on extenuating circumstances or individual workloads. In such cases, employees must seek prior approval for overtime work by notifying their supervisors of the reason for the overtime and of the approximate duration of the overtime. No non-exempt employee should work overtime without the advance authorization of his or her supervisor.

Childrens Hospital Los Angeles calculates and pays overtime in accordance with applicable federal and state law. Overtime does not include hours away from work due to paid holidays, vacations, leaves of absence, or illness, even where these days are compensated.

Exempt employees are not entitled to overtime pay.

Procedures pertaining to overtime pay for employees regularly scheduled to work 8-hour, 10-hour or 12-hour shifts are contained in the Hospital's Policy and Procedure Manual. (MHR-30.1(A))

**ON CALL PAY**

On Call pay is paid to approved non-exempt employees who are subject to being called back to duty after completion of their normal work schedule.

On Call employees must carry a working beeper, cell phone or keep the Hospital advised at all times where and how to contact them.

Exempt employees are not eligible for On Call pay.
Employees cannot be On Call during the same period of time in which benefit time (paid time off hours, extended sick hours) is taken.

On Call time is not considered as hours worked for the purpose of computing overtime. (MHR-30.1(C))

**CALL BACK PAY**

If a non-exempt employee is called to work from On Call status, the rate of pay will be double the employee's base hourly rate of pay excluding shift differential. On Call Pay and Call Back Pay will not be paid for the same hours. (MHR-30.1(C))

**REPORTING TIME PAY**

If a non-exempt employee reports for work on a scheduled workday, but is not put to work or the employee is furnished with less than half the scheduled day's work, the employee will be paid for the greater of (1) half of the scheduled day’s work not to exceed four hours; or (2) two hours at the employee’s base hourly rate of pay. (MHR-30.1(D))

**PERFORMANCE APPRAISALS**

Performance appraisals allow us formally to recognize and evaluate your performance. An employee will receive a written performance appraisal at the end of his or her probationary period and periodically thereafter.

We will conduct a periodic evaluation of an employee’s skills in performing his or her job and working with fellow employees. The appraisal process will take into account the quality and quantity of the employee’s work, demonstrated job skills, initiative, attendance and personal conduct. While Childrens Hospital Los Angeles will try to assist employees in their work performance, the ultimate responsibility for improving performance rests with the employee.

The fact that Childrens Hospital Los Angeles utilizes a performance appraisal process or grants merit increases is not intended to and in any way affects an employee’s or Childrens Hospital Los Angeles’ right to terminate employment at-will with or without cause.
PAY INCREASES

Pay increases are earned and granted based on the employee’s performance as well as the position of the employee’s salary in the assigned pay range and are not necessarily granted after every performance review.
EMPLOYEE BENEFITS
FLEXCARE BENEFITS PROGRAM

Childrens Hospital prides itself in providing a high level of excellent benefits to its eligible employees. Eligible employees will receive benefits information and may elect to enroll in various group plans.

Flexcare allows employees to choose benefit coverage that best meet their needs and the needs of their families. Employee contributions for benefit plans are deducted from an employee’s pay before federal and state taxes are withheld.

Employees may elect coverage under the FlexCare Benefits Program for themselves and eligible dependents. Eligible employees may enroll in FlexCare plans on the Hospital’s online enrollment website, CHLAFLEX.com.

The FlexCare Benefits Program includes health, dental, and vision coverage as well as life, accidental death and dismemberment, and long-term disability insurance. Eligible employees may also enroll in health care dependent care reimbursement accounts and Health Savings Accounts if electing a Consumer Directed Health Plan (CDHP).

The terms, conditions, and eligibility requirements for FlexCare benefits are set forth in the program’s summary plan descriptions and other documents and those documents control in the event of any inconsistencies with this handbook. All benefits are subject to change or termination, and employees may be responsible for premium payments. Childrens Hospital Los Angeles and its benefit plan administrators reserve the right to determine eligibility, interpretation, and administration with respect to all benefit plans.

For additional information on FlexCare, contact the Human Resources Department.

CONTINUATION OF INSURANCE

Under applicable law known as COBRA (Consolidated Omnibus Budget Reconciliation Act), Childrens Hospital Los Angeles provides you with certain rights to continue healthcare coverage at your expense for a specified period upon the occurrence of certain qualifying events such as termination or reduction of hours to part-time status. You are not eligible for COBRA benefits if you are terminated for gross misconduct.
Under certain circumstances (e.g., divorce, legal separation), your spouse and dependents may also have rights to continue healthcare coverage. You are responsible for informing us of changes in your marital status and/or number of dependents so that we may notify dependents of their rights under COBRA. If at any time your employment status changes or there is a change in your marital status or number of dependents, please notify your supervisor so that you can be more fully informed as to your rights under COBRA.

