WHERE YOU MATTER.

Prepared by
Human Resources Department
740-2380

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Wentworth-Douglass Hospital
THE SEACOAST'S LEADING MEDICAL CENTER
and
Wentworth Health Partners

Employee Handbook
EMERGENCY CODES

The hospital emergency code system is designed to insure all emergencies are responded to in the most efficient and effective manner. The State of New Hampshire has established standard emergency codes that are utilized at WDH. These codes have been established to identify to hospital personnel the type of emergency being reported without alarming patients and visitors.

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
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<tbody>
<tr>
<td>Amber</td>
<td>Missing Child/Patient</td>
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<tr>
<td>Red</td>
<td>Fire</td>
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<tr>
<td>Blue</td>
<td>Cardiac Emergency</td>
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<td>Code Rush</td>
<td>Medical Emergency</td>
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<tr>
<td>Silver</td>
<td>Hostage Situation</td>
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<tr>
<td>Gray</td>
<td>Violent/Combative Person</td>
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<td>Orange</td>
<td>Hazardous Material</td>
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<td>Black</td>
<td>Bomb Threat</td>
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<tr>
<td>Purple</td>
<td>Surge Capacity</td>
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<tr>
<td>White</td>
<td>Internal/External Situation</td>
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<td>Code R</td>
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Wentworth-Douglass Hospital (WDH) and Wentworth Health Partners (WHP) are Equal Opportunity employer committed to maintaining a non-discriminatory, diverse working environment and does not discriminate against any person on the basis of race, color, religion, sex (including pregnancy), national origin, age, disability, veteran status, sexual orientation, genetic information, gender identity or any other protected status.
Welcome to the Seacoast’s Leading Medical Center. You are now part of an extraordinary team of people intensely focused on providing the highest quality patient care. Teamwork and our other core values of integrity, excellence, respect and caring truly distinguish the Wentworth-Douglass Health System from many others.

Quality measures at the state and national level rank Wentworth-Douglass Hospital as one of the top hospitals in New Hampshire on major quality indicators and surveys show patient satisfaction at high levels compared to hospitals nationwide. While we are very proud of our achievements, your participation and contributions will be vital to our ongoing successes and our ability to meet the challenges ahead.

The policies, benefits, and services described in this handbook are intended to support your personal growth and professional development. While important information is included about our work environment, more information is available from your supervisor and the Human Resources Department.

We hope your employment in the Wentworth-Douglass Health System is an enriching and rewarding experience.

Sincerely,

Greg Walker, FACHE
President & CEO
Wentworth-Douglass Hospital

Welcome to our community! You have joined a team of talented and dedicated professionals. At Wentworth-Douglass Hospital, our people and passion make the difference. We appreciate your commitment to our mission, vision and values and your dedication to the continued success of WDH. It is my privilege to be a member of the Wentworth-Douglass Hospital community and I am delighted that you joined our team.

The Human Resources department is committed to providing tools, resources and support to help you achieve excellence in patient care. Wentworth-Douglass Hospital has been meeting the healthcare needs of our community successfully for over 100 years. With your participation, we look forward to another century of exceptional caring.

We appreciate the tremendous contributions you make every day and I offer you my best wishes as you begin your fulfilling and productive journey at Wentworth-Douglass Hospital.

Sincerely,

Erin Flanigan
Vice President, Human Resources
Wentworth-Douglass Hospital
A PROUD LEGACY

OUR STORY

Our story began in 1904 when the Dover City Council received a $100,000 legacy from the estate of Arioch Wentworth to create a Hospital for the community and its surrounding region. Funded by his gift, the original 30-bed Wentworth Hospital opened on August 30, 1906. While little remains of the original facility, Mr. Wentworth and generations of donors, volunteers, clinicians and employees would be deservedly proud of today’s outstanding Hospital.

In 1919, Edward W. Rollins gave $25,000 to erect a Nurses’ Home as a memorial to his daughter-in-law, Gladys A. Rollins. He later increased the amount to $81,000, financing the Rollins Home for Nurses that opened as a dormitory for student nurses in 1922. Although the building was removed in 2000 as part of a major renovation project, their legacy continues today in the form of the Hospital’s new state-of-the-art multi-media Rollins Educational Center. With a generous gift of $106,000 from Mr. and Mrs. Francis S. Douglass, the Douglass building opened in 1961 and brought the total capacity of the Hospital to 90 beds and 23 bassinets. The legal name was then changed to the Wentworth-Douglass Hospital (WDH).

A $750,000 donation from the S. Judson Dunaway Charitable Foundation partially funded the Dunaway Pavilion addition that opened in 1968, raising the total bed complement to 148, added a Laboratory and Emergency Department, and expanded Radiology services and outpatient clinics. In 1970 the Anna E. Dunaway Memorial Building provided 30 beds for extended care patients, increasing total bed capacity to the current 178.
In 1982 the Hospital separated from the city and incorporated as a non-profit community Hospital. Wentworth-Douglass Hospital is now the largest acute care Hospital in the Seacoast region of New Hampshire and Southern Maine. As the Seacoast’s leading medical center, services include comprehensive medical and surgical care as well as complete emergency, ambulatory, and diagnostic services.

A four story addition was constructed in 2013 and named the Garrison Wing in honor of Dover, the oldest city in NH and currently one of the fastest growing cities in the state. The term garrison means to defend, protect and heal; concepts that support the Hospital’s efforts to provide a healing environment for patients, families, staff and visitors. The first floor of the Garrison Wing features a community resource library, auditoriums and conference rooms for continuing medical education and community wellness and health information lectures and events. The second floor features a secure 24 bed Women & Children’s Center, the Hannaford Special Care Nursery and dedicated C-section OR. The third and fourth floors have 32 private patient rooms on each level with spacious bathrooms, large windows and the newest in patient care and education technology.

**WENTWORTH-DOUGLASS HOSPITAL TODAY**

As a result of the consistent hard work and dedication of our employees, Wentworth-Douglass Hospital has achieved and surpassed the original intent of Arioch Wentworth.

Today, WDH is licensed for 178 beds, making it the largest acute care hospital in the Seacoast. The hospital strives to meet the medical needs of the community it serves, evolving services, as health needs change. As in 1906, the patient is still the center of our timeless tradition of providing the best in compassionate and comprehensive care.

WDH employs over 80 primary care and specialty physicians, nurse practitioners and physician assistants through our subsidiary Wentworth Health Partners (WHP).

Over 300 physicians, physician assistants, nurse practitioners and allied health professionals represent major medical specialties and sub-specialties at WDH. Our medical staff is 98% Board Certified or Board eligible and our physicians have received national recognition for their expertise and have been named “NH Top Docs”.
WDH has always been committed to providing the most comprehensive healthcare services for our community. We will continue to invest in the latest medical technologies, update our facilities and expand the broad range of existing services in order to stay true to our mission, vision and values.

Each year we review our services against six health system pillars—people, quality/safety, innovation, patient satisfaction, finance, and facility—that serve as the foundation of our organization.

