

## TABLE OF CONTENTS

<b>WELCOME FROM THE MEDICAL DIRECTOR</b> .....	<b>3</b>
<b>INTRODUCTION</b> .....	<b>4</b>
Mission Statement.....	6
Vision and Values.....	6
Patient Human Rights Statement .....	7
<b>I. BEGINNING YOUR EMPLOYMENT</b> .....	<b>8</b>
Equal Employment Opportunity .....	8
Americans With Disabilities Act .....	9
Prohibiting Sexual and Other Harassment.....	10
Life Threatening Illnesses.....	11
Hiring Process.....	12
Promotions and Job Postings .....	12
Personnel Records.....	12
Physical Examinations .....	13
Employment Of Relatives.....	13
Employment Of Minors .....	14
Employee Orientation .....	14
Job Description And Responsibilities.....	14
Initial Evaluation Period .....	14
<b>II. ETHICAL POLICIES</b> .....	<b>15</b>
Code Of Ethics.....	15
Self- Disclosure.....	15
Employee Contact With Patients After Discharge.....	16
Confidential Information .....	16
<b>III. COMPENSATION POLICIES</b> .....	<b>17</b>
Employee Classification .....	17
Hours Of Work .....	17
Meal Breaks .....	18
Pay Period And Pay Day.....	18
Time Sheets.....	18
Compensation .....	18
Overtime .....	19
Shift And Weekend Differentials.....	19
Call Back Pay.....	19
Per Diem Employee Minimum .....	19
Holiday Work Pay.....	19
Degree/Licensure/Certification Pay.....	19
Payroll Deductions.....	19
Performance Reviews .....	20
<b>IV. TIME OFF BENEFITS</b> .....	<b>20</b>
Vacation .....	20
Holidays .....	21
Personal Days.....	22
Sick Leave.....	22

Family And Medical Leave .....	23
Small Necessities Leave Act.....	25
Maternity Leave.....	25
Military Duty .....	26
Jury Duty And Witness Leave .....	26
Bereavement Leave.....	26
Administrative Leave For Presentations And Assignments .....	27
Personal Leave Of Absence.....	27
<b>V. GROUP HEALTH AND RELATED BENEFITS .....</b>	<b>27</b>
Medical/Dental Insurance .....	27
Flexible Benefits .....	28
Life Insurance .....	28
Long-Term Disability Insurance.....	28
Workers' Compensation .....	28
Retirement Planning/Pension.....	29
Tuition Assistance.....	29
Staff Development And Training.....	29
<b>VI. EMPLOYEE RELATIONS .....</b>	<b>30</b>
Managing Staff Requests .....	30
Personal Appearance.....	30
Attendance .....	30
Professional Conduct .....	30
Electronic Communications.....	31
Employee Problem Solving .....	32
Guidelines for Appropriate Conduct.....	33
Disciplinary Action.....	34
Social Networking Guidelines .....	34
Employee Recognition.....	35
Smoking.....	35
Solicitation And Distribution.....	36
Weapons In The Workplace.....	36
Drugs And Alcohol In The Work Place.....	36
Reduction in Force.....	34
Resignation .....	37
Terminal Benefits Pay.....	37
Continuation Of Health Insurance For Eligible Employees .....	38
Exit Interview.....	38
<b>VII. GENERAL INFORMATION .....</b>	<b>38</b>
Weather Emergency.....	38
Immigration Requirements .....	38
Voting Time .....	39
Gifts And Gratuities.....	39
Personal Use Of Center Materials.....	39
Fire Safety.....	39

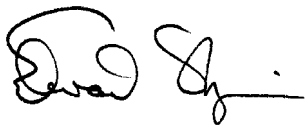
Austen Riggs Center is proud of its dedicated staff of people with diverse talents and skills devoted to our mission of *helping patients with treatment resistant disorders become people taking charge of their lives*. The Riggs open setting and our therapeutic community create a unique workplace for staff. Employees work closely with patients and staff while maintaining appropriate professional boundaries. For new employees, finding your way into the Riggs culture will inevitably take time, but you should know that we are all available to you to help you learn our unique way of working. We will work to help you use and develop your capacities so that you can fully join our collective effort.

The Austen Riggs Center was founded in 1919 by Austen Fox Riggs, M.D., a New York City internist, who returned to Stockbridge to develop a creative approach for working with psychosomatic patients. In the 1960's, a group of psychiatrists and psychologists from the Menninger Clinic in Topeka, headed by Robert Knight, M.D., transformed the Center into the psychoanalytically oriented therapeutic community and open setting we have today.

We have prepared this staff handbook to provide general guidance to you about our policies and procedures. These are subject to change at the discretion of the Center, as are all policies, procedures, benefits or programs. As we continue our development as an organization, you may receive from time to time updated information about changes in policies. I urge you to talk with your supervisor or the Director of Human Resources should you have any questions about these. We will make every effort to keep you as fully informed as possible.

The effort we make to help our patients take charge of their lives and join the larger society requires staff to maintain the highest standards of work. The policies summarized in this handbook will help you orient yourself to these standards.

I am very glad you are a part of the Austen Riggs community.

A handwritten signature in black ink, appearing to read 'Edward R. Shapiro'.

Edward R. Shapiro, M.D.  
Medical Director/CEO

## INTRODUCTION

This handbook provides an overview and general guidance regarding the rules and policies governing employment practices at the Center. Employees must read the handbook and may use it as a reference guide. For more information or detailed explanations of specific policies, practices and procedures, employees should review the applicable policies in their entirety via the electronic policy manual (P: Policies) that contains the most recently revised versions, contact their supervisor, or contact the Director of Human Resources. The Center reserves the right to interpret policy and make policy decisions.

The Austen Riggs Center believes in promoting an environment of open communication, understanding and cooperation. This handbook supersedes in all aspects any prior handbook information. The information in this handbook is intended to be as accurate as possible; however, should there be any discrepancies between this handbook and provisions of insurance contracts, plan documents, and/or policies/procedures, the provisions of those insurance contracts, plan documents, and/or most recent policies/procedures will govern.

Employees at the Austen Riggs Center are hired on an at-will basis. This means that while ARC hopes to maintain a mutually beneficial working relationship with employees, employees have the right to end employment at any time and the Center reserves the right to discipline or discontinue employment at any time at its absolute and sole discretion, for any reason, with or without cause (but not for an illegal or discriminatory reason). This at-will relationship remains in full force and effect, notwithstanding any statements to the contrary made by any employees or representatives, or set forth in any other document. Any such written or oral statements to the contrary are unauthorized and disavowed. Only the Medical Director of the Center has the authority to enter into any agreement contrary to the foregoing or to alter the employment-at-will relationship in any manner.

This handbook is not a contract and the contents of this handbook do not create a contract of employment, express or implied, and should not be construed as a guarantee of continued employment with the Austen Riggs Center. ARC in its sole discretion reserves the unilateral right to change or modify the handbook, its policies, practices and/or procedures at any time and to modify or terminate at any time and from time to time any wages, benefits and all other working conditions without notice, without having to consult anyone, without anyone's agreement, and without written revision.

The Center will make its best effort to issue updates of this handbook to employees. The Center disclaims any responsibility for handbooks that are not updated by staff members. In the event of a contradiction between the Employee Handbook and any prior employee handbook or policy or any statement made to you by an employee of the Center, the most recently published version of the policy and procedure shall govern. The terms of this employee handbook have not been and cannot be negotiated with employees. This employee handbook creates no guarantee of employment for specific duration.

This Employee Handbook is the property of the Center. Its contents are confidential and should not be revealed to anyone who is not an employee of the Center.

**EMPLOYMENT AT-WILL**

**All employees of the Center are employees at-will. This means that the Center has the right to discontinue your employment at any time, at its discretion, with or without cause (but not for an illegal or discriminatory reason) and that you may leave at any time at your discretion.**

## **THE MISSION OF THE AUSTEN RIGGS CENTER**

The **mission** of The Austen Riggs Center is to improve the lives of emotionally troubled and treatment-resistant patients by providing quality and cost-effective treatment. The focus throughout the Center's programs is the importance of human relationships and the responsibility and dignity of the individual.

The basic ingredients essential to fulfilling the Center's mission are:

- Treatment organized around an intensive individual therapeutic relationship, focusing on the patient's recognition and tolerance of experiences of conflict and pain, leading to the development of a sense of perspective on the illness.
- An open therapeutic community, involving all staff and patients.
- A careful assessment phase, including psychological testing.
- A range of programs, geared to individual levels of capability and need.
- Continuous treatment by the same multidisciplinary team as patients move between programs.
- A broad activities program for creative expression, with patients in the role of student, free from clinical interpretation.
- Psychopharmacologic treatment.
- Group work, substance abuse treatment, family treatment, and help with reintegration into the external community.
- Recruiting and retaining quality staff.
- Ongoing staff training, research, and education to further the primary clinical task.

## **THE VISION AND VALUES OF THE AUSTEN RIGGS CENTER**

In an increasingly complex and fragmented world, the dignity of the individual, the importance of human relationships, and the centrality of a sense of community are in danger. The focus and traditions of The Austen Riggs Center orient the staff to help troubled patients meet these and other rapidly changing psychological challenges of contemporary society. We intend to build on our distinguished past, helping our patients develop personal competence in a completely open setting that emphasizes the individual's capacity to face and take responsibility for his or her life -- past, present, and future. We will continue to nurture our patients' strengths, foster their social functioning, and encourage family collaboration. Through our research, education, and training programs, we will continue to educate professionals in our psychodynamic perspective, applying this learning to a broad range of psychosocial problems. Finally, in these difficult financial times, we will continue to develop cost-effective treatment settings that

focus on individual psychotherapy, community living, and the recognition of resource limitations.

Values at the Core of The Austen Riggs Center:

- Affirmation of the dignity and responsibility of the individual.
- Recognition, appreciation, and enhancement of individual strengths.
- The importance of human relationships.
- Respect for individual differences.
- The centrality of the psychotherapeutic relationship.
- The learning opportunities in a community of differentiated voices.
- The importance of examined living.
- Attention to the conflict between individual choice and community requirements.
- Openness to innovation and creativity.
- An open setting to promote personal responsibility and freedom of choice in treatment.
- The importance of recognizing and preserving multiple roles, including those of student and community member.
- Provision of treatment based on quality and outcome, not profit.