EMPLOYEE ASSISTANCE PROGRAM

The Hospital recognizes that employees may experience personal problems that can adversely affect work performance.

The Childrens Hospital Los Angeles Employee Assistance Program (EAP) provides professional and confidential counseling end referral services to all Hospital employees. An employee's use of EAP services does not in any way excuse the employee from complying with Hospital policy or job requirements, nor does it limit management's right to invoke disciplinary measures as it deems appropriate. It does, however, provide an additional resource for both managers and employees.

The decision to accept assistance through the EAP is a personal choice of the employee. Job security and promotional opportunities will not be jeopardized because of use or non-use of EAP services.

The EAP does not created any responsibility on the part of Childrens Hospital Los Angeles to detect, diagnose, or treat an employee's problem or to refer the employee for assistance to the EAP or to any other service. (MHR 9.0)

TUITION ASSISTANCE

The Hospital provides a Tuition Assistance Program for eligible employees. A portion of tuition costs may be reimbursed for approved education programs that contribute to the improvement of job performance or potential advancement. Employees are required to be regular, full-time, employees of the Hospital for 12 continuous months to be eligible for Tuition Assistance. Employees should contact the Employment Office for more information. (MHR 52.0)
SERVICE AWARDS

Childrens Hospital Los Angeles recognizes the contribution of individual employees through annual service awards. Employees who complete five years of continuous services receive a “5 Year Pin” at a ceremony at the Hospital. Employees who complete 10 years of continuous service are presented a “10 Year Pin” at an awards banquet hosted by the Hospital. Awards are also presented at the banquet to employees marking the completion of 15, 20, 25, 30, or more years of continuous service. (MHR 44.0)

401K PLAN

Employees, 21 years and older, are enrolled in the Childrens Hospital Los Angeles-funded retirement plan on the first of the month following completion of one year of at least one-half time (1,000 paid hours) of continuous employment.

All vested retirement benefits are paid at age 65 or age 55 at a reduced amount. (MHR 43.0)

EMPLOYEE DISCOUNTS

Discount tickets and coupons to a variety of area recreational parks and entertainment sites are available on-line at www.FunEx.com and also through the annual Work Perks CHLA booklet, available at New Hire Orientation or in the Human Resources Office.

CREDIT UNION

Credit union services are available to all employees. Through Focus One Community Credit Union, employees have the opportunity to save, obtain loans, and engage in other traditional transactions should they so desire.

The decision to enter into a financial relationship with Focus One is strictly up to the individual employee, and any resulting transactions are between that person and the credit union. As with all other recognized financial institutions, clients of Focus One may, if they so choose, direct a specified portion of their pay to the credit union via the Direct Deposit program.
Basic information about Focus one, including an application for membership, is available from the Human Resources Department. You may also contact Focus One directly at:

   Telephone:   626-471-3300 or 866-436-2872  
   Fax:         626-471-3399  
   www.focusonecu.org

SOCIAL SECURITY

All eligible employees are covered under the provisions of the federal social security law. Deductions from your wages for social security are matched by Childrens Hospital Los Angeles. The total contribution, both yours and the Hospital, is credited toward your social security benefits, which may be available at the time you are eligible for retirement. In addition, social security contributions finance disability and survivors’ benefits.

STATE DISABILITY INSURANCE

As required by law, all eligible employees are covered under the State Disability Insurance Plan (SDI) and the State Paid Family Leave Insurance Plan (PFL). If you miss work due to a non-work-related accident or illness or for the injury or illness of a covered family member, you may be eligible for these benefits. Employees must file a claim to receive any payment. The claim forms are available from the attending physician or from the California Employment Development Department.

An employee's accrued Earned Time Off or Extended Sick Leave hours will be integrated with the state disability benefits.

UNEMPLOYMENT INSURANCE

If employment terminates, employees may file for unemployment insurance. Upon termination, one should report to his/her local Employment Development Department (EDD) to complete the appropriate paperwork and to ascertain one’s eligibility. Decisions regarding an individual’s eligibility for benefits are made by the State and not by CHILDRENS HOSPITAL LOS ANGELES.
WORKERS’ COMPENSATION INSURANCE

The Hospital provides each employee with Workers’ Compensation coverage at no cost to the employee. CHILDRENS HOSPITAL LOS ANGELES is permissibly self-insured and provides for your medical expenses and a percentage of your income if it is necessary to take you off work.

