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Revision Effective November 1, 2007
WELCOME

Welcome to Winona Health. We are pleased that you have decided to join our team and hope that you will share our sense of pride in the organization. As a new team member, you acquire a rich heritage with roots going back to 1894, when the Winona General Hospital Association was founded by a small group of physicians and laypersons. Today, we are a 99-bed hospital, a 150-bed nursing home, assisted living facilities, home care and hospice services, a retail pharmacy, physician clinics and foundation and we have a partnership in an ambulance service.

One of our key goals is to provide our patients and residents with high quality care and services. Individual dedication to quality in all that we do and to everyone we serve is necessary to meet this goal. Reaching this goal allows Winona Health to offer real opportunity to you and your fellow employees.

This handbook describes policies and programs in effect at the time it was approved. However, since policies and programs may be added, deleted or revised at any time, this handbook and other local publications can only provide general descriptions or guides and they should not be regarded as a promise to provide specific terms and conditions of employment. This handbook is not a contract of employment. The policies, procedures, practices and benefits described in this handbook supersede all those written and unwritten at an earlier time. In other words, this handbook and its contents replace any earlier written and unwritten versions of our policies, including any prior handbooks. Nothing contained herein shall be construed as a guarantee of continued employment. Winona Health and its affiliates do not guarantee continued employment to employees and reserve the right to terminate or lay off employees at will. Also, please realize that nothing contained in any statement of Winona Health or its affiliates’ philosophy, including statements made in the course of performance evaluations and wage reviews, should be taken as an express or implied promise of continuing employment. No one has the authority to enter into an oral employment contract on behalf of Winona Health or its affiliates and only the President and Chief Executive Officer of Winona Health can enter into a written employment contract.

We firmly believe that employees feel better about the place they work if they have as much information as possible. Please ask questions regarding any policy or benefit you do not fully understand.

Where anything in this handbook conflicts with the terms of a collective bargaining agreement, the terms of that agreement shall supersede those of this handbook.
Our Vision

Winona Health will be a recognized leader in the revolutionary transformation of community healthcare.

Our Mission

Winona Health is devoted to improving the health and well-being of our family, friends and neighbors.

Our Cornerstones

- An environment where people can realize their full potential
- Excellence and leadership in clinical care and service
- Customer Focus
- Stewardship of Resources

Our Values

- Integrity: We do no harm.
- Service: We serve with compassion, dignity and respect.
- Loyalty: We build relationships that exceed expectations.
- Excellence: We improve performance through learning and innovation.

Our Service Theme

We create peace of mind by providing compassionate and personalized care to our family, friends and neighbors.

Our Quality Standards

- Safety (non-negotiable – welfare of patients/residents and staff)
- Courtesy (how we treat others, includes confidentiality and integrity)
- Performance (patient/resident experience, includes care delivery, compassion and “onstage v. backstage”)
- Effectiveness (operations)
LIVING SERVICE EXCELLENCE STANDARDS

Our patients, residents, clients, families, physicians, co-workers and other customers see us as representatives of Winona Health – to them, we are the organization. The service that each of us provides defines the excellence of the organization.

Service standards are our way of clearly stating how we expect every employee to act every day in order for us to deliver excellent care and service. These standards are a part of every employee’s job function and performance assessment. Our service standards are based on our organizational values.

Integrity – We accept personal accountability for all that we say and do.
- Protect the privacy and confidentiality of our patients, residents, guests and each other.
- Take ownership for actions including verbal and non-verbal communication.
- Take pride in the job that you do.

Compassion – We serve our customers and each other with courtesy and respect, ensuring the overall well-being of each person.
- Acknowledge and welcome individuals in a warm and friendly manner.
- Respond sensitively and be respectful to individual differences and needs.

Family – We recognize the integral role of family in our lives and strive to build relationships that meet our personal and professional needs.
- Treat others like a guest in your home.
- Recognize the value and contribution of each member of the team to meet the customer needs.

Spirituality – We value the spiritual dimension of health and well-being and encourage the balance of mind, body and spirit in our daily lives.
- Support the cultural and faith-based traditions of our patients, residents, guests and each other.

Excellence – We are a learning organization committed to the pursuit of excellence and innovation across our work organization.
- Strive to improve and maintain quality and excellence in care and service.
- Accept change as part of the facility’s need to meet the demands of the community.
- Execute your responsibility in accordance with your role summary and strive to succeed.
- Be committed to learn and educate.

People – We are an organization of individuals who recognize and celebrate our diversity, but we build on the strengths of each other to create a stronger team.
- Respect the contributions of each individual.
- Create and promote a positive image of each individual and of the organization both internally and externally.

Environment – We strive to create a safe, healing, mutually respectful and satisfying environment where each person can share their gifts and talents.
- Maintain a clean and safe environment through shared responsibility.
- Choose a positive attitude that supports the mission, vision and values of Winona Health.

Communication – We endeavor to keep our communications open and honest in our dealings with patients, each other, physicians and the community.
- Listen effectively to our patients, residents, guests and each other and fully understand their needs.
- Messages to our customers must be delivered timely, with courtesy, clarity and care.
• Avoid interruptions and apologize for interruptions if absolutely necessary.
• Keep individuals informed of timeliness and apologize if there is a delay.
• Use proper phone etiquette.
• Consider translators, interpreters, closed-captioned television for hearing-impaired or need for hearing aids.

LIVING PERFORMANCE EXCELLENCE

At Winona Health, we are in the business of providing care to our family, friends and neighbors. Despite the number of services that we provide, the one responsibility that we all have in common is to ensure that we demonstrate competence, compassion and excellence in everything we say and do.

Winona Health’s Performance Excellence System (PES) is designed to create peace of mind by providing compassionate, personalized care to our family, friends and neighbors.

The PES includes:

Living Service Excellence (LSE): Tools and processes for Staff Performance Management. This provides a system-wide approach to staff excellence:
  • Performance Management System
  • LSE Standards
  • Performance Appraisal Process
  • LSE Award Program
  • Winona Health University
  • Role Summary Process
  • Employee Pride Survey
  • Volunteer Pride Survey
  • Experience Compass

Living Performance Excellence (LPE): Tools and processes for process improvement. This provides a system-wide approach to continuous performance improvement.