#### **PATIENT HUMAN RIGHTS STATEMENT**

The Austen Riggs Center is a unique treatment setting because of its emphasis on intensive individual psychoanalytic psychotherapy in a therapeutic community, and its fully open setting. Our orientation and philosophy are based on working collaboratively with seriously disturbed individuals whom we nevertheless consider ultimately to be responsible for their own lives and safety. We do not coerce patients to behave in any particular way and do not compel participation in any part of the treatment program, always seeing it as a patient's responsibility to discover his or her own motivation. Those who have accepted an offer of admission, and their families, have decided that the opportunities for change inherent in our treatment program outweigh the risks inherent in an open, nonrestrictive environment.

The human rights of a patient at the Austen Riggs Center are the same as those of a citizen of the United States. There are no privileges to earn, and there is no forfeiture of freedom. There are, however, responsibilities and risks assumed by patients and their families when admission to the Center is accepted. Except in brief emergency situations, we are not able to put a patient on suicidal precautions, nor do we confine

him or her to a seclusion room or even to the grounds of the hospital. We do not use restraints and do not medicate patients against their will. Ultimately, the patient is responsible for maintaining behavior in keeping with the demands of an open hospital. This is significantly different from the situation in closed hospitals. If, during the course of treatment, a patient enters a period of unacceptably high suicidal or homicidal risk or significant substance abuse, temporary or permanent transfer to a closed setting may be appropriate in order to protect the patient. Patients and their families have a responsibility to inform the Center of concerns they may have about a patient's safety. In an open setting, the benefits of obtaining treatment while maintaining one's freedom, integrity, and autonomy must constantly be weighted against the risks and responsibilities.

## **I. BEGINNING YOUR EMPLOYMENT**

### **EQUAL EMPLOYMENT OPPORTUNITY/ADA/HARASSMENT**

The Austen Riggs Center believes that all people are entitled to equal employment opportunities.

The Center is an Equal Opportunity Employer and always has pursued a policy of equal employment opportunity for all of its employees and applicants for employment, without regard to genetic information, race, color, ancestry, citizenship status, religion, sex, sexual orientation, marital status, national origin, age, physical or mental disability, status as a disabled or Vietnam Era veteran of the United States Armed Forces, being a member of the Reserves or National Guard or status in any group protected by federal, state or local law. The Center shall strive to further its commitment to equal employment opportunity by recruiting, hiring, compensating, training and promoting staff members in all job classifications without regard to an employee's inclusion in one of the categories delineated above. This policy applies to all terms and conditions of employment, including but not limited to recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, benefits, leaves of absence, compensation and training.

To facilitate the Center's efforts on behalf of disabled workers, disabled veterans, veterans of the Vietnam Era and other protected veterans, qualified individuals are invited and encouraged to identify themselves. The information is provided voluntarily, and refusal of applicants or employees to so identify themselves shall not be grounds for subjecting them to adverse action. Information obtained shall be kept confidential, except that supervisors and managers may be informed about restrictions on the work or duties of disabled persons and about necessary accommodations. Finally, disabled persons and disabled veterans shall be asked about any special job skills they may possess and to describe any accommodations they shall require to perform their jobs properly and safely.

The Center expressly prohibits any form of unlawful employee discrimination or harassment based on genetic information, race, color, ancestry, citizenship status, religion, sex, sexual orientation, marital status, national origin, age, physical or mental disability, or status as a disabled or Vietnam Era veteran or other protected veteran of the United States Armed Forces, or being a member of the Reserves or National Guard, or status in any group protected by federal, state or local law. Any employee who feels that he or she is being discriminated against or harassed in any manner because of these factors is encouraged to bring his or her concern to his or her supervisor or any Center officer so that the problem

may be investigated and resolved promptly. Such investigation (and the complaint procedure) shall take place in a manner consistent with the procedures outlined in the policy Prohibit Sexual and Other Harassment. The Center prohibits any form of retaliation against any employee for filing a bona fide complaint under this policy or for assisting in a complaint investigation. Improper interference with the ability of employees to perform their expected job duties shall not be tolerated.

The EEO officer shall be the Director of Human Resources.

## **ADA**

To comply with the Americans with Disabilities Act (ADA) and to facilitate the Center's efforts on behalf of disabled workers, qualified individuals are invited and encouraged to identify themselves. The information is provided voluntarily, and refusal of applicants or employees to so identify themselves shall not be grounds for subjecting them to adverse action. Information obtained shall be kept confidential, except that supervisors and managers may be informed about restrictions on the work or duties of disabled persons and about necessary accommodations.

Qualified individuals with disabilities may make written requests for reasonable accommodation to the Director of Human Resources who is the Center's equal opportunity/affirmative action officer (EEO officer). On receipt of a written request for accommodation, the EEO officer shall meet with the requesting individual to discuss and identify the precise limitations resulting from the disability and the potential accommodation that the Center might make to help overcome those limitations.

The EEO officer and appropriate management representatives identified as having a need to know (e.g., the individual's supervisor/department head), shall determine the feasibility of the requested accommodation, considering various factors, including, but not limited to, the nature and cost of the accommodation, the availability of tax credits and deductions, outside funding, the facility's overall financial resources and organization, and the accommodation's impact on the operation of the facility, including its impact on the ability of other employees to perform their duties and on the facility's ability to conduct business, or any other undue hardship.

The EEO officer will inform the employee of the Center's decision on the accommodation request or on how to make the accommodation. If the accommodation request is denied, employees shall be advised of their right to appeal the Center's decision to the Center's Medical Director by submitting a written statement to the EEO officer along with the reasons for the request. The Medical Director's decision on the accommodation is final.

## **PROHIBITING SEXUAL AND OTHER HARASSMENT**

Austen Riggs Center is committed to maintaining an environment in which all people are treated with dignity and respect. The Center believes that harassment of any individual hurts the individual and threatens our work environment. It also is a form of discrimination and is against the law. An atmosphere of tension created by discriminatory remarks or discriminatory animosity does not belong in the workplace and will not be tolerated. Austen Riggs Center shall not tolerate harassment on any basis including race, color, ancestry, citizenship status, religion, genetic information, sex, sexual orientation, marital status,

national origin, age, physical or mental disability, or status as a disabled or Vietnam Era veteran of the United States Armed Forces, being a member of the Reserves or National Guard, or any other legally protected status. Harassment of an employee may occur when that individual is treated differently in the workplace because of his or her membership in or identification with one of the categories delineated above.

Sexual harassment anywhere, especially in the workplace, is unlawful and it is unlawful to retaliate against an employee for filing a complaint of sexual harassment or for cooperating in an investigation of such complaint. For purposes of this policy, sexual harassment is defined as any type of sexually-oriented conduct, whether intentional or not, that is unwelcome or unwanted and has the purpose or effect of unreasonably interfering with an employee's work performance or creates a work environment that is intimidating, hostile, coercive or offensive to a reasonable woman or man, as the case may be. In addition, in the employment context, such actions are prohibited whenever submission to such conduct is made an express or implicit condition of employment or submission to or rejection of such conduct is used as a basis for employment decisions affecting the individual who submits or rejects.

The following are examples of conduct that, depending on the circumstances, may constitute sexual harassment: (a) unwelcome and unwanted sexual jokes, language, epithets, advances or propositions; (b) written or oral abuse of a sexual nature, sexually degrading or vulgar words to describe an individual; (c) the display of sexually suggestive objects, pictures, posters or cartoons; (d) unwelcome and unwanted comments about an individual's body, sexual prowess or sexual deficiencies; (e) asking questions about sexual conduct; (f) unwelcome touching, leering, whistling, brushing against the body, or suggestive, insulting or obscene comments or gestures; (g) demanding sexual favors in exchange for favorable reviews, assignments, promotions or continued employment, or promises of the same; and (h) any sexually oriented email or voicemail messages.

This policy applies to all employees, including supervisors, whether they are at work, on business, or at Austen Riggs-sponsored events. In addition, employees are prohibited from harassing the Center's patients, vendors, contractors, and visitors. Similarly, the Center expects that its patients, vendors, contractors, and visitors shall not subject its employees to harassment.

Any employee who believes he or she has been subjected to harassment by another employee, including a supervisor, or a vendor, contractor, patient or visitor, or subjected to a hostile, offensive or coercive work environment, or is not sure whether certain behavior is sexual harassment or whether it is actionable under this policy, is strongly encouraged to immediately notify his or her supervisor and/or the Director of Human Resources, Bertha Connelley at (413) 931-5206. Immediate notification will give the Center an opportunity to investigate and deal promptly with a complaint. An investigation of all complaints will be undertaken immediately, and all information shall be handled with the highest degree of confidentiality possible under the circumstances and with due regard for the rights and wishes of all parties. Employees also may contact:

Massachusetts Commission Against Discrimination  
436 Dwight Street, Suite 220  
Springfield, MA 01103  
(413) 739-2145

Equal Employment Opportunity Commission  
One Congress Street, 10th Floor  
Boston, MA 02114-2023  
(617) 565-3200

Any supervisor or manager who receives a complaint of sexual harassment or who has reason to suspect harassment must notify the Director of Human Resources immediately. Upon completion of an investigation under this policy, the Center shall communicate its findings and intended actions to the complainant and the alleged offender. After investigating the matter, the Center shall take corrective and/or preventive action, if appropriate. Corrective and/or preventive action against an employee may include reassignment, transfer, or disciplinary action, up to and including termination, depending upon the circumstances of the situation.

If a non-employee has engaged in harassment, the Center shall determine what corrective action shall be taken. In either case, the Center shall not retaliate against any employee for filing a claim of harassment or for assisting in a complaint investigation. If an employee reports a violation of this policy and does not believe that the situation has been satisfactorily resolved, the employee should then bring the complaint to Edward R. Shapiro, M.D., Medical Director/CEO at (413) 931-5228.

The Center prohibits any form of retaliation against any employee for filing a bona fide complaint under this policy or for assisting in a complaint investigation. Improper interference with the ability of employees to perform their expected job duties will not be tolerated.

#### **LIFE THREATENING ILLNESSES AND OTHER ILLNESSES**

Austen Riggs Center seeks to maintain a safe and healthy work environment for all employees and patients free of unlawful discrimination against employees who have life-threatening illnesses. The Center recognizes that an employee with a life-threatening illness such as, but not limited to, cancer, heart disease or AIDS, may wish to continue to work and pursue other normal activities. As long as the employee is able to meet acceptable performance standards and there is no medical evidence to suggest that the continuation of work poses a physical threat to the employee or others, the employee should be treated in the same manner as other employees.

An employee's health condition is a personal and confidential matter, and should be discussed only with those in the Center who need to know the condition in order to address patient or co-worker safety, benefits coverage or other work-related issues. The Human Resources Office is available as a resource that should be contacted whenever a question arises about an employee's illness.