You should report any work-related injury or illness immediately to your supervisor, no matter how minor the injury or illness may seem. You should seek medical treatment promptly if you have a work related injury or illness.

While the Hospital encourages the reporting of any valid work-related injury or illness, abuse of the workers’ compensation system will not be tolerated. Childrens Hospital Los Angeles reserves the right to investigate the legitimacy of any claim for workers’ compensation and will take appropriate disciplinary action where an employee is found to have deliberately filed a false claim.
TIME OFF POLICIES
PAID TIME OFF

Childrens Hospital Los Angeles grants Earned Time Off (ETO) benefits to eligible employees. The purpose of ETO is to provide paid time away from scheduled work. Employees are encouraged to use available paid ETO for rest, relaxation, short term illness and personal pursuits. ETO accrues to a maximum of 400 hours. Upon termination of employment, employees will be paid for unused earned time off that has been earned through the last day of work.

HOLIDAYS

The Hospital designates six holiday per year to be paid to all eligible employees. When the designated holiday falls on a Sunday the Hospital will observe a holiday schedule on the succeeding Monday. When the designated holiday falls on Saturday, the Hospital will observe a holiday schedule on the preceding Friday. Designated holidays are listed elsewhere in this handbook.

SICK LEAVE

Childrens Hospital Los Angeles provides eligible employees with time off with pay in the event of a long-term illness or injury in the form of extended sick leave (ESL) which may be used on the 4th consecutive 8-hour workday of an illness. ETO and extended sick leave (ESL) may also be used to care for an employee’s sick child, spouse, parent, or certified domestic partner or certified domestic partner’s child to the extent permitted by law. (AB 109 (Kin Care)). ESL time accrues to a maximum of 500 hours. Extended sick leave is intended to insure against loss wages due to long-term illness and is not to be used as additional ETO time.

LEAVES OF ABSENCE

An approved Leave of Absence (LOA) is a period of time during which an employee has management's approval to be absent from scheduled work. For further information on CHILDRENS HOSPITAL LOS ANGELES’s LOA’s, please refer to policy numbers;
REST PERIODS FOR NURSING MOTHERS

Childrens Hospital Los Angeles recognizes that employees who are nursing mothers may require time during the workday to express breast milk. The Hospital will, therefore, provide a reasonable amount of break time to accommodate an employee desiring to express breast milk. The break time shall, if possible, run concurrently with any rest period the employee is already provided. If it is necessary for an employee to take additional break time that does not run concurrently with the authorized rest period, the additional time will be unpaid. Childrens Hospital Los Angeles reserves the right to refuse to provide this additional break time if it would seriously disrupt the operations of the Hospital.

All employee requests for additional break time to express breast milk should be directed to the employee's supervisor or the Human Resources Department.

OTHER TIME OFF
For information on other time off provisions, such as parenting leave, volunteer emergency worker leave, adult literacy and the like, contact your immediate supervisor or the Human Resources Department.
COMMUNICATIONS
NEWS MEDIA

Any physician, nurse, member of the Hospital staff or volunteer who is contacted by anyone representing a news organization must refer the call to the Office of Communications. It is not permissible for any physician, nurse, member of the Hospital staff or volunteer to make a statement concerning Hospital business, or official policy, without obtaining prior authorization from the Office of Communications. No one other than a representative of the Office of Communications is authorized to release patient information to the news media. No physician, nurse, member of the Hospital staff or volunteer is authorized to provide news media access to Hospital facilities, its employees or patients without prior authorization from the Office of Communications.

PUBLICATIONS

In order to safeguard the standards of promotional publications and other printed materials that represent the Hospital and its programs must be approved by the Office of Communications. The only exceptions are scientific or academic papers and Board-directed publications.

EMPLOYEE COMMUNICATION

The Hospital has several mechanisms for communication with employees. Information important to employees will be communicated in the “Compass,” which is published weekly, as well as in employee meetings, on the Hospital website, on the intranet and by e-mail messages.

“Compass” Employees are expected to read and be aware of the contents of the “Compass,” which contains information related to employment, policies, benefits, activities and employee recognition.

Employee Forums: All employees are encouraged to attend periodic employee forums conducted by Hospital administration.