• Performance Improvement
• STEP/PDCA
• Lean
• By Design Matrix
• Experience Compass
• Root-cause Analysis
• Fact-Based Decision Making
• Evidence-Based Practices
• Failure Mode Effects & Analysis

THE FOUR QUALITY STANDARDS

Safety - Do no harm
 Courtesy - Be kind, caring and selfless
 Performance - Deliver an excellent-care experience
 Effectiveness - Obtain results by design

DIRECT RELATIONSHIPS

It is our belief that a direct relationship with you and your co-workers is more positive than having to work through a third party or union. We also believe that direct relationships are vital to achieving our mission. We have created systems that encourage self-expression, involvement, open communication up and down the organization and a prompt and fair resolution of work related problems, when needed. We believe that working together in this manner results in a good place to work and the highest quality patient care and services to our customers.
EQUAl EMPLOYMENT OPPORTUNITY
AFFIRMATIVE ACTION STATEMENT

Winona Health is an equal opportunity employer. Winona Health does not refuse to hire, discharge or discriminate against a person with respect to tenure, compensation, terms, upgrading, conditions, facilities or privileges of employment because of race, color, creed, religion, sex, age, national origin, marital status, status with regard to public assistance, membership in a local discrimination commission, sexual orientation, mental or physical disability, or any other prohibited basis of discrimination under applicable law. Winona Health does not tolerate retaliation against any employee, patient/resident, physician or other individuals pursuing concerns regarding Civil Rights issues.

If you have questions or a complaint that you believe is based on the above mentioned criteria or you feel you have been retaliated against, you should contact the Human Resources Department or Administration. You also have full access to utilize management to resolve such issues.

The Winona Health policy on Equal Employment Opportunity, including fair employment, disabled Vietnam-era Veteran or disabled veterans, discrimination and harassment and sexual harassment, reflects our Affirmative Action opportunities and obligations. These policies are enforced to ensure that all work environments are free of discrimination for all employees and patients/residents. Everyone who works for Winona Health has the responsibility to help enforce these policies and create an environment of opportunity.

We personally believe that by working together we can maintain a work environment that is positive, productive and free of discrimination. We assure you that Winona Health will do its utmost to ensure that no acts of discrimination, harassment or retaliation occur.
EQUAL EMPLOYMENT OPPORTUNITY/FAIR EMPLOYMENT POLICY

The management of Winona Health is committed to a policy of furthering equal employment opportunity for all employees. This policy includes a commitment to ensure that employment decisions are made without regard to race, color, creed, religion, sex, age, national origin, disability, marital status, sexual orientation or any other prohibited basis of discrimination under applicable law.

All activities related to employment will be administered in a manner consistent with this policy. Promotion, transfer, demotion and termination decisions will be in accordance with principles of equal employment opportunity by imposing only valid requirements for the above employment opportunities. The responsibility for the implementation of the policy lies with the Affirmative Action Officer, all management and supervisory personnel, and with the staff of the Human Resources department. The Affirmative Action Officer and the Human Resources department are responsible for monitoring internal compliance with this policy.

DISABLED, VIETNAM-ERA VETERAN OR DISABLED VETERANS
To ensure a fair employment environment for all applicants and employees, Winona Health undertakes a program of affirmative action and complies with all applicable laws and regulations. This affirmative action program provides for steps such as a review of the qualifications of special disabled veterans, Vietnam-era veterans, other eligible veterans and disabled applicants and employees who identify themselves and request such review. Also considered under this program are any proposed reasonable accommodations to enable disabled persons to perform adequately on the job.

If you are qualified and would like to identify yourself for consideration under this program, contact the Human Resources department.

Submission of such information is, of course, voluntary, and no adverse action will be taken against those who choose to identify or not to identify themselves. Information obtained concerning individuals shall be used and shall be kept CONFIDENTIAL in accordance with all applicable laws and regulations.

DISCRIMINATION/HARASSMENT POLICY
Winona Health is committed to maintaining a work environment that is free from discrimination and harassment. In keeping with this commitment, we will not tolerate unlawful harassment of our employees by anyone, including any supervisor, co-worker or third party. Harassment consists of unwelcome and abusive or offensive conduct, whether verbal, physical or visual, based on a person’s race, color, creed, national origin, sex, religion, age, disability, marital status, sexual orientation or any other prohibited basis of discrimination under applicable law.

We are all responsible for helping to enforce this policy against harassment. If you have been the victim of prohibited harassment, or have witnessed such harassment, you must immediately notify your supervisor so the situation can be promptly investigated and remedied. If it is the supervisor who is responsible for the harassment, or reporting the situation to the supervisor is otherwise inappropriate, complaints of harassment must immediately be reported to the Human Resources Department or to Administration. Winona Health takes all complaints of discrimination seriously. It is our policy to investigate all harassment and discrimination complaints thoroughly and promptly. We will maintain the confidentiality of those involved to the fullest extent possible.

Retaliation against an individual bringing discrimination or harassment allegations to our attention is strictly prohibited. In addition,
individuals who participate in the complaint process as potential witnesses (other than the alleged harasser) are assured of non-retaliation.

**SEXUAL HARASSMENT POLICY**

This policy addresses sexual harassment and notifies all employees that sexual harassment is illegal. Winona Health will not tolerate improper behavior of a sexual nature.

Sexual harassment is defined as unwelcomed sexual advances; requests for sexual favors; or other physical, verbal or visual conduct of a sexual nature. Sexual harassment exists when:

1) submission to the conduct is required as a term or condition of employment or is the basis for employment action or
2) the conduct unreasonably interferes with an individual's work performance or creates an intimidating, hostile or offensive work environment. Sexual harassment may include but is not limited to: sexual propositions; suggestive comments or printed material; sexually oriented jokes or teasing; or unwelcome physical contact such as patting, pinching or intentionally brushing against another.

It is the responsibility of each member of management to contribute to an atmosphere free of harassment, sexual or otherwise. In addition, it is the responsibility of each employee to respect the rights of co-workers. Furthermore, it is the responsibility of persons not employed by Winona Health but who are present in the workplace (i.e. physicians, vendors, or patients) to comply with this policy.

If you or persons in the workplace experience any sexual harassment while on company premises or performing company work or have a related complaint, you should report the matter immediately to your supervisor, Human Resources or Administration. If the alleged harasser is a non-employed member of the medical staff, the incident should be reported to a supervisor who in turn is to notify Administration for the proper action to be taken through the medical staff bylaws. If you have questions regarding these policies, please contact your supervisor or Human Resources.