**JUST CULTURE: SAFETY & ACCOUNTABILITY**

Creating a culture that balances patient safety and individual accountability, or a “just culture,” requires a system of shared accountability where management is accountable for the design of safe systems and staff are accountable for the quality of their behavioral choices within the system.

The Wentworth-Douglass Health System, through its Executive Team, commits to an open and just culture so that managers and staff may: openly talk about risk; investigate the causes of errors and at risk behaviors; and work together to design improved systems and manage behavioral choices that will produce better organizational outcomes.

All of the programs and policies outlined in this handbook as well as those appearing on The Beacon employ the philosophical tenets of a Just Culture.
THE JOINT COMMISSION

WDH is accredited by The Joint Commission (TJC) which is an independent, not-for-profit organization that accredits and certifies more than 16,000 health care organizations within the United States. Accredited and certified organizations are recognized nationwide as a symbol of quality that reflects the organization’s compliance with specific performance standards. Its mission is to continuously improve the safety and quality of care provided to the public through the provision of health care accreditation and related services that support performance improvement in health care organizations. In order for WDH to maintain and earn accreditation, an extensive on-site review by a team of Joint Commission professionals is conducted at a minimum of once every three years.

Through our strategic plan — called the Plan for Excellence — and The Joint Commission accreditation, we are able to ensure a culture of innovation and performance improvement.

RECOGNITIONS

Diabetes Services is recognized by the American Diabetes for meeting strict standards of patient education.

The Seacoast Cancer Center is approved by The Commission on Cancer of the American College of Surgeons.

The Laboratory is accredited by the College of American Pathologist Association.

The Vascular Laboratory is accredited by the Intersocietal Commission for Accreditation of Vascular Labs.

WDH LISTED IN U.S.NEWS BEST HOSPITALS - 2008

WDH is the only Seacoast hospital and one of 1,569 hospitals nationwide listed on the 19th annual U.S. News Best Hospitals list. According to U.S. News.com, 5,453 hospitals were initially “put through a rigorous statistical mill” to determine rankings in 12 specialty areas. “To be considered,” U.S. News.com reported, “a hospital had to meet at least one of three requirements: membership in the Council of Teaching Hospitals, affiliation with a medical school, or availability of at least six of 13 key technologies such as robotic surgery. This year, nearly two-thirds of all hospitals failed the first test.”

WDH made the first cut with 1,569 hospitals on the list. Hospital President and CEO Gregory Walker, FACHE, is grateful for the hard work of so many employees and members of the medical staff who contributed to the hospital’s achievement.

WDH ranked #16 in the category of Nephrology in the Boston Metro Area for in U.S. News Media & World Report’s Best Hospital rankings – 2011 - 2012

The latest rankings showcase 720 hospitals out of about 5,000 hospitals nationwide. Each is ranked among the country’s top hospitals in at least one medical specialty and/or ranked among the best hospitals in its metro area.

According to WDH President & CEO this is the second consecutive period WDH has been ranked as a Best Regional Hospital in the Boston Metro Area. “This ranking recognizes the contributions of all our caregivers who provide high quality care every day for patients in our community,” Walker said. “We are honored to be listed among the other distinguished healthcare institutions in the Boston area.”
WDH is part of a closely knit community and is consistently contributing to the growth and advancement of its members. In 2008 the total value of community assistance programs provided by WDH was $14.2 million. Listed below are a few of the many programs and affiliations.

- **Wentworth-Douglass Community Dental Center:** The Dental Center opened in June 2005 to provide affordable oral healthcare to low-income, uninsured families in the hospital’s primary service area. A dedicated team of dentists, dental hygienists and oral surgeons provide the dental care.

- **Walk-in Urgent Care:** The WDH walk-in urgent care in Lee provides medical attention for conditions your primary physician may be unavailable or unable to treat, and when an emergency department visit is not warranted. Urgent care is open days and evenings 7 days per week and is fully staffed by specialty-trained physicians, physician assistants, nurses and medical assistants.

- **School Affiliations:** WDH provides numerous educational opportunities for high school and college students. Students can volunteer within different departments as well as job shadow a position of interest. Further, WDH is affiliated with many different universities nursing, pharmacy, medical assistant and healthcare management programs and provides a clinical rotation and internship program for these students.

- **Financial Assistance Program:** WDH offers financial aid information and resources to assist patients with their hospital bills.

“\textit{It is truly an honor to be recognized on this national list of best hospitals. Our staff has worked diligently to bring truly sophisticated technology to WDH.}

\textit{We introduced the daVinci robotic surgical system a few years ago and this month opened our new addition to the Seacoast Cancer Center. Technology is only part of our success. The special skills and compassion of our caregivers makes the difference everyday for our patients.}"

\textbf{– GREGORY WALKER, FACHE}\n\textbf{PRESIDENT AND CEO}
- **Medication Assistance Program**: The Medication Bridge Program helps low income, uninsured or elderly patients needing assistance in obtaining free or reduced cost medications. The program is available for patients who have a primary care physician practice owned by WDH.

- **Care-Van Transport Service**: The Care-Van provides courtesy patient transport throughout the Seacoast Area. The wheelchair accessible vans are available on a first come, first serve basis and appointments are necessary. Patients will be picked up at their home and brought to the hospital for treatment and returned home.

- **United Way Day of Caring**: Each year, WDH puts together a team of volunteers to participate in United Way’s Day of Caring. Teams are sent to non-profit organizations to complete projects the companies may have otherwise not been able to afford.

- **Diabetes Clinic**: Diabetes Services provides diabetes self-management education and includes a broad range of services. The experienced and dedicated staff conduct special services and programs including, but not limited to, support and education groups, kids camp, parental support and positive lifestyle changes.

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### COMMUNICATION

To keep our community connected about our strategic plan, WDH news, policy changes, new programs and special events and to provide employee and departmental recognition there are several communication methods.

- **Bulletin Boards/Notices**

  Bulletin boards are located throughout the organization and provide valuable information that applies to our employees. The official employee bulletin board is located outside the cafeteria.

  Notices of particular personal importance to you are mailed to your home. Information that cannot wait may be sent via Global e-mail and/or memo to your department and posted on a bulletin board.

- **Policies**

  The employee handbook is reprinted periodically; however, policies may be revised more frequently. Policies which affect you as an employee are maintained and available on the hospital intranet. There are also hard copies of the policy manuals that are located in Nursing Administration, Human Resources and at the Employee Bulletin Board outside the cafeteria. Please remember that the handbook and policies are not an agreement or contract of employment, express or implied, or a promise of treatment in any particular manner in any given situation.

- **The Beacon**

  The Beacon is an online intranet available to all employees on campus. This reference tool is provided to employees as a resource with daily updates including news, quick links, events, alerts, a phone directory, cafeteria menu, forms etc.
Computers & Electronic Mail

Computers, e-mail and the internet are accessible to all employees completing work within WDH. All computers, the data stored in them and communication via e-mail may be monitored. WDH utilizes a web filtering system that allows us to prioritize how we use the internet connection to support patient care and business operations. Certain sites may be blocked due to potential risks from viruses. Quota time manages how long a user can connect to non work-related internet browsing.