Official Hospital Notice Boards: The Hospital maintains several official Hospital Notice Boards throughout the facility. These boards are specifically designated for government mandated postings.
ELECTRONIC COMMUNICATIONS SERVICES

Employees do not have any expectation of privacy in the use of the Hospital’s equipment, resources or supplies, including computers, voicemail, e-mail and the Internet. The Hospital may access and monitor the use of all equipment, resources or supplies, including computers, voicemail, e-mail and the Internet. Computer, voice mail, e-mail and Internet availability are Hospital owned and intended for business purposes only. Employees must respect copyright, trademark, trade secret, patent, license, policy and other proprietary rights and restrictions relating to the information unless it is directly related to work. The Hospital may from time to time, conduct system audits to ensure compliance with this policy.

Unacceptable non-work related activities, including downloading, viewing, or sending insulting disruptive, offensive, derogatory, profane, or discriminatory messages or material, are prohibited examples of forbidden transmissions include sexually-explicit messages, cartoon, or jokes; unwelcome propositions or love letters; ethnic or racial slurs; or any other message that can be construed to be harmful to morale, harassment or disparagement of others based on their sex, race, age, national origin, religious beliefs, physical disability or any other protected class protected by law.

Incidental and occasional personal use of electronic communications is permitted. Such messages become the property of Childrens Hospital and are subject to the same conditions as electronic communication for business purposes. The Hospital prohibits the conduct of personal business using Childrens Hospital electronic communication media and/or services.

All system passwords and encryption keys must be available to the Hospital. Employees are prohibited from the unauthorized use of the passwords and encryption keys of other employees to gain access to another employee’s e-mail message.

All e-mail messages sent from the Hospital contain a header identifying the Hospital. Because on-line communications are not secure, prior to transmitting any information that is of a confidential nature or that may include patient information or Hospital trade secrets, authorization must be obtained, and the information must be property encrypted. Employees
must not leave confidential information on their screens when they leave their workstations. All employees are prohibited from creating or sending inappropriate messages or unprofessional communication discussing the Hospital, its employees, patients or competitors.

Disciplinary action will be taken for violation of this policy, up to and including termination and or criminal prosecution. Employees should report any misuses of Hospital electronic communications, media and/or services or violations of this policy to the Support Services Center at customer support service@chla.usc.edu and simultaneously to the Human Resources Director. (MHR 54.0)
SAFETY AND SECURITY
SAFETY

Your safety in the workplace is of utmost importance to us. We have made an investment in providing safe and secure conditions for the general well being of patients, visitors and employees, and so that you and your co-workers can perform your jobs in a safe and efficient manner. While Childrens Hospital Los Angeles has an active Safety Committee, everyone shares the responsibility for safety.

You must do your part to ensure your own safety and that of your co-workers. Violation of safety regulations or procedures is grounds for discipline, up to and including termination.

If you observe any violations of safety regulations, or any unsafe conditions, it is your obligation to report it to management immediately so that the situation can be addressed at once.

Anyone who observes or is involved in any accident or injury -- no matter how slight -- involving anyone on Hospital property or on Hospital business must report the incident to management immediately, so that appropriate action can be taken. Failure to do so may result in disciplinary action and may also jeopardize an employee’s right to medical benefits or any other compensation stemming from the incident.

EMPLOYEE INJURIES

Should an employee incur an injury or illness, arising out of and in the course of employment - NO MATTER HOW MINOR - the employee must report it immediately to his or her immediate supervisor. The supervisor and employee are responsible for reporting the accident to Employee Health Services (or to the Emergency Room if the Employee Health Services Office is closed). Any serious life-threatening situation should be referred directly to the Emergency Room by calling a code blue or depending on location, calling 911, rather than Employee Health Services.

Questions regarding on the job injuries should be directed to Employee Health Services.
PATIENT OR VISITOR INJURY

Employees must report any inpatient injury immediately to the appropriate physician or nurse and escort any injured outpatient or visitor to the Emergency Room and report the event on a Patient/Visitor Event Form, which may be obtained from an employee's manager. The use of the Event Form informs Risk Management and the Quality Review Division of unusual occurrences that may pose subsequent legal or administrative problems. It also helps to identify important or potential problems in the care of a patient.

FIRE AND DISASTER PLAN

All employees of the Hospital have the responsibility to protect patients, visitors and other employees from the danger of fire and other disasters. Employees are required to participate in fire safety education specific to their location. Childrens Hospital Los Angeles has extensive plans and procedures to follow in the event of a fire or other disaster inside the Hospital or on external disaster in which many persons are injured and require the Hospital's immediate attention.

