



You and Jefferson



Dear Colleague,

Welcome to Thomas Jefferson University Hospitals! In accepting your new position, you have joined a team committed to redefining healthcare. With a robust history and community roots dating back to 1824, Jefferson is a regionally influential and widely respected academic medical center. We deliver high quality, personalized and compassionate care, and you are now a vital part of our tradition of excellence.

By selecting Jefferson, you will enjoy competitive pay, a broad selection of employee benefits from which to choose, opportunity for educational and developmental growth, and a challenging and interactive work environment.

Congratulations and my best wishes as you assume your new responsibilities at Jefferson.

Sincerely,



David McQuaid
President, Thomas Jefferson University Hospitals

About This Handbook

This employee handbook has been designed to provide you with general information about various policies, benefits, services and facilities of Jefferson which may be of interest to you in the course of your employment. Please understand that it only highlights these topics. More specific information may be obtained from your supervisor, the hospital intranet, where any specific policies cited here may be found or the Department of Human Resources at the Human Resources Service Center, 1st floor, 833 Chestnut Street or Suite 900 833 Chestnut Street. You are strongly encouraged to become acquainted with all Jefferson policies and procedures to make your employment as satisfying and productive as possible.

The policies, procedures and benefits described in this handbook are not all-inclusive and may be amended or rescinded from time to time at the discretion of Jefferson, with or without notice. As they occur, periodic updates to the policies, benefits and resources described in this handbook may be communicated to the Jefferson community in a variety of ways, including broadcast messages, electronic monitors, notices and handbook updates posted on intranet, communications to management, and employee mass mailings. The electronic version of this handbook is posted on the intranet, and will be updated as needed.

Neither this handbook nor any Jefferson policies and procedures constitute an employment contract or confer any contractual right; either expressed or implied, to remain in Jefferson's employ. Similarly, they do not guarantee any permanent terms and conditions of your employment. You are an at-will employee and your employment is not for any specific time, unless otherwise provided by a written, executed contract of employment. As an at-will employee, you may be terminated for any reason, with or without cause and without prior notice. Similarly, you may resign for any reason at any time. Entitlements to paid time off accruals are addressed under Termination of Employment. To the extent that this handbook conflicts with the provisions of any collective bargaining agreement, the terms of the applicable collective bargaining agreement will govern.

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Jefferson: Yesterday and Today

Our Beginnings

The Pennsylvania Legislature chartered the Jefferson College in Canonsburg, Pennsylvania in 1802, with full University privileges. Its Board of Trustees agreed to establish a medical school in Philadelphia in 1824. With the Board's authority, Dr. George McClellan founded Jefferson Medical College amid humble beginnings. He held classes first in his office and later in a converted theater. He also organized a medical clinic for the poor, the world's first such facility associated with a medical college. Combining medical education and patient care put Jefferson at the forefront of American medicine. This small infirmary eventually grew into Jefferson Hospital.

By 1828, the Medical College had a permanent building, used until 1898. In 1838, the State of Pennsylvania granted Jefferson Medical College full University privileges, making it totally independent of Jefferson College in Canonsburg. When a new 125-bed hospital opened on Sansom Street in 1877, Jefferson Hospital became one of the first large hospitals in the United States owned and operated by a medical college. Later, in 1891, the Hospital established a Training School for Nurses.

Over the years, Jefferson has produced some of the most illustrious persons in the medical field. Samuel D. Gross immortalized in Thomas Eakins' famous painting, "The Gross Clinic," ranks as the outstanding American surgeon of the 19th Century. Dr. John H. Gibbon first used his heart-lung machine successfully during surgery in 1953. Other Jefferson alumni have made such important contributions as the development of the first artificial tendon, and the discovery of the existence of a hormone that controls red blood cell production.

Jefferson Medical College and Medical Center became Thomas Jefferson University on July 1, 1969. At that time, the four divisions of the University were Jefferson Medical College, the Jefferson College of Graduate Studies, the Jefferson College of Health Professions, and Thomas Jefferson University Hospital.

Jefferson Today

In 1995, Thomas Jefferson University and Main Line Health signed an agreement establishing a new, nonprofit, corporate entity known as the Jefferson Health System, Inc. (JHS). The Hospital became a separate corporation from the University. Today, JHS is headquartered in Radnor, PA, and consists of Thomas Jefferson University Hospitals, Inc. (including its Methodist Hospital Division), Main Line Health (including Lankenau, Bryn Mawr, Paoli, Bryn Mawr Rehabilitation, and Riddle Memorial Hospitals), and Magee Rehabilitation Hospital. Thomas Jefferson University is the primary academic affiliate of JHS.

Today, after nearly two centuries, Jefferson's related organizations, Thomas Jefferson University, Jefferson University Physicians, and Thomas Jefferson University Hospitals, Inc., remain on the leading edge of healthcare, and continue to make significant strides in education, research and patient care.

Thomas Jefferson University Hospitals, Inc.

Begun in 1825 as the medical clinic of Jefferson Medical College, Thomas Jefferson University Hospitals, Inc. (TJUH) today has major programs with national reputations for breast cancer diagnosis and treatment, cardiac angioplasty and stents, medical genetics, treatment of joint and musculoskeletal disorders, hip replacement, treatment of skin and colorectal cancers, transplant surgery, epilepsy, headache and neurosurgical treatments. The Hospital's Medical Staff is composed of physicians who are members of the faculty of Jefferson Medical College.

Jefferson is one of only a few hospitals anywhere in the United States that is both a Regional Trauma Center and a federally recognized regional Spinal Cord Injury Center.

The nationally renowned Kimmel Cancer Center at Jefferson is a National Cancer Institute-designated clinical cancer center. The Jefferson Cancer Network is a partnership with community hospitals in advanced cancer care. Jefferson Cancer Network hospitals offer a full range of community-based oncology services. If highly specialized services such as a bone marrow transplant are needed, patients can be referred to Thomas Jefferson University Hospitals, ranked among the best in the nation for cancer care by *US News & World Report*. All patients at hospitals within the Jefferson Cancer Network benefit from the advances made through research at the Kimmel Cancer Center at Jefferson, whose scientists carry out full-time cancer research.

Jefferson Hospital for Neuroscience at 9th and Walnut Streets houses one of the nation's busiest neurosurgery programs. Our neurological surgeons in this preeminent neurosurgery program are world-renowned for the treatment of vascular brain disease, brain tumors, epilepsy, Parkinson's disease, spinal cord injuries, spinal disease and pain. They are among the region's first to use the new Novalis Shaped Beam™ BrainLAB technology– the world's most advanced form of stereotactic radiosurgery for brain and spine tumors. Through a gift from The Farber Family Foundation, Inc., the Farber Institute for Neurosciences focuses on basic and clinical research in Alzheimer's disease, amyotrophic lateral sclerosis (ALS) and other neurodegenerative disorders. Jefferson's Department of Neurology, also located in Jefferson Hospital for Neuroscience, has moved to the forefront in a number of neurological and neuroimmunological treatment and research areas, including multiple sclerosis, epilepsy, headache, stroke and Parkinson's disease. At Jefferson Hospital for Neuroscience, the Jefferson Geriatric Psychiatry Program also addresses the care needs of seniors experiencing dementia and other problems affecting memory. Thomas Jefferson University Hospitals has been ranked among the best in the nation for geriatric care by *US News & World Report*.

Methodist Hospital Division is now the sole provider of acute care services and houses the only Emergency Department in South Philadelphia. Methodist offers a full range of services including: comprehensive cardiac care, diagnostic imaging, emergency care in an expanded and renovated facility, gastrointestinal disease treatment, Healthmark – Industrial Medicine Program, home care, outpatient obstetrics services with deliveries at Jefferson Hospital and inpatient and outpatient gynecological services, outpatient pediatric services, radiation therapy in partnership with the Kimmel Cancer Center at Jefferson for treatment of most cancers, including those of the head, neck, breast, lung, prostate, colon and rectum. The hospital is home to the Jefferson Shoulder and Elbow Center of the Rothman Institute, the Philadelphia Hand Center at Methodist and the Women's Diagnostic Center with services for mammography, urocontinence problems and osteoporosis. Methodist Hospital Division, with a historical relationship to the Methodist Church, is committed to serving the residents of South Philadelphia and surrounding communities including the area's expanding Southeast Asian population.

Our Mission, Vision and Values

Mission

Thomas Jefferson University Hospitals, are dedicated to improving the health of the communities we serve. We are committed to:

- Setting the standard for excellence in the delivery of patient care, patient safety and the quality of the healthcare experience.
- Providing exemplary clinical settings for educating healthcare professionals who will form the collaborative healthcare team for tomorrow.
- Leading in the introduction of innovative methodologies for healthcare delivery and quality improvement.

We accomplish our mission in partnership with Thomas Jefferson University and as a member of Jefferson Health System.

Vision

Our vision is to:

- Be a national leader for excellence and innovation in the delivery of healthcare and patient safety, continually improving the quality of services and the patient care experience.
- Be the model of service in our focused clinical service lines and in related patient-oriented research and clinical trials.
- Provide exemplary clinical settings that support the education of future healthcare practitioners, both as individuals and as members of the collaborative healthcare delivery teams.
- Be an “employer of choice,” providing a highly rewarding environment for our employees.

Values

Our values are those attributes that shape and influence all of our decisions and actions.

These values are:

Excellence	We strive to reach exceptional standards of quality in patient care, teaching and research.
Innovation	We work continuously toward the discovery of new and improved technologies and treatment methods for better patient outcomes.
Integrity	We create an atmosphere of trust in our organization by adhering to the highest standards of ethical behavior and fairness. At Jefferson, we pursue challenges with integrity reinforced by our established Code of Conduct.
Respect	We treat patients, their families, students and colleagues with dignity and compassion.
Teamwork	Our organizational success is achieved through the knowledge, skill and dedication of our entire staff working together in a collaborative atmosphere.
Communication	Our interests are best served when ideas are shared throughout the organization openly and honestly.

Employment Procedures

Pre-Employment

If you have been offered employment, you must satisfactorily complete a physical examination, which shall include a drug screen, prior to starting work. This examination is necessary to evaluate your ability to perform the essential functions of the job. This examination is scheduled with and conducted by University Health Services. Up-to-date vaccination history is mandatory. Failure to complete and/or failure of the physical exam or to comply with vaccination requirements will disqualify you from employment.

Similarly, a criminal background review, including when necessary, the Pennsylvania Child Protective Services Act 73, will be conducted, and any unacceptable information, including felony convictions, which may be revealed, may disqualify you from employment. For some specific positions, state law requires a fingerprint submission in order to be cleared to work. You will be informed at the time of application or hire if you need to provide additional information.

Probationary Period

If you are a regular, full-time employee, your probationary period is ninety (90) calendar days, unless otherwise stipulated by a collective bargaining agreement. If you are a regular, part-time employee, your probationary period is six (6) months. The probationary period provides you and the department a prescribed period during which both parties may evaluate if a mutually beneficial professional relationship will develop.

If you are absent during this time, your probationary period will be extended by adding the number of days of absence to the required time. The department head may extend the probationary period for additional time equal to the length of the initial probationary period, if such an extension is deemed necessary to more fully evaluate your performance. At any time during the probationary period either you or the department may terminate employment for any reason and without notice. Discharge during the probationary period is not subject to the grievance process described elsewhere in this handbook.

Continuation of employment after satisfactory completion of your probationary period should in no way be interpreted to mean that Jefferson has contracted to offer you a lifetime or otherwise specified term position. It is intended to suggest only that your performance during this period would meet the minimum expectations set by your supervisor and department. You will continue to receive periodic performance evaluations as outlined by your supervisor and/or department head. Jefferson still maintains the right to terminate any employee at any time.

Work Schedule

Your supervisor will arrange and inform you of your work schedule. If you desire time off, you must request it in advance so the work schedule can be adjusted. Schedules for holidays depend entirely on the routine and requirements of each department. If you have an emergency or you become ill, contact your supervisor directly in accordance with the procedures outlined by your department.

Because of the critical nature of your work, Jefferson expects your attendance on regular workdays and during emergencies such as storms, transportation strikes or similar situations. You may also be classified as a department “designated employee” to work during these or other emergencies. Information during weather related emergencies may be obtained by calling 1-800-858-8806.