Employees and their Manager

Questions and concerns relating to job activities should first be presented to your manager. Communication between you and your manager should be ongoing and address concerns, duties and expectations. Managers can help employees achieve their professional goals by providing career development information.

Leading the Way-Employee Newsletter

Leading the Way is published every two weeks by the Community Relations Department. The newsletter contains articles of interest about WDH employees and hospital related activities.

Open Forums

Members of the Executive Team meet frequently throughout the year with employees to encourage open communication within the community. This is an opportunity to share information and topics of interest; answer questions and address concerns. Further details regarding the dates and location of the forums will be sent to all employees via e-mail as well as posted on The Beacon.

Department and Unit Meetings

Departments and units meet regularly to communicate goals, objectives and to discuss workplace issues of interest to employees. Employees should check with their supervisor to obtain a meeting schedule.

EMPLOYEE RECOGNITION

Employees are encouraged to recognize each other for outstanding performance. Recognition is an important part of the WDH community. The existing formal recognition programs provide a means for employees to congratulate and thank one another for their contribution to the organization’s continuing success. The components of the formal recognition program include:

Star Cards

Star cards provide a means for employees to reward and recognize their colleagues or teams who demonstrate outstanding service. An employee nominated for a star card will receive recognition within their department/unit meeting and the card will be kept in their employee file. Nomination cards may be submitted manually or online via The Beacon.

Service Awards

Employees achieving five years of service and at each five-year level thereafter are honored with an award based on years of service at the annual employee recognition banquet. Employees can proudly display their years of service with an engraved badge holder.

WDH has established the “Diamond Circle” as a means of recognizing employees with 25 years or more of service to the organization.
**President’s Award**

The President’s Award honors an employee, volunteer or physician whose values and behaviors exemplify the “We Care” spirit and has contributed to a quality experience within the WDH community. It is a peer nominated award with final selection by the President/CEO.

**PEOPLE PHILOSOPHY**

WDH firmly believes that it is the responsibility of an employer to provide a positive working environment for employees to carry out its mission. This includes, but is not limited to, fair and equitable treatment of all employees, a competitive wage and benefit program, a responsive and trusted management team and an atmosphere in which each employee is a respected member of the team.

The Hospital is committed through its management and supervisory staff to treating you fairly, to listening to you as an individual, to responding to your needs and to interacting with you directly and honestly. In return, the hospital expects you to treat others fairly, to listen, to respond to other’s needs and to interact directly and honestly.

As part of our people philosophy, we believe in participative leadership at all levels to create a community that is reflective of our core values and enables our employees to reach their highest potential. Our commitment to the WDH community is to provide a safe and supportive work environment, fair and progressive workplace practices, opportunities for growth and development, competitive compensation and benefit programs, and direct and timely responsiveness to employee issues and concerns.

As part of our commitment, we are opposed to representation of employees by any outside organization. We want to work with employees directly, not through an intermediary, and will make every effort to promote an effective and satisfying employment relationship in order to serve the best interests of the community we serve.
EMPLOYEE RIGHTS & RESPONSIBILITIES

This segment contains a general summary of policies and procedures related to standards of conduct. All employees of WDH will be expected to review and comply with all policies, procedures and standards of conduct.

EQUAL EMPLOYMENT OPPORTUNITY

As part of a commitment to equal employment opportunity, WDH recruits, hires, trains and promotes the most qualified individuals at every level of responsibility. As such, it is the policy of the hospital that every applicant and every employee will be treated fairly, on the basis of race, color, religion, sex (including pregnancy), national origin, age, disability, veteran status, sexual orientation, genetic information, gender identity or any other protected status pursuant to Federal and State laws. This policy includes, but is not limited to employment, promotion, transfer, demotion, termination, layoff, compensation, benefit programs and hospital-sponsored social and recreational events. All policies and provisions are subject to the laws and regulations governing the operation of the hospital. If a change in the laws or regulations affects any provisions of the program, such laws will, of course, determine future action.

COMPLIANCE

Within WDH, integrity and trust play an essential role in the delivery of high quality care. Our patients are to be treated with respect and dignity at all times.

Corporate compliance means that all persons associated with WDH and WHP will understand and comply with all legal and other requirements that relate to our jobs. Any questions or concerns are to be addressed with your manager, the VP Regulatory Compliance, or the Chief Executive Officer so that they may be investigated in an appropriate manner.

CONFIDENTIALITY

During your employment at WDH, you may become aware of confidential information regarding patients, employees or WDH business plans and operations. This information is considered confidential and is not intended for general employee access. It will not be discussed or distributed except when it is stated as your designated responsibility. If you have any questions about how to handle confidential information, please ask your manager, the VP Regulatory Compliance.

CONFLICT RESOLUTION

At WDH every employee has a voice and an opportunity to be heard. We urge you to speak up on important issues for yourself and patients. Your Manager, Department Director, Executive Management or Human Resources staff members are all available resources for you to talk over problems, suggestions, complaints, frustrations or to answer questions. You may contact any of them at any time for an informal discussion or respectful idea exchange.

Sometimes you may feel that your concern cannot be solved by informal means. We encourage you to use the formal procedure set up for problem solving. The purpose of this procedure is to provide a solution to your problem or an explanation of the reason for actions taken or not taken. (HR-21 Problem Resolution Procedure)
CULTURE OF SAFETY
As an employee of WDH or WHP, we demonstrate our concern for the overall welfare of the community. Within the organization, it is essential that employees are aware of potential hazards, unsafe circumstances or anything that may cause harm to yourself, a colleague, patient or visitor. The bullets below further demonstrate our responsibility as employees of WDH and WHP:

- **Quality Assurance** – make sure our members and visitors receive outstanding quality care.

- **Risk Management** – take action to correct/prevent potential hazards.

- **Job Hazard Awareness** – ask your colleagues and/or manager about your work environment, always be alert and cooperative in implementing all safety and hygiene regulations.

- **Safety Strategies** – quickly report incidence and hazards to your manager, always being careful of anything that may potentially be hazardous, doing your job the best way that you know how and wearing and/or utilizing appropriate safety equipment required by the job.

- **Emergency Preparedness** – being knowledgeable of existing disaster plans, know the codes/signals and what to do when an emergency/disaster plan is activated.

All of this comes together when everyone works as a member of the team by cooperating and reporting any/all incidences/occurrences regarding: quality, apparent risk, work place hazard and safety violations, working conditions and emergencies in a timely and effective manner. If you discover any of these conditions, please immediately report them to a manager.

AMERICANS WITH DISABILITIES ACT (ADA)
WDH supports the employment of individuals with disabilities. The Americans with Disabilities Act (ADA) is the most comprehensive Federal civil rights statute protecting the rights of people with disabilities. It affects access to employment, state and local government programs and services; access to places of public accommodation such as businesses, transportation and non-profit service providers; and telecommunications. Employment discrimination is prohibited against “qualified individuals with disabilities.” This includes applicants for employment and employees. An individual is considered to have a “disability” if he/she has a physical or mental impairment that substantially limits one or more major life activities, has a record of such impairment or is regarded as having such impairment.