All complaints will be thoroughly investigated. If the allegations are verified by the investigation, appropriate corrective action will be taken, up to and including the immediate discharge of offending employees.

Retaliation against an individual for bringing harassment allegations to our attention is strictly prohibited. In addition, individuals who participate in this complaint process as potential witnesses (other than the alleged harasser) are assured of non-retaliation.
EMPLOYMENT PRACTICES

DEFINITIONS OF STATUS OF EMPLOYEES

- **Full-time Exempt:** An employee who is exempt from overtime pay is entitled to full benefits when eligibility periods are completed and is paid a predetermined salary for each work week.

- **Full-time Hourly:** An employee who is paid on an hourly basis is eligible for overtime pay, is entitled to full benefits when eligibility periods are completed and is scheduled to work 72 to 80 hours per pay period on a regular basis.

- **Part-time Hourly:** An employee who is paid on an hourly basis is eligible for overtime pay, is entitled to limited benefits when eligibility periods are completed and is scheduled to work less than 72 hours per pay period on a regular basis.

- **Full-time and Part-time Temporary:** An employee who is paid on an hourly basis is eligible for overtime pay, is not eligible for benefits and works in a job that has a specific beginning and end dates for a period of six months or less.

- **Casual-on-call (COC):** An employee who is paid on an hourly basis is eligible for overtime pay, is not eligible for benefits and works on an intermittent “as needed” basis, when requested by management.

WORK HOURS AND ATTENDANCE

One of the goals of Winona Health is to provide quality and efficient healthcare service, part of this includes uninterrupted services. Therefore, you are required to be at work when scheduled. Each department/location establishes work hours as required by its workload and census, patient and resident needs, and the efficient management of people and resources. You are expected to be promptly at your work area at the start of your shift and after breaks.

The standard workweek begins at 6:45 a.m. on Monday and ends at 6:44 a.m. on the following Monday. Employees will be informed of their scheduled hours and of any changes to their schedule as much in advance as possible.

It is the policy of Winona Health that all employees be compensated according to the Fair Labor Standards Act, as amended, and any applicable Minnesota law. Non-exempt employees will be paid overtime for all hours actually worked above forty (40) in a workweek; additionally, at the sole discretion of Winona Health or according to the appropriate provisions of any collective bargaining agreements or applicable Minnesota law, employees classified under other legal overtime rules may be paid overtime for all hours actually worked above eight (8) in a shift or eighty (80) in a two-week pay period (8/80) or for all hours worked above the scheduled shift or forty (40) hours in a workweek (Over 40 Flex).

All non-exempt employees will receive overtime for actual hours worked in excess of the overtime rule that applies to them. Overtime will be calculated on a weighted basis and will include all applicable shift differentials and premium pay. Paid time off will not be considered actual time worked for purposes of overtime compensation.

When it is necessary to be absent or late to work, you must provide notice according to your department’s policy. Irregular and unreliable attendance, unscheduled absences and excessive absences may result in corrective action up to and including termination.

It is your supervisor’s responsibility to ensure appropriate numbers of staff are scheduled. This may require changes in shifts or in the number of hours you work. Your supervisor would prefer to have volunteers who are willing to adjust their hours to meet these
needs. There may be times when he or she will have to assign either more or less hours or a different shift. If you are assigned to work either more or less hours than previously scheduled or a different shift, it is necessary for you to work the revised schedule.

**BREAKS**

**Meal Breaks** - Employees who work eight (8) or more consecutive hours will be granted a break for the purpose of eating a meal. When time and workload permit, the unpaid meal break will be thirty (30) minutes in duration, and the employee will be totally relieved of work responsibilities. Non-exempt employees whose meal break are not at least twenty (20) minutes in duration and free from work responsibilities will have that meal break time counted as hours worked.

**Rest Periods** – Employees will be permitted rest periods for the purpose of utilizing the nearest convenient restroom. When time and workload permit, employees working an eight (8) hour shift or longer may be permitted two (2) paid fifteen-minute (15) breaks; employees working at least four (4) consecutive hours may be permitted one (1) paid fifteen-minute (15) break. Under no circumstance may employees save their paid rest periods for the end of a scheduled shift in order to end the shift early.

**Low Census/Overtime** - Winona Health establishes work hours as required by its workload and census, patient and resident needs, and the efficient management of people and resources. It is management’s sole responsibility to ensure that the appropriate numbers of staff are scheduled, and this may require changes in employees’ shifts or in the number of hours worked. Winona Health prefers to seek volunteers who are willing to adjust their work hours to meet the organization’s needs, but there may be times when a supervisor will need to assign either more or less hours than previously scheduled, or to assign a different shift. Winona Health will make reasonable efforts to spread low census and overtime hours among qualified staff members in appropriate areas.

Non-exempt employees are responsible for promptly and accurately recording all hours in a manner required by Winona Health. An employee who fails to complete a time record prior to the processing of payroll may not have hours processed until the next regular payroll process.

Non-exempt employees are not permitted to work any unscheduled time or shifts without the prior authorization of the department supervisor. This includes reporting to work early, working past a scheduled shift and failing to take unpaid meal breaks when directed to do so by a supervisor and/or when time and workload permit.

Exempt employees will document Paid Time Off and hours of intermittent leave under the Family Medical Leave Act according to payroll practices established by Winona Health.

It is Winona Health’s policy not to allow deductions that violate the fair labor standards act. If you believe that an improper deduction has been made to your salary, you should immediately report this information to your direct supervisor or to Human Resources.

Reports of improper deductions will be promptly investigated. If it is determined that an improper deduction has occurred, you will promptly be reimbursed.

**PERFORMANCE APPRAISAL PROCESS**

Winona Health maintains a wage and salary program which is designed to fairly compensate employees for their job responsibilities and individual performance. To ensure competency of all staff and to hold all employees accountable for living according to the Service Excellence Standards of Winona Health, an evaluation should usually be completed following the employee’s first 90 calendar days (180 calendar days for exempt and supervisory employees) of employment.
and again on or about each anniversary date of employment. Additional evaluations may be conducted as assigned by managers or required by Winona Health.