Personnel Records

To help us maintain complete and accurate records, you should promptly report any changes in your, address, telephone number, and tax exemptions by using the PeopleSoft/Employee Self Service technology available through the intranet. Submit documentation of changes in name, number of dependents, and marital status to Human Resources Service Center, 1st floor, 833 Chestnut Street.

Copies of educational updates should be sent directly to the Human Resources Transaction Center, Suite 900 at 833 Chestnut Street, for inclusion in your personnel file. It is important to keep your personnel records up to date for tax and group insurance plan purposes, as well as for promotional and transfer consideration. A Personal Data Form is available upon request to update any changes in military, education and visa status. This form can be obtained from the Human Resources Service Center, 1st floor, 833 Chestnut Street.

Termination of Employment

After completion of your probationary period, if you choose to voluntarily terminate your employment, you must give appropriate written notice of termination that is at least equal to your annual vacation accrual rate. Failure to do so will result in the forfeiture of applicable accrued vacation time, as a terminal benefit. You must be actively and physically at work on the final day of the notice period/employment in order to receive selected terminal benefits.

Terminated employees are not entitled to payment for personal holidays not taken prior to the date of termination nor entitled to payment for accrued sick time at time of termination.*

* Final paychecks for terminating employees will be available on the next regular pay day following termination. You must complete all administrative procedures, including return of all Jefferson property, such as equipment, photo identification card, keys, and uniforms.

Safety and Security

Photo Identification Card

Photo identification cards are issued to all Jefferson employees and must be worn visibly at all times while at work. Security personnel have the right to inspect your identification card upon request. In addition, patients have a right to confirm who is providing service to them, and the photo identification provides for that.

The initial identification card is provided at no charge. If the need arises for a replacement card, a fee may be assessed for the card based upon the circumstances.

The Photo ID Center is located in the Jefferson Bookstore. Call 215-955-7942 for more information or for hours of operation.

Campus Safety

Jefferson is committed to promoting safety and security in our workplace surroundings. As employees, we have a role in assuring our own protection and the protection of others while on Jefferson's campus, as well as safeguarding property on campus, both ours and Jefferson's. You can help in this effort by doing the following:

- Wear your photo identification card visibly and at all times while at work.
- Keep doors locked; assure doors are secured after you enter or exit.
- Be observant of your surroundings and take notice of any unfamiliar behaviors.
- Report any unusual circumstances that you encounter to your supervisor or other appropriate individuals.
- Call the twenty-four (24) hour Security Response Center (SRC) at 215-955-8888 and report anything or anyone that seems "out of place."
- Know your role in an emergency.

Security Department

At Jefferson, the dedicated staff of the Security Department care about your well-being and safety. The Jefferson Security Department is staffed with skilled and trained security officers. It operates twenty-four (24) hours a day, seven days a week, and our officers use advanced security technology and equipment to help prevent crime and ensure your safety while on our campus.

The daily security operational plan requires that all security personnel create an environment of relative safety, and possess a demeanor of good will and service. Our security officers are here to preserve your safety and the security of our buildings. Officers are posted in buildings, and officers also regularly patrol buildings. The Jefferson campus is also guarded by foot and bike patrols. Security supervisors are on duty at all times.

All of our security staff are experienced with campus and hospital security concerns. All officers have been certified and trained under Pennsylvania Act 235. Under this act, officers learn essential aspects of criminal and civil law. They are also skilled in conflict resolution and self-defense techniques.

The Jefferson Security Department is supported by local, state, and federal law enforcement agencies. We work closely with the leadership and officers of the Philadelphia Police Department and the Philadelphia Center City Business Improvement District. Together we all work to keep our campus safe.

Keeping You Safe With the Latest Equipment

Jefferson is one of the largest and busiest medical centers in the city. Our property covers several acres and city blocks. Our Security Department relies on special equipment and proven safety methods to protect you and our property.

Closed-Circuit Cameras: Closed-circuit cameras monitor various areas of the campus, and these images are digitally recorded in the twenty-four (24) hour Security Response Center, located on the 2nd floor of the Gibbon Building. Other internal video cameras also help protect a range of sensitive areas around the campus.

Personal Property: Protect your personal property by not leaving it unattended. Your individual attention to your personal property is the best security. The Security Department suggests that employees keep a written list of their valuable belongings. Record the brand name, model, serial number and brief description of each item. This record will help when reporting losses and filing insurance claims.

Employee Cards: Jefferson has more than 16,000 employees and students. We treat thousands of patients annually, and more than one million people visit our campus each year. With so many people on our grounds, our Security Department must be able to recognize Jefferson personnel. For this reason, all employees and students receive photo ID cards during their first week at Jefferson. The photo ID card also serves as a library card for Jefferson's Scott Library.

Property Passes: You may need to take Jefferson property off campus at some time. You must first ask your supervisor for a property pass which confirms that you are allowed to remove this item from campus. The pass is also a record of what property has been removed.

Other Security Programs: Jefferson's Security Department sponsors several programs to teach Jefferson employees and students about personal safety. Talk with your supervisor or call the Security Department to learn about the many programs it provides.

Contact Information

- For Security Emergencies from any campus phone: 811
- Security Department twenty-four (24) hour Response Center: 215-955-8888
- Security Department Administrative Office: 215-955-6182

Fire Emergencies

A Code Red signals a fire or fire drill. Both require the same response from personnel. It is important that you know where fire exits are. These include the ramps that connect buildings. During a fire, never use elevators to leave the building. Know where fire alarm boxes and fire extinguishers are on the floors where you work.

What to do in Case of Fire in Patient Areas

Rescue	Remove patients from immediate danger.
Alarm	Pull nearest fire alarm box. Dial 811. Report Code Red and say where the fire is.
Confine	Close doors.
Extinguish	If you have received training, use the proper type of extinguisher to extinguish or control the fire. If you choose to use a fire extinguisher, always stand between the fire and the exit. This will keep an escape path open.
Evacuate	Know the location of all fire exits should evacuation become necessary.

What to do in Case of Fire in Non-patient Areas

Pull the nearest fire alarm box. Dial 811. Report Code Red and say where the fire is. If you hear a fire alarm, move to the nearest fire tower. Close doors behind you.

Occupants of Jefferson Alumni Hall, Scott Library, Clinical Office Building, Martin Building, or 925 Chestnut must evacuate the building upon activation of a fire alarm. Occupants of other non-hospital buildings should enter the nearest or primary fire tower and wait there for the silencing of the fire alarm bells, which indicates all is clear. In buildings with a public address (PA) system, there will be an announcement of “Fire Alarm, All Clear” following the silencing of the bells. In buildings which do not have a public address (PA) system, the silencing of the bells will serve as the “all clear.”

What to do in Case of Fire in Non-Jefferson Owned Buildings

Follow the procedures of the fire evacuation plan developed by the owner of the building.

How to Help Prevent Fires

- Report fire safety hazards to your supervisor or the Fire Marshal at 215-503-7153.
- Observe “No Smoking” Policy.
- Maintain good housekeeping. This is most important in closet and storage spaces.
- Turn off all appliances when leaving the premises.

Hazardous Materials

Many hazardous materials are used at Jefferson. These materials are used in research and patient treatment and can be found even in common products such as cleaning liquids. We need these materials for the work we do; and, when handled correctly, they are safe.

There are laws that protect workers from hazardous substances. The Pennsylvania Worker and Community Right to Know Law and the Federal Occupational Safety and Health Administration (OSHA) Hazard Communication standard require that employers advise employees about hazardous substances in the workplace. The OSHA Laboratory Standard also establishes guidelines for safe work practices for all persons who work in clinical and research laboratories.

Employee Health and Safety

Hazardous Substance Surveys: We survey areas throughout Jefferson where hazardous substances are used. Information from the surveys is shared with departments and employees.

Clear Labeling: Any containers holding hazardous substances are clearly labeled. The labels list health and safety information about the substance. This includes the name of the chemical and what is in it. The labels also warn employees about storage and handling, and they give the manufacturer’s name and address. Employees should report any missing, incomplete or torn labels to a supervisor. The labels should then be replaced promptly.

Material Safety Data Sheets: A complete file of Material Safety Data Sheets (MSDS) is kept in the Department of Environmental Health and Safety in 1630 Edison Building. An MSDS provides detailed information for each hazardous substance used at Jefferson. It lists health and safety information, and it recommends how to handle and store the material safely. It also explains what to do in case of an emergency. Any employee may ask to see the MSDS file. Employees will be given a copy of any MSDS they request.

Employee Training: Jefferson provides an annual training program for employees who work where hazardous materials are used. The program teaches employees what hazardous substances are. It explains how to handle them safely and how they can be harmful. The program also covers what to do in case of a hazardous material emergency.

Employees' Rights: Employees should know their rights regarding hazardous materials. Notices listing these rights are posted throughout Jefferson. If employees have any questions about their work with hazardous materials, they should contact a supervisor. They can also call the Department of Environmental Health and Safety at 215-503-6260.

Community Health and Safety

Community Information: Jefferson is also concerned about how hazardous materials affect the community. Anyone with a question about hazardous materials at Jefferson should contact the Department of Environmental Health and Safety. The staff will provide the information needed as quickly as possible.

Emergency Response: Firefighters, police and other emergency workers often handle emergencies involving hazardous materials. Jefferson provides important information to help them handle campus emergencies quickly and safely.

Bloodborne Pathogens

Jefferson has developed written Bloodborne Pathogen Exposure Control Plans for the hospital, which are designed to eliminate or minimize employee exposure to blood and body fluids. Employees can access these control plans posted on the Policies and Procedures sections of the hospital intranet.

Exposure Determination

Employees are assigned bloodborne pathogen exposure classifications based on their occupational exposure to human blood and body fluids, tissues, or diagnostic/therapeutic materials of human origin. The bloodborne pathogen exposure classification is identified on employees' job descriptions, and employees receive appropriate training in accordance with that exposure classification.

Workers' Compensation Program

Workers' Compensation is a statutory form of insurance, provided by your employer, that covers your medical bills and lost wages if you suffer an injury during the course and scope of your employment. Medical benefits and wage payments are for treatment expense and wage loss solely due to the work injury.

Reporting an Accident

If an accident occurs or you have a condition that you believe is a direct result of your employment, you must notify your immediate supervisor as soon as possible. Your supervisor will complete all necessary reports and, direct you for treatment to one of the posted physicians.

Your Rights and Duties

The state law requires that if you are injured in a work-related accident, an approved physician must treat you for a period of ninety (90) days from the date of the first visit. The names of those physicians are listed on a notice posted on departmental bulletin boards located throughout campus. If a physician not on this listing treats you during that time period, your employer will not be responsible for the expense incurred; that will be your responsibility.

After ninety (90) days, a physician of your choice may treat you. However, you must notify your employer within five days of the first visit that you are seeing a physician of your choice. If you fail to notify your employer within five days, your employer will not be responsible for the medical expenses incurred until appropriate notice is given.

You are required to report within thirty (30) days any employment, self-employment or wages while receiving, or seeking, Workers' Compensation benefits.

In accordance with Jefferson policy and state law, Workers' Compensation disability leave is covered under the Family and Medical Leave Act and will be counted towards the twelve (12) weeks of the leave to which you are entitled under the act.

Falsification of a work related disability could lead to immediate termination and possible criminal prosecution.

Administration of the Workers' Compensation Program

Thomas Jefferson University, Thomas Jefferson University Hospitals, Inc. and Jefferson University Physicians are self-insured for Workers' Compensation. For further information about program administration, contact the Workers' Compensation Office at 215-955-3600.

Weather Emergencies

As an academic healthcare center, Jefferson has a unique responsibility to the community. During periods of extreme inclement weather, Jefferson's primary objective is to maintain essential operations, especially in Thomas Jefferson University Hospitals, which may encounter increased demands. Therefore, in the event of a weather emergency, Jefferson shall implement procedures which ensure adequate staffing levels.

A toll-free Weather Emergency Hotline (800-858-8806) will provide a recorded message with complete weather emergency information, including staffing requirements, class cancellations, and schedule changes for special events. Weather Emergency information is also available on the TJUH intranet site.

In the event of a declared weather emergency, the following shall apply:

- a) Designated personnel are required to report to work in the event of an announced weather emergency.
- b) Designated non-exempt personnel who do not report to work will not be paid.
- c) Non-designated personnel who encounter transportation or other weather-related problems may use a vacation or personal day for time taken off during weather emergencies.