Supervisor will explain employees’ roles in these plans. Employees are required to be familiar with their roles in the event of a fire or disaster. Fire and Disaster Plans and Manuals are retained in each department. Periodically, employees will be asked to participate in fire and disaster drills to test their readiness.

SECURITY

The Hospital’s Security Officers are responsible for the protection of patients, visitors, employees and Hospital property. Security monitors the proper identification of all persons visiting the Hospital and the mandatory wearing of Hospital identification badges.

Hospital Security is also responsible for parking, traffic control, as well as the enforcement of all parking rules and regulations. Traffic citations are issued to violators of parking regulations and may result in the removal of any vehicle illegally parked. Security coordinates the Hospital's Rideshare Program and provides on escort service for evening and night shift.
employees who wish to be accompanied to their cars in the parking lots. For escort service call extension 2816 or 2313.

Interfering with or failing to comply with the instructions of a Security Officer in the performance of his or her duties is cause for disciplinary action. (MHR 35.0)

NO SMOKING IN THE HOSPITAL

For the health and safety of everyone, smoking is prohibited in all areas inside the Hospital and all Hospital buildings. This policy applies to all Hospital personnel, physicians, patients, visitors, vendors and all other persons within the Hospital.

Smoking areas are limited to specifically designated areas outside Hospital buildings.

WORKPLACE VIOLENCE PREVENTION

Childrens Hospital Los Angeles is committed to preventing workplace violence and to maintaining a safe work environment. The Hospital has adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises.

All employees should be treated with courtesy and respect at all times. Employees are expected to refrain from fighting, horseplay or other conduct that may be dangerous to others. Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited from the premises of the Hospital without proper authorization.

Conduct that threatens, intimidates, or coerces another employee, a patient, or a member of the public at any time, including during off-duty periods, will not be tolerated. This prohibition includes all acts of harassment, including unlawful harassment.

All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to your supervisor or the Hospital’s Security Officer. This includes threats by employees, as well as threats by patients,
vendors, solicitors, or other members of the public. When reporting a threat of violence, you should by as specific and detailed as possible.

All suspicious individuals or activities should also be reported as soon as possible to a Security Officer. Do not place yourself in peril. If you see or hear a commotion or disturbance near your work station, do not try to intercede or see what is happening.

The Hospital will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as is practical.

Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination of employment.
SEPARATION OF EMPLOYMENT
SEPARATION OF EMPLOYMENT

All employment at Childrens Hospital Los Angeles is at-will. Accordingly, either the employee or the Hospital can terminate the employment relationship at any time with or without cause and with or without notice. (MHR 49.1)

Voluntary Termination

Employees deciding to resign are expected to give at least two weeks’ notice. Management employees are expected to give at least four weeks’ notice. Employees should submit their resignation in writing to their supervisor or to the division manager. The employee is asked to state a specific reason for leaving in the resignation letter.

Involuntary Termination

There will be times when Hospital management believes that an employee's termination is in the best interests of the Hospital.

When employment is terminated by the Hospital because of unsatisfactory performance or misconduct, the termination is regarded as a discharge.

When employment is terminated by the Hospital because of insufficient work, insufficient funds, or the deletion of the employee's position, the termination is regarded as a Reduction In Work Force (RIF).

Terminating employees must return all Hospital property such as keys, I.D. badges, uniforms, pagers, cellular equipment, computer equipment and parking cards at the time of termination.

Terminating employees wishing to extend their insurance will need to contact the Human Resources Office.

Termination Pay

At the time of termination all unpaid wages and unused Earned Time Off (ETO) hours will be included in the employee's final paycheck. Employees who voluntarily resign without notice will be able to obtain their final paychecks within 72 hours. Employees who are involuntary terminated will receive their paychecks at the time of termination.
EXIT INTERVIEW

Childrens Hospital Los Angeles is committed to being an outstanding employer. The Hospital is interested in obtaining any information that could lead to the improvement of working conditions and patient care. Either the Hospital or the terminated employee may request an Exit Interview with the Human Resources Office prior to the employee's termination date.
GENERAL RULES AND INFORMATION
INVENTIONS AND INTELLECTUAL PROPERTY

As your employer, Childrens Hospital Los Angeles owns all rights in and to the results and proceeds of your services including, but not limited to, anything which is, in whole or in part, created, developed and/or produced by or with you and which is in any way suggested by or related to your employment and/or the business of CHILDRENS HOSPITAL LOS ANGELES, and you shall take all actions requested by CHILDRENS HOSPITAL LOS ANGELES to aid CHILDRENS HOSPITAL LOS ANGELES in establishing, evidencing, maintaining, perfecting, protecting or enforcing such CHILDRENS HOSPITAL LOS ANGELES ownership rights.