Receipt of a favorable performance evaluation should not be considered as a contract for continued employment, nor is it an indication of enhanced employment status. Employees and Winona Health both retain the right to end the employment relationship for no reason or any lawful reason.

ORIENTATION
The orientation process provides you with an introduction to our organization and information that assists you in becoming a successful partner with Winona Health. During orientation, you fulfill a number of requirements for mandatory education and you learn about Winona Health, programs and policy, and benefit plans. You will also be provided with orientation to your specific department as well as on-going updates as new policies are developed or changed. As a new employee you will attend orientation on the first orientation date following your date of hire. The timely completion of mandatory education requirements and licensure verification will be your responsibility throughout your employment with Winona Health.

JOB OPPORTUNITY POSTING
Being able to respond to market forces and ensure that Winona Health has the appropriate skills, talent and knowledge in the right place at the right time is important to our success. We also recognize that unless you and other employees are encouraged to develop and advance, we will not have the skills, talent and knowledge we need. Winona Health supports career development and advancement, as well as encourages management flexibility to meet changing business needs. To follow this philosophy, new and vacant positions will usually be posted internally for a minimum of three (3) business days. During this period, management may also advertise externally. The primary intent of this process is to ensure competitive positions and to allow you to move within the organization to meet your personal career objectives with no loss of service credit.

Human Resources usually posts job vacancies before a job is offered to anyone. The posting program encourages job transfers throughout the organization. If a manager has ongoing formal documentation regarding the grooming of an individual for a facility position, Human Resources will review the documentation and determine the need to post the position.

While Winona Health tries to promote from within, it reserves the right to hire outside applicants when it is in its best interest to do so.

TRANSFERS
Requests for transfers will be accepted for posted positions or other available positions by applying through Human Resources. Employees will complete the initial period in their current position before applying for another open position, however this does not prohibit employees and supervisors from discussing possible transfers at any time when it is in the best interest of the employee and/or the organization. Your current work record will be considered when determining interviews and hires. Your current and prospective supervisors are encouraged to discuss your work performance prior to a selection being made. Your current supervisor will determine whether or not the department’s workload is such that you can attend an internal interview on work time. If you are transferring to another department and are in a non-management position, you are required to give two weeks notice to your current department before transferring. Management and exempt employees may be required to give four-weeks notice.
When an employee is transferred or promoted to a new position, they must successfully complete a new initial period.

EXTERNAL APPLICATIONS
All applications are to be submitted to Human Resources. Screening and reference checks are done by Human Resources and or the hiring manager. Final selection rests with the department managers. Conditional offers of employment, where applicable, will be made contingent upon successful completion of pre-employment screenings.

BREAK IN SERVICE/TERMINATION
A break in service occurs when you resign or are involuntarily terminated. Employees who resign and return to Winona Health within six months will have their length of service “bridged” for designated benefits and seniority (non-contract staff only) back to their most recent previous hire date. The employee will be given an adjusted assessment date (date of re-hire) which will be the date that the annual assessment will be due.

If you decide to resign, you are expected to notify your supervisor and complete a written statement of resignation. Arrangements are made at that time for your final pay, forwarding address, return of your name badge and any company property. You are expected to give at least two (2) weeks notice; supervisors, management staff and licensed professionals are expected to give at least four (4) weeks notice.

You are encouraged to participate in an exit interview with Human Resources when leaving the organization. The exit interview is an excellent way of obtaining your opinion, just as Winona Health solicits your opinion at various times during your employment. Your feedback will be used for trending employee satisfaction and for gathering suggestions for improvement. If information gained from an exit interview indicates ethical, legal or moral issues, anonymity cannot be guaranteed, as we will need to investigate these issues.

All applications for reemployment will be submitted in the same manner as other new applications.

MANAGEMENT REQUESTED ABSENCE
There may be times when management may need to respond to a decline in census, work demand or other situations requiring a need to reduce staff temporarily. Rather than use a reduction in force, management may require non-exempt employees to take time off without pay. An employee may request to use available PTO for Management Requested Absence. Exempt employees may volunteer or be assigned to take time off without pay.

MISCELLANEOUS EMPLOYMENT POLICIES
Verification of previous employment and work references will be addressed to the Human Resources staff, as they are the only employees authorized to give references. The Human Resources department may verify current employment. The only information supplied in regard to former employees, without signed authorization from the employee, is dates of employment and positions held.

You may be employed in more than one position, one department or one affiliate of Winona Health at the same time with advance approval.

Winona Health cannot assume responsibility for the loss or theft of your personal belongings while at work. You are advised not to carry large sums of cash or other valuables with you when you come to work.

If you feel that you are in a potentially harmful or unsafe situation at work, notify your supervisor immediately.
COMPENSATION

PAYCHECKS
Paychecks are distributed to all employees on a biweekly basis (26 pay periods in most years). Winona Health strongly encourages all employees to have their paychecks deposited directly into their bank account(s) through electronic transfer; this minimizes time and expense for Winona Health, and ensures that employees receive their pay in a timely manner. Employees must contact Human Resources to make direct deposit arrangements.

DEDUCTIONS FROM PAY
With the exception of taxes, there are two (2) types of payroll deductions: 1) voluntary and 2) involuntary. Voluntary deductions are those requested by you for things such as purchasing your benefits, supporting the United Way or Winona Health Foundation, or direct deposit of your money to a financial institution.

Involuntary deductions take place because a creditor has attached your wages. It is your responsibility to maintain your personal affairs in such a way as to not involve Winona Health. If your wages are attached or are involuntarily assigned, you may be charged a fee to cover Winona Health’s administrative costs. Multiple attachments may result in corrective action, as permitted by law.

OVERTIME PAY
Unless you are in a job that is exempt according to the federal Fair Labor Standards Act (FLSA), you are eligible for overtime and will be paid one and one-half (1 ½) times your regular rate of pay for all hours worked in excess of forty (40) hours in a workweek, or according to other recognized overtime rules assigned by Winona Health in compliance with the FLSA. Shift differential and on-call pay are included when determining your regular hourly rate used to calculate your overtime pay.

Overtime must be kept to a minimum. You and your supervisor are accountable for any overtime you work. All overtime must have the prior approval of your manager/supervisor and must be worked, if assigned. Even if approval has not been received in advance, all overtime hours will be recorded and paid. However, instances of unauthorized overtime may result in corrective action.