Employees are directed to contact their immediate supervisor prior to potential inclement weather to determine their designation status.

TJUH Code of Conduct and Related Policies

Code of Conduct

TJUH System and its controlled affiliates (“TJUH”) is dedicated to maintaining excellence and integrity in all aspects of its operations and its professional and business conduct. As an employee, board member, medical staff member, contractor or agent of TJUH, we are part of the TJUH community and we are committed to “Do The RIGHT THING” in all our affairs. This Code of Conduct is our blueprint to “Do The RIGHT THING.” It provides the guiding standards for our decisions and actions as members of the TJUH community. Although the Code of Conduct can neither cover every situation in the daily conduct of our many varied activities nor substitute for common sense, individual judgment or personal integrity, it is the duty of each member of our community to adhere, without exception, to the principles set forth herein.

The Code of Conduct has been designed to be consistent with TJUH’s Mission Statement.

Our Code of Conduct:

At Thomas Jefferson University Hospitals, we are guided by the following general principle: all patients and visitors, physicians, employees and volunteers, and students deserve to be treated with dignity, respect, and courtesy.

Existing institutional policies reinforce and expand on the institution’s adherence to this general principal and to the principles set fourth in the code:

1) TJUH Shall Comply With All Applicable Laws.

It is the duty of TJUH and each member of its community to uphold all applicable laws and regulations. All members of the TJUH community must be aware of the legal requirements and restrictions applicable to their respective positions and duties. TJUH expects each of its employees to refrain from engaging in activity which may jeopardize the tax exempt status of the organization, including inappropriate lobbying and political activities.

TJUH shall implement programs necessary to further such awareness and to monitor and promote compliance with such laws and regulations.

Any questions about the legality or propriety of any actions undertaken by or on behalf of TJUH should be referred immediately to one’s supervisor, the TJUH Compliance Officer, or the TJUH Legal Counsel. To provide further assistance, TJUH has implemented ComplyLine, a confidential telephone service that can be reached by dialing 1-888-5COMPLY, should a member of the TJUH community feel uncomfortable reporting violations or ethical concerns to any of the above.

2) TJUH Shall Conduct Its Affairs in Accordance With the Highest Ethical Standards.

TJUH and all of its employees and other members of the TJUH community shall conduct all activities in accordance with the highest ethical standards of the community and their respective professions at all times and in a manner which shall uphold TJUH’s reputation and standing. No member of the TJUH community shall make false or misleading statements to any patient, person or entity doing business with TJUH.

3) All TJUH Community Members Shall Support TJUH’s Goals and Avoid Conflicts of Interest.

TJUH is a non-profit, charitable organization dedicated to the provision of quality healthcare, education of health professionals and performance of health-related research. All members of the TJUH community must faithfully conduct their duties, in their assigned roles and tasks, for the purpose, benefit and interest of TJUH and those which it serves.

All TJUH community members have a duty to avoid conflicts with the interests of TJUH and may not use their positions and affiliations with TJUH for personal benefit. Members of the TJUH community must consider and avoid not only actual conflicts but also the appearance of conflicts of interest.

4) TJUH Shall Strive to Attain the Highest Standards for All Aspects of Patient Care.

All members of the TJUH community must support its mission to provide health services of the highest quality in a cost-effective manner in settings appropriate to patient and payor needs under a variety of health care financing arrangements. The care provided must be reasonable and necessary to the care of each patient, as appropriate to the situation, and properly qualified individuals must provide such care. All such care must be properly documented as required by law and regulation, payor requirements and professional standards.

5) TJUH Shall Provide Equal Opportunity and Shall Respect the Dignity of all Members of the TJUH Community.

TJUH is committed to providing educational and employment opportunities for all persons, without regard to race, color, national or ethnic origin, religion, gender, sexual orientation, disability or veteran's status, or any other classification protected by federal, state or local law. TJUH is committed to providing an academic, patient care and workplace environment which respects the dignity of each individual in the community. Therefore, sexual harassment and any other types of prohibited discrimination in any form or context will not be tolerated.

6) TJUH Shall Maintain the Appropriate Levels of Confidentiality for Information and Documents Entrusted to It.

TJUH, its employees and other members of the TJUH community possess and have access to a variety of sensitive and proprietary information, the confidentiality of which they are obligated to protect. All members of the TJUH community must adhere to the applicable laws, regulations, policies and procedures designed to safeguard confidential information is properly maintained and to prevent inappropriate or unauthorized release. TJUH and members of the TJUH community shall not use, disclose or discuss confidential health information unless consistent with applicable laws, including but not limited to the Health Insurance Portability and Accountability Act (HIPAA). Members of the TJUH community shall create and keep records and documentation that conform to applicable legal, professional and ethical standards, and all relevant TJUH policies.

7) TJUH Shall Maintain a Relationship of Integrity With Each Payor Source.

TJUH and the members of the TJUH community shall verify that all of its requests for payment are for services that are reasonable, necessary and appropriate, are provided by properly qualified persons, and the claims for such services are billed in the correct amount and supported by appropriate documentation.

8) TJUH and Members of the Community Shall Conduct All Business Practices With Honesty and Integrity.

All business practices of TJUH must be conducted with honesty and integrity and in a manner that promotes TJUH's reputation with patients, payors, vendors, competitors and the academic community. All members of the TJUH community must:

- adhere to proper business practices, TJUH policies, and federal and state false claims, fraud and abuse, and referral prohibitions in dealing with payors, vendors and referral sources;
- conduct business transactions without accepting, giving, offering or soliciting gifts, favors, kickbacks or other improper inducements or remunerations;
- conform to all applicable antitrust laws and regulations, and conduct business in such a way that TJUH does not violate laws and regulations with respect to (i) pricing or other sale terms or conditions, (ii) improper sharing of competitive information, (iii) the allocation of territories or (iv) the impermissible exclusion of others from economic activities;
- maintain, and protect the property and assets of TJUH, including intellectual property and proprietary information, controlled substances and pharmaceuticals, equipment and supplies, and funds of TJUH and refrain from converting TJUH assets to personal use;
- maintain the confidentiality of proprietary information belonging to other persons or entities doing business with TJUH; and

- prepare accurate financial reports, accounting records, research reports, expense accounts, time sheets and other documents so that they completely and accurately represent the relevant facts and true nature of all TJUH business transactions.

Furthermore, all TJUH electronic assets and communications technology, including but not limited to TJUH internet access, intranet, email, computers, PDAs, copiers, fax equipment, telephones, and voice mail, are subject to the Information System's Electronic Communications and Information Policy # 110.17.

9) TJUH Shall Have Proper Regard for Safety Within and Without the Community

TJUH and members of the TJUH community shall maintain a workplace which conforms with regulations regarding occupational health and safety. TJUH is committed to proper maintenance of the earth's environment; therefore, all medical waste, hazardous waste and other products shall be used and disposed of in accordance with all applicable environmental laws and regulations. Acts of violence, threats, harassment, intimidation and other disruptive behavior are prohibited in the workplace and during the course of TJUH business. Members of the TJUH community may not keep weapons (including, but not limited to, guns, knives, ammunition, and other dangerous materials) on TJUH property, including buildings, lockers, desks, work spaces, parking facilities and storage areas, or possess them during the course of TJUH business. Possession of chemical sprays in small quantities for personal protection is not prohibited.

10) Political and Governmental Activity Shall be Conducted in Accordance with Law.

TJUH recognizes the rights of TJUH community members as citizens to participate in the political process. However, consistent with the requirements of the Internal Revenue Service and TJUH's tax-exempt status, TJUH may not participate in, or intervene in (including the publishing or distributing of statements), any political campaign on behalf of (or in opposition to) any candidate for public office. Therefore, all TJUH community member participation in political activities must be on an individual basis, on the individual's own time, and at the individual's own expense.

Federal and state laws restrict the use of corporate funds and assets in connection with elections. Consequently, TJUH community members may not donate TJUH funds, property, services, or other financial or non-financial resources to any political candidate, nor may they use TJUH resources for any political activity. Such TJUH resources include facilities, work time, telephones, or TJUH business addresses. TJUH community members may not make any political contribution to any candidate, office holder, or political organization for or on behalf of TJUH.

TJUH regularly interacts with government agencies, and in connection therewith, TJUH community members must comply with applicable laws, regulations, and TJUH policies and act honestly and ethically. If unsure of such requirements, they must contact TJUH Legal Counsel. Any improper attempt to influence the decisions of a government representative is prohibited.

If a TJUH community member receives an inquiry, a subpoena or other legal document from a governmental agency or judicial authority regarding TJUH, the TJUH community member must immediately contact TJUH Legal Counsel. As a general rule, it is a crime to impede or obstruct a government agent in the lawful exercise of the agent's duties, including altering, destroying, concealing, or falsifying documents sought in an investigation. Accordingly, if a TJUH community member becomes aware of an imminent or ongoing investigation, audit, or examination, the TJUH community member should retain all documents (including computer records) in the individual's custody or control relating to the matter under review.

The Code of Conduct Shall Be Integral to the Operation of TJUH and the Activities of the Community.

The Code of Conduct exists for the benefit of TJUH and all members of the TJUH community. It is a dynamic document that will grow over time through the contributions of all TJUH community members. All members of the TJUH community are encouraged to suggest changes or additions to the Code. The Code must be incorporated into the daily activities of TJUH and the community.

The Code of Conduct augments, but does not limit, specific policies and procedures of TJUH, and TJUH community members must perform their duties in accordance with such policies and procedures.

The TJUH commitment to excellence and integrity means more than just doing the best job possible. It is our commitment to *Do The Right THING*. Our success and future depend on it.

Reporting Procedures

Examples of Violations of the Code of Conduct

Any illegal, unethical, or improper activities need to be reported, investigated and rectified. Violations of the TJUH Code of Conduct and the Compliance Program include, but are not limited to, violations of any of the following:

- medical reimbursement regulations
- research-related regulations and policies
- health, safety and environmental laws
- harassment/discrimination laws
- conflicts of interest
- unauthorized access and/or wrongful disclosure of confidential information
- other HIPAA related privacy matters
- internal accounting controls
- government contracts

Disciplinary Action

Disciplinary action for violations of the Code of Conduct and other TJUH policies and procedures shall be enforced through the disciplinary policies and procedures of TJUH, including Policy No. 102.36. Disciplinary actions will be determined on a case-by-case basis and may include dismissal from employment. TJUH will cooperate with law enforcement authorities in connection with the investigation and prosecution of the offender.

How to Report a Violation of the Code

As a member of the TJUH community, you have a responsibility to “Do The Right THING.” It is the duty of each member of the TJUH community to uphold the standards set forth in the Code of Conduct and to report violations by following the reporting procedures outlined by TJUH as then in effect. Alleged violations of the Code of Conduct or other policies and procedures of TJUH will be investigated by persons designated by, and pursuant to procedures established by, TJUH.

You should report a violation of the Code to your immediate supervisor, manager or team leader. Officers, managers and supervisors of TJUH have a special duty to adhere to the principles set forth in the Code of Conduct, to support other members of the TJUH community in their adherence to the Code, to recognize and detect violations of the Code, and to enforce the standards set forth herein.

If you are not comfortable talking with your supervisor or not satisfied with the answer, go to the next higher level. We encourage you to seek out another TJUH resource such as Human Resources, Risk Management, General Counsel or Internal Audit. If your previous reports have not been acted upon, or for any other reason, you should call or notify:

TJUH's Compliance Office at 215-955-4177

TJUH's Compliance Hotline at 1-888-526-6759

Whistleblower Protections

As stated above, all reports to the Compliance Hotline may be made on a confidential, no-name basis. Internal handling of Complyline calls is described in TJUH Policy No. 102.41. It is a violation of the Code of Conduct to take any action in retaliation against anyone who reports, in good faith, suspected violations of the Code of Conduct or other TJUH policies and procedures. Please refer to TJUH's Code of Conduct, Policy No.102.26 and the non-retaliation policy titled "Prohibition Against Retaliation for Good Faith Reporting of Noncompliance (Whistleblower Protections), Policy No. 102.43 on the TJUH intranet website for internal reporting of alleged violations. In addition, refer to TJUH's policy "Preventing Fraud, Waste and Abuse and the Federal False Claims Act", Policy No. 102.50. This written policy includes information about the federal False Claims Act, pertinent State laws that address false claims, and whistleblower protections under such laws. The policy additionally provides information with respect to the role of such laws, and the role of TJUH employees, contractors and agents in preventing and detecting fraud, waste and abuse in federal health care programs. It should be noted that the whistleblower protection provisions of the FCA provide for reinstatement, twice the amount of back pay with interest, and litigation costs and attorneys fees if an employer discriminates against an employee for taking action under the FCA.