Employees should notify their supervisor or the Human Resources Office if they become too ill to work. Employees have a personal responsibility to their co-workers and to others with whom they may have contact in the workplace, or in the performance of their job responsibilities, to prevent the spread of any infection, contagious disease, or other health hazard by their presence, whether such hazard may be life-threatening or not. Accordingly, any employee is expected to disclose to the Human Resources Office, any condition that

might jeopardize the well-being of others and to discuss attendance and work responsibilities in that context.

## **RECRUITMENT AND THE HIRING PROCESS**

The Center realizes that the quality of our work is only as good as the quality of our employees, so we search as widely as possible for talented and motivated individuals to fill vacant positions. Our recruitment methods have served us well over the years, but we know the employment marketplace is ever changing and finding high quality employees is an evolving process. We encourage our employees to share ideas about what more we can do to recruit talent. Please contact the Director of Human Resources with your ideas.

## **PROMOTIONS AND JOB POSTINGS**

Sometimes, the best person for a job is already working here. Vacant positions may, in the sole discretion of the Center, be posted internally on the Job Information Bulletin Board for five (5) business days and emailed to the ARC Staff. All qualified staff is encouraged to apply to the Human Resources Director by submitting a letter of interest and recent resumé before the deadline.

Qualified and interested employees may compete for available position openings and will be evaluated based on qualifications and overall record of employment. Factors such as skill, education and experience may be considered as well as length of service. Where more than one employee applies for a vacant position, the employee who is the most qualified for the position will be selected. However, it remains the discretion of management to pick the most qualified candidates for any opening, including applicants from outside the Center. Therefore, applicants from outside the Center may also be interviewed at the same time of the job posting.

Employees who would like more information about an open position are encouraged to speak with their supervisor, the hiring supervisor, or the Director of Human Resources prior to submitting a written application.

In the interest of efficiency, the Center reserves the right to change employee assignments outside of the job posting process.

## **PERSONNEL RECORDS**

After the job is offered and accepted, Human Resources develops an employee personnel file for each staff member. Initially, the file includes various personnel forms required for employment. These forms are necessary so that the Center meets legal obligations; obtain the necessary information for IRS and payroll; and process enrollment in applicable benefit programs.

Thereafter, the Human Resources Department maintains a personnel record file on each employee. The personnel record includes all materials relative to the individual's employment necessary to comply with Federal and State laws and regulations, and the Center's operating requirements. Examples of documents, which may be contained in the personnel record, include credentials, references, performance appraisal, records of disciplinary action, and wage and salary information. A separate file is maintained by the

Medical Nursing Coordinator for all medically related personnel data, such as: physical examination, physician's certificates related to work and non-work related situations, disability insurance information and worker's compensation information.

Much of the personal information concerning an employee that the Center maintains is available to the employee as defined by the "Fair Information Practices Act" and MGL Chapter 149. Should an employee desire to review his/her personal information contained in the personnel record, he/she must make a written request, which identifies the records to be reviewed. An employee may make an appointment to review his/her personnel records in the presence of Human Resources personnel during normal business hours. Neither the files nor their contents may be removed from the Human Resources Department. Copies of records shall be provided to the employee upon request with written consent. The Human Resource Department may charge a fee for copying multiple pages.

An employee has the right to dispute any information contained in the personnel record. If the Center does not agree to remove or change the information, the employee has the right to include in the personnel file a written statement of his or her own position on the matter which will become part of the record.

In order to keep your personnel record up to date, please notify Human Resources of any changes in:

1. Home telephone number or address
2. Marital status and/or change in name
3. Birth of a child or change in status of a child
4. Change of beneficiary under group life insurance or pension
5. Change in visa status
6. Change in exemptions for tax purposes
7. Educational degrees and new or updated certifications
8. License information and renewals
9. Emergency contact information

#### **PHYSICAL EXAMINATIONS**

Depending on the position you hold, you may be required to have a physical examination after you have accepted an offer of hire, and before your first day of work. All employees are required to have a tuberculosis screen prior to being entered into payroll. After the initial employment physical, all employees are required to have a tuberculosis screen when requested. This will be provided through the Medical Office.

#### **EMPLOYMENT OF RELATIVES**

The Center places certain limitations on the employment of relatives and cohabitants of current employees. The Center will employ a spouse, relative or cohabitant of any employee provided the individual possesses the qualifications for employment and participates in the Center's competitive hiring process. However, employees will not be given work assignments which require a relative or cohabitant, review or process the work of the other, or allow them to manage the promotion decisions, salary

administration or access to the personnel records of the other, or other related management or personnel considerations.

### **EMPLOYMENT OF MINORS**

Federal and State laws pertaining to the employment of minors greatly limit the work that a minor would be able to participate in at the Center. As such, the Center does not employ individuals under the age of eighteen (18) years.

### **EMPLOYEE ORIENTATION**

All new employees are provided with an orientation to the Center. The initial orientation is structured into a three-month cycle, which starts by fulfilling the immediate orientation needs through Human Resources; builds through planned forums and discussion; and provides opportunities for the employee to attain a knowledge base of the organization and their department and their specific role and responsibilities within that structure.

The orientation is covered in four modules that include: an introduction to the Austen Riggs Center; new employee assimilation; safety and risk awareness; and department/service specific orientation. The effectiveness and appropriateness of each employee's orientation is evaluated through manager/supervisor and employee discussions; information-specific quizzes, and on-going appraisals of the employee's performance. Managers and new employees may be requested to complete an Orientation Feedback Survey at the end of the new employee's three-month orientation period.

### **JOB DESCRIPTION AND RESPONSIBILITIES**

You will be provided with a job description upon commencing employment. The job description is considered an outline of the essential functions to be performed by the position. It is not intended to be a detailed description of all of the work requirements that may be inherent in the position. As the business functions of the Center grow and change, the Center reserves the right to modify any position to meet current and future business needs. Employees will only be assigned to positions for which they have been deemed competent to carry out and for which they are capable of performing the essential functions of the job, with or without reasonable accommodation. Employees are responsible to understand the requirements of their position as outlined in the job description and carry out their job functions within the policies and procedures set forth by the Center. The Center also reserves the right to make work assignments that are not part of the employee's job description, as necessary to meet the Center's goals and objectives.

### **INITIAL EVALUATION PERIOD**

If you are newly hired, transferred or promoted, your employment is subject to a specified period of orientation and performance evaluation. The length of your initial evaluation period is three to twelve months. This period will give you a chance to learn about your new job and responsibilities. It also gives your supervisor a chance to evaluate your abilities and performance. During your initial evaluation period, you are encouraged to bring any questions or concerns you have to the attention of your supervisor. At the completion of the period, you will receive a performance review from

your immediate supervisor to provide you with feedback on your performance and to ensure that your orientation and mandatory education was completed. Occasionally, it is not possible to reach a firm employment decision within the initial evaluation period, at such time, and after full discussion with the Director of Human Resources, your supervisor may extend the initial evaluation period.

At any time during employment, if an employee's job performance is deemed marginal or in need of improvement, the supervisor may place the employee on re-evaluation status. The supervisor must state in writing the reason for the re-evaluation and length of time the employee will be on this status, not to exceed three months. If at the end of the re-evaluation period, the employee's performance has not improved, disciplinary action may be taken, up to and including dismissal. The Center may schedule different initial evaluation periods for exempt or management positions.

The successful completion of the initial evaluation period does not create a contract or guarantee employment for any specific duration and should not be construed to do so.

## **II. ETHICAL POLICIES**

### **CODE OF ETHICS**

The Austen Riggs Center is proud of its long tradition of ethical and responsible conduct. Each employee of the Center is expected to adhere to this high standard when he/she acts on behalf of the Center, whether dealing with other employees, with patients and their families, with vendors, with government regulators or with the general public. Violations of legal or ethical requirements jeopardize the welfare of the Center, its employees and patients, and the community. Each employee is expected to be familiar with the basic legal requirements that are relevant to his/her duties and to strictly observe all laws and regulatory requirements that apply to the Center. Employees who need assistance in understanding their legal obligations should seek assistance from their manager, professional organization, or the Director of Human Resources.

Additionally, employees are expected to comply with Center and government requirements regarding record keeping. All records and reports are to be prepared timely, accurately, and retained in accordance with applicable requirements.

Every employee is expected to adhere to high ethical standards when he/she acts on behalf of the Center. Since this Code of Ethics can do no more than outline broad policy, each individual must be responsible to recognize and respond appropriately to specific situations as they arise.

### **SELF-DISCLOSURE**

All patient-staff relationships must be professional at all times while the patient is in treatment at the Center. Patients are at the Center to learn about themselves and the ways in which they get involved with others. The task of the clinical staff is to engage in relationships with patients and study these relationships in order to help patients learn.

Clinical staff members have supervision about these relationships that includes attention to the kinds of self-disclosure that can be helpful. Appropriate self-disclosure means the clinical employee will disclose enough to establish a relationship, but not so much as to be threatening or overwhelming. Non-clinical staff members will have patient interaction while completing their job tasks, such as food and facilities. Many of these tasks are carried out with patients or on their behalf. Non-clinical staff should not present themselves as examples for patients to copy or reveal personal detail about themselves in the service of demonstrating their empathy.

Employees should maintain a sense of privacy. There is a difference between discussing what is already “on paper,” in one’s C.V. or resumé, and what are subjective, private parts of one’s personal world. There are occasions when an employee may feel it is inappropriate to comply with a patient’s request for self-disclosure. Employees are encouraged to let patients know when they are uncomfortable sharing information on a given topic.

Self-disclosure can be viewed on a continuum, with those who under-disclose on one end, and those who over-disclose on the other. It is therefore crucial to determine role appropriateness in using self-disclosure. Non-clinical employees should strive for establishment of a sensitive, respectful and friendly working relationship. Clinical employees strive for a relationship that aides the therapeutic alliance and fosters a more productive and meaningful one-to-one treatment relationship.

Employees with questions about self-disclosure should address them to their supervisor.

#### **EMPLOYEE CONTACT WITH PATIENTS AFTER DISCHARGE**

When employees of the Center enter into a treatment relationship with a patient it represents a commitment that extends beyond the formal discharge date. Inherent in the provision of treatment at the Center is an obligation to leave open the possibility of re-engagement in treatment in the future at the Center. One consequence of this is that employees must consider the implications for this implied contract with the patient/former patient before developing personal relationships with patients after their discharge from the Center. The Center has a policy and procedure outlining the guidelines for such contacts and prohibits unprofessional contact with patients within the first year after discharge. Each employee should become familiar with the full policy during his/her orientation.