CULTURAL DIVERSITY
It is the policy of WDH that Cultural sensitivity/awareness embodies the knowledge, attitude, skills and protocols that allow differences within individuals at WDH to render services across cultural lines in an optimal manner. Cultural sensitivity requires individuals to respond with respect and empathy to people of all races, ethnic backgrounds, religions, gender, sexual orientation, ages, disabilities and socio-economic status cultures, classes, races, religions and ethnic backgrounds in a manner that recognizes, affirms and values the worth of individuals, families and communities. (HR-68 WDH Cultural Diversity)
**DRUG/ALCOHOL FREE WORKPLACE**

WDH has vital interests in ensuring a safe, healthy and efficient working environment for our employees, their co-workers and the public we serve. In addition, as a federal contractor, we have a duty to comply with the requirements of the Drug-Free Workplace Act of 1988. The unlawful or improper presence or use of controlled substances or alcohol in the workplace conflicts with these interests and presents a danger to everyone.

WDH prohibits the unlawful manufacture, possession, sale, distribution, dispensation, diversion, presence and/or use of alcohol, drugs (other than the lawful use of prescribed drugs) or other controlled substances on its property, work sites, hospital vehicles or during working time. It is the intent of this policy to provide guidelines and consistent procedures for handling incidents of employee’s use of alcohol, drugs or controlled substances that affect job performance.  
(HR-59 Drug/Alcohol Free Workplace)

WDH provides employees with the benefit of an Employee Assistance Program (EAP), that is designed to help employees deal with any substance abuse or other problems that they and their families may encounter. (HR-B35)

**EMPLOYMENT OF RELATIVES**

It is the policy of WDH to hire, transfer, and/or promote qualified individuals regardless of their immediate family relationships to other employees of the hospital provided that an immediate family member is not in the position of a supervisory capacity to the position being filled. In no circumstance shall one family member supervise, evaluate or discipline another family member. (HR-36 Employment of Relatives)

**GIFTS & TIPS**

Due to the nature of services provided by WDH, employees are not permitted to accept gifts or tips offered by patients and their families. If a gift or tip is offered to an employee, he/she should politely decline. (LD-05 Code of Organizational Ethics/Compliance)

**HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPAA)**

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) is a federal law that applies to health plans, health care providers and health care clearinghouses. The HIPAA legislation is complex and has many components. Three major focus areas of the legislation are:

1. Privacy—provides rules in regard to how the privacy of an individual’s health information must be protected.
2. Transaction and Code Sets—requires the use of standard transaction formats and code sets when an individual’s financial health information is transmitted electronically.
3. Security—requires specific security measures to be in place to protect an individual’s health information that is sent or stored electronically.

WDH provides all new employees an overview of the federal law during orientation. Violations of HIPAA are extremely serious and may result in disciplinary action up to and including termination.
**LICENSES & CERTIFICATIONS**

It is the policy of WDH that all employees requiring a license, registration or other certification maintain current compliance as a condition of employment. No employee will be allowed to work without the required license, registration or certification.

It is the responsibility of the individual employee to maintain a current license, registration, and/or certification. The Human Resources Department will file a copy of license or registration verification in the employee’s file and electronically document in Ultipro after verifying the original document on the applicable website. (HR-41 Licensure and Registration)

**REMOVING HOSPITAL PROPERTY**

You may take hospital property off the premises if you are so authorized by the department director responsible for the property. WDH has the right to inspect parcels, handbags, or other baggage leaving the premises. If you wish to claim something which the hospital is discarding you must get authorization from the responsible department director.

**SMOKING**

There are smoking areas specifically designated for patient use. Employees, volunteers, students, contractors and medical staff of WDH and it’s off site offices are only permitted to smoke in private vehicles parked in uncovered areas of employee parking. The authorized smoking areas at WDH are: ground level (uncovered), level 3 (uncovered), level 4 ramp (uncovered), and level 5 (uncovered). Smoking in non-designated areas is a serious violation of company policy.

**SOLICITATION AND DISTRIBUTION**

To avoid disruption of patient care, we believe that employees should not be disturbed or disrupted in the performance of their job requirements. Employees are prohibited from soliciting others during their working time or during the working time of employees being solicited. Working time is defined as that time when employees are expected to be working and does not include time before work, breaks, meal periods, or time after work. Solicitation may include but is not limited to requesting gifts or money, accepting money from patients or engaging in the unauthorized sale of services, merchandise, raffle tickets, lotteries, etc. (HR-30 Solicitation/Distribution)

**STANDARDS OF CONDUCT**

At WDH, we believe our people, values and focus on quality outcomes make the difference for our community. Our Policies and Procedures are consistent with our values while maintaining a professional and courteous working relationship with our community. Policies regarding standards of conduct are intended to promote a safe work environment, productivity and suitable working relationships based on Teamwork, Integrity, Excellence, Respect and Caring. Employees are asked to review and acknowledge our Standards of Conduct annually at the time of their evaluation.
TERMINATION OF EMPLOYMENT

Should you decide to voluntarily resign from your employment, you are asked to submit a written letter of resignation to your immediate supervisor. The letter should state your last day of work (termination date) and your reason for resigning. The length of notice that is required depends on the position you are in.

- Hourly – 2 weeks
- Professionals – 3 weeks
- Supervisory and Management – 4 weeks

Please note: notice is defined as working time. Earned time and other time off are not counted as part of your notice.

If you resign with proper notice you will receive all benefits to which you are entitled. Failure to give proper notice may jeopardize your eligibility for rehire.

If you voluntarily resign from your employment, your final paycheck will be available on the next regular payday after your termination. You will receive payment for all available unused earned time as part of your final paycheck.

Prior to your last day, we would appreciate your participation in an exit interview with Human Resources. Your HR Partner will contact you to arrange this. At this time, you will also be given information regarding your opportunity to continue your current insurance coverage. Before leaving you should be sure to turn in your hospital identification, locker key, office key and any other hospital property to your supervisor. (HR-24 Termination of Employment – Voluntary)

ELIGIBILITY FOR REHIRE

An employee who has resigned from WDH in good standing and has given proper notice in accordance to WDH policy will be eligible for rehire.

VALUABLES

WDH is not responsible for lost or stolen items. Each employee must protect and secure items. Please report all lost or missing items to your manager and security department.

WORKPLACE VIOLENCE/HARASSMENT

The safety and security of employees is of greatest importance to WDH. As a community, we take pride in our commitment to providing a safe and secure work environment free of physical violence, threats and intimidation. It is the policy of WDH that harassment of or by employees, patients and members of the medical and affiliate staff will not be tolerated. Individuals who are found to have engaged in harassment will be subject to discipline, up to and including suspension and/or termination from employment. Workplace violence/harassment includes, but is not limited to:

- Unwelcome sexual advances or requests for sexual favors or other verbal or physical conduct of sexual nature, a condition of employee’s continued employment; or
- Submission to or rejections of such conduct are the basis for employment decisions affecting the employee; or creating an intimidating, hostile or offensive working environment by such conduct.
• Verbal harassment including sexual innuendos, suggestive comments, jokes of a sexual nature, sexual propositions, threats; and threatening or abusive language, degrading or demeaning comments, profanity or similarly offensive language.