If you are an exempt employee, you are not paid overtime, nor is there a compensatory time off policy.

The law and Winona Health policy prohibit the use of compensatory time off for nonexempt employees. This means that as a nonexempt employee you may not take time off instead of being paid the overtime rate for the hours worked.

ON CALL AND CALL BACK PAY
In cases where the likelihood of an emergency can be anticipated, you may be placed in an on-call status. When on call, you are expected to be available to be called in and expected to respond within thirty (30) minutes, or according to your department policy. Predetermined on-call hours, which have been assigned or approved by your supervisor, are paid according to the department’s pay practice.

Because of the nature of Winona Health work, you are subject to being called in or called back to work for special staffing needs and/or emergency situations. Employees who are called back to work are guaranteed at least one (1) hour of pay. Call back hours worked are considered actual hours worked for the purposes of calculating overtime pay. See the Winona Health policy for on call and call backs and your department’s policy for on call and call-back procedures.
BENEFITS

Winona Health is proud of the benefit package we offer to our employees. Winona Health adds substantially to your base compensation by providing a number of benefits.

This section of our handbook is meant only to highlight some features of our benefits programs. Our group benefits programs are described more fully in Summary Plan Description booklets, which are provided to you once you are eligible to participate in these programs.

In the event of any contradiction between the information appearing in this handbook, our Summary Plan Description booklet and/or the information that appears in the master contract/document, the master contract/document will govern in all cases.

We reserve the right to amend or terminate any of these programs or to require increases in employee premium contributions toward any benefits at our discretion.

Employment with Winona Health is not a guarantee of eligibility for benefits. Eligibility to participate in any benefit plan depends upon the eligibility conditions of the particular plan.

WHAT YOU CAN EXPECT FROM WINONA HEALTH

The purpose of providing benefits is to address the economic and security needs for you and your family. In some instances benefits may vary among employment classifications; employees covered under a collective bargaining agreement will be subject to the terms identified in those agreements.

If you transfer from an eligible-benefits status to an ineligible-benefits status and then back to an eligible-benefits status, you may again be required to meet eligibility requirements for certain benefits, according to the Summary Plan Descriptions. Before you make this type of change in status, contact the Human Resources department for benefits eligibility information.

A detailed explanation of each of these benefit plans will be sent to you upon enrollment.

PAID-TIME OFF AND DISABILITY LEAVE BANK

Paid-time off (PTO) provides eligible employees with paid-time off to use for personal reasons, the occasional sick day, vacations, holidays and any unscheduled work absence. Therefore, time away from work for these reasons requires that you use PTO, if available. PTO is also a means for you to accumulate time to use during the waiting period for Disability Leave Bank (DLB). Employees are required to use available PTO to supplement DLB when the full pay period of DLB is exhausted.

You will earn PTO/DLB for each hour worked during your employment as an eligible employee up to a maximum of eighty (80) hours per pay period. You may begin to use the hours you have accrued according to the Winona Health PTO policy or applicable collective bargaining agreement. Use of PTO requires your supervisor’s approval. When you reach the PTO and DLB accrual maximums, you will not earn additional PTO or DLB hours until you reduce your balance.

Your PTO hours plus any worked hours should generally not exceed your regularly scheduled hours in a pay period (your FTE). PTO hours will not be considered hours worked for the purposes of calculating overtime pay. Upon termination, accrued PTO balances will be paid in full with the last paycheck. PTO balances will not be carried forward or paid out incrementally.

See the Winona Health PTO/DLB policy for details including accrual rates and maximums. Nurses covered by a collective bargaining agreement...
agreement should refer to that document for details about your PTO/DLB program.

**PTO Conversion (Cash-Out) Privileges**

Once in any twelve-month period, eligible employees may convert up to forty (40) hours of accrued PTO into cash if you have taken a minimum of eighty (80) hours of PTO in the previous twelve (12) months and have a PTO accrual balance of at least eighty (80) hours after electing conversion. Hours cashed out will be paid at 90% of your hourly rate with appropriate shift differential (the 10% penalty is enforced with the intent of meeting IRS requirement for taxable income under the doctrine of constructive receipt).

Supervisors may approve an additional PTO conversion of up to forty (40) hours in a twelve-month period for employees who are at or near the maximum accrual amount and who for staffing and/or patient/resident care needs are not able to take time off from their work. Hours cashed out will be paid at 90% of your hourly rate with appropriate shift differential. For details, please refer to the PTO/DLB policy, your collective bargaining agreement or contact Human Resources.

**EMERGENCY LEAVE BANK**

Winona Health recognizes that employees or members of their immediate family may experience a catastrophic illness or injury which exhausts all of the employee’s available leave benefits. Employees with such emergencies may apply for benefit time through the Emergency Leave Bank. Any available leave time under FMLA, if applicable, will run concurrently with the paid emergency leave bank hours granted. See the Winona Health policy on the Emergency Leave Bank for more information.

The ELB is funded through contributions made by employees to assist their colleagues in time of need. If you wish to donate PTO, please contact the HR Department. There can be no guarantee the hours donated will go to a particular employee.

**HOLIDAYS (Full Time Employees)**

Winona Health recognizes there may be days during the year that are important to you and your family that are not Winona Health recognized holidays. The inclusion of holiday hours in your PTO bank provides you with an opportunity to use your holiday hours for any day that is important to you and your family (with your supervisor’s approval).

- The holiday hours are treated the same as any other holidays in your PTO bank.
- Holiday hours taken as time off from work are coded as PTO hours. If, as an exempt employee, you work the holiday, you will be paid your regular rate of pay for the hours worked.

Winona Health recognizes the following nine (9) holidays for full time employees. Credit for these holidays is built into the PTO accrual schedule, and no additional benefit time will be granted for holidays other than what is accrued in PTO.


Part-time and Casual-on-call employees accrue PTO on a rate that excludes consideration for holidays and will be compensated at overtime rates for hours worked on a recognized holiday.

**FLEXIBLE SPENDING ACCOUNTS (SECTION 125)**

Flexible Spending Accounts provide you with the opportunity to set aside a portion of what would have been taxable income and deposit the money into a Personal Reimbursement Account. Your contribution is collected from your paycheck on a pre-tax basis, which results in an income tax savings to you. You may use your Flexible Spending Account for eligible expenses and pay no federal, state or social security taxes on the account. You can establish two (2) types of accounts:
• Dependant Care Account
• Medical Care Account

Refer to the Section 125 Summary Plan Description for the details of the plan.