#### **CONFIDENTIAL INFORMATION**

All patients and employees are entitled to be treated with dignity and respect. Employees are expected to hold all information about patients and their families as well as co-workers in strict confidence. Patient information is not to be shared with other employees, outside of those directly involved in the care of the patient, other patients, or with other persons outside of the Center. Likewise, employee information is not to be shared with other employees or outside parties. Observance of this rule is a fundamental job requirement. Employees found to be in violation of this policy will be subject to disciplinary action up to and including immediate discharge, without warning.

### III. COMPENSATION POLICIES

#### EMPLOYEE CLASSIFICATION

**Non-Exempt Employees** are covered by the minimum wage and overtime provisions of the Fair Labor Standards Act and its Massachusetts equivalent. The law requires the payment of premium overtime pay (1 ½ times the regular hourly pay rate) for work performed in excess of forty (40) hours per week to this group of employees.

**Exempt Employees** work in an administrative, executive or a professional capacity and are exempt from the minimum wage and overtime provisions of the Fair Labor Standards Act and its Massachusetts equivalent. This classification is not entitled to the payment of premium overtime.

**Full-Time Employee** –hired to regularly work at least thirty (30) hours per week.

**Part-Time Employee** –hired to regularly work fewer than thirty (30) hours per week.

**Per Diem Employee** – hired to work on an as-needed, unscheduled basis, generally with short notice, and guaranteed a minimum of three hours of pay per assignment.

**Temporary Employee** – hired for a special job or project that has a limited duration. Temporary employees are not eligible for ARC benefit programs and are not eligible for paid-time-off programs.

On rare occasions, and to meet the needs of patient care, the Center may reasonably require employees to work beyond their regular schedules. Additionally, while recognizing the advantage of maintaining a secure and stable work force, the Center cannot guarantee that a position will not be modified or eliminated as operational needs dictate, nor can the permanency of a position be guaranteed to any employee.

#### HOURS OF WORK

The Center's hours of operation are established to provide quality patient care. Hours may be adjusted from time to time to respond to changing service requirements. The normal hours of operation at the Medical Office Building are 8:30 a.m. – 5:00 p.m. Flexibility of hours worked will be at the discretion of management.

In the Nursing Department, the day shift is 7:00 a.m. – 3:00 p.m., the evening shift is 2:30 p.m. – 10:30 p.m. and the night shift is 10:30 p.m. to 7:30 a.m. Additional or special shifts may be developed to meet the needs of patient care.

The Center is a seven-day per week, twenty-four hour per day operation; it may be necessary for employees to temporarily or permanently change their schedule to meet patient care needs. No employee is permitted to work more than two (2) consecutive shifts or ten (10) consecutive days, except in an emergency situation authorized by the department manager.

## **MEAL BREAKS**

In accordance with Massachusetts' law, employees who work more than six hours in any one calendar day shall be completely relieved from duty to take an unpaid meal break of at least thirty (30) minutes. Employees are not permitted to accumulate meal periods in order to leave work early or to extend daily meal periods. Employees are responsible to take only the appropriate time allowed.

## **PAY PERIOD AND PAY DAY**

All employees are paid every other Thursday. If a holiday falls on Thursday, paychecks are issued on Wednesday. The pay period is for the previous two (2) weeks. For most employees, the bi-weekly pay period is from Sunday through Saturday.

For the convenience of our employees, the Center can arrange for direct deposit of your paycheck into your personal bank account at participating banks. The Human Resources department can supply you with the appropriate form for direct deposit.

Paychecks are distributed only to the employee. All deductions required by law and all voluntary deductions shall be withheld automatically from paychecks. If you are absent on payday, a check may be released to another party with written authorization from you. The Business Office may require identification and a signed receipt. If you request your check to be mailed, the Center will mail it on Wednesday. If your check is lost in the mail, it will be voided and re-issued with the next payroll.

## **TIME SHEETS**

The Center complies with all applicable laws and regulations that require maintenance of records concerning hours worked by employees. Accurately recording time worked and/or absences is the responsibility of every employee. Altering, falsifying or tampering with time records or recording time on another employee's time record may result in disciplinary action, up to and including termination of employment.

Employees are responsible to record their time on paper time sheets or via computerized time sheets. Signatures are required to certify the accuracy of all time recorded. Exempt and non-exempt employees must accurately record the time they begin and end their work and the beginning and ending time of any departure from work for personal reasons. Time sheets are to be turned in to your department manager at the end of each payroll. Exempt time records are submitted to the Business Office by the last workday of each month. Falsification of time records is a violation of trust and is subject to disciplinary action.

## **COMPENSATION**

The Center recognizes the need for equitable and competitive wages that appropriately recognize job responsibilities and individual performance. Wages are externally competitive in the job market in order to attract, retain, reward and motivate employees. The Center's salary and wage policies are governed by the Center's ability to pay based on current economic conditions.

## **OVERTIME**

You may be required to work beyond your regular work schedule if, in the judgment of a department manager, this is necessary to ensure the smooth administration of the Center. For non-exempt employees, a premium (time and one-half) is paid for overtime worked in excess of a forty (40) hour workweek.

Exempt employees are expected to extend their time at work to accommodate professional commitments and projects.

## **SHIFT AND WEEKEND DIFFERENTIALS**

Non-exempt full- and part-time employees who work an assigned evening, night or weekend shift may be eligible to receive additional hourly pay for hours worked. Shift differentials are not paid when benefit time is taken. Your supervisor or the Human Resources Department can give you specific information on specific differential eligibility requirements.

## **CALL BACK PAY**

Non-exempt employees who are called back after leaving work shall be paid for the time worked and will be guaranteed a minimum of three hours pay at their base rate. Call back hours are applicable to the overtime rate for non-exempt employees when those hours added to the employee's regular workweek exceed forty (40) hours.

## **PER DIEM EMPLOYEE MINIMUM**

Per Diem employees who are called in to work are guaranteed a minimum of three (3) hours pay.

## **HOLIDAY WORK PAY**

Regularly scheduled non-exempt employees who work on a holiday will receive base rate holiday pay plus regular pay for the hours actually worked on the holiday.

The Center recognizes eleven (11) holidays annually; a full list of recognized holidays is available from the Human Resources Office.

## **DEGREE/LICENSURE/CERTIFICATION PAY**

The Center provides special pay adjustments for employees who achieve specific degree, licensure, and certification milestones that are directly related to their role and provide a clear benefit to the Center. The Human Resources Department can provide you with information on specific degrees, licensure and certifications that are eligible for payment adjustments.

## **PAYROLL DEDUCTIONS**

In order to comply with federal and state law, the Center must make certain deductions from your salary including mandatory deductions for federal and state taxes, Social

Security and Medicare. Other required payroll deductions may take the form of garnishments, wage assignments or tax levies. When possible, the Human Resources Department will notify you in advance that the deduction will be taken from the next paycheck and future paychecks until the financial obligation is satisfied. All such information will be treated as confidential.

All other deductions are voluntary in nature, work toward the benefit of the employee, and are made only with written authorization from you (i.e.: medical and dental insurance premiums, flex plan benefits, deferred annuity plans, charitable contributions). You should check your pay stub carefully when you receive it to ensure that all deductions have been made correctly. Any questions about deductions should be directed to the Human Resources Department or to the Business Office.

### **PERFORMANCE REVIEWS**

In addition to an employee's initial employment review referred to earlier in this handbook, the performance of each employee is under continual review during his/her employment with the Center. Although the Center has no legal duty to do so, overall performance and pay level will be appraised in detail annually to the extent possible. The annual performance evaluation will determine the suitability and amount of a merit pay increase to be given (if any). New employees are eligible for a merit increase upon their first anniversary of employment. In the month of July following their first anniversary, the employee will receive an adjusted increase to bring him/her to a July payroll adjustment schedule consistent for all employees. The Center feels that good communications are vital to the success of the Center and our employees. You are encouraged to discuss your performance with your supervisor or with the Director of Human Resources at any time.

If an employee has not received a performance review in accordance with the above time frames, the employee should notify his or her supervisor and the Human Resources Office.

The performance review is not a contract or a commitment to provide a compensation adjustment, a bonus, or continued employment. Employees should realize that reviews are only one of several factors that the Center uses in connection with compensation, promotion and retention decisions. A favorable review, therefore, does not imply job security, promotion, or increased compensation.

## **IV. TIME OFF BENEFITS**

The Center believes that it is important for employees to take time off for rest and relaxation and to meet personal and family needs.

### **VACATION**

Vacation time starts accruing from date of hire, but employees cannot utilize vacation time until after they complete the Employee Orientation period. Vacation time is accrued on a pay period basis, in accordance with the *Time Off From Work* policy.

Vacations must be arranged in advance with the department manager and planned in keeping with the needs of the department and the institution. Employees are encouraged to use their vacation time in the year it accrues. Accumulation of vacation time is limited as follows:

Employees with less than ten (10) years of service may carry over no more than one year's allocation of earned vacation time.

Employees with ten (10) or more years of service may carry over no more than 1.25 year's allocation of earned time.

In situations of business necessity, the above limitations may be increased on an individual basis. Employees must make a written request to the Director of Human Resources. Approval is required by the Medical Director and Director of Operations.

If while on vacation, you become ill for five (5) or more days, or are hospitalized, the vacation time can be converted to sick time.

If a holiday observed by the Center occurs during a paid vacation, that day will be charged as a holiday.

Vacation pay will not be granted in lieu of time off except upon termination of benefits-eligible employment or for reduction in hours. In the case of reduction of hours, the Center reserves the right to pay out accrued vacation time to reduce the total accrual to one year's allotment at the reduced hours.

Employees who terminate employment prior to completing three (3) months of employment have no earned vacation.

Vacation time cannot be used to extend the date of termination of employment. If the employee does not return from vacation, the last day worked will be the termination date. When notice of resignation is given, an employee is expected to work the entire notice period.

Austen Riggs Center fully complies with M.G.L. c. 149, § 148. In accordance with that statute, upon separation from employment for any reason, employees will receive payment for earned, unused vacation time earned under this policy calculated as of the date of termination.

## **HOLIDAYS**

The Center recognizes eleven (11) holidays each year: New Years Day, Martin Luther King Day, President's Day, Patriot's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day and Christmas Day. Full-time and part-time employees are eligible for holiday pay immediately after beginning employment. Part-time employees are eligible for holiday pay when they are regularly scheduled to work that day.