Please note that the Code of Conduct does not create any contract of employment, express or implied, between TJUH and any individual. TJUH reserves the right to amend the Code of Conduct at any time in its sole discretion. The Code will be reviewed on an annual basis, if not more frequently, for required changes by the Corporate Compliance Officer.

Corporate Compliance Program

TJUH is committed to conformance with high ethical standards and compliance with all governing laws and regulations not only in the delivery of healthcare but in its business affairs and its dealing with employees, administrative staff, physicians, agents, payers and the communities it serves. It is the personal responsibility of all who are associated with TJUH to honor this commitment in accordance with the terms of the TJUH Code of Conduct, and related policies, procedures and standards developed in connection with the Corporate Compliance Program. These policies and procedures are accessed through the Employee TJUH intranet and the Corporate Compliance Program, including the Code of Conduct are accessed through the TJUH internet. Questions regarding the Corporate Compliance Program, Code of Conduct and related policies and procedures may be brought to the attention of the Corporate Compliance Officer.

Electronic Communications and Information Policy

TJUH maintains a variety of electronic communication services to improve the efficiency of information flow in its business operations, including computer networks, voicemail, facsimile transmission and electronic mail. Communications and information received, sent, or stored on TJUH equipment are considered the property of TJUH and are subject to monitoring at any time. Employees found utilizing such services for other than business purposes and/or abusing or misusing confidential information of any kind will be subject to serious disciplinary action up to and including discharge.

Information Security Policy

The scope of this policy is any information used to conduct the business of Jefferson, regardless of the storage or transmission media. Jefferson regards information as an essential asset, and subject to a level of protection commensurate with its value. The goal of this policy is to:

- 1) Ensure the continued integrity and accuracy of data.
- 2) Provide for the privacy of personal, privileged or sensitive data.
- 3) Protect and preserve Jefferson information assets from misappropriation, misapplication and alteration.
- 4) Protect Jefferson from any legal action that may result from the inappropriate use of confidential information.
- 5) Establish individual responsibilities for the protection of Jefferson information assets.

Procedure

Senior officers retain primary responsibility for delegating authority over information assets and establishing appropriate levels of confidentiality, security and access of information and computer assets.

All individuals with delegated authority over information assets have the responsibility to ensure that there is effective control of access to information resources, consistent with Jefferson policy.

All managers are responsible for the education and awareness of persons reporting to them in regard to the need for data security. It is management's responsibility to advise all Jefferson personnel, faculty, and staff that compliance with this policy is mandatory.

The Department of Information Systems (DIS) is responsible for the establishment, implementation and maintenance of a data security program to assist Jefferson management in the protection of their assigned information assets. DIS shall coordinate the development and publication of such standards, procedures and guidelines necessary to assure adequate security in all areas within the scope of this policy.

Anyone who is granted access to Jefferson information is required to maintain a level of confidentiality commensurate with its sensitivity. Persons will only be granted access to information on a need-to-know basis, and will be subject to disciplinary action up to and including suspension and/or discharge if they improperly access, share information or the ability to access information with unauthorized persons. Persons granted access to Jefferson information will be properly trained and notified of their responsibilities.

Patient Confidentiality Policy

It is the nature of healthcare and support services that we have access to patient information that should not be made public. TJUH maintains a business need-to-know philosophy about this information. Unless you legitimately need patient information to fulfill your job responsibilities, this information is not to be accessed. If you are unsure about the appropriateness to acquire or share patient information, ask your supervisor. Patient confidentiality issues can be very complex. TJUH policies and procedures regarding this subject should be discussed with your supervisor.

Employee Relations

Equal Opportunity

Jefferson is committed to providing equal educational and employment opportunities for all persons, without regard to race; color, national or ethnic origin, religion, sex, sexual orientation, age, disability or veteran's status. Jefferson has established monitoring, review, and grievance procedures to ensure affirmative action matters receive the attention of appropriate personnel at all levels up to and including the Senior Officers. If you feel that you have been discriminated against, first follow the established grievance policy. If the issue is not resolved through this process, then contact the Manager of Employee Relations at Suite 900, 833 Chestnut Street, 215-955-7758. You may also obtain information on equal opportunity matters and the EEO grievance procedure from your department head or the Office of Employee Relations in the Department of Human Resources, Suite 900 at 833 Chestnut Street.

Policy on Equal Employment Opportunity; Policy Prohibiting Sexual Harassment; Policy on Other Forms of Harassment; Reasonable Accommodations; Policy Prohibiting Retaliation

Individuals and Conduct Covered

These policies apply to all of Jefferson's officers, managers, supervisors, employees, faculty and applicants. All such individuals are both protected under and restricted by these policies.

Conduct prohibited by these policies is unacceptable in the workplace and in any work-related setting outside the workplace, such as during off-site presentations or seminars, business trips, business meetings and business-related social events.

Policy on Equal Employment Opportunity

Jefferson is committed to ensuring equal employment opportunity. All employment decisions, policies and practices are in accordance with applicable federal, state and local anti-discrimination laws.

Jefferson will not engage in or tolerate unlawful discrimination (including any form of unlawful harassment) on account of a person's sex, age, race, color, religion, creed, sexual preference or orientation, marital status, national origin, ancestry, citizenship, military status, veteran status, handicap or disability or any other protected group or status.

Policy Prohibiting Sexual Harassment

Sexual harassment is a form of sex discrimination, and will not be tolerated. The following behaviors are prohibited, whether conducted by a man or a woman:

- To threaten or insinuate, expressly or implicitly, that any person is required to submit to sexual advances or to provide sexual favors as a condition of employment, continued employment or any term, condition or benefit of employment, or that a person's refusal to submit to sexual advances or to provide sexual favors will adversely affect the person's employment, continued employment or any term, condition or benefit of employment.
- To make any employment decision or take any employment action based on a person's submission to or refusal to submit to sexual advances.
- To engage in unwelcome sexually oriented or otherwise hostile conduct which has the purpose or effect of interfering unreasonably with another person's work performance or of creating an intimidating, hostile, abusive or offensive working environment.

Sexual harassment may include a range of subtle and overt behaviors and may involve individuals of the same or different sex. Depending on the circumstances, these behaviors may include, but are not limited to: unwanted sexual advances or requests for sexual favors; sexual jokes and innuendo; verbal abuse of a sexual nature; commentary about an individual's body, sexual prowess or sexual deficiencies; leering, catcalls or touching; insulting or obscene comments or gestures; display or circulation in the workplace of sexually suggestive objects or pictures; and other physical, verbal or visual conduct of a sexual nature.

It is important to remember that these prohibitions apply not only to oral and written communications, but also to e-mail, voice mail and internet communications and searches.

It is no defense to inappropriate behavior that there was no bad intent, that it was only a joke, or that it was not directed at any particular person.

Policy on Other Forms of Harassment

Harassment based on any other protected status is equally prohibited and will not be tolerated. Under this policy, harassment is verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of his or her age, race, color, religion, creed, sexual preference or orientation, marital status, national origin, ancestry, citizenship, military status, veteran status, handicap or disability or any other characteristic protected by law or that of his/her relatives, friends or associates.

Harassing conduct includes, but is not limited to: epithets, slurs or stereotyping; threatening, intimidating or hostile acts; denigrating jokes and display or circulation in the workplace of written or graphic material that denigrates or shows hostility or aversion toward an individual or group.

It is important to remember that these prohibitions apply not only to oral and written communications, but also to e-mail, voice mail and internet communications and searches.

It is no defense to inappropriate behavior that there was no bad intent, that it was only a joke or that it was not directed at any particular person.

Reasonable Accommodations

Jefferson will make reasonable accommodations which do not impose an undue hardship, as defined by statute, on Jefferson on behalf of qualified individuals with disabilities or handicaps of which Jefferson is aware. Jefferson also will make reasonable accommodations which do not impose an undue hardship, as defined by statute, on Jefferson with regard to an employee's religious observances, practices and beliefs of which Jefferson is aware.

Request(s) for accommodation(s) for medical or religious reasons, should be made through your supervisor or manager or by calling Human Resources at 215-503-7758.

Retaliation is Prohibited

Jefferson prohibits retaliation against any individual who reports discrimination or harassment or participates in an investigation of such reports. Retaliation against an individual for reporting harassment or discrimination or for participating in an investigation of a claim of harassment or discrimination is a serious violation of this policy and, like harassment or discrimination itself, will be subject to disciplinary action. This means that management will neither engage in nor tolerate retaliation of any kind against an employee who makes a complaint, serves as a witness or otherwise participates in the investigatory process.

What to do If You Feel You Have Been Subjected to Discrimination, Harassment or Retaliation

In some situations, a person may not realize that his or her behavior is unwelcome and/or offensive to you. Therefore, employees are encouraged to tell the offending party that his or her conduct is unwelcome and/or offensive and request that the conduct stop. If this informal approach proves ineffective, or if it is one with which a person feels uncomfortable, for whatever reason, please follow the procedure set forth below. No employee is required to directly confront the individual who has made him or her uncomfortable.

If you believe that you may have been discriminated against, harassed by or retaliated against by any officer, manager, supervisor, co worker, agent or non-employee with regard to any term or condition of your employment in violation of this policy, you should report the alleged violation immediately to your supervisor or manager, to Human Resources at 215-503-7758, or you can call ComplyLine at 888-5-COMPLY (1-888-526-6759). You can make your report to ComplyLine anonymously. Please speak with whichever person you feel the most comfortable, whatever your reasons.

All complaints will be investigated promptly, and the existence and nature of your complaint will be disclosed only to the extent necessary to make a prompt and thorough investigation or as may be necessary to take appropriate corrective measures.

Sanctions for Violations of These Policies

Any officer, manager, supervisor, employee, agent or non-employee who, after appropriate investigation, has been found to have unlawfully discriminated against, harassed or retaliated against another person, or to have engaged in inappropriate behavior inconsistent with this policy (even if not unlawful), will be subject to appropriate disciplinary and/or corrective action, up to and including termination of his or her employment or other relationship with Jefferson.

Resources Available for Advice and Assistance Include but are not Limited to the following:

- Office of Employee Relations
833 Chestnut Street, Suite 900
215-503-7758
- Office of Student Affairs
Jefferson Medical College
Jefferson Alumni Hall, Room 157
215-503-6988
- Office of Student Affairs and Services
Jefferson School of Health Professions
Edison Building, Room 708
215-503-8189
- Office of Student Affairs
Jefferson College of Graduate Studies
Jefferson Alumni Hall, Room M-63
215-503-8982

Grievance Procedure

To maintain a productive work environment, you need clear and open communication with your supervisor. If you have any work-related questions or problems you should contact your supervisor immediately. Most problems can be resolved in this manner.

If an informal discussion does not solve the problem and you wish to submit a grievance, you should follow these steps:

Step One: Discuss the matter with the appropriate supervisor to attempt to reach a satisfactory agreement within seven working days of its occurrence. If the matter is not satisfactorily resolved within five (5) working days thereafter, you may proceed to Step Two.

Step Two: Submit the complaint in writing to your department head. The department head will meet with you to discuss and review the grievance and conduct an investigation, if necessary. The department head will respond to you in writing within five (5) working days. If the matter is not satisfactorily resolved, you may proceed to Step Three.

Step Three: Within five (5) days of receipt of the step two response, submit the written grievance and the department head's written reply to the Manager of Employee Relations for Human Resources. An investigation will be conducted and a hearing held regarding the grievance. The Manager of Employee Relations for Human Resources will then submit a written final decision to you and the department head after the grievance hearing. The decision of the Manager of Employee Relations for Human Resources is final in all cases.