DEFINED CONTRIBUTION RETIREMENT PLAN
Winona Health offers a defined contribution retirement plan. Employees are allowed to defer income on a pre-tax basis (according to limits established by the Internal Revenue Service - $15,500 in 2008) to save for your own retirement. Eligible employees will receive a match from Winona Health of up to 3% (with certain IRS-required limitations on includable compensation). All matching funds are immediately vested, which means that once Winona Health makes a contribution to your retirement account, it is yours to keep.

Winona Health sponsors a number of retirement planning and financial planning-related seminars throughout the year. Contact Human Resources or Staff Development if you want more information about the retirement program or the educational opportunities offered.

SERVICE RECOGNITION
Winona Health is proud to recognize the dedication and service of its employees to our patients, residents and other customers. You will receive formal recognition for each five (5) years of continuous employment with Winona Health. An annual Service Award Banquet is held during National Hospital and Nursing Home Week to celebrate the service of our employees.

LIVING SERVICE EXCELLENCE AWARD
Winona Health is honored to recognize those people in our organization who demonstrate our Living Service Excellence Standards each and every day. Each year, award recipients, who are nominated by their colleagues and are recognized during the National Hospital and Nursing Home Week celebration.

TUITION REIMBURSEMENT PROGRAM
Winona Health is committed to being a learning organization and recognizes the importance of providing financial support for education and professional development. With prior supervisory approval, eligible employees may receive tuition reimbursement for classes or courses taken as part of a professional development plan. See the Winona Health policy on the Tuition Reimbursement Program for more information.

WINONA HEALTH UNIVERSITY
Winona Health makes a substantial investment in training and development programs offered to employees. Each and every employee is responsible for completing mandatory education requirements in a timely fashion, and each employee has the opportunity to grow personally and professionally through the number of courses and training opportunities offered through Winona Health University. Classes can be viewed via the Computer Based Training system, or you may contact the Staff Development office for more information.

SPECIALIZED TRAINING
Winona Health may select employees for specialized training and the cost of such specialized training may be covered or reimbursed by the organization. The employee is expected to remain employed by Winona Health for a prescribed period of time, which is related to the training duration and/or costs.

EMPLOYEE ASSISTANCE PROGRAM
Through our Employee Assistance Program (EAP), Winona Health provides a valuable benefit to you and your family members by making available independent and objective counseling or referral for marital, family, legal, financial, emotional and chemical-dependency problems. EAP staff members are dedicated to maintaining absolute confidentiality. You may be assured that no one other than the
EAP has access to information pertaining to your inquiry or use of services without your permission. Specific information about EAP services may be received by contacting your supervisor or Human Resources.

HEALTH INSURANCE
Winona Health offers employee and dependent health insurance coverage through a group plan to all staff members who are a regular part-time status of 0.5 FTE or greater. Winona Health contributes a significant portion to the total cost of health insurance, while employees are responsible for contributing a portion of the premium. Employee premium contributions are deducted from your paycheck on a pre-tax basis. Eligibility and enrollment are subject to the times and rules allowed in the Summary Plan Description. Contact Human Resources for more information.

DENTAL INSURANCE
Winona Health offers employee and dependent dental insurance coverage through a group plan to all staff members who are a regular status of 0.5 FTE or greater. Employee premiums are deducted from your paycheck on a pre-tax basis. Eligibility and enrollment are subject to the times and rules allowed by the Summary Plan Description. Contact Human Resources for more information.

LIFE INSURANCE
In order to assist in providing economic security for employees’ dependents, Winona Health offers a group life insurance benefit to regular-status employees who are regularly scheduled at 0.75 FTE or greater. Basic coverage is one-time the employee’s base annual salary, subject to a salary maximum. Eligible staff members may also purchase optional supplemental life and dependent life coverage. Eligibility and enrollment are subject to the times and rules allowed in the Summary Plan Description. Contact Human Resources for more information.

PERSONAL AND FAMILY ACCIDENT INSURANCE
Winona Health may offer an optional group accident insurance plan to regular status employees of 0.5 FTE or greater. These plans typically provide a broad coverage for accidental death and permanent total disability caused by an accident. Eligible employees may also purchase dependent coverage. Eligibility and enrollment are subject to the times and rules allowed in the Summary Plan Description. Contact Human Resources for more information.

LONG-TERM DISABILITY
In order to help protect employees from loss of income due to illness or injury, regular status employees who are a regular 0.75 FTE or greater may be eligible for the group long-term disability plan. The policy pays a portion of an employee’s income (with a maximum) after a qualifying period has been exhausted. Eligibility and enrollment are subject to the times and rules allowed in the Summary Plan Description. Contact Human Resources for more information.

OTHER VOLUNTARY BENEFITS
Winona Health may, from time to time, offer other voluntary benefits programs. Please contact Human Resources to inquire about these programs.

LEAVES OF ABSENCE
Winona Health recognizes that employees occasionally may need to take an extended period of time away from their jobs. Based on Winona Health policy, managers may grant a leave of absence (LOA), with approval from Human Resources for personal, medical or educational reasons. If you fail to return to work at the end of the leave period and do not otherwise communicate your intentions to your supervisor, it will be assumed that you have voluntarily resigned your position, generally effective the day you were expected to have returned to work.
In most leaves of absence, available PTO must be used before unpaid time. Please remember that the length of your leave may have an impact on such things as your insurance coverage, tenure and PTO/DLB benefits. Therefore, leaves of absence must be processed through Human Resources.

The following are examples of leaves of absence that might be available to you.

**Family Medical Leave Act (FMLA)**

You are eligible for a FMLA leave if the following applies to you:

- You have been a Winona Health employee for at least 12 months;
- have worked 1,250 hours in the last 12 months immediately preceding commencement of your leave; and,
- any one of the following:
  - you need a LOA because your serious health condition prevents you from performing your job;
  - you need a LOA for the birth of your child;
  - you need to care for your newborn child (within 12 months of birth);
  - you need the LOA for the adoption of a child or the placement of a foster child (within 12 months of the adoption of placement of the child);
  - you need the LOA to care for a seriously ill spouse, child or parent.