If a holiday falls on a Saturday, it will be celebrated the preceding Friday; holidays falling on a Sunday will be celebrated on the following Monday. If it is necessary for an

employee to work on a holiday, the employee will receive holiday pay in addition to base pay. If an employee is *called in* to perform work on a holiday, he/she will receive base pay for hours worked on the holiday plus holiday pay.

## **PERSONAL DAYS**

The Center provides two personal days off per calendar year to all full-time employees for absences which include, but are not limited to, religious holidays, appointments which cannot be scheduled outside of work hours, family emergencies, etc. Personal days are not cumulative from year to year. Part-time employees do not earn personal days.

Full-time employees who maintain six consecutive months of service, without using sick leave will be credited with one additional personal day. Each employee's sick leave experience will be reviewed on June 30 and December 31 of each year. Thus, employees may earn two additional personal days in each calendar year.

## **SICK LEAVE AND SPECIAL ABSENCE ALLOWANCE**

The Center provides a sick leave plan designed to protect employees against serious loss of income during periods of personal illness. Sick leave may not be used for medical, dental and optical appointments that occur during the employee's regularly scheduled work hours.

Full-time employees are eligible for up to fifteen (15) days of paid sick leave per year. During the first year of employment, sick leave accrues at the rate of 1¼ days per month. Earned sick leave may be utilized after three months of continuous service. Subsequently, full-time employees are provided fifteen (15) sick days at the beginning of each calendar year. Sick leave days are non-cumulative, and may not be carried over from year to year.

Full-time employees may request additional special leave allowance for periods of extended personal illness. Employees requesting special sick leave allowance must first exhaust their sick time, accrued vacation and personal days. Please contact your manager or the Human Resources Department if you have a personal illness for which you need to request an extended leave. The amount of special sick leave allowance is solely at the discretion of the Center and is based on factors such as length of service, nature of absence, and previous and potential contributions to business.

Part-time employees who regularly work between twenty and thirty hours per week are eligible for seven (7) days of paid sick leave after one year's continuous service. Part-time employees who regularly work between fifteen (15) and twenty (20) hours per week will be eligible for six (6) days paid sick leave each year after one year of continuous service.

In order to be eligible for sick leave benefits, you are required to notify your supervisor at least one (1) hour before the start of your regularly scheduled workday. You must call in for each day of your absence unless on an approved leave of absence. Failure to provide

proper notice can result in the loss of pay for each day of absence for non-exempt employees.

If you are absent for three (3) consecutive scheduled workdays, you may be required to provide a physician's certificate explaining your absence. In addition, your department manager has the option of requiring a physician's certificate or other documentation for any absence. If you do not provide the requested documentation, you may not receive sick leave. The Center will make reasonable accommodation to assist the employee's return to work.

## **FAMILY AND MEDICAL LEAVE**

The following information is provided to give you a brief overview of the conditions under which an employee is eligible for a medically related leave of absence. Employees should review the Center Family Medical Leave of Absence Policy and Procedure for a more comprehensive understanding of the conditions and procedures for granting such leaves.

Employees who have worked at the Center for one year and 1,250 hours may be eligible to take up to twelve (12) weeks of family and medical leave for one or more of these purposes.

- Because of the employee's own serious health condition.
- To care for a spouse, child, or parent who has a serious health condition.
- To care for a newborn, newly adopted child, or recently placed foster child. (Family leave may commence on the child's date of birth, or in the case of adoption or foster care, the date of placement of the child in the employee's home, or if prior to that date, the date that the employee's presence is necessary for such placement to proceed. Family leave must be taken and completed at the end of twelve months from birth, adoption or foster care placement of a child).
- To deal with certain circumstances related to the call to military active duty or active duty of certain relatives.
- Up to 26 weeks of FMLA leave in a 12-month period is available to provide care to an injured or ill service member if the injury or illness occurred while on active military duty and the service-member is unable to perform three or more activities of daily living.

Upon completion of FMLA leave, an employee generally will be reinstated to the position that he or she held when the leave commenced, or to an equivalent position with equivalent pay, benefits, and other terms and conditions of employment. Exceptions to this provision may apply if business circumstances have changed. Exceptions also may apply for certain highly compensated employees.

A "serious health condition" means an illness, injury, impairment, or physical or mental condition which requires inpatient care in a hospital, hospice, or residential medical care facility; or a condition, which requires continuing treatment by a licensed health care provider.

In the event of a serious health condition that requires the employee to undergo continuing treatment by a health care provider, medical leave may be taken all at once or on an intermittent or reduced schedule basis when medically necessary.

However, if the employee's need for intermittent leave or leave on a reduced basis is foreseeable based on planned medical treatment, the employee must make a reasonable effort to schedule the treatment in a way that minimizes disruptions to the Center's operations. The Center may, with justifiable cause, ask an employee to modify his or her treatment schedule in order to better accommodate the Center's needs.

**Notice Requirements.** If an employee's need for FMLA leave is foreseeable, the employee should provide his or her supervisor with at least thirty (30) days advance verbal notice before the leave begins, or as much notice as is practicable under the circumstances. The notice should include the employee's reason for requesting leave as well as its anticipated timing and duration. If an employee's need for FMLA leave, or its approximate timing, is not foreseeable, the employee is expected to give his or her supervisor notice as soon as possible under the circumstances. Ordinarily, notice should be provided within one (1) to two (2) working days after the employee learns of the need for the leave.

**Medical Certification Requirements.** Any employee requesting a medical leave, either to care for a sick relative or because of the employee's own medical condition, must provide a doctor's statement supporting the employee's need for leave at the time of the request or, at most, within fifteen (15) days after requesting leave. Employees should contact the Human Resources Office as soon as their need for a medical leave is determined to obtain the Center's Medical Certification form. A doctor's statement must be submitted at the start of an employee's medical leave and every thirty (30) days thereafter in order to certify the employee's continuing need for leave. A doctor's statement also may be required if any employee requests an extension of leave, or if there is a significant change in circumstances related to the employee's need for leave. As a condition of returning to work, an employee who has been on medical leave must present a doctor's statement certifying that the employee is well enough to resume work. A medical certification shall also be required in any case where an employee on FMLA leave is unable to return to work for medical reasons.

- Employees taking personal FMLA leave are required to use all sick, personal and vacation time to protect income during the period of leave.
- Employees taking leave to care for a family member may not use sick time, but may use personal or vacation time to protect income.
- In some circumstances the FMLA leave may be taken unpaid.
- Employees taking leave for Paternity or Adoption will receive one week of paid time off. This time off is separate from vacation, personal, or sick time.

The Center will maintain group health insurance coverage during a covered FMLA leave on the same terms as if the employee continued to work. Employees remain responsible for their portion of the premium. Special rules apply to payment of premiums for insurance while on FMLA leave. Please refer to the policy and procedure manual for full details. An employee on FMLA leave is expected to report in writing every thirty (30) days to his or her supervisor on the leave's status and intent to return to work.

## **SMALL NECESSITIES LEAVE ACT**

The Small Necessities Leave Act requires employers to provide up to twenty-four (24) hours of unpaid, job-protected leave during any calendar year to eligible employees in addition to leave available under the Family and Medical Leave Act. Employees are eligible only if they are eligible under the FMLA.

Leave may be taken to: participate in school activities directly related to the educational advancement of a son or daughter of the employee, such as parent-teacher conferences or interviewing for a new school (“school” is broadly defined to include any public/private elementary/secondary school, Head Start programs and licensed day care facilities); accompanying the son or daughter of the employee to routine medical or dental appointments, such as check ups or vaccinations; and accompanying an elderly relative of the employee to routine medical or dental appointments or appointments for other professional services related to the elder’s care, such as interviewing at nursing or group homes.

Employees must give their manager notice at least seven (7) days prior to taking a foreseeable leave. If the need for leave is not foreseeable, then as much notice as practicable is expected. Managers may require certification from the employee to support his/her need for leave under this policy. Employees are required to substitute any accrued paid vacation leave or personal leave for any leave taken under this policy.

## **MATERNITY LEAVE**

In accordance with Massachusetts law, full-time, female employees who have worked at least three (3) months are entitled to eight weeks of unpaid maternity leave for each birth. The eight (8) weeks of maternity leave may be taken by a female employee who is:

1. Giving birth to a child; or
2. Adopting a child who is under 18 years of age; or
3. Adopting a child who is under 23 years of age and is physically or mentally disabled.

Employees are required to give at least a two-week (2) written notice of expected departure date, notice of intent to return to work, and date of return. A returning employee is entitled to return to the same or similar position of like seniority and pay without loss of employment benefits for which she was eligible on the day of her leave, however, time attributable to a maternity leave is not applied towards the annual hours worked.

Austen Riggs Center will maintain your health coverage under the same conditions as the coverage that would have been provided if you had been continuously employed during the entire leave period. Therefore, you will be responsible for maintaining your portions of your health insurance premiums while you are out on maternity leave. Please make payment arrangements with the Human Resources Department prior to commencement of the leave.

Austen Riggs Center treats disability caused by pregnancy as any absence due to physical disability. A pregnant employee may continue to work as long as she is capable of performing the duties of her job with or without reasonable accommodation. Although Massachusetts’s maternity leave is unpaid, you will be required to apply other types of

accrued paid time off benefits towards the eight-week leave. Please contact Human Resources for details.

FMLA leave will run concurrently with maternity leave under Massachusetts law. When eligible for FMLA, the leave will be designated as such and that policy will govern available time off. If, in the course of a maternity leave, an employee becomes eligible for the FMLA leave, the leave designation will change to FMLA on the eligibility date.

## **OTHER LEAVES OF ABSENCE**

### **MILITARY DUTY**

The Center supports those who serve in the armed forces. In keeping with this commitment and in accordance with state and federal law, full-time and part-time employees who must be absent from work for military service are entitled to take a military leave of absence. Seniority will be maintained for the duration of active duty.

Any employee who is called to active duty will generally be on leave without pay. Should such an employee desire instead to take all or part of his/her tour of duty as vacation, he/she may do so provided that he/she is eligible for vacation and has enough accrued vacation.

ARC will continue your health insurance benefits during the first thirty (30) days of military leave as though you were actively employed. If your leave lasts longer than thirty (30) days, you will be responsible for the entire premium to continue benefits.

Employees returning from service in the Armed Forces will be reinstated to the position he or she formerly held, or a comparable position, as long as the employee meets the requirements of federal and state law and returns within the legally established timelines.

If you are called to service in the Armed Forces, you must provide your supervisor a copy of your orders as soon as possible and request a Leave of Absence.