Your Conduct

Your conduct not only reflects on Jefferson's reputation, but may also affect the lives of our patients. The following behavior represents the types of behavior that may result in disciplinary action, including suspension or immediate termination:

- Negligent or inconsiderate treatment in the care of patients
- Failure to perform assigned duties
- Insubordination
- Divulging confidential information without official authorization
- Falsifying records, reports or information of any nature
- Theft, misappropriation, unauthorized possession, or use of property belonging to the institution or to any patient, visitor, employee or student
- Unauthorized use or possession of drugs and/or intoxicating beverages on the premises, or reporting to work under the influence of either
- Illegal use or possession of drugs
- Failure to notify supervisor of reason for absence within forty-eight (48) hours
- Unauthorized absence from assigned work area during regularly scheduled work hours
- Possession of a weapon on the premises
- Soliciting tips or services from patients or any other person while on the premises
- Unauthorized vending and sale of services to patients, employees or students and unauthorized distribution of literature on the premises at any time
- Rude, discourteous or uncivil behavior; fighting
- Habitual or patterned absence or lateness

- Entering an unauthorized area at any time
- Interfering with or disrupting the work performance of another employee or student; threatening, intimidating or coercing another employee or student
- Willfully or carelessly damaging, defacing or mishandling equipment or property of a patient, visitor, another employee or student
- Willful or careless violation of safety, fire prevention and security regulations
- Gambling, conducting games of chance, or possession of gambling devices on the premises
- Sleeping or loitering while on duty
- Smoking in areas where it is not permitted or at unauthorized times
- Other misconduct
- Photography, filming or recording pictures or communications without permission

Substance Abuse Policy

It is Jefferson's policy to maintain an environment free of drug and alcohol abuse and to comply with all laws and regulations which prohibit or control the manufacture, sale, distribution, use, and possession of drugs and alcohol. The following are important aspects of this policy:

Illegal Drugs

An illegal drug is defined as any drug not legally obtainable, or one which is legally obtainable but has not been legally obtained. This includes prescription drugs not legally obtained and prescription drugs that were prescribed for someone else.

Disciplinary action up to and including discharge can result when (a) an employee reports to work under the influence of illegal drugs; or (b) an employee uses, possesses, manufactures, sells, or distributes illegal drugs on Jefferson property or while on Jefferson business.

Disciplinary action including discharge, or job reassignment, can also occur when employees are unlawfully involved with drugs or controlled substances on their own time, if that involvement has the potential for adverse effect on Jefferson.

Jefferson will review any known cases of arrest or conviction of employees for violating any criminal drug statute.

Medications

Controlled substances prescribed by physicians, as well as certain other medications, can influence performance. When there is a potential for impairment from taking such medications, employees should obtain physician information regarding the medication's effects, and inform their supervisors.

Alcohol

No employee will: (a) report to work under the influence of alcohol; or (b) use, sell, distribute, or possess open containers of alcohol on Jefferson premises or during working hours (with the exception of consumption of alcoholic beverages at Jefferson-sponsored events).

For additional information, refer to the Jefferson policy titled "Drug and Alcohol Policy" which is available on the hospital intranet.

Weapons Policy

Jefferson prohibits all employees and faculty from carrying lethal weapons on Jefferson property. This prohibition includes the possession of guns or firearms, as well as other instruments that may be used as dangerous or deadly weapons. Violation of this policy is considered misconduct, and may be grounds for immediate dismissal. For additional information, refer to the Jefferson policy titled "Lethal Weapons" which is available on the hospital intranet.

Attendance Policy

In order to fulfill its obligations in patient care, education, and research and maintain effective operations, Jefferson must rely on a dependable workforce. Employees are expected to work as scheduled and to minimize unscheduled absences, latenesses and early departures. While it is recognized that absences will occur for any number of valid reasons, it is the expectation of Jefferson that employees are responsible about their jobs and will want to maintain an excellent attendance record.

Absence

A chargeable absence is any unexcused time lost from work. The following are considered excused absences and are not chargeable under this policy, provided appropriate approvals as may required have been obtained, and appropriate procedures have been followed:

- Vacation
- Holidays (unless scheduled to work)
- Jury duty
- Funeral leave
- Military service
- Disciplinary suspension
- Work-related illness/injury
- Absences covered under the Family and Medical Leave Act (FMLA)
- Leave of Absence
- Verified inpatient hospital stay scheduled and approved in advance and emergency in-hospital stay provided satisfactory documentation of the emergency nature is submitted

Reporting Absences

Absences are to be reported at least one (1) hour prior to the start of the first shift and four (4) hours prior to the second and third shifts, unless otherwise specified by the department or collective bargaining agreement. Employees must personally report absences on a daily basis to the supervisor, supervisor's designee, or recording system unless other reporting arrangements have been specifically approved by the supervisor. The daily notification requirement may be waived in cases of hospitalization or extended illness only with the approval of departmental management.

Absences Without Proper Notification

In the event an employee has failed to report off prior to the end of the shift for which he/she was scheduled, the employee will be issued an immediate three (3)-day suspension, and any regular occurrence within the following twelve (12)-month period will result in discharge. In the event an employee fails to report off for two (2) successive shifts, he/she will be subject to immediate discharge.

Excessive Lost Time

Excessive lost time is defined as the accumulation of thirteen (13) or more points, involving four (4) or more occasions, within a twelve (12) working month period. Each absence will count as one (1) point on the attendance record. Any instance of lateness, early departure, or leaving the workplace during a shift for such purposes as visiting University Health Services will be counted as one-third (1/3) of a point. Each absence is counted individually. This applies to consecutive as well as non-consecutive absences. An "occasion" is a single incident of lost time or consecutive incidents of lost time. Special provisions apply to part-time employees and employees with less than one (1) year of service.

Employees are expected to report to work at the scheduled time. Chronic lateness is actionable as specified in the attendance policy.

Progressive discipline will be applied to violations of the attendance policy. Contact the Office of Employee Relations at 215-503-7758 for additional information.

Solicitation

In order to prevent disruptions in the operation of Jefferson, interference with patient treatment and care, and inconvenience to our patients and their visitors, the following rule will apply to solicitation, the sale of items and distribution of literature on Jefferson premises.

Persons not employed by Jefferson may not, at any time, solicit, sell items or distribute literature on Jefferson property for any purpose. Solicitation for charitable institutions of which Jefferson is a beneficiary, or for certain work-related and operational matters, is permitted with the approval of the Vice President for Human Resources, and without prejudice to this policy.

Solicitation for any purpose is prohibited during an employee's working time. Furthermore, solicitation at any time (working or non-working time), for any purpose, is prohibited in immediate patient care areas, which include places where patients receive treatment, as well as any other areas in which solicitation would disrupt healthcare operations or disturb patients. Distribution of literature is prohibited during an employee's working time and at any time in working areas.

"Working time" is the time employees are engaged, or should be engaged, in performing their work tasks for Jefferson. It is prohibited activity for the employee doing the solicitation, sale or distribution as well as any employee being solicited or to whom the literature is being distributed to participate in solicitation. "Working time" does not include the time when employees are properly not performing their work duties, e.g., scheduled meal times and breaks.

Tips

No Jefferson employee may accept tips or gifts from patients or visitors. If a patient or visitor insists on tipping you, contact your supervisor.

Care of Property

Because they are vital to teaching, research, and patient care, supplies and equipment should always be handled with care. If your equipment is not working properly, report it to your supervisor immediately.

Uniforms

If you are required to wear a uniform, your department head will explain how to acquire and maintain it.

Jefferson expects all employees to maintain proper grooming, dress, and behavior standards in keeping with Jefferson standards. Good personal hygiene is essential.

Hats, buttons, or other decorations and insignia may not be worn at any time on uniforms or clothing in immediate patient care areas of the hospital, unless they are part of the employee's official uniform or clothing. Furthermore, the wearing of hats, buttons or other decorations and insignia may not be worn in non-immediate patient care areas of the hospital if special circumstances exist justifying their prohibition. Such special circumstances could include, by way of example only, instances where the hats, buttons, or other decorations and insignia: interfere with health care services or operations; disturb patients; express inflammatory, offensive or derogatory messages or meanings; or create safety or discipline issues.

Lockers

Your department head will let you know what lockers are available for your use in your department. They should always be locked to protect your property. Lockers are hospital property and may be inspected at any time.

Telephones

Jefferson telephone exchange must always be open for official calls. Personal telephone calls, therefore, are not allowed except in emergencies, or with your supervisor's approval. Personal cell phones, pagers and personal digital assistants are not permitted to be used during work hours unless otherwise approved by your supervisor for work-related responsibilities.

It is suggested that you give your department's phone number to your family in case of emergencies.

Smoking

Smoking within Jefferson buildings and designated outside areas, including all building entrances, is prohibited.

Elevator Service

Because the elevators are also used by the public, use the stairs for short distances whenever possible. When on the elevators, refrain from discussing confidential matters or patient cases.

In case of emergency, follow directions on signs posted in the elevator.

Compensation and Pay Practices

Compensation

Jefferson complies with all state and federal regulations regarding wages and hours of work. Our total compensation program includes wages and benefits. We strive to maintain this program at a level comparable to or better than that of other comparable employers. Jefferson regularly reviews salary levels and benefit programs to maintain competitive programs.

Your Paycheck

Pay day is every other Thursday. Your paycheck is given to you in your department or deposited to your designated bank account and covers all time worked up to the end of the shift of the preceding Friday. If a Thursday normally scheduled for a pay day is a Jefferson recognized holiday, you will receive your pay on the day before the holiday.

Your supervisor will gladly discuss any questions you have about your paycheck.

Deductions from your paycheck, required by law, include:

- Federal Withholding Tax
- Social Security (FICA)
- City Wage Tax
- State Income Tax, if required
- Garnishments, if applicable

Salary Increases

You may receive salary increases in the following ways:

- Increases determined by applicable collective bargaining agreements
- Merit increases based on job performance
- Market/equity adjustments
- Promotion – assignment to a job in a higher pay grade

Promotional Increases

Graded Positions: Employees promoted to a higher grade level may receive an increase to the range minimum or up to 5 percent per grade (salary grade increases are limited to a maximum of three [3] salary grades).

Ungraded Positions: Employees promoted to an ungraded position may receive an increase up to a maximum of 15 percent, with the increase amount determined by the significance of the promotion and consideration for other salaries being paid within the department.

In situations where special business circumstances dictate a deviation from these guidelines, the increase should be discussed with Compensation in the Department of Human Resources prior to submission for approval by the applicable Senior Officer.

Overtime

Non-exempt employees are paid overtime, in accordance with Jefferson's policies. All overtime must be approved in advance by your supervisor, and be recorded on your time record. If you engage in overtime without the prior approval of your supervisor, you will be subject to disciplinary action, up to and including suspension or termination.

If you are a non-exempt employee you will either be paid for all hours worked over forty (40) hours in a work week or if you are hospital based, you may be paid overtime at time and one-half the regular rate of pay rate for all hours worked in excess of eight (8) per day or eighty (80) per pay period. To find out which applies to you, check with your supervisor.

Changes between these two pay programs must be requested by the Department Head and approved by the Hospital Vice President of Human Resources in advance of any individual or group being changed from one method of overtime payment to the other.

Shift Premium Pay

You will be paid a shift differential of ten percent (10%) per hour of your regular straight time rate if:

- you are regularly assigned to evening or night shifts; and 50 percent of that shift's hours fall between 6 p.m. and 6 a.m.

Questions referring to current information on shift premiums should be directed to your departmental management.

Jefferson's Pay Provisions

Jefferson's pay practices are consistent with federal, state and city regulations. This includes assuring the appropriate classification of each employee relative to exempt or non-exempt status as well as providing appropriate payment to employees who are entitled to receive it under the provisions of Jefferson's policies.

Payroll Errors and Corrections

- All Employees – Our practice is to pay all employees fairly, correctly, and promptly when payment is due. From time to time, errors occur in the issuance of paychecks or in the direct deposit process. You should carefully review your pay stub each pay day to ensure that you have been paid correctly. You may also utilize the PeopleSoft/Employee Self Service technology (available on the intranet) often to view your paycheck data prior to actual distribution of the paycheck or direct deposit confirmation. Any errors or suspected errors should be promptly reported to your supervisor and Payroll so that corrections can be made prior to the next pay day. Although care is taken in preparing the payroll, mistakes do happen and we rely on employees to bring those mistakes to our attention. Among the errors you should watch for are incorrect amounts in deductions for insurance, tax deferred contributions, and paid time off, as well as gross wages in excess of or less than your actual salary. You should also contact your supervisor and Payroll in the event that you have questions regarding overtime (non-exempt employees only) or deductions from your paycheck.