• Offensive Language/Behavior Foul, abusive or offensive language or behavior is not permitted anywhere in or around the hospital where they may be witnessed by patients, visitors, employees or any associates of the hospital.

• Weapons No employee will carry a weapon on the WDH campus.

• Non-verbal harassment including sexually suggestive objects or pictures, graphic commentaries, suggestive or insulting sounds, leering, whistling and obscene gestures.

• Physical harassment including unwanted physical contact, including touching, pinching, brushing the body, coerced sexual intercourse, and/or assault.

• Inappropriate physical contact with another individual that is threatening or intimidating.

Workplace violence/harassment is a form of serious misconduct that affects the integrity of the employment relationship. If you feel you are the victim of any such act, report the matter to your manager or the Human Resources Department immediately. (HR-45 Non-Harassment)

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**ON THE JOB**

This section summarizes important policies, procedures and practices you will need as you begin your career at WDH. Most of the policies referred to in this section can be found in the Policy and Procedure section of the WDH intranet.

**ATTENDANCE**

Reporting to work on time and as scheduled is a key responsibility of each and every employee. Our team is committed to establishing and maintaining fair and consistent work schedules that support a work/life balance. You are expected to report to work on time and as scheduled. When a situation occurs which prevents you from meeting your obligation, it is the policy of WDH & WHP to require notification in advance of the start of your shift to the appropriate manager. Employees who are absent for more than three (3) consecutive scheduled days due to a medical reason are required to provide medical clearance from either their personal physician or the Employee Health Nurse prior to returning to work. (HR-13 Absenteeism/Tardiness)

**IMPORTANT DATES**

Your date of employment is your first day of work at WDH — or if you are rehired it is normally your first day of work after being rehired. Your anniversary date is the date one year from your first day of work.
**DRESS CODE**

WDH’s image in our community is reflected by our furnishings, buildings, grounds and services but most of all by our employees. We expect all employees to dress in a manner that creates an image of professionalism, confidence and respect.

Specific departments require career apparel or uniforms. Please check with your department manager for specific guidelines applied to you. An extensive description of “What Not to Wear” is provided within the hospital orientation packet. (HR-55 Appropriate Attire Guidelines for Hospital Staff)

**EMPLOYEE REFERRAL PROGRAM**

Our employees are our greatest asset. To encourage you to refer qualified candidates for employment we offer a bonus for all eligible referrals hired into organizational positions. The minimum bonus is $500 and will be pro-rated depending on the position’s number of scheduled hours. The name of the referring employee must be identified on the candidate’s application in addition to completing and signing the referral form within 30 days of hire. (HR-B38 Employee Referrals)

**IDENTIFICATION BADGES**

The Human Resources office will provide badges to all employees, affiliates, students, observers and volunteers to ensure patients understand who is providing their care. In addition, the badge serves as an emergency/disaster pass to assist local authorities in identifying hospital employees during the time of a community emergency.

Badges are to be worn above the waist at all times and pins or stickers that cover an employee picture should not be used. A new badge will be supplied free of charge in the event of a name change, title change or damage to the badge itself. Badges are not to be given or shared with other employees. (HR-15 ID Badges)

**INTRODUCTORY PERIOD**

All employees are hired with a 90-day introductory period. A written performance evaluation will be completed near the end of this time period. The introductory evaluation does not generate a financial increase.

- The introductory period may be extended under certain conditions at the request of the department director.
- If you transfer to a new position, you will serve a 90-day introductory period in the new position.
- The introductory period status does not alter the “at will” nature of the employment relationship. This means that you may terminate employment relations during the introductory period or your employment may be terminated during the introductory period with or without cause or notice. (HR-06 Introductory Period-Newly Hired/Re-hire employees)

**MEAL /COFFEE BREAKS**

If you work a shift of at least 4 hours WDH provides one paid 15-minute rest period as department, workload and schedules permit. If your shift is more than five hours you are entitled to a 30 minute unpaid meal in addition to the 15-minute rest period. (HR-B21-Meal/Coffee breaks)
**CHANGE OF STATUS**

Changes of name, address, telephone number, emergency contact information and dependent or marital status must be reported to your Human Resources Department and Payroll so that employment records are kept current, necessary changes to benefits can be made and to ensure that you continue to receive important information.

**PAY PERIODS**

The pay period begins with the first shift on Sunday and ends with the final shift begun on the following Saturday night.

Time worked is recorded electronically (Kronos) on a daily basis by individual hourly and salaried non-exempt employees. Payroll Exception Forms for the purpose of recording time worked that was not swiped at the time clock, paid time off and unpaid time off for employees are maintained by the editor of each department. Recording time that was not submitted to payroll through Kronos or documented on the payroll exception form for a “previous pay period” should be submitted on the correction to timesheet form. (HR-66 Pay periods and pay day)

**PERFORMANCE REVIEW**

The performance of your job will be formally evaluated on an annual basis. You are reviewed both at the end of your introductory period and annually. In addition to the regular performance reviews you may also be reviewed at the time of a transfer or promotion. Your annual performance review is used to determine the rate increases (if any) and is based on your role and responsibilities. (HR-17 Competency of Staff)

**SEVERE WEATHER CONDITIONS**

WDH and WHP must continue to operate during extreme weather conditions. Employees are critical to ensuring continued patient care during these times. Notification of a “severe weather condition” is communicated through the Employee Special Notices line (740-2196) or by a global e-mail. Please check with your manager to learn more about your departmental severe weather plan. Further clarification is available in the Policies and Procedures on-line manual. (HR-14 Severe Weather Condition)

**TELEPHONE CALLS**

It is important to have telephone lines open for official WDH business. For this reason, personal communication including phone and/or texting are not encouraged while on duty except in emergencies. Please check with your manager to determine your department’s telephone and cell phone policy.

**COMPENSATION**

**JOB CLASSIFICATION**

Your employment classification is used for determining your benefits. Classification is determined when you are hired and is subject to change. Before you consider a change in classification, be sure to contact Human Resources for details of how this change may affect your benefits. For details regarding your job classification and how it is determined please refer to the policy listed below. (HR-05 Employment Classification.)
OVERTIME

You will be paid overtime at a rate of one and one-half times your average hourly wage for time worked in excess of 40 hours in a pay period. Overtime is to be authorized by your department manager, in advance when possible. Overtime pay is consistent with New Hampshire State laws. (HR-70 Pay Practice Policy)

PAY RANGE

It is the policy of WDH to pay wages and salaries which are fair and equitable. Rate ranges are reviewed at least once a year and may be adjusted as required in order to remain fair, competitive and continuously aligned with job duties (HR-16 Wage & Salary Administration)

TAKING WORK HOME

If authorized by your department manager you may take work home. You must report time worked at home on your time sheet in the same manner as time worked at the hospital (with the notation that work was completed at home). The same overtime provisions apply.