### **JURY DUTY AND WITNESS LEAVE**

If you are called for jury duty or to appear as a witness, when normally scheduled to work, you are entitled to take time off to fulfill your civic obligation. The Center will pay the difference between the jury fee, if any, and your regular salary for the length of jury service. In order to be compensated for this service, you must submit a jury service voucher, or a copy of the subpoena as verification.

### **BEREAVEMENT LEAVE**

If you suffer a death of an immediate family member you are eligible for up to five (5) paid bereavement days. Immediate family is defined as: spouse/domestic partner, child, parent, sister, brother.

Two (2) days away from work without loss of pay will be granted in the event of the death of the following close relatives: son/daughter in law; mother/father in law, brother/sister in law, immediate family member of domestic partner, grandparent, aunt/uncle, cousin, niece/nephew and grandson/granddaughter.

If further time away from work is needed you may request additional time off and use accumulated personal or vacation time.

#### **ADMINISTRATIVE LEAVE FOR PRESENTATIONS AND ASSIGNMENTS**

Administrative leave is granted when the Center approves an employee to attend an off-site educational activity. When approved by the manager, costs for the event are paid by the Center according to its reimbursement policies. Managers may also approve administrative leave for staff members who wish to attend an elective educational activity that is professionally related to the employee's work or role within the Center.

Administrative leave for staff development ordinarily ranges from one (1) to five (5) days per calendar year and approval is always subject to adequate staff coverage for the Center. The employee's immediate supervisor must approve requests for such leave in advance.

#### **PERSONAL LEAVE OF ABSENCE**

The Medical Director may approve an authorized, unpaid absence from work, up to thirty (30) days. The request will be considered on the basis of merit, workload, and the ability to cover the absence. There is no guarantee that the employee will be able to return to the same or similar position. Return from an approved personal leave is always subject to business conditions at the time of the return.

### **V. GROUP HEALTH AND RELATED BENEFITS**

The following pages in this section of the Handbook contain a brief description of the Center's programs concerning group health and related benefits. In the event of any conflict between the information contained in this Handbook and the information that appears in the master contracts of insurance between the Center and our insurance carriers or our master plan documents, the master contracts/documents shall govern in all cases. The Center reserves the right to amend or terminate any of its benefits programs or to require or increase employee premium contributions toward any benefits at its discretion, with or without advance notice. This reserved right may be exercised in the absence of financial necessity. Whenever an amendment is made to any of the Center's benefits programs, the plan administrator shall draft and submit the amendment for review and approval by the Medical Director. The plan administrator shall notify plan participants of all approved amendments or plan terminations in accordance with the requirements of applicable federal and/or state law. For more complete information regarding any of the benefits programs, please contact the Human Resources Department.

#### **MEDICAL/DENTAL INSURANCE**

The Center offers Medical and Dental Insurance to all full- and part-time employees. Employees are eligible to participate starting with their date of hire. The Center shares the premium cost with participating employees who regularly work more than twenty (20) hours per week. The amount of the Center's contribution to the cost of the premium is dependent on the employee's full- or part-time status. You will be given information about the available options and expense prior to your enrollment date. Employees who

work less than twenty hours weekly may enroll in the medical or dental insurance plans, but they are responsible for 100% of the premium cost.

You may be eligible to continue your medical/dental insurance at your own expense upon reduction of hours or termination of employment under the Consolidated Omnibus Reconciliation Act of 1986 (COBRA). You will receive specific information upon notice to the Center of your change in status, resignation and/or termination.

### **FLEXIBLE BENEFITS**

The Center offers a Section 125 Flexible Benefits Plan that allows employees to pay for health and dental insurance premiums on a pretax basis as well as provides for a medical expense account and dependent care account. Monies can be set aside in these accounts on a pretax basis to pay for medical expenses not covered by insurance and for eligible child day care expenses, respectively. Please contact the Human Resources Department for a description of the plan.

### **LIFE INSURANCE**

The Center provides life insurance and accidental death and dismemberment coverage to all full-time and part-time employees who are scheduled to work twenty (20) hours or more per week. You will be notified of the amount of coverage when you become eligible. Please request a Certificate of Coverage for details.

Employees are covered by life insurance on the first day of the month following completion of three (3) full months of continuous employment. The full cost of the policy is paid by the Center.

### **LONG-TERM DISABILITY INSURANCE**

The Center provides long-term disability benefits to all full-time and part-time employees who are scheduled to work twenty (20) or more hours per week who have completed one year of continuous service. Employees who begin employment at the Center who had a disability plan in place with their previous employer may begin coverage upon hire. You will be notified of the amount of coverage when you become eligible. This insurance provides income protection to employees who are unable to work because of a disability after a 90-day elimination period.

### **WORKERS' COMPENSATION**

If you suffer a work-related injury or illness, you may be eligible for workers' compensation benefits. These benefits may pay for related medical care and lost wages resulting from the injury or illness. The Center is self-insured through the Massachusetts Healthcare Self Insurance Group.

If you are injured, or see someone else injured, while at work, you should immediately report the injury to your supervisor and obtain the necessary medical treatment or first aid. You and your supervisor must complete a *Variance Report Form* and forward it immediately to Human Resources. All work-related injuries and illnesses must be reported to Human Resources within 48 hours of occurrence.

If your work-related illness or injury results in time away from work, you will need to use sick time or other available paid time off for the first five (5) days out of work. Employees who are unable to work for six (6) days or more may be eligible for workers' compensation benefits up to 60% of lost wages. Accrued sick leave may be used to supplement this benefit, but the combination of insurance and sick leave pay may not exceed the regular weekly base pay. All approved medical expenses including physician's fees and prescriptions are covered by workers' compensation. FMLA leave of absence procedures apply to work-related absence.

### **RETIREMENT PLANNING/PENSION**

The Center believes that it is important for employees to properly prepare for their retirement. To assist employees, the Center offers a Defined Contribution retirement savings program (403b). All employees age 21 or over may participate on a voluntary basis from date of hire.

Employees (excluding Fellows) regularly working 20 or more hours per week or 1000 hours annually are automatically enrolled in the plan and are set up to defer 3% of earnings into their retirement savings account. The employee contribution may be changed or stopped at any time. Additionally eligible employees receive an employer contribution equal to 5% of gross earnings. Eligible employees are fully vested after completion of five (5) years of creditable service. Please refer to the summary plan description for additional information.

Those employed prior to January 1, 2008 may have benefits through the Defined Benefit pension program. Please see the Pension Plan Administrator for more information.

### **TUITION ASSISTANCE**

In support of the Center's goal of improved patient care and support services, tuition assistance is available to regular full-time and part-time employees at the sole discretion of the Center for their own education. Employees are eligible for assistance to attend conferences and seminars recommended by their manager after completion of three (3) months of service. Employees may apply for assistance for degree programs after completion of one (1) year of service. Employees who receive Center funding for a degree program are expected to commit to work at the Center not less than one (1) year after such reimbursement. Satisfactory job performance is required for approval of tuition assistance. Eligible employees must submit an application for approval prior to beginning any course work.

### **STAFF DEVELOPMENT AND TRAINING**

The Center is committed to helping employees continue their professional growth, to develop new skills and knowledge, and to maintain competency. Professional growth and development is addressed through annual mandatory training, on-site education and training, off-site education and training, the tuition assistance program and presentation of professional papers. All external training must be pre-approved for reimbursement by the Center.

## **VI. EMPLOYEE RELATIONS**

### **MANAGING STAFF REQUESTS**

The Center respects employees' cultural values, ethics and religious beliefs and the impact that these may have on patient care. The Center addresses employee's requests not to participate in a specific aspect of patient care in a considered and timely manner. The Center ensures that a patient's care will not be negatively affected if the employee's request is granted.

If you have a personal conflict and would like to be excused from an aspect of care, you may make a written request to your manager. The department manager will review the request with Administration. Requests are granted when arrangements for scheduling and staffing ensure that patient care will not be negatively affected. The Center cannot guarantee any request for exclusion will be granted.

### **PERSONAL APPEARANCE**

To promote an atmosphere favorable to the care and treatment of our patients and to provide our visitors and fellow staff members with a professional environment, you are expected to be neat, clean, well groomed and dressed appropriately for your job. Employees may not come to work in tattered, worn, inappropriate, or conspicuous clothing or footwear. Department managers and/or supervisors may offer guidance as to proper attire and may also establish special safety requirements. Failing to observe standards of personal appearance may lead to disciplinary action.

### **ATTENDANCE**

Good, regular and punctual attendance is an essential function of every position at the Center and is a condition of employment for all employees. Due to its impact on operations, it is important for all employees to report to work on time, every day. While occasional tardiness and absences do occur, excessive tardiness or absenteeism will result in disciplinary action.

If you are unable to report to work, you must contact your supervisor at least one (1) hour prior to the start of your regularly scheduled workday. You must call in for each day of your absence. If you are absent for three (3) consecutive workdays, you may be required to provide your department manager with a physician's certificate explaining your absence and/or providing medical clearance to return to work.

If you are absent for three (3) consecutive work days without giving notice of your absence or reason for the absence, you will be considered to have voluntarily resigned your employment without notice and will be terminated.

### **PROFESSIONAL CONDUCT**

Staff is expected to maintain a work role relationship with patients at all times. Loss of professional boundaries between staff and patients can be cause for immediate

termination of employment at the Center without warning. These include: sexual relationships with patients, staff initiated assault of patients and providing/using drugs or alcohol with patients. Having a social relationship with a patient outside of work hours is not permissible. Orientation to professional boundaries is provided to all new employees. Information about patients obtained through individual and group work is to be utilized in a respectful, responsible manner. Patient treatment issues are not to be discussed with those employees who are not directly involved in the care of the patients. Staff behaviors that may provoke assaultiveness by patients or being sexually provocative to patients is not allowed. Further, personal financial relationships between patients and staff are prohibited, including accepting gifts of a value exceeding \$50.00. There should be no colluding with the patient to engage in or encourage them to undertake alternative, non-Center treatment modalities without prior approval of the Medical Director. Any questions regarding any appropriate/inappropriate staff conduct should be directed to the department manager or Center Administration.

Disruptive employee conduct can interfere with the cooperation and free exchange of information that is necessary for the healthcare team to provide safe and effective patient care; undermine staff morale; make it difficult to recruit and retain qualified staff; harm the Center's reputation; and expose the Center to liability.

All individuals associated with the Center are expected to conduct themselves in a positive, cooperative and professional manner and to treat all members of the ARC community with courtesy, respect, and dignity in order to promote the provision of high quality care.