ENDORSEMENTS

Unless authorized by the Office of Communications, employees are prohibited from using the Hospital name or implying that he, or she, is a spokesperson for the Hospital for the purpose of any product endorsement or for any other reason.

CONFIDENTIALITY AND NON-DISCLOSURE

The protection of confidential Hospital information and trade secrets is vital to the interests and the success of Childrens Hospital Los Angeles. All employees may be required to sign a non-disclosure agreement as a condition of employment. Employees who improperly use or disclose patient information or confidential Hospital information will be subject to disciplinary action, up to and including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

No employee shall discuss any affairs of the Hospital with other persons outside of work, or to any Childrens Hospital Los Angeles employee who is not entitled to the information, either during or after employment. This includes the business systems and financial information of the Hospital and the financial information of any of the Hospital’s patients. Any doubts about the confidentiality of information should be resolved in favor of confidentiality.

Employees should always take care to avoid creating an unfavorable impression if socializing with a patient. Undue familiarity with a patient
must be avoided. The attitude of the employee should always be one of professional and dignified friendliness.

PATIENT RECORDS

All information regarding the Hospital’s patients is confidential. Employees should not reveal patient information when off duty and should be careful about discussing patient matters in public areas of the Hospital.

EMPLOYEE FILES

All information in an employee's personnel file is confidential. An employee's personnel file is available for review only to individuals authorized by the Chief Executive Office, President, or Human Resources Vice President. Authorized individuals include the employee's immediate manager, division head, department director or vice president, manager of security, the division manager or department head or their designee who is considering the employee for transfer or promotion to his or her division or department, and all law enforcement agencies or other governmental bodies which have a legal right to obtain information from a file. (MHR 31.1)

PHOTOGRAPHS OF PATIENTS

Photographs or video of patients must never be taken without written authorization from the parent or guardian of the patient or from the patient, if he or she is of the age of consent.

PROPERTY CONTROL

All property, including equipment, packages, bags, purses, jackets, coats and supplies or other items entering or leaving the Hospital, as well as vehicles in the Hospital's parking facilities, is subject to inspection by Security Personnel. Therefore, do not bring personal or confidential property onto the Hospital premises or in your vehicle into the Hospital's parking facilities. An employee's failure to cooperate with such inspection is cause for disciplinary action.

An employee leaving the Hospital with Hospital property must have a receipt of purchase or a valid property pass, which authorizes the property to be removed from the Hospital. The removal or attempted removal of
property without a pass or receipt may result in immediate termination of employment.

PROFESSIONAL LIABILITY INSURANCE

From the first day of employment, employees are insured by a liability insurance policy against damages resulting from lawsuits that may be filed against an employee while performing assigned work at Childrens Hospital Los Angeles. More detailed information regarding this insurance coverage is available from Risk Management Department.

CAFETERIA

The Hospital offers a cafeteria for the convenience of employees and our visitors. The hours of operation are posted outside of the cafeteria. Food vending machines and microwave ovens are also available in this area 24 hours a day.

LOST AND FOUND

A Lost and Found Service is maintained by the Hospital's Security Control Center. Persons finding or inquiring about lost articles should be referred directly to the Security Control Center. Please note that the Hospital is not responsible for lost or found articles.

UNIFORMS

The Hospital provides and maintains uniforms and clinical lab coats only when the Hospital requires the employee to wear a uniform of a specific type, style and color as part of the terms of employment. Childrens Hospital Los Angeles also provides and maintains appropriate protective garments where there is an above average hazard of damage to the employee's clothing or person.

All other uniforms are supplied and maintained by the employee in keeping with the individual's professional standards and in compliance with Hospital standards.
DRESS GUIDELINES

Employees are required to dress in a manner that is safe and in compliance with regulations and Hospital policy. The employee's overall dress and appearance must present a positive professional image of Children's Hospital Los Angeles to patients, parents, and the public and yet remain appropriate for the kind of work the employee performs.

Any exceptions to Hospital policy as well as any specific dress guidelines developed and maintained in a department must be approved by the department manager. (MHR 6.0)

GIFTS AND GRATUITIES

Employees are not permitted to accept gifts which have monetary value from patients, patient families, visitors or vendors. When gifts or tips are offered they should graciously be refused. Patients or visitors wishing to make a donation or gift to the Hospital should be referred to the Foundation Development Office.