UNEMPLOYMENT COMPENSATION

In accordance with the laws of the State of New Hampshire, all employees are covered by unemployment compensation. If you have lost your job through no fault of your own, we encourage you to apply to the Department of Employment Security.

GROWING WITH WDH

Wentworth-Douglass acknowledges ongoing development of its employees. While career growth is each employee’s own decision and responsibility, WDH takes pride in its organizational culture and encourages learning and development for all employees. This segment outlines some of the organizational training and development programs provided.

CONTINUING EDUCATION & ORGANIZATIONAL DEVELOPMENT & TRAINING

Employees at WDH have an extraordinary commitment to professional development and life-long learning. The Education/ Organizational Development (EDOD) Department, in partnership with Department Directors, provides an evidence-based, comprehensive, and organized educational and staff development program structure that facilitates and promotes professional development of employees at all levels. A broad range of services are supported by the EDOD Department, including but not limited to, oversight of provider-ships for nursing and medical continuing education, leadership development, organizational development consultations, project management, orientation and on-boarding services, an electronic learning management system, library services, and a team of dedicated education professionals who consult, assess, plan, design, implement, and evaluate learning functions. The services of the EDOD Department are supplemented with support from Clinical Nurse Specialists and unit-based Clinical Educators, creating a unique centralized/decentralized education structure within the organization.
INTERNAL JOB OPPORTUNITIES
(TRANSFERS, PROMOTIONS)

WDH is committed to the development and growth of its employees. Every effort is made to fill vacant positions with current, qualified employees. When job vacancies occur, they will be posted on the WDH intranet (Ultipro Web) for no less than four days. You may apply electronically through Ultipro Web.

You may find out full details from the Human Resources office on how changes in wages and benefits will affect you as a result of a promotion or transfer, as well as information on the qualifications for and essential duties of the job.

(TUITION ASSISTANCE)

Benefit eligible are eligible to apply for tuition assistance after satisfactorily completing one year of employment provided they are in good standing. You may apply for reimbursement for health care-related or degree-related education after meeting specified criteria. The required forms are available within the Human Resources Department. Subsequent to successful completion of the course, you must submit your final transcript.

(LEADING THE WAY IN BENEFITS)

WDH offers a comprehensive, competitive and cost-effective benefit package with numerous benefits, services and conveniences. The annual Benefits Fair, held in October, is designed to provide you with the information you need to make informed choices. Annual enrollment offers you the opportunity to choose benefit options and coverage levels for the upcoming year. Make the most of this opportunity to re-evaluate your options and reflect on whether your personal/family circumstances have changed.

The WDFlex Benefits Program really means you can have your benefits your way:

You have choices in:
- Medical
- Dental
- Flexible Spending Accounts
- Life Insurance
- Disability Income Protection

WDH provides you with a flexible benefits dollar allowance and an array of benefits to spend it on. You may choose your own benefit coverage, supplementing the hospital allowance by paying for more expensive benefits with pretax dollars from your paycheck or receiving taxable cash back if you do not spend the entire allowance on benefits.

Further detailed information is included in the enrollment guide provided to you upon employment change in employment status or prior to the annual Benefits Fair. Please feel free to contact the Human Resources department for additional information.
The Hospital and its Plan Administrators and Fiduciaries reserve the maximum discretion permitted by law to administer, interpret, enhance, modify, discontinue or otherwise change any benefit plan, practice, or procedure. While you may receive feedback in response to your questions about the benefit plans we offer, none of those responses can modify the terms of the official plan documents and, consequently, do not represent a promise or guarantee.

**BEREAVEMENT TIME**

In the event of the death of an immediate family member, employees will be granted up to three (3) days off with pay provided that such days are taken within five (5) days of the death. Immediate family is defined as a mother, father, sister, brother, daughter, son, wife, husband, domestic partner, significant other who maintains the same residence, mother-in-law, father-in-law, daughter-in-law, son-in-law, grandmother, grandfather, grandchild, stepmother, stepfather, stepchild, brother-in-law and sister-in-law.

If the circumstances require that one must take additional time off, earned time may be added to bereavement time with your department director’s approval. (HR-B4 Bereavement)

**EARNED TIME**

WDH provides an “Earned time” program which combines all traditional paid time off benefits of vacation, sick time and holidays into a single category. All benefit eligible employees will accrue earned time benefits.

Under the earned time system, employees will earn all paid time off on the basis of hours worked each week up to 40 hours. Any time worked beyond 40 hours does not count toward that calculation.

It is expected that earned time will cover all time off required by an employee. Therefore, one should plan ahead in order to have sufficient earned time to cover any holiday not regularly scheduled to work, in addition to keeping a reserve to cover time off for illness. Employees may not use earned time in advance and must have time currently available in order to take paid time off. (HR-B33 Earned Time)

**FAMILY & MEDICAL LEAVE ACT (FMLA)**

The Family and Medical Leave Act (FMLA) requires employers to provide up to twelve (12) weeks of unpaid, job protected leave to eligible employees for certain family and medical reasons in a rolling 12-month period. FMLA defines family as a spouse, son, daughter or parent. Granted leaves will run along with any other paid or unpaid leave (such as short short-term disability, workers’ compensation and/or vacation). Employees may also be eligible for up to twelve (12) weeks of unpaid job protected leave in a rolling 12-month period for a qualifying exigency in connection with a spouse, parent or child who is a member of the National Guard, Reserves or certain retired military members on active duty or called to active duty status.

In addition, employees may be eligible for up to twenty-six (26) weeks of unpaid job protected leave in a single 12-month period beginning on the first day of this leave to care for a spouse, parent, child or next of kin who is a current member of the Armed Forces, including the National Guard and Reserves, and is suffering from a serious injury or illness incurred in the line of duty while on active duty. (HR-B39 Family and Medical Leave Act)
LEAVES

Leaves of Absence (LOA) are granted under certain conditions without pay. This allows all eligible employees to be absent without losing certain benefits. It is an employee’s responsibility to contact his/her manager and Human Resources to learn more about eligibility and the terms for each type of leave. In addition, it is the employee’s responsibility to submit a request for a leave in writing to your department director/manager 30 days in advance, whenever possible. Failure to do so may be considered a voluntary termination. Advance notice is not required in emergency situations. The request must contain the reason for leave, anticipated length, last day of work, expected date of return, and special details pertaining to the type. An employee who works on a per diem basis while on a LOA will have such work treated as temporary employment except that those hours will count towards earning earned time if the employee was in benefit eligible status before the LOA. The specific definitions that apply can be found in the policy listed below. (HR-B5 Leaves)

FLEXIBLE SPENDING ACCOUNTS

Flexible spending accounts (FSAs) offer a tax-free way for you to pay certain health care and dependent care expenses. By contributing pre-tax dollars from your pay to these accounts, you pay no Federal Income tax or Social Security tax on these dollars.