Any individual who believes that they have been subjected to inappropriate or disruptive behavior should address the issue as soon as possible. Ideally, the individual directly involved in the situation should address the behavior to the offender immediately and firmly. If this is not possible, or is ineffective, then a written complaint should be made to the appropriate director, or the Director of Human Resources. A multi-disciplinary team will investigate all allegation of disruptive behavior.

## **ELECTRONIC COMMUNICATIONS**

The Center maintains an electronic mail system and provides Internet access for employee use in conducting the business of the organization. The system should not be used for personal business. The system hardware, software and data are Center property. All messages composed, sent or retrieved on the electronic mail system are and remain the property of the Center and employees have no right to privacy with respect to such messages. They can be reviewed, audited and the contents disclosed. Employees are not authorized to retrieve or read electronic mail messages not sent to them. The system may not be used to solicit or advance commercial ventures, religious or political causes, or other non-job related solicitations. Employees may not use the system to create or distribute offensive or disruptive messages or distribute unauthorized materials. This includes messages that would be considered harassing or obscene under the guidelines of existing Center policy. Use of the Internet from the Center shall be consistent with the Communications Decency Act and other applicable State and Federal law, including those pertaining to harassing or obscene activities. Employees are required to use the system consistent with Center clinical and institutional policies on confidentiality and the use and distribution of medical record information.

Violations of this policy may result in disciplinary action up to and including immediate dismissal from employment.

### **EMPLOYEE PROBLEM SOLVING**

A continuing goal of the Center is to provide a good working environment for all employees. An essential part of this environment is the ability to effectively work out job-related problems or complaints that may arise. Frank and open communication between managers and employees will result in the timely resolution of most problems; however, there may be occasions when managers are not able to satisfactorily resolve problems of persons who report to them. Should this occur, the following steps may be taken:

- 1) If you wish to present a complaint, you may do so by presenting this complaint to your manager.
- 2) If you are not satisfied with the action taken in Step 1, you may put the problem in writing and present it within five (5) working days to the Director of Human Resources and the Department Manager, who will investigate and respond within 10 working days.
- 3) If still unsatisfied, you may request the Director of Human Resources to convene the Appeals Committee consisting of the Director of Operations, Director of Human Resources and Director of Patient Services. If the appeal is from a subordinate in one of these areas, an alternate committee member may be chosen. A conference will be scheduled with the employee and the department manager during which all facets of the problem will be discussed. The Committee will perform any other investigatory work necessary to come to a decision. The Committee will make a recommendation to the Medical Director who will make the final decision. The Committee will inform the employee within two weeks of the decision to either uphold the original action or to take corrective measures, dependent upon the circumstances. This is the final step in the appeals process. The written employee appeal and decision will be filed in the employee personnel file.

If you do not feel comfortable bringing the complaint to your manager, you may skip Step 1 and submit your complaint in writing to the Director of Human Resources.

The procedure does not in any way limit the non-contractual nature of this handbook. No decisions of any manager concerning an employee shall be limiting or binding with regard to the grievance of another employee.

### **GUIDELINES FOR APPROPRIATE CONDUCT**

Employees are expected to accept certain responsibilities, act appropriately in matters of personal conduct, and exhibit a high degree of personal integrity at all times. This not only involves sincere respect for the rights and feelings of others but also demands that both in work and personal life the employee refrains from any behavior that might be personally harmful or harmful to the interests of coworkers, and/or the Center, or that might be viewed unfavorably by current or potential patients or by the public at large.

Whether on or off duty, an employee's conduct reflects on the Center. Employees are, consequently, encouraged to observe the highest standards of professionalism at all times.

Listed below are *some* examples of inappropriate conduct at the Center. This list should not be viewed as being all-inclusive. Types of behavior and conduct that the Center considers inappropriate and which could lead to disciplinary action up to and including termination of employment without prior warning at the sole discretion of the Center include, but are not limited to, the following:

- \* Violation of the Professional Conduct policy
- \* Public disclosure of non-public Center information
- \* Disclosure of patient information
- \* Failure to comply with the Center's policies
- \* Poor performance
- \* Carelessness
- \* Use of Center's time and facilities for personal matters; e.g., telephone, mail, computer, entertaining visitors, gambling, distribution of any literature in the working areas, etc.
- \* Misuse of electronic communications
- \* Neglecting work or interfering with the work of others
- \* Leaving work without permission
- \* Falsifying any record whatsoever
- \* Theft
- \* Insubordination
- \* Dishonesty
- \* Falsifying one's employment application
- \* Violating the Center's nondiscrimination and/or sexual harassment policy
- \* Soliciting or accepting gratuities from patients
- \* Establishing a pattern of excessive absenteeism or tardiness
- \* Engaging in excessive, unnecessary, or unauthorized use of the Center's supplies, particularly for personal purposes
- \* Reporting to work intoxicated or under the influence of non-prescribed drugs
- \* Manufacturing, possessing, using, selling, distributing, or transporting illegal drugs
- \* Reporting to work under the influence of any alcoholic beverage. This includes consuming alcohol during lunch or breaks and returning to work.
- \* Bringing or using alcoholic beverages on the Center's property or excessive use of alcoholic beverages while engaged in the Center's work business off premises
- \* Fighting or using obscene, abusive, or threatening language or gestures
- \* Having weapons such as unauthorized firearms on the Center's premises or while on the Center's business
- \* Disregarding safety or security regulations
- \* Failing to maintain confidentiality of the Center's or patient information
- \* Other misconduct

If an employee's performance, work habits, overall attitude, conduct, or demeanor becomes unsatisfactory in the judgment of the Center, he or she shall be subject to disciplinary action, up to and including immediate dismissal. Nothing in this section should be construed as

altering the employment at-will relationship or limiting the Center's right to terminate employment at-will.

### **DISCIPLINARY ACTION**

The ultimate objective of a disciplinary measure should be to correct misconduct in a constructive way and to reduce the likelihood of its recurrence. At times, it may be necessary to impose discipline on an employee for violation of work rules or Center policy and procedure. The Center's philosophy is that administration of discipline be appropriate, consistent and taken only after careful investigation and consideration.

The Center has established certain rules that set forth guidelines for employee conduct as it relates to the Center. For most violations, the Center may follow progressive discipline: verbal warning; written warning and/or suspension and termination. For major violations, however, suspension or immediate termination may be imposed. Disciplinary action may be initiated at any step in the process, at the Center's sole discretion, depending upon the performance, the type of conduct or the nature of the offense involved.

### **SOCIAL NETWORKING GUIDELINES**

These guidelines apply to all Center employees who participate in any form of blog or social networking activities on the Internet. For purposes of this policy, a "blog" "social network" or "social media" includes personal websites and all forms of on-line community activities such as on-line social networks, message boards, conversation pages and chat rooms.

The Center understands that employees may maintain or contribute to personal blogs, message boards, conversation pages and other forms of social media (such as Facebook and Twitter) outside of their job function. The Center expects that employees posting information on such media outlets will exercise good judgment, abide by Center policy, and take the following into consideration.

Center employees should understand that their professional conduct obligations extend into personal activities on the Internet including, social networking, blogs, chats, and other communication tools. In particular, these obligations apply to any mention of the Center, its patients or members of the Center community. Protection of patient privacy is of paramount importance to Center, and employees should not give out personal details of any patient (including, but not limited to, names, addresses, photos, videos, email addresses, or phone numbers). In addition to protecting patients, employees should respect the privacy of all members of the Center community by not divulging or posting online any identifying information of any non-patient member of the Center community without permission.

Employees should not have online interactions with patients on social networking sites outside of academic classroom use. The Center reaffirms that employees should follow professional guidelines for all online interactions. Employees should exercise appropriate discretion when using social networks for personal communications and should limit this activity to off hours.

Center employees are obligated to be aware of and comply with any applicable provisions set forth in the Employee Handbook. Employees may not disclose confidential or proprietary Center information or similar information of third parties who have shared such information with the Center. The Center's intellectual property, logos, trademarks, and copyrights may not be used in any manner.

If an employee is engaging in external social media platforms personally, they should not use the Center's name in their identity (e.g., username, "handle" or screen name), nor should they speak as a representative of the Center.

Employees are reminded that when they participate in public blogs or discussion activities, just as they would in any other public forum or medium, they should exercise discretion, thoughtfulness and respect for colleagues, community members and others associated with Center. All posted content is subject to review by the Center.

The Center believes that care and respect for employees, patients and each other will always be at the heart of our operations and that we are passionately committed to teamwork. Employees are responsible for acting in a manner that is consistent with our Center values. To that end, employees are expected to be courteous, respectful, and thoughtful about how other community members may be affected by postings. Incomplete, inaccurate, inappropriate, threatening, harassing or poorly worded postings may be harmful to other community members, damage community relationships, undermine the Center's effort to encourage teamwork, violate Center policy or harm the Center. Any conduct which violates any of the above or which reflects poorly upon personnel or the Center may result in disciplinary action, up to and including immediate termination without warning. Employees bear full responsibility for the material they post on personal blogs or other social media.

If you have any questions regarding this policy and its application, please contact the Director of Human Resources.

## **EMPLOYEE RECOGNITION**

The Center is committed to recognizing and/or celebrating employee, institutional and professional events. In addition, the Center has a formal service awards program that recognizes employees for their length of service to the institution.

## **SMOKING**

As a healthcare institution, the Center is committed to the maintenance of health. Therefore, the Center's prohibits employee smoking in all Center buildings. Smoking areas must be at least 20 feet away from entry/exits. Smoking should only occur on approved rest periods in authorized areas. All smoking materials should be disposed of safely. Failure to follow the smoking guidelines may lead to disciplinary action.

## **SOLICITATION AND DISTRIBUTION**

In order to avoid interruption of your work and to protect you, patients and visitors from annoyance, solicitation and distribution for any cause or purpose is restricted, as follows, on hospital premises:

Employees are not permitted to solicit other employees on either employee's working time. Solicitation is also prohibited in patient care areas or any other areas where solicitation would interfere with patient care or disturb patients at any time.

Employees are not permitted to distribute literature or any other materials on working time, or in working areas at any time.

Non-employees are prohibited from soliciting or distributing literature in all areas at all times without express permission of the Director of Operations.

Working time includes Center-paid time other than the employee's meal and rest breaks.

Patient care areas include patient rooms, treatment rooms, and corridors adjacent to patient or treatment rooms and sitting or waiting areas on patient floors that are used by patients.

## **WEAPONS IN THE WORKPLACE**

The Austen Riggs Center has a zero tolerance non-aggression/work place violence prevention program. Weapons of any nature, including firearms, are not allowed on the premise for any purpose. Employees who engage in such conduct will be subject to immediate discharge.