SOLICITATION AND DISTRIBUTION

As a hospital, our prime commitment is to protect the health of our patients and their families. With that in mind, we want to reduce to an absolute minimum all risks of disrupting patient care and to protect our patients from any stress caused by involvement in activities not directly related to health care. For these reasons, solicitation or distribution of any kind by an employee or another employee is prohibited while either person is working. Time is considered to be “working time” unless both the employee doing the soliciting or distributing and the employee to whom it is directed are on rest period, meal period, or time before or after work. Solicitation by non-employees on Hospital premises is prohibited at all times.

Employees may not distribute literature for any purpose other than literature related to assigned work, during working time or at any time in working areas, including but not limited to, patient care areas.

The solicitation of or distribution of literature to patients is not permitted under any circumstances.
Violation of the solicitation policy can result disciplinary action, up to and including, termination. (EOC 43.0)

EMPLOYEE USE OF MAIL SERVICE

Employees are asked to have personal mail delivered to their home residences. Private mail delivered to the Hospital will be returned to the sender. Personal use of Hospital stationery, writing and stamping supplies is prohibited.

TELEPHONES

Employees should not use Hospital telephones to make personal calls. This ties up business telephone lines and places a cost burden on the Hospital both in terms of charges for calls and the employee's time away from work.

Unwarranted use of Hospital phones for personal calls is cause for disciplinary action.

If you bring your personal cellular phone to work, you must not use it during business hours except in case of an emergency. This also applies to iPods, MP3 players and other similar electronic devices. (MHR 48.0)

CELL PHONE USE WHILE DRIVING

Employees whose job responsibilities include regular or occasional driving and who are required to use a cell phone for Hospital business are expected to comply with all federal, state and local laws governing the use of cell phones while driving. Safety must come before all other concerns. Cell phones must never be used while driving. Employees should pull over when safe to do so and use the cell phone after they have parked.

CHILDREN AT WORK

Due to the potential for injury, risk, and liability to both the Hospital and the children of employees and staff, employees may not bring their children to the Hospital during duty hours. (MHR 42.0)

OFF-DUTY EMPLOYEES
Employees are not to be on Hospital premises during hours outside their scheduled work shifts, except as authorized or to visit family or friends who are patients. During such visits, off-duty employees shall follow all visitor and non-employee rules.

**PARKING**

Parking is provided to all employees. Parking access and locations may be obtained from the Parking Office.

**VOLUNTEER RESOURCES**

Volunteers are a valuable resource and one of the many ways that the community supports Children's Hospital Los Angeles in our health care mission. Volunteer assignments are balanced to accommodate the skills and interests of the volunteers with the needs of the Hospital and made at the discretion of the Manager of Volunteer Resources.

Any person interested in volunteering should complete a volunteer application available at the Volunteer Resources Office. Each Children's Hospital volunteer must meet the eligibility requirements in order to participate as a volunteer. You may obtain more information on this program from the Volunteer Resources Office.

Children's Hospital Los Angeles supports junior volunteers who are between 15 and 17 years of age. Junior volunteers are usually assigned to non-patient care areas of the Hospital. The Hospital further supports student volunteers in meeting course credit requirements or requirements for a certificate. Children's Hospital Los Angeles also supports the volunteering of the children of Hospital employees. Generally children will not be assigned to the same area or department as their parent or guardian.

If you have any questions regarding volunteer services please contact your immediate supervisor or the Volunteer Resources Office (MHR 53.0).

**HOSPITAL SPONSORED SOCIAL EVENTS**

Participation in any off-duty Hospital sponsored recreational, athletic, or social activity is on a voluntary basis. You are not required to participate in these activities, as they do not constitute a part of your work-related duties,
unless notification has been made in writing by the Hospital that participation is mandatory. Any injuries or illness that may result from participation in Hospital sponsored recreational, athletic, or social activities are your responsibility. The behavior of you and your guests attending Hospital sponsored events is expected to conform to the Hospital’s standards for appropriate behavior and may not violate the Hospital’s policy on unlawful harassment.

FEDERAL FALSE CLAIMS ACT

The Federal False Claims Act sanctions health care providers who knowingly submit false claims or knowingly make false statements to Medicare, Medicaid, or other Federal health care programs. The Act provides for civil penalties of at least $5,500 per claim up to $11,000 per claim, plus three times the amount of damages, and potential exclusion from participation in Medicaid and other health care programs. “Knowingly” means not just actual awareness of the falsity of the claim, but also deliberate ignorance or reckless disregard of the truth or falsity of a claim or statement.