A FMLA Leave of Absence grants you leave of up to 12 work weeks in a 12-month period with the assurance that you will be reinstated to the same or equivalent job. You will be able to maintain your benefits provided you continue to pay your portion of the benefits costs. You may be eligible for pay under PTO, Workers Compensation or DLB while on this leave.

The 12-month period is determined on a basis measured backward from the date an employee uses any FMLA leave. Under this method, each time an employee takes FMLA leave, the remaining leave entitlement would be any balance of the 12 weeks which has not been used during the immediately preceding 12 months.

In the case of foreseeable leave, you must provide 30 days advance notice, if possible. If 30 days notice is not possible, notice must be provided as soon as possible. If it is necessary for you to take leave to obtain planned medical treatment, you must make a reasonable effort to schedule the treatment so it does not disrupt operations. In some cases you may need leave on only an intermittent basis. In those cases, you may be assigned to an alternative position that better accommodates your intermittent absences.

In the case of leave due to your serious health condition or that of your spouse, child or parent, you will be required to provide appropriate medical certification. This certification must include information such as the date the serious health condition commenced; the probable duration of the condition; and, in the case of your own serious health condition, a statement from a physician that you are unable to perform your job duties. If your leave is to care for a family member, the physician must indicate that you are needed to care for the family member and provide estimate of the time you will be needed.

Upon return from your leave within the prescribed period of time, we will reinstate you to your former position or to an equivalent position.

Your PTO/DLB benefits will not continue accruing during any unpaid period of your leave. If you are returning from a leave due to your own serious health condition, you must provide a fitness for duty notice in writing from your healthcare provider releasing you to work.

Health and dental insurance that you had prior to leave will continue during the term of your leave on the same basis as if you were not
absent from work. Please note that if you fail to return from your leave, we may recover from you the cost of any premiums paid on your behalf to continue insurance coverage.

You will be required to utilize your accrued DLB and/or PTO hours as applicable for FMLA leave, down to 20 hours, which may be used for other purposes. It is impossible to cover all aspects of family and medical leave in this handbook. Therefore, when you determine that you will need to take leave under this policy, please contact Human Resources for additional details and required paperwork.

**Minnesota Parental Leave of Absence**
An employee who is not eligible for leave under the Family Medical Leave Act may qualify for Minnesota Parental Leave. Employees are eligible for this leave if they have worked for Winona Health at least twelve (12) consecutive months immediately preceding the request for leave and have worked an average number of hours per week equal to one-half the full-time equivalent (936 hours per year) in the past year. If employees meet these requirements, they may be granted up to six (6) weeks of leave during any twelve-month (12) period for the birth or adoption of a child.

**Military Leave**
You are eligible for Military Leave of Absence and reemployment rights if you voluntarily or involuntarily are absent from work to perform duty in the armed services. You will be able to maintain your benefits provided you pay your portion of the benefits costs. You may elect to use available PTO while on Military Leave. You may be asked to present a copy of your service papers to your supervisor or to Human Resources for approval of the Military Leave.

**Personal Leave**
All regular status full-time and part-time employees may be granted a Personal Leave of Absence at the unilateral discretion of Winona Health and provided that it does not result in a business hardship for Winona Health. A Personal Leave may be granted for up to 12 weeks. Personal leaves will run concurrently with any other eligible leaves (i.e. Family Medical Leave, MN Parental Leave). Employees are required to use available accrued time off benefits for Personal Leave. Group insurance benefits will be terminated at the end of the month in which the personal leave begins. At that time, employees will have the ability to continue certain benefits under COBRA.

**Educational Leave**
Employees with at least one (1) full year of continuous full-time employment may request an Educational Leave to further their education in a job applicable to Winona Health. Decisions regarding a request for an Educational Leave will be based upon the operational needs of Winona Health, and when such a Leave is in the best interest of the requesting employee and future employment with Winona Health. An Educational Leave will not exceed one (1) calendar year, but an extension may be considered on a case-by-case basis with the approval of the Chief People Resources Officer. Group benefits will be terminated at the end of the month in which an Educational Leave commences. Employees will have the option of continuing certain benefits under COBRA. Employees taking an Educational Leave of Absence are not guaranteed the same or any position with Winona Health upon returning from the leave.

**Jury Duty**
Employees who are subpoenaed as witnesses arising from performance of their official job duties with Winona Health or are called for jury duty are eligible to receive their regular compensation for hours they were scheduled to work less the amount of jury duty pay or witness fees. The employee will retain any travel reimbursement paid by the Court.
It is the employee’s responsibility to immediately notify his or her supervisor if called for jury duty or subpoenaed as a witness. If jury duty does not require an employee to miss an entire scheduled shift, the employee is responsible for coordinating his or her work time with the supervisor and will not be compensated by Winona Health for missed time outside of jury duty responsibilities. With the approval of the Chief People Resources Officer, employees may be made whole for missed work time when jury duty or court-ordered testimony interferes with the employee’s ability to obtain enough sleep necessary to safely perform patient care or other duties.

**Voting**
Employees will be allowed paid-time off from scheduled work to vote in state, national or congressional elections. The time off must be on the morning of the Election Day (before noon). It is the employee’s responsibility to request the time needed to vote prior to Election Day. An employee who uses this leave for anything other than voting is subject to disciplinary action.

**Funeral Leave**
Any regular part-time or full-time non-contract employee who has a death in the immediate family (legal spouse, parent, parent-in-law, brother, brother-in-law, sister, sister-in-law, child, child-in-law, grandparent, grandchild, great-grandparent, stepparent or stepchild) may be granted up to a maximum of three (3) days of Funeral Leave to attend the funeral during any 12-month period. Funeral Leave may be paid for scheduled worked days only, beginning the day of the death and ending one day after the funeral. Approved Funeral Leave will be paid at the employee’s regular base rate of pay, will not be considered hours worked for the calculation of overtime and will not be counted against any accrued time off benefits, unless the leave extends beyond the allowable three scheduled work days or falls outside of the time parameters set forth in this provision. Employees should contact their supervisor as soon as possible to request the necessary time off. Employees may be required to provide a copy of a death certificate or obituary to his or her manager.