HOLIDAYS

WDH recognizes six days each year as holidays for purposes of paying holiday premiums: New Year’s Day and Eve, Memorial Day (last Monday in May), Independence Day, Labor Day (first Monday in September), Thanksgiving (fourth Thursday in November), Christmas and Christmas Eve.

WDH is a health care facility which operates 365 days a year and it is the expectation that when holidays fall on a weekend, departments will schedule employees accordingly and departments who normally operate Monday through Friday will also schedule employees to be available on Friday or Monday depending on the observed holiday. Exceptions to this will be discussed in advance with the Executive Team prior to implementation. (HR-70 Pay Practice Policy)

SHORT AND LONG-TERM DISABILITY

WDH offers short-term and long-term disability as after tax deductions. This is provided so our employees will receive the full value of the benefit if they become disabled. You have the opportunity for income protection throughout a period of disability and you may chose more coverage if desired. For more information regarding short-term and long-term disability benefits, please refer to your enrollment guide.

529 COLLEGE SAVINGS PROGRAM

Our 529 College savings plan allows employees to save for post-secondary education expenses. Employees who participate can have a portion of their pay direct deposited into a post-tax account to cover costs associated with secondary education. Earnings are tax deferred and the plan provides for federal-tax-free withdrawals for qualified education expenses (tuition, room and board).
403 (B) RETIREMENT PROGRAM

All employees are eligible to participate the retirement program upon employment. A tax-sheltered annuity (403 (B)) allows you to accumulate dollars through payroll deductions at the same time reducing Federal Income tax. 403 (B)s may be used in the same way as a savings account for a retirement fund. Money is deducted from your pay by means of salary reduction and placed in the program. You do not pay federal tax on the money you place in this program or on the interest it earns. You only pay tax when you withdraw the money either in a lump sum or as an annuity at retirement.

After completion of two continuous years of employment with at least 832 hours per year, the hospital will begin matching your contribution up to: 5% of your base rate of pay after your second, third and fourth year; 4% after your fifth through tenth years; 5% after your tenth year and 6% after your twentieth year. (HR-B30 Retirement Program)

LIFE INSURANCE

Benefit eligible employees are eligible as of the first of the month after date of hire. If you do not apply within one month of your eligibility date you must wait for the open enrollment period to join. Current employees who have a change in status to regular part-time become eligible on the first of the month following status change. Term life insurance coverage of $10,000 for all eligible employees is provided.

YOUR HEALTH & SAFETY

Wentworth-Douglass provides a safe and functional environment of care for patients, employees, visitors and the community. The Administration of WDH and WHP and its’ Board of Trustees believe in a strong commitment to the maintenance of a safe and sanitary environment for our patients, employees and visitors. This commitment has been evidenced by the development and support of the hospital Environment of Care/Safety Committee composed of members representing a cross-section of WDH departments and its off-site entities. This committee continues to lead us in the development of policies and programs, which affect all areas of our facility and provide guidance in the safe performance of our duties.

ACCIDENT PREVENTION

As an employee of a health care facility you already show interest in the overall wellbeing of your community. All employees of WDH are expected to be aware of their surrounding and always be on the look out for unsafe/hazardous situations or anything that may cause harm to yourself or one another. This will all tie together with everyone’s cooperation and reporting of all incidents/occurrences regarding: quality, apparent risk, job hazards, and safety violations, working conditions and emergencies immediately. Please report any such condition immediately to your supervisor.
DISASTER PLAN

In the event of a disaster, an internal or external code will be activated. WDH has adopted the recommended HOSPITAL INCIDENT COMMAND SYSTEM (HICS) as the model for responding to any disruption of normal service. It complements the process known as the Incident Command System (ICS) used by fire, law and civil services throughout the United States.

FIRE SAFETY

It is the duty of all employees to guard constantly against fires and to be prepared in the event of a fire. The lives of our patients, visitors, and staff may depend upon our ability to act quickly and efficiently in the event of a fire. Please refer to the Environment of Care manual located on the WDH intranet.

ILLNESS ON THE JOB

If you become ill while on duty, you must first report to your supervisor and then you may report to, or be asked to report to, Employee Health. The Emergency Department serves as a back-up for hours not covered by Employee Health. You will not be charged for any services rendered by the Employee Health office, however you will be charged for services rendered by the Emergency Department.

INJURY ON THE JOB

If you are injured while on duty, please report to your supervisor immediately. You will be directed to Employee Health or Seacoast Redicare to evaluate your ability to work. For employees working in Physician Service offices, minor injuries will be treated by the practitioner in the office. New Hampshire State law states you have up to two years to report a work related injury, however, WDH and WHP asks that you report the injury to Employee Health as soon as it occurs. (HR-B15 Workers Compensation)

WORKER’S COMPENSATION INSURANCE

All employees are eligible upon employment. Workers’ compensation is governed by state law. You must complete an injury report in order to initiate a workers’ compensation claim. (HR-B 15 Workers Compensation)

OCCURRENCE REPORTING

WDH defines an occurrence as “Any unusual event or circumstance not consistent with the normal routine operation of the hospital or routine treatment of a patient. It may be an error, a poor outcome, an accident or a hazard.” Please report occurrences of this nature to the Performance Improvement Department within 48 hours.

WELLNESS & PHYSICAL FITNESS (THE WORKS)

The Works Family Health and Fitness Center (owned and operated by WDH) offers a variety of opportunities for its members and their families to develop and maintain a healthy lifestyle. The Works provides recreational and competitive sports, fitness equipment, group exercise classes, and outdoor and social recreation programs.

Employees of WDH are encouraged to join the Works Family Health and Fitness Center at a discounted rate. For membership information and rates please visit www.theworkshealthclub.com
AT YOUR SERVICE

For your convenience, a variety of resources and services are available to all employees. Additional information is available on The Beacon.

ADOPTION ASSISTANCE

WDH assists employees with expenses related to adoption of children. Employees may submit a claim for reimbursement up to $2000 per child under the age of 18 who is not a relative or step child. Benefit eligible employees must be employed by WDH for at least 3 months at the time of the finalized adoption. Eligible expenses include licensed adoption agency fees; state required “pre-placement home studies”; related transportation expenses for you and your spouse to bring your adopted child home and related legal fees. (HR-B34 Adoption Assistance)

COMMUNITY VOLUNTEERISM

WDH acknowledges your contribution to the community and service provided to non-profit agencies and will match up to four hours of this time. Employees with budgeted scheduled hours are eligible for this plan. (HR-B36 Community Volunteerism)

DIRECT DEPOSIT

WDH employees may sign up with the Payroll Department to have their entire paycheck electronically transferred directly into their bank account.

Direct Deposit forms are available on Ultipro Web and must be submitted to Payroll with a voided check or a Direct Deposit Authorization form from your bank or credit union.

DRY CLEANING SERVICE

Employees of WDH and all of its off-site entities are provided the convenience of Cleary Cleaners’ pick up & delivery service. The dry cleaner will come to you at no additional cost. As a pick up & delivery service customer, you will receive 2 day per week service, free personalized garment bags and monthly billing to your home address.