## **DRUGS AND ALCOHOL IN THE WORK PLACE**

The Center is committed to providing a safe and drug free work place. The use of controlled substances and abuse of alcohol is inconsistent with the behavior expected of employees, subjects all patients, employees and visitors to unacceptable safety risks and undermines the Center's ability to operate effectively and efficiently. Because use of alcohol or drugs by employees can influence our patient's confidence in us, lower productivity, and endanger the safety of everyone, the Center has established the following guidelines:

1. The manufacturing, distribution, dispensation, possession, sale and/or use of alcohol, illegal drugs, or abuse of prescription drugs on the Center's property or in Center's vehicles are strictly prohibited.
2. It is a violation of our policy for employees to report to work or operate the Center's vehicles or equipment under the influence of alcohol or illegal drugs.

3. Where the Center has reasonable suspicion that an employee is under the influence of drugs or alcohol while on duty, the Center may remove the employee from the workplace, and to the full extent permitted by law, reserves the right to require employees to undergo appropriate tests designed to detect the presence of alcohol, illegal drugs or other controlled substances.

Employees who are found to be in violation of the Center's policy against drugs and alcohol use may be subject to immediate suspension and/or termination.

The Center encourages employees with drug or alcohol problems to seek assistance through self-referral before substance abuse problems lead to intervention.

Employees should notify their supervisor when taking a prescription drug in the course of the work shift that may adversely affect the employee's performance.

### **REDUCTION IN FORCE**

There may be a time where the Austen Riggs Center is faced with the necessity to reduce staffing levels because of business requirements. As a result, the Center shall develop a Reduction in Force (RIF) procedure, as necessary, so that fair, equitable and consistent treatment of all personnel can be assured. The Human Resources Department will provide individuals impacted with counseling regarding benefit options.

## **RESIGNING YOUR EMPLOYMENT**

### **RESIGNATION**

If you wish to resign from your employment with the Center, you are expected to give adequate written working notice to your manager. Working notice is a period of time equal to the amount of vacation time that you are entitled to in the current year. For example, if you are entitled to three (3) weeks vacation, you should give three (3) weeks notice. Employees are not eligible to use any sick time during the notice period. Additionally, employees are not eligible to use personal or vacation time during working notice unless scheduled prior to the notice period. The notice period will not be extended by the use of accrued benefit hours.

On the last day of work, all keys, library books, this handbook, and any other Center property, must be returned to your manager or the human resource office.

### **TERMINAL BENEFITS PAY**

Unused vacation time that you have accrued will be included in your final paycheck.

## **CONTINUATION OF HEALTH INSURANCE FOR ELIGIBLE EMPLOYEES**

Under certain circumstances, terminating employees have the right to continuation of health insurance benefits at their own cost under the Consolidated Omnibus Budget Reconciliation Act of 1985. (COBRA). You will be notified of your rights and the cost for continuation under COBRA.

### **EXIT INTERVIEW**

The Human Resources Department offers the option of an exit interview to employees who have resigned from their position. During an exit interview, employees will be advised about their terminal benefits and will have an opportunity to make constructive suggestions or recommendations for improvement pertaining to their job, their department or the Center as a whole. Employees should contact the Human Resources Department to schedule their exit interview.

## **VII. GENERAL INFORMATION**

### **WEATHER EMERGENCY**

The Center understands that there may be times when emergency weather and/or travel conditions such as a heavy snowfall or icy road conditions make it difficult for employees to report to work on time. If employees not directly involved with patient care, elect not to travel to work, they must use vacation or personal time or receive no pay. If an employee requests the use of personal, or vacation time, the full hours requested will be paid and charged accordingly (provided the employee has sufficient hours available).

In addition, if severe weather conditions or other circumstances make travel from work difficult or dangerous, employees not involved in patient care services may elect to leave early. This early departure requires the use of personal or vacation time. Departments with employees that provide direct patient care are required to maintain a minimum staff to assure patient safety.

### **IMMIGRATION REQUIREMENTS**

Based on the Immigration Control and Reform Act of 1987, all employees are required to provide documentation of identity and eligibility for employment in the United States. All new employees must complete Section I of the U.S. Department of Homeland Security's for I-9 and provide the required documentation no later than the close of business on the first day of work. The employee is held responsible for the accuracy of this information. Persons who are unable to produce the necessary documents or an application for such document with the appropriate State or Federal agency within three days of employment shall be subject to immediate termination from the Center.

## **VOTING TIME**

All employees should be able to take care of their responsibility to vote outside of work hours. However, in accordance with Massachusetts law, employees who apply to their department head may be granted an unpaid leave of absence to vote during the two (2) hours after the polls open in their district.

## **GIFTS AND GRATUITIES**

It is expected that employees will not accept gifts from patients with a value in excess of \$50.00. Employees are asked to use good judgment in accepting gifts from current patients to assure they are work related and are in keeping with the patient community's values. If you are unsure about the appropriateness of accepting a gift from a patient, please speak with your supervisor.

## **PERSONAL USE OF CENTER MATERIALS**

Employees are prohibited from taking Center materials and equipment off premises for their personal use. Materials and equipment include but are not limited to: office equipment, maintenance equipment, furniture, kitchen equipment, vehicles and supplies. During a specific emergency situation, the Medical Director or his/her designee may authorize personal use of Center materials. Employees violating this policy may be subject to disciplinary action.

## **FIRE SAFETY**

Fire safety is the responsibility of all employees. To promote fire safety, all employees are required to attend an annual in-service on fire safety procedures. Employees should also be familiar with the locations of fire extinguishers. Fire alarm boxes are located at every exit. In addition, the Center periodically runs fire drills and all employees are required to participate in any designated fire drills.

Employees are required to follow all established guidelines any time a fire emergency is declared. If you are not sure what to do should there be a fire, check with your manager about scheduling an in-service immediately with the Safety Manager.

## INDEX

- Absence, 26
- Administrative leave, 26
- Americans With Disabilities Act, 7
- Attendance, 30
- Bereavement leave, 26
- Call back pay, 18
- Code of ethics, 14
- Compensation, 17
- Confidential information, 15
- Consolidated Omnibus Budget Reconciliation Act, 27
- Contact with patients after discharge, 15
- Degree/licensure/certification pay, 18
- Dental Insurance, 27
- Disciplinary action, 34
- Distribution, 33
- Drug free work place, 33
- Drugs and alcohol, 33
- Electronic mail system, 31
- Employee classification, 15
- Employee orientation, 12
- Employee problem solving, 31
- Employee recognition, 32
- Employment of minors, 12
- Employment of relatives, 12
- Equal opportunity employer, 7
- Exempt employee, 15
- Exit interview, 36
- Fair Information Practices Act, 11
- Family and medical leave, 22
- Fire safety, 37
- Flexible Benefits Plan, 27
- Full-time employee, 16
- Garnishments, 19
- Gifts and gratuities, 37
- Harassment, 8
- Health/Medical Insurance, 27
- Hiring Process, 10
- Holiday work pay, 18
- Holidays, 18
- Hours of work, 16
- Human rights, 6
- Immigration, 36
- Initial evaluation period, 13
- Injured while at work, 28
- Internet access, 31
- Job description, 13
- Job Information Board, 10
- Job openings, 10
- Jury duty and witness leave, 26
- Life insurance, 27
- Life-threatening illnesses, 10
- Long-term disability benefits, 28
- Managing staff requests, 29
- Mandatory training, 29
- Maternity leave, 24
- Meal Breaks, 16
- Medical Insurance, 27
- Military leave, 25
- Mission, 5
- Non-exempt employee, 15
- Orientation, 12
- Overtime, 17
- Part-time employee, 16
- Patient Human Rights Statement, 6
- Pay day, 16
- Pay period, 16
- Paychecks, 17
- Payroll deductions, 19
- Pension, 28
- Per diem employee, 16
- Per diem minimum 18
- Performance review, 19
- Personal appearance, 30
- Personal days, 21
- Personal leave of absence, 26
- Personal use of Center materials, 37
- Personnel records, 11
- Physical examination, 12
- Professional boundaries, 30
- Professional conduct, 30
- Promotions, 10
- Reduction in Force (RIF), 34
- Re-evaluation status, 13
- Resignation, 34
- Retirement Planning, 28
- Self-disclosure, 14
- Sexual harassment, 8
- Shift differentials, 17
- Sick leave, 21
- Small Necessities Leave Act, 24
- Smoking, 32
- Solicitation, 33
- Staff development, 29
- Temporary Employee, 16

Terminal benefits pay, 35  
Time sheets, 17  
Training, 29  
Tuberculosis screen, 12  
Tuition assistance, 29  
Vacation time, 20  
Vision & values, 5

Voting time, 37  
Weapons, 33  
Weather emergency, 36  
Weekend differential, 17  
Work place violence prevention, 33  
Workers' Compensation Insurance, 28

**THE AUSTEN RIGGS CENTER  
EMPLOYEE HANDBOOK**

**Employee Receipt And Acknowledgement**

This is to acknowledge that I have received a copy of the Austen Riggs Center's Employee Handbook.

I understand it is my responsibility to read or have read to me the policies, practices and regulations contained in the Employee Handbook. If there are portions that I do not understand, it is my responsibility to request clarification or additional information from my supervisor or the Human Resource Director.

I acknowledge and understand that this employee handbook is a general guide, and the policies, practices and regulations contained in the handbook may be changed, modified or eliminated at any time at the sole discretion of the Center. I shall be responsible for understanding such future changes in such policies, practices and regulations which may be communicated to employees from time to time, whether or not I have signed an acknowledgement of such changes. I further understand that this handbook and the representations made in it do not constitute a guarantee of continued employment or any form of employment contract express or implied. Austen Riggs Center retains the unilateral right to modify the terms of this employee handbook and to discharge employees without cause and without notice.

I understand that notwithstanding the method of payment of my wages or salary, any provisions contained in the employee handbook, any other rules and regulations of the Center, my employment and/or compensation can be terminated at any time, with or without cause, or with or without notice, at the option of either the Center or myself. I also understand that my employment will not last for any definite term. I further understand that no manager or representative of Austen Riggs Center other than the Medical Director has any authority to enter into any agreement guaranteeing employment for any specified period of time. I also understand that any such agreement, if made, shall not be enforceable unless it is a formal written agreement signed by both the Medical Director and me. This Employee Receipt and Acknowledgement is not such an agreement.

I will return this Handbook should I leave the Center for any reason.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Human Resources

\_\_\_\_\_  
Date