Appraisal and Advancement

Performance Appraisals

All hospital employees are required to have annual, written performance appraisals. Timeframes and guidelines for these appraisals will be communicated by the Department of Human Resources.

Promotions and Transfers

Transfers Within Jefferson

Jefferson is committed to developing the skills of our employees and encouraging promotions from within. To be eligible for a career development opportunity, you must have a continuous year of satisfactory service in your present job. This includes an effective performance appraisal, no written disciplinary actions within the last 12 months, and a satisfactory attendance record within the guidelines of Jefferson's Attendance Policy.

Job Opportunities within Jefferson can be accessed through PeopleSoft/Employee Self-Service website. This website may be viewed using the following:

- Log into PeopleSoft using your campus key and password
- Click on 'Recruiting Activities'
- Click on 'Careers'

All available positions within Jefferson (including Thomas Jefferson University Hospitals, Inc., Thomas Jefferson University and Jefferson University Physicians) are listed in one system by job category. The system offers an interactive, animated tutorial that clearly explains the step-by-step process of applying online. On successful completion of the application, you will receive notification of its successful transmission via e-mail.

If you wish to pursue a job opening, you must apply on-line through the PeopleSoft/Employee Self Service website. Career counseling services are available by calling the Office of Employee Selection and Placement at 215-503-7701 to schedule an appointment with a Placement Specialist.

Bargaining Unit positions are posted in accordance with prevailing collective bargaining agreements.

If you transfer among Jefferson companies (TJUH/TJU/JUP), all Jefferson applicable service is included in the service date at your new company. This service will apply to benefit waiting periods, vesting credit in applicable pension plans, service awards, vacation accrual calculations and seniority.

Transfers Between Jefferson Health System Members

Member organizations within the Jefferson Health System have developed policies and practices to facilitate the transfer of employees from one JHS member to another. If you wish to pursue transfer to another JHS member organization, you should inquire about the JHS Intra-System Transfers policy when speaking with the hiring organization. You must make application through the Human Resources Department of the institution to which you want to transfer. You should also contact Jefferson's Department of Human Resources for information concerning impact of transfer on your specific pension benefits and other employee benefits.

Employee Referrals

Applicants referred by our employees are always welcomed by the Office of Employee Selection and Placement. Consideration is given to qualified referrals for positions that become available. A cash bonus award is offered to employees who refer applicants hired into specific, designated positions as described on the Jefferson Job Opportunities website <http://employment.tju.edu>.

Employee Services and Resources

Jefferson values our employees. That's why we are pleased to offer you a variety of services and resources. Information about these services, and more, are available at the New Employee Orientation session and in the Department of Human Resources at the Human Resources Service Center, 1st floor, 833 Chestnut Street or Suite 900 at 833 Chestnut Street.

Activities Office and Fitness and Recreation Facility

The Activities Office coordinates social, cultural, and recreational programs for the entire Jefferson community, including movie nights, entertainment programs, and co-curricular programs and workshops. The Activities Office also offers a variety of ticket sales to professional sporting events, amusement parks, museums, performing arts and cultural attractions.

The Activities Office also manages Jefferson's multipurpose recreation and fitness facility (Jefferson IBC Wellness Center) and its many programs and services. The facility offers members the use of a swimming pool, gymnasium, racquetball court, cardio and weight rooms, group exercise studio, spinning room, dry heat sauna and men's and women's locker rooms. Recreational programs and services including group exercise classes, fitness testing and exercise prescriptions, personal fitness training, massage therapy, intramural sports (volleyball, basketball, softball, racquetball and squash), and co-curricular courses such as dance lessons, Pilates, SCUBA certification, swim lessons, and golf instruction are also available. Employees may pay for membership to the facility through payroll deduction. Family memberships are available for spouses, domestic partners, and/or children.

The Activities Office and the Jefferson IBC Wellness Facility are located in the lower level of Jefferson Alumni Hall, 1020 Locust Street. Call them at 215-503-7743 for more information.

Banking Services

Direct Deposit: As a Jefferson employee, you can enjoy the convenience of having your paychecks deposited directly into your checking or savings accounts. Sign up for direct deposit by obtaining a form from the Human Resources Service Center, 1st floor, 833 Chestnut or Suite 900 at 833 Chestnut Street or through PeopleSoft/ Employee Self Service technology available on the intranet. It will take approximately two pay periods to activate this service.

Credit Union: Jefferson also offers membership in the Freedom Credit Union, which provides employees a full range of banking services. A Freedom Credit Union ATM is located in the Edison Building lobby for members' convenience. Brochures and forms to join the credit union can be obtained from the Human Resources Service Center, 1st floor, 833 Chestnut Street or Suite 900, 833 Chestnut Street.

Blood Donor Program

The Blood Donor Center collects blood from patients for surgical procedures, from directed donors, and from volunteer donors, and also performs therapeutic procedures on outpatients and inpatients. All blood donated at Jefferson stays here for our patients. They need all types every day, and all employees receive three hours of paid time off each time they donate. To give blood, call the Blood Donor Center at 215-955-7791 to schedule an appointment.

Bookstore

The Jefferson Medical and Health Science Bookstore is operated for the service and benefit of faculty, employees and students. The store provides a convenient source for all medical and health science text and reference books, consumer health, best seller and local interest titles; diagnostic instruments; stationery and computer supplies; Jefferson clothing and gift items; and newspapers, magazines, and snacks. Commuter Services and Photo ID Center are also located within the bookstore. For more

information and store hours, call 215-955-7922.

Campus Communications

There are numerous ways to keep up to date on Jefferson news, events and announcements. Among these are:

- *JeffNEWS* is published quarterly and covers items of interest to all members of the Jefferson community. Each issue includes important campus news, employee accomplishments, significant research initiatives and a calendar of events. Pick up a copy at special JeffNEWS stands in buildings throughout campus, or go online at the following intranet address: www.jefferson.edu/jeffnews/
- Intranet sites are available for accessing information online through the following addresses. These sites are updated daily
 - For TJUH: (<http://tjuh.jeffersonhospital.org>)
- Broadcast Messages are sent to all campus e-mail addresses as needed to announce important organizational information.
- TJUH offers additional access to information, including:
 - JeffToday, which is a closed circuit TV system located throughout campus that is updated daily.
 - Target Quality, which covers Continuous Survey Readiness and Performance Improvement subjects, and is distributed monthly with paychecks

Carebridge

Carebridge is an employee benefit which offers consultation and informational services on issues such as child care, eldercare, college planning, financial planning, parenting and adoption. Carebridge counselors have extensive experience in specific family care fields. Upon request, they will research issues of concern and provide literature on all care options available. In addition, Carebridge offers help with accessing personal convenience services, such as pet care, home improvement, weight loss and travel resources. Contact Carebridge directly at 1-800-437-0911, or call the Human Resources Service Center, 1st floor, 833 Chestnut Street at 215-503-7858 for further information.

Chaplain

The non-denominational Chaplaincy Program is coordinated through the hospital's Department of Pastoral Care and Education. Chaplaincy services, spiritual/emotional support and counseling may be requested by calling Pastoral Care at 215-955-6336 during normal business hours, or contacting the page operator at 215-955-6060 after hours.

Chinese Health Information Center

The Center's mission is to improve healthcare access and services for the nearby Asian community. With a staff fluent in Mandarin, Cantonese and Vietnamese, the Center offers a variety of services that assist Chinese community members in obtaining appropriate healthcare information, health screenings and referrals. Jefferson can obtain translation help for their Chinese-speaking patients by contacting the Center. Call 215-955-8282 for more information.

Commuter Services

The Commuter Services Office (CSO) provides mass transit and parking information and savings on those services to eligible Jefferson employees. Benefits include maps and schedules of bus and rail line routes; discounts on SEPTA, New Jersey Transit, and PATCO transit passes, tickets, and tokens; as well as discounts with selected local parking garages.

Services include the following:

- **Mass Transit Discounts:** Discount prices are offered on many mass transit items, including SEPTA tokens and Trans/Trail passes, PATCO tickets and NJ Transit tickets
- **Campus Area Parking:** Restricted daily and limited monthly parking is available at several locations on or near campus.
- **Remote Parking:** Through payroll deduction, reduced rate parking is available at a lot located on Columbus Blvd. (Delaware Ave.). Shuttles run to several campus locations Monday through Friday on a schedule convenient to most employees.

The Pre-tax Parking and Transportation Plan allows eligible employees to set aside pre-tax dollars to pay for qualified parking and transportation costs. Contact the CSO for information on salary reduction limits set by the Internal Revenue Service, and to obtain a brochure and enrollment form for this program.

Jefferson Commuter Services Office is located within the Jefferson Bookstore. They may be contacted by calling 215-955-6417 or by visiting the CSO website at www.jefferson.edu/cso/.

Developmental Opportunities

Human Resources Development (HRD) offers programs and services that assist Jefferson staff in meeting workplace challenges and achieving organizational goals. Workshops on management, professional and personal development are offered through the Jefferson Learning and Development Center. A learning and development guide is issued twice a year. The guide is available online at www.jefferson.edu/hr/jldc.

Upon request, HRD will deliver customized training programs for entire departments or work units. In addition, HRD coordinates the new employee orientation program, and a professional development library. Call the Jefferson Learning and Development Center at 215-503-8700 for more information.

Information Systems Training

Information Systems offers training in hospital-based software applications, such as LastWord, as well as desktop applications, including Microsoft Office and Mail/Scheduling software. Instructor-led classes, small group and personal training are available and may be customized to meet your needs. Participation requires supervisory approval. To view their online schedule of class offerings, class descriptions and registration information, visit them at <http://is.jeffersonhospital.org/training> or call 215-503-7500 for additional information.

Jeff-At-Night

Jeff-At Night is a special education program for working adults sponsored by the Department of General Studies of the Jefferson School of Health Professions. Through Jeff-at-Night you can earn an associate's or bachelor's degree in selected areas, fulfill pre-requisites for admission into health professions programs at Jefferson, enhance your skills by completing one of several certificate programs, or take a course for personal interest. Most classes are offered in the early evening; many are accelerated and can be completed in seven weeks. Academic advising and transcript evaluation are available and strongly encouraged.

Because of education benefits and special discounts, full-time employees after sixty (60) days of employment may be eligible to receive tuition assistance that covers 100% of Jeff-at-Night course tuition expenses. In addition, part-time employees, and dependent children and spouses of full-time employees, may also be eligible for tuition fee discounts for most Jeff-at-Night courses. Call a JCHP academic advisor at 215-503-8414 for further information.

Jeff-At-Night web site: www.jefferson.edu/jchp/gs/jeffatnight/

FirstCALL, Your Employee Assistance Program

FirstCALL is an important service offered to Jefferson employees and their dependents. Jefferson cares about employee health and well-being and recognizes that what affects employees at home can also affect them at work. This confidential, short-term counseling consultation and referral service helps people handle life's ups and downs before relationships, jobs or health are jeopardized. FirstCALL has trained counselors who will assess problems and provide short-term counseling at no charge to the employee, spouse or dependent. If you need ongoing services, they will assist you in finding appropriate resources to help.

The FirstCALL website provides not only a wealth of valuable information, but also adds new articles and features each month. Check it out at www.firstcalleap.org. To contact FirstCALL, call 1-800-382-2377.

Food Services

Your supervisor will advise you of your meal period schedule. If you work on a designated or observed holiday, your supervisor will give you a meal ticket. This ticket entitles you to a meal in The Atrium or JHN, up to the price limit printed on the ticket.

The Department of Nutrition and Dietetics manages The Atrium Cafeteria and three satellite food service operations, and also provides catering services. Food service is available on the center city campus in the following locations:

- The Atrium Cafeteria, 2nd floor Gibbon Building, has both weekday and weekend hours of operation
- Satellite Dining Services: Food service is available weekdays for breakfast and lunch in the following locations – Foerderer Pavilion Building, 1st floor; Jefferson Alumni Hall, 1st Floor; Corner Café at Jefferson Hospital for Neuroscience, 1st Floor

The daily specials offered at The Atrium and satellite locations can be accessed by calling the Food Hotline at 215-955-FOOD (1-215-955-3663), or by checking the website at: http://tjuh.jeffersonhospital.org/dining_services/

A cashless card system is available to make purchasing food items more convenient. It is called the Atrium FastPass, and has two payment options: payroll deduction or a debit card plan. Pick up a brochure in The Atrium Cafeteria for further information and to enroll in this program.