EMPLOYEE ACTIVITIES ASSOCIATION (EAA)

The EAA provides employees with the opportunity to participate in social programs and discount programs in the community. An employee is eligible for participation by completing an application for membership and paying dues. Members receive discounts for movie tickets, dining out, auto repair, hair salons, massages and much more. Further information can be found on the bulletin board in the employee information area on level one. (HR-B32 Employee Activities Association)
EMPLOYEE ASSISTANCE PROGRAM

Our Employee Assistance Program is designed to provide you and your family with confidential counseling services for personal and/or work related problems. Employees and/or family members may refer themselves by calling 1-800-769-9819, 24 hours a day, 7 days a week and letting the receptionist or counselor know they would like to activate their EAP benefits. EAP counselors assess the initial program at no charge to the employee for up to four visits. Any issue discussed between the employee and/or family members and the professional counselor will not be shared with WDH or any coworkers. (HR-B35 Employee Assistance Program)

EARLY LEARNING CENTER

WDH provides a child care program to staff and affiliates. The center is licensed by the State of New Hampshire and is fully accredited by the National Association for the Education of Young Children. For more information contact the director of the Early Learning Center at (603) 740-2630.

MATERIALS MANAGEMENT ORDER FORM

WDH employees are provided with the opportunity to purchase selected items at a discounted rate. Items such as diapers, cold packs and batteries are available. Personal purchases are special order and may take up to ten working days to deliver. These items may be paid via payroll deduction. The order form is available to all employees via the WDH intranet.

EMPLOYEE PHARMACY

All employees and their immediate families are eligible to utilize the hospital pharmacy services.

You may submit your prescription request for renewal to the pharmacy between 7:30 a.m. and 4:00 p.m. Monday through Friday. All pharmacy purchases are paid through payroll deduction or a debit card linked to a health reimbursement account. You must have your employee ID# when picking up your prescription. For your convenience, there is an online order form on The Beacon that can be submitted electronically. A complete list of available Over the Counter medications is also provided.

EXAMINATION OF PERSONNEL RECORDS

From the time you are hired a confidential file of your employment is kept in the Human Resources Department. Employee files are a part of your employment record and are WDH property. Employees may schedule an appointment with the Human Resources Department to review their employee file during normal business hours. Employees may also request copies of information in their files at that time.

All information within your file is considered confidential and can be released only to those persons and under circumstances deemed appropriate by the Vice President of Human Resources. You are responsible for notifying the Human Resources Department of any changes in personal data such as change in name, address, telephone number, and marital status, number of dependents, insurance beneficiaries, or emergency notification at the time that the change occurs. (HR-08 Employee Personnel Files)
GIFT SHOP
The gift shop is located in the front lobby of the hospital and is operated by the friendly volunteers within the Community Relations Department. The shop is available to visitors and employees and carries items such as books, jewelry, flowers, candy, cards and toys.

IDENTITY FRAUD
WDH recognizes that identity theft is on the rise and offers a free insurance policy to employees intended to offer financial assistance to those dealing with expenses associated with identity fraud. All WDH employees and their spouses or domestic partners, or children under the age of 18 who reside in the same house of the employee are covered under this plan. This policy applies to identity fraud occurring anywhere in the world. If you are a victim of identity fraud, first notify the police, and then contact Erin Wigmore at extension 3201 as soon as possible. Claims must be filed no later than four months after discovery of the loss.

PAYROLL DEDUCTION
For your convenience, payroll deduction is available to WDH employees and can be utilized in the Cafeteria, Waterfall Café, Gift Shop, Employee Pharmacy and Materiel’s Management. For more information regarding this service, please contact the payroll department and complete the form available outside of the Human Resources Department. (HR-65 Deductions from Paycheck)

PARKING
WDH provides and maintains parking lots in areas easily accessible to the hospital at no cost. Employees are required to register their car(s) with the Security Department. The parking areas designated for employees are the bottom and the third, fourth and fifth levels of the parking garage. Parking on the same level as the hospital is reserved for patients and visitors. Employees with medical conditions requiring special parking considerations may request a medical parking permit from the Employee Health Department; a physician’s note must accompany the request. Failure to abide by parking regulations may result in disciplinary action, including reduction of merit increase. Security is available to escort employees walking to and from the building, after hours, should they feel uncomfortable.

EMPLOYMENT VERIFICATION
Employment verification will be provided on former and current employees upon written request. Information will be confirmed on your date of hire, position held, and date of termination. Any requests for employment verification or references should be directed to the Human Resources Department. Managers are not is authorized to provide reference information.

TRAVEL EXPENSES
If you are required to use your own car for authorized travel on hospital business you will be reimbursed on a per-mile basis. Submit the mileage driven to your department director who will authorize payment. Be sure to report tolls and parking costs as well for reimbursement. Certain other travel-related expenses will be reimbursed if you are on hospital business. (LD-02 Corporate Travel.)
**ADDITiONAL REFERENCES**

**WEB SITES TO KNOW:**

- **The Beacon:** The WDH intranet is provided as an onsite reference tool for employees. It contains information related to your employment such as news, updates, events, café menu, electronic forms, handbooks, procedures and policies.

- **Outlook:** The WDH electronic form of communication, appointment scheduling and extension director.

- **Ultipro Web:** An electronic resource for employees providing personal pay, benefit and career information, internal job postings, electronic forms, an employee directory and much more.

- **Healthstream:** The WDH learning and educational portal.

- **WDH Portal:** provides access to specific employment related information and resources when not utilizing a WDH computer.

- **Lawson:** Competency Assessment Solutions from is our performance management software. Our goal is for the Employee and Supervisor to work together to discuss the job, evaluate expectations, and set goals for the coming year. You will be able to view previous evaluations, all hospital job descriptions as well as work on your current evaluation. Support is always available by emailing CASSupport@wdhospital.com.

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**GLOSSARY**

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<th>Acronym</th>
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<td>AAP</td>
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<td>CDC</td>
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<td>CHAD</td>
<td>Children’s Hospital at Dartmouth</td>
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<td>CISD</td>
<td>Critical Incident Stress Debriefing</td>
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<td>Employee Activities Association</td>
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<td>EAP</td>
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<td>Management Team Member</td>
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<td>Nurse Exec Council</td>
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Frequently used telephone numbers are listed below. A telephone directory is also available in all departments. Within the hospital, simply dial the last four digits. For external phone calls, dial 9 before the number.

In case of an Emergency: (anytime immediate help is needed)

Internal Emergency (main WDH campus) .................2500
Announce the extension you are calling from, the type of emergency and the location

- **Fire – Code Red**
- **Medical – Code Rush**
- **Hazardous Material Spill – Code Orange**

Off site Emergency .........................................................911
Communication .............................................................2451
Compliance Officer ...................................................... 2251
Information Systems-Help Desk.................................2420
Employee Pharmacy .....................................................3253
Patient Advocate ...........................................................2823
Patient Care Services ....................................................2845
Security..........................................................................2448
Human Resources..........................................................2380
Employee Special Notices Line..............................2196