The False Claims Act includes the qui tam (whistleblower) provision which enables a private person or “relator” to bring the lawsuit in the name of the U.S. if he or she has personal knowledge of a false claim. Depending if the relator (or whistleblower) proceeds alone or with the U.S., he or she can recover up to 15 to 30 percent of any recovery. The claim and the evidence are presented to the government, which has 60 days to decide whether to intervene and pursue the action. If the government declines to proceed, the relator may bring the action directly. The False Claims Act protects any qui tam plaintiff (whistleblower) from retaliation in any form by their employer. (See Hospital policy ETH-25 Non-Retaliation/Protection of Whistleblowers).

Federal Civil Monetary Penalties Law (CMPL) imposes penalties on anyone who: (1) submits a false claim for a medical item or service or one based on a code that the person knows or should know will result in a greater payment to the person than the code the person knows is applicable (2) submits a claim by a physician who was not licensed or was excluded from the program under which the claim is made; (3) is excluded but retains a controlling interest or is an officer or managing employee of an entity that is participating in a Federal health care program; or (4) violates the anti-
THE STATE FALSE CLAIMS ACT

The state False Claims Act provides sanctions against healthcare providers who knowingly submit false claims or knowingly make false statements to the state. Knowingly is defined as above in the federal False Claims Act. The act provides for civil penalties of up to ten thousand dollars ($10,000) for each false claim. The state False Claims Act includes the qui tam provision that enables a private person to bring a lawsuit in the name of the state. If the state proceeds with an action brought by a qui tam plaintiff, the qui tam plaintiff shall receive at least 15% but not more than 33% of the proceeds of the action or settlement. If the state decides not to proceed, the qui tam plaintiff may bring action directly and shall receive at least 25% but not more than 50% of the proceeds of the action or settlement. The state False Claims Act protects any qui tam plaintiff (whistleblower) from retaliation in any form by their employer. (See Hospital policy ETH-25 Non-Retaliation/Protection of Whistleblowers).

The CHILDRENS HOSPITAL LOS ANGELES Compliance Policy Manual contains several policies and procedures related to the detection and prevention of fraud and abuse. In addition the Code of Conduct and the Compliance Plan guide our staff in conducting their duties according to the highest standards of legal and ethical conduct. In addition, these documents include policies on fraud and abuse detection and prevention, compliance investigations and non-retaliation, anti-kickback and anti-referral laws, billing and coding guidelines.

Employees having questions regarding the False Claims Act statutes or other compliance related polices and procedures should contact the Chief Compliance Officer at 323-361-2302 for further assistance.

You can reference Hospital policies ETH-23 and ETH-24 for additional information on ways to prevent and detect fraud and abuse.
OPERATION OF PORTABLE FIRE EXTINGUISHERS
(P-A-S-S)

PULL       Pull the pin.
AIM        Aim the nozzle or cone at the base of the flame.
SQUEEZE    Squeeze the handle.
SWEEP      Sweep the nozzle from side to side at the base of the flames.

P-A-S-S will work for most extinguishers. It is important, however, that you become familiar with all fire extinguishers in your work area.

CLASSES OF FIRES

Class "A" Fires: Ordinary combustibles like paper, cloth, wood, etc.
Class "B" Fires: Flammable liquids like gasoline, oil, paint, grease.
Class "C"- Fires: Electrical equipment.

FIRE EXTINGUISHERS AT CHILDRENS HOSPITAL LOS ANGELES

ABC Controls A, B- or C type fires. Extinguisher contains powder chemical that causes a blanket effect on the fire.

BC Controls B or C type fires. Extinguisher contains dry chemicals.
CO₂ Controls B, C type fires. Extinguisher contains carbon dioxide. Used for electrical fires where powder may be injurious to people or food.

HALON Controls fires for sensitive areas and equipment. Locations include operating suites and computer areas.

**NUMBERS AND CODES TO REPORT EMERGENCIES**

**Fire**
- Emergency Life/Death: Dial 33
- Security Night Escort: Dial 33
- Building Maintenance: Dial 12816, 12313
- Elevator problems: Dial 33

**Emergency Paged Announcements**
- Fire Emergency: Code Red
- Medical Emergency: Code Blue
- Disaster Plan: Code Orange
- Security Emergency: Code 9
Children's Hospital
Los Angeles
4650 Sunset Boulevard
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