Vending services are also located throughout campus.

Gift Shop

The Jefferson Gift Shop offers a wide range of items for many occasions, including greeting cards, candy, popular magazines and gift items. They are located on the 1st Floor of the 11th Street side of the Gibbon Building and can be reached at 215-955-4738.

Department of Human Resources

The Human Resources Service Center is located at 1st Floor, 833 Chestnut Street. The Department of Human Resources is located at Suite 900, 833 Chestnut Street. Phone numbers for some key services are listed below:

HR Service Center	215-503-7858
Benefits/OPT/Pensions	215-503-7858
Child Care Liaison	215-503-6176
Compensation	215-503-4437
Employee Relations	215-503-7758
Employee Selection and Placement	215-503-7701
Human Resources Development	215-503-8700
Human Resources Information Systems	215-503-8601
Jeff Temps	215-503-8367
Weather Emergency	1 (800) 858-8806

JEFF NOW[®] Physician Referral Service

JEFF NOW[®] is a computerized physician referral and information service for Thomas Jefferson University Hospitals. JEFF NOW representatives match callers with physicians and programs/services to meet callers' healthcare needs. JEFF NOW representatives can answer questions about a physician's office hours, what insurance a physician accepts, and questions about the physician, such as his or her board certification. After a physician is selected, JEFF NOW can schedule an appointment. This service is free and confidential. JEFF NOW can be accessed by calling 1-800-JEFF-NOW, or contacting their website at www.jeffersonhospital.org and clicking on Find a Doctor. Speech or hearing-impaired callers can access JEFF NOW by calling 1-800-654-5984. JEFF NOW also has access to the AT&T Language Line Service to provide a third-party interpreter for non-English speaking callers.

Jefferson Child Care Center

All Jefferson employees and students are eligible to use the Jefferson Child Care Center, which offers child care for children ages 6 weeks to 5 years. The center is open all year, Mondays through Fridays, and observes Jefferson-recognized holidays. Visit the Child Care Center in the Barringer Residence Hall, 1st floor, or call 215-955-6556 for more information.

Jefferson Pharmacies

The Jefferson outpatient pharmacies offer special employee rates on all prescriptions. A wide variety of over-the-counter items is also offered at discounted rates. These four pharmacies are located as follows:

- Jefferson Apothecary
Gibbon Building 11th Street Lobby
215-955-8845
- Jefferson Pharmacy
833 Chestnut Street Lobby
215-955-4400
- Jefferson Pharmacy Walnut Street
908 Walnut Street
215-503-1135
- Methodist Apothecary
Methodist Hospital
2301 S. Broad St., 1st Floor
215-952-9385

Lost and Found

Security

Curtis Building, Room CB 67 (Basement)
215-955-8888

Scott Memorial Library

The Library's holdings include books and journals on clinical medicine, basic sciences, nursing and allied health sciences. They also have a general collection in humanities and social sciences, as well as books written by Jefferson faculty.

The knowledge-based information system, JEFFLINE, is accessible twenty-five (24) hours per day via computer workstations throughout Jefferson, as well as to all users connected to the Internet from any location including home. JEFFLINE's address is <http://jeffline.tju.edu/>. JEFFLINE includes in its databases such resources as MEDLINE, CINAHL, Micromedex, MD Consult, and thousands of full-text clinical and basic medical science journals, as well as other databases relevant to the academic medical community. Education Services teaches courses in whole or part in all three Colleges and leads workshops for faculty and staff development. Individual counseling on using theses and other research resources is available from the reference staff. The Library's Learning Resources Centers provide consultation on the use of computer and audiovisual technologies and maintain computer labs and a computer classroom.

The Library is staffed with hours convenient to users. The first and fourth floors are open twenty-four (24) hours a day. The first floor hosts the browsing room collection of popular fiction and non-fiction books and magazines for all Jeffersonians. Approximately 150 public access computers are available for use through the Library. Questions about library services can be e-mailed to AskALibrarian@jefferson.edu. You may also contact the Library by calling the Circulation Desk at 215-503-6995, Education Services at 215-503-2830, or the Reference Desk at 215-503-8150. The Scott Memorial Library building is located at 1020 Walnut Street.

Travel Medicine

The Travel Medicine Service of TJUH can assist you when you plan a trip to an international destination. Based on your travel plans, their medical staff can prepare pre-travel needs assessment, recommend and administer immunizations, provide healthy travel tips and information, supply a list of English-speaking physicians and conduct a post-travel evaluation. Fees for travel medicine are based on the extent of services used. Appointment times are available Monday through Friday. Call 215-955-0860 for additional information.

University Health Services

University Health Services conducts pre-employment physicals, provides medical care for work related illnesses that occur during working hours, carries out infection control measures for all active employees of Jefferson as directed by the Infection Control Committee and provides medical care for its employees and students. Certain vaccinations are also available free of charge (e.g. hepatitis B vaccine, and influenza vaccine). PPDs are done on an annual basis and in the event of an exposure. Any exposure to blood or body fluids while on the job should be reported to University Health Services for appropriate follow-up. They can be reached at 215-955-6835.

Women's Health Source

The mission of the Women's Health Source is to improve the quality of life for women in our community through easy access to prevention and wellness programs. This service offers health screenings, private registered nurse consultations, and educational programs, all free of charge. Program calendars are published regularly. For more information or to register for a program, call the JEFF NOW® telephone number, 1-800-JEFF-NOW, or visit the Women's Health Source website at: www.Jeffersonhospital.org/whs/

Time Off Benefits

Your efforts are very important toward maintaining the high standards of Jefferson. Your attendance and punctuality are vital to efficient and effective operations. We also recognize that time off is important to your health and well-being. In this section, we explain our time off programs. You may contact the Employee Benefits Office in the Department of Human Resources at 215-503-8100 or refer to the applicable Jefferson policy at the TJUH intranet <http://tjuh.jeffersonhospital.org>.

Vacation

Regular full-time employees and regular part-time employees scheduled to work forty (40) or more hours biweekly are eligible to accrue vacation based on job title and length of service.

You accrue vacation from the first full pay period after the date of your employment. You may use accrued vacation time after ninety (90) days of employment. No payment for accrued vacation will be made at time of termination unless you have successfully completed your probationary period and have given notice equal to your vacation time in the case of voluntary termination after completion of probation.

Your supervisor will consider your requests for vacation time, but reserves the right to determine vacation schedules so that business operations are not interrupted. Your department will schedule vacations in accordance with departmental procedure.

You may accrue up to two (2) times your annual vacation allowance. No vacation may be accrued above two (2) times your annual allowance.

Voluntary Termination

If you voluntarily terminate employment, you will be paid for any accrued/unused vacation up to a maximum of one (1) year's accrual provided you give appropriate advance notice. Advance notice must be equivalent to or greater than your basic annual vacation accrual rate. Vacation time during the notice period may be granted by the department head as a function of business needs. You must be actively and physically at work on the final day of the notice period/employment in order to receive your terminal benefit.

Retirement

If you retire from Jefferson, at age fifty-five (55) or older with ten (10) years of service you may be paid for any accrued/unused vacation up to the maximum accrual of two (2) times your annual accrual.

Position Elimination

If your position is eliminated, and you are laid off from Jefferson, you may be paid for any accrued/unused vacation up to the maximum accrual of two (2) times your annual accrual.

Death of Employee

Upon the death of an employee, payment of all accrued/unused vacation accumulation up to the maximum accrual of two (2) times annual allowance will be made to the employee's family or estate as further described in the applicable policy.

Long-Term Disability

In the beginning of the seventh (7th) month of disability, you will receive payment for all accrued/unused vacation accumulation up to the maximum accrual of two (2) times your annual vacation accrual.

Holidays

Jefferson observes the following six legal holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

Regular full-time employees will receive holiday pay for the holidays listed above. Regular part-time employees scheduled to work 40 or more hours biweekly receive holiday pay in proportion to hours worked.

To be paid for a holiday employees must work the scheduled work day before and the scheduled work day after the holiday unless the employee presents an excuse acceptable to Jefferson.

If a legal holiday falls during your vacation period, you will be paid for the holiday rather than using vacation pay.

Personal Holiday Time

You are eligible for five (5) personal holidays each year. Personal days are earned as of the following days upon completion of ninety (90) days of service: July 1, October 1, December 1, February 1, and April 1.

Personal days may not be taken before earned. You will forfeit any personal days not used by June 30th of each year.

You may take personal days for any purpose, but you must notify and receive approval from your supervisor in advance in accordance with departmental policy so that your days can be scheduled.

Sick Leave

Jefferson's sick leave policy is designed to make sure that you will have an income when you need it most- when you are sick. After you complete ninety (90) days of service, one day of sick leave is credited to you for each full calendar month of service.

You will be allowed to utilize up to four (4) of your accumulated sick days per fiscal year (July 1 through June 30) to provide care for dependents in your immediate family, which is defined as spouse, verified domestic partner, son, daughter, parent or parents-in-law. Dependent care sick days may be used for the care of family members in residence and/or parents where the illness requires your presence.

Employees who are absent three (3) or more days must submit a doctor's note upon returning to work. Employees out sick for any period due to an infectious/contagious illness may be required to obtain clearance from University Health Services upon your return to work.

Bereavement Leave

In the event of death in your immediate family, regular full-time employees and regular part-time employees scheduled to work twenty (20) hours per week or more, and who have completed probation, may take up to three days off with pay between the date of the death and the date of the funeral. Your immediate family includes your parent, spouse, child, brother, sister, mother-in-law, father-in-law, grandparent, grandchild, or same-sex domestic partner. One day off without pay may be authorized for other relatives.

If your absence is necessary due to a death in the family, please notify your supervisor as soon as possible.

Jury Duty

If you are called upon to serve on a jury, you are eligible to receive the difference between your normal biweekly pay and the jury duty pay if you have completed the prescribed probationary period. You must submit to your department head a check stub or record of pay received for jury duty service. This amount will then be deducted from a future paycheck.

To be eligible for leave for jury duty, please submit a copy of the jury summons to your department head at least two (2) weeks in advance of the expected absence. You are expected to return to your job on those days when the jury is not in session.

Leave of Absence

A Leave of Absence is a pre-arranged period of time in excess of thirty (30) calendar days during which an employee is authorized to be absent from active employment in accordance with the procedures stated herein. A Leave of Absence, or an extension of a Leave of Absence, will be granted to eligible employees, subject to the approval of the department head and the Department of Human Resources, after determining that the reason for the Leave of Absence is satisfactory, and giving appropriate consideration to operating requirements of the department. The Leave of Absence policy complies with the provisions of the Family and Medical Leave Act of 1993.

Eligibility

Employees having completed one (1) year or more of continuous full-time or part-time (40-hours biweekly) service and those called for active military service may be granted Leaves of Absence.

Regular employees who have completed the prescribed probationary period, but who have less than one (1) year of service, may be granted medical leaves of absence equivalent to the period of service.

A Leave of Absence due to a work-related compensable injury or call up for active military service is granted without regard for the requirement of one (1) year of service.

Job Entitlement - Reinstatement

Employees with one (1) year of continuous full-time or part-time (40-hours biweekly) service taking leaves totaling twelve (12) weeks or less in duration during a twelve (12)-month period for reasons of:

- 1) care of newborn or newly adopted son or daughter;
- 2) care of child placed with the employee for foster care;
- 3) care of spouse, son, daughter, parent or parents-in-law of the employee if such individual has a serious health condition (Dependent Care Leave); or
- 4) an employee's own serious health condition, are guaranteed reinstatement in the same or an equivalent job.

Employees returning from a Leave of Absence for other reasons or from leaves extending past twelve (12) weeks in duration are not guaranteed reinstatement except as provided by Federal Law for military leaves.

Failure to return from a Leave of Absence on the date specified on the approval form will be considered a voluntary termination.

Family and Medical Leave Act

Eligible employees are entitled to a total of twelve (12) work weeks of FMLA leave during any rolling twelve (12)-month period for one (1) or more of the reasons listed below. An employee's entitlement to FMLA leave over a rolling twelve (12)-month period is determined by calculating FMLA leave taken in the twelve (12) months prior to the date of any such leave request:

- the birth and care of the newborn child of the employee;
- placement with the employee of a son or daughter for adoption or foster care;
- to care for an immediate family member (spouse, child, or parent) with a serious health condition; or
- to take medical leave when the employee is unable to work because of a serious health condition.

An "eligible employee" is an individual who:

- has been employed by Jefferson for at least twelve (12) months, and
- has worked at least 1,250 hours during the twelve (12)-month period immediately preceding the commencement of the leave.

Applications for FMLA leave are available on the TJUH intranet site. On return from FMLA leave, an employee is entitled to be returned to the same position the employee held when leave commenced, or to an equivalent position with equivalent benefits, pay, and other terms and conditions of employment. However, an employee has no greater right to reinstatement than if the employee had been continuously employed during the FMLA leave. Military personnel and/or relations may qualify for additional entitlements which may be clarified by contacting the Department of Human Resources, Employee Relations at 215-503-7758. Employees of the Methodist Hospital Division may obtain information at the Department of Human Resources, 2301 South Broad Street or calling 215-952-9584.

Catastrophic Leave Donation

Jefferson employees may donate an equal combination of accrued sick and vacation hours to another Jefferson employee when a catastrophic illness or injury occurs resulting in total disability and the employee has exhausted all vacation and sick time and meets other eligibility requirements as outlined in the policy. (Faculty and Senior Administrative employees may donate only vacation time)

OPT Benefits

Overview

OPT: The Jefferson Flexible Benefits Program is an innovative approach to employee benefits which lets you put together a package of benefits to suit your personal needs.

Jefferson automatically provides eligible employees with a primary level of protection through the Basic Benefits Plan. You then have the opportunity to supplement what is provided through the Basic Benefits by choosing from a variety of Optional Benefits. In addition, the OPT Program makes available Flexible Spending Accounts through which you can pre-fund certain health and dependent care expenses in a tax-advantaged manner.

You are eligible to select benefits upon initial eligibility following date of hire and annually during the Open Enrollment for each plan/calendar year. Changes to your benefits during the plan year are permitted only if you experience a “life event” as defined by federal regulations (i.e., change in marital status, number of dependents, employment or benefit eligibility status, residence or worksite impacting benefits or, dependent change in status). You must report a life event and provide proper documentation to the Human Resources Service Center, 1st floor, 833 Chestnut Street within thirty (30) days after the event in order to be eligible to change your benefits. An OPT election form must also be completed to effect desired change(s).

You may contact the Department of Human Resources at 215-503-8100, refer to your OPT enrollment package, or refer to the summary plan descriptions for the plans on the Benefits section of the Human Resources website accessible through the employee section of the TJUH intranet <http://jeffersonhospital.org> for more information.

Health and Dental Insurances

If you are a full-time or part-time employee regularly scheduled to work at least forty (40) hours biweekly, you are eligible to select health and dental insurance coverage from a variety of plans. You will be required to contribute a portion of the cost of this insurance on a pre-tax basis. Costs are based on the insurance plan you choose, the number of dependents you choose to cover and whether you are part-time or full-time.

You become eligible for these benefits according to your benefits classification.

Continuation of Group Health and Dental Insurances

If you have been covered under one of Jefferson’s health plans and you lose coverage because of termination of employment or reduction in hours, under COBRA you may be able to continue your group health and dental insurance coverage at your expense for up to eighteen (18 months). If your spouse or children would lose their coverage because of your death or divorce, or due to the age of your child, they will be able to continue group coverage at their expense for up to thirty-six (36) months.

Life and Accidental Death and Dismemberment Insurances

All regular full-time benefit-eligible employees scheduled to work at least thirty-five (35) hours biweekly will be enrolled in Jefferson's group term life insurance and accidental death and dismemberment plans.

Eligibility and basic coverage amounts are determined according to benefit classification. Maximum coverages vary according to salary levels.

Regular full-time and regular part-time employees are eligible to purchase additional coverage levels for insurance on your life and lives of your eligible dependents. Medical evidence of insurability may be required.

Short-Term Disability Insurance

If you are a regular full-time non-bargaining employee scheduled to work at least thirty-five (35) hours biweekly, you are eligible to enroll in Jefferson's short-term disability insurance program after sixty (60) days of employment. You are eligible for these payments for up to 180 days if you become disabled (consistent with criteria established by Jefferson's carrier) due to a non-work related illness or injury. You may choose one of three coverage levels. Maximum benefits apply according to benefit classification. If you are a full-time Faculty member or Senior Administrator, base salary is continued for the first 180 days of illness or injury.

Long-Term Disability Insurance

If you are a regular full-time employee scheduled to work at least thirty-five (35) hours biweekly, you are automatically enrolled in Jefferson's basic long-term disability insurance after sixty (60) days of employment. You are eligible for these payments if you become totally disabled (consistent with criteria established by Jefferson's carrier) due to a non-work related illness or injury that exceeds 180 days.

Jefferson provides a basic benefit of 50 percent of salary. You may select coverage of 60 percent, 66 2/3 percent or 70 percent of salary, depending on benefits classification, and pay the incremental cost for the higher level of coverage.

Maximum benefits apply according to benefit classification.

Flexible Spending Accounts

Jefferson gives you the opportunity to save on your taxes through utilization of flexible spending accounts. Through such accounts, you may set aside a portion of your pay on a before-tax basis to pay two (2) types of expenses – medical, dental or vision expenses not covered by your insurance and/or dependent care expenses for your child(ren) or a dependent adult while you and your spouse both work or look for work. You must sign up for this benefit when you are first eligible for benefit coverage and during open enrollment prior to each plan year.

Retirement Benefits

Retirement Plans

Jefferson provides an array of retirement plans to assist eligible employees in meeting retirement needs.

You may contact the Department of Human Resources at 215-503-8100, refer to your OPT enrollment package, or refer to the summary plan descriptions for the plans on the Benefits section of the Human Resources website accessible through the employee section of the TJUH intranet at <http://tjuh.jeffersonhospital.org> for more information

Tax Deferred Annuity Program

Jefferson is permitted by Federal tax law to offer all employees a tax-deferred annuity plan. Jefferson's voluntary Tax-Deferred Annuity (TDA) program provides an opportunity for pre-tax savings for retirement.

You select the company(ies) and funds for your investments from a variety of options which Jefferson offers through Vanguard and TIAA-CREF

Your contributions to your TDA are reduced from your salary before federal taxes are calculated, giving you an immediate benefit since your taxable income is reduced. Earnings are then accumulated on a tax-deferred basis. You do not pay taxes on the contributions or earnings until you receive them as retirement income.

An enrollment kit will be mailed to your home from Vanguard and TIAA-CREF soon after date of hire. To complement the enrollment kit mailed to your home, Vanguard and Jefferson have created a website just for you:

Visit <http://jefferson.vanguard-education.com/enroll>.

You may also contact the Department of Human Resources at 215-503-7858, or refer to the Benefits section of the Human Resources website accessible through the employee section of the TJUH intranet at <http://tjuh.jeffersonhospital.org> for more information.

Other Benefits

Adoption Assistance

The Adoption Assistance Benefit provides financial assistance toward eligible expenses incurred in the adoption of a child under age eighteen (18). Under this Plan employees may be reimbursed up to a maximum of \$1,000 for the expenses of adopting an eligible child.

All faculty and senior administrators, house staff and regular full-time (non-bargaining) employees are eligible for this program after ninety (90) days of employment.

In addition, employees adopting children will be provided up to five (5) days excused paid leave to attend to activities related to the adoption.

You may contact the Office of Employee Benefits in the Department of Human Resources at 215-503-7858, or refer to the Benefits section of the Department of Human Resources website [accessible](#) through the TJUH intranet or refer to the applicable Jefferson policy on the TJUH intranet for more information.

Pre-Paid Legal Services

A group legal plan is available to regular full-time and part-time non-bargaining unit employees, spouses, domestic partners and dependents to the age of twenty-three (23). You are eligible for enrollment at hire or during the open enrollment period each fall for next calendar year.

This plan provides an array of valuable legal services, including preparation of simple wills, review of leases, contracts and other documents, and consultation on a variety of legal matters.

You may contact the Office of Employee Benefits in the Department of Human Resources at 215-503-7858, or refer to the Benefits section of the Department of Human Resources website on Pulse at www.jefferson.edu/pulse/hr for more information.

Dependent Scholarship

Jefferson will provide scholarship awards for dependent children of regular full-time faculty and senior administrative staff who participate in the Faculty/Senior Administrators benefit program.

For more information, contact the Department of Human Resources at 215-503-7858.

Long-Term Care Insurance

Participation in a program to provide long-term care benefits to employees, spouses, parents and parents-in-law is available to regular full-time and part-time non-bargaining employees through payroll deduction at a discounted rate. LongTerm Care Insurance is offered by Metropolitan Life Insurance.

For more information, contact the Department of Human Resources at 215-503-7858.

Service Recognition

Each year, Jefferson's Service Recognition Program honors regular full-and part-time employees who have achieved service milestones. Eligible employees receive a service award in recognition of each five years of continuous full-time service and are honored at a special reception. Through this program, Jefferson recognizes the many contributions of its loyal and committed employees.

Social Security

Social Security provides you with disability and retirement benefits, and provides your qualifying dependents with tax-free survivor benefits. After age sixty-five (65), or when you have received Social Security disability income benefits for two years, Social Security also provides hospital and medical benefits under Medicare. Jefferson also pays into Social Security on your behalf.

You may contact the Social Security Administration at 1-800-SSA-1213 for more information.

Tuition Assistance Programs

With its tuition assistance programs, Jefferson recognizes the importance of providing its employees with the opportunity for self-development through continuing education. We believe that continued self-development will enable employees to fulfill Jefferson's requirement for a highly skilled, professional workforce.

Jefferson offers two Tuition Assistance Programs: an Internal Tuition Assistance Program for coursework at the Jefferson School of Health Professions (JSHP) and the Jefferson College of Graduate Studies (JCGS), and an External Tuition Assistance Program for courses taken at eligible institutions other than Jefferson.

Internal Tuition Assistance Program

Jefferson School of Health Professions (JSHP) and Jefferson College of Graduate Studies (JCGS): Regular full-time (Non-bargaining) employees who have completed sixty (60) days of employment in a benefit-eligible job are eligible for tuition assistance for credited courses offered in a degree or certificate program. The start date of the course must be on or after the 61st day of benefit-eligible employment.

Benefits are provided at 90 percent of tuition charges and allowable fees, to a maximum dollar amount per fiscal year of \$7,500 for graduate coursework and \$5,000 for undergraduate coursework.

External Tuition Assistance Program

Regular, full-time, non-bargaining employees who have completed six (6) months of employment in a benefit-eligible job are eligible for tuition assistance at an external institution for courses which begin on or after eligibility date. Each course must be credited, taken in a program leading to an Associate, Bachelor, Graduate, or Doctorate degree, sponsored by an accredited institution and related to your current job or another job at Jefferson, or required in a degree program that is required to obtain a job at Jefferson.

External Tuition Assistance payments may be remitted directly to the college or university at time of course registration (pre-payment) or reimbursed to the employee after satisfactory completion of course and grade requirements.

External Tuition Assistance is applied for undergraduate coursework at 80 percent payment of net tuition charges due, after all other scholarships, grants, or discounts have been applied, to a maximum dollar amount per fiscal year of \$5,000 for graduate coursework and \$3,000 for undergraduate coursework.

In order to qualify for Internal or External Tuition benefits, the student must satisfactorily complete the course and receive a grade of “C” or higher or receive a “pass” if taken on a pass/fail basis

All employees participating in the Internal or External Tuition Assistance Program must remain in the employ of Jefferson in a regular position of 35 or more scheduled hours per week for one year following the completion of the course. If the employee fails to fulfill this requirement, reimbursement of all tuition assistance monies must be made.

You may contact Department of Human Resources at 215-503-7858 or refer to the applicable Jefferson policy accessible through the TJUH intranet for more information.

U.S. Savings Bonds

You can buy U.S. Savings Bonds through Jefferson’s payroll deduction plan.

You may contact the Human Resources Service Center, 1st floor, 833 Chestnut Street, at 215-503-7858 for more information.