**School Leave**
Employees are allowed an unpaid leave of absence of up to a total of 16 hours during any 12-month period to enable the employee to attend their child’s special education, preschool or school conferences or school-related activities if those activities cannot be scheduled during nonworking hours. Employees are eligible for this leave if they have worked for Winona Health on at least a half time basis for the 12 months preceding the leave request. Employees may use accrued time off for this leave. Where the need for school leave is foreseeable, the employee must give Winona Health reasonable prior notice and must make a reasonable effort to schedule the leave as not to unduly disrupt operations.
EMPLOYEE RESPONSIBILITIES

CODE OF CONDUCT
In addition to our people, Winona Health’s reputation is one of our most important assets. Everyone at Winona Health, no matter what position they hold, shares responsibility for the integrity of the entire organization. Winona Health’s reputation is directly affected by the individual and collective conduct of our employees.

Each and every employee is charged with the responsibility of monitoring performance, behaviors and actions to ensure compliance with legal and regulatory requirements. It is the policy of Winona Health that any employee who believes that the practice of the organization or the specific actions or behaviors of an individual is in violation of law, regulations or Winona Health policy, that the employee report that concern immediately to his or her supervisor, Administration, Human Resources or the Compliance Officer. Failure to report these violations may result in disciplinary action, including termination.

Winona Health can be held liable for your actions even if the activities in question are performed as part of your job and for the benefit of the organization. Winona Health can also be liable if you are aware of actions of another individual who is participating in unethical or illegal activities and you do not report those activities.

There are many reasons for having a code of conduct: 1) it puts into words the expectations Winona Health has for you and other employees, 2) it makes a statement as to the organization’s ethics, 3) it assists you in protecting yourself and Winona Health from unethical and illegal activities, and 4) it protects you against risks that could result from failure to comply with legal or ethical requirements that are related to your job.

If you would like more information or you become aware of a situation that may be in violation of the Code of Conduct, report that situation to your supervisor, Administration, Human Resources or the Compliance Officer.

CONFIDENTIALITY
Winona Health is in the business of caring for and providing services to patients, residents and their families. Therefore, we have information that is considered personal and private. This information is also considered confidential by law, and we have an obligation to protect our patients’ and residents’ right to confidentiality and privacy.

In addition to patient and resident information, Winona Health has business information, including personnel information and agreements with business partners and vendors that is also considered confidential. Any materials developed by employees during working hours will remain the property of Winona Health and are to be considered confidential information, as allowable by law. Only designated employees may release information to or about patients, residents and the organization for publication. Please refer to Winona Health Policy and department policy on Confidentiality, Code of Conduct and Release of Information.

Our obligation to keep this information confidential is so important that every employee is expected to honor privacy and confidentiality. Failure to do so will result in corrective action up to and including termination.

BUSINESS TOOLS
Business tools are provided for your use to improve your ability to communicate and perform your job. They also contribute to Winona Health’s productivity, research and education. In general, they add value to our work environment and promote the organization’s mission.

Business tools and systems include but are not limited to telephones, desks, file cabinets, copy machines and job-specific equipment.
and tools. It also includes such electronic tools as the computers, Internet, Intranet, electronic mail, voicemail, instant messaging and fax machines. Appropriate use of all tools is important in order for us to comply with patient and resident confidentiality, security, asset management, regulations and policies of Winona Health.

Important points for you to remember when using business tools:

- They must remain onsite unless appropriate approval to do otherwise is obtained.
- Managers may permit limited personal use if the use doesn’t violate this or other Winona Health policies.
- Business tools will not be used to create, send or receive any potentially offensive (public or private) materials or messages.
- All messages or inquiries created, received, retained or sent on Winona Health business tools may be reviewed, audited, screened or disclosed by Winona Health. Thus, there should be no expectation of privacy regarding the use of these tools or the data involved.
- Winona Health employees will not access another employee’s messages, inquiries, security codes, files or stored information without appropriate authorization. No messages or inquiries will be transmitted under an assumed name or with any intent to misrepresent Winona Health.
- Business tools will not be used to send, upload, receive or download patient, resident or Winona Health information, copyrighted materials, trade secrets, proprietary information (financial or otherwise) or any similar materials without appropriate authorization. Ask your department manager or supervisor if you do not know from whom to request authorization.
- Non-business activities causing congestion or disruption of networks, systems or productivity are prohibited. This includes sending or forwarding chain letters or other non-business related documents.

As a Winona Health employee, you are expected to report violations of this policy to your manager, the Human Resources department or the Compliance Officer.

CONFLICT OF INTEREST IN HIRING PRACTICES
Winona Health may employ a relative or significant other of a current employee(s) provided the individual is not supervised by or have supervisory authority over a relative. This includes having work assignments that require one relative to direct, review or process the work of another or authorize or approve an employment action that directly affects the employment of the relative. For purposes of this policy, relatives are defined to be spouse, parents, children, parents-in-law, children-in-law, siblings, brothers-in-law, sisters-in-law, grandparents, grandchildren, step-children, step-parents and legal guardians. Members of the immediate household, significant others and life partners may also be perceived as causing a conflict of interest in a direct reporting relationship with another employee. At any time when there is a conflict or perceived lack of objectivity because of an employee/supervisor relationship, the conflict must be removed with the solution most likely to be fair to everyone involved.

Winona Health understands that employees may have other employment while working for Winona Health. Outside employment or activities will not be considered an excuse for poor job performance, absenteeism, tardiness, refusal to work overtime or conflicts of interest. If you or a related person(s) have an interest in a firm that does business with Winona Health and the interest is sufficient to affect decisions or actions, the employee must
not represent Winona Health in such transactions. Should the outside employment or activities cause or contribute to any of the above situations or be a business conflict, it must be discontinued or you will be asked to resign from Winona Health. If you refuse to resign, Winona Health may terminate your employment.

**DRESS CODE AND APPEARANCE**
Your dress, appearance and grooming must at all times be appropriate to a professional healthcare environment. Radical departures from conventional business and healthcare dress or personal grooming are not permitted, regardless of the job(s) you perform. Winona Health will explore reasonable accommodations for dress or grooming directly related to an employee’s religion, ethnicity or disability.

The Winona Health Attire/Appearance policy provides specific guidelines on what is appropriate and inappropriate dress and appearance. In addition to the Winona Health policy, your department may also have a policy regarding what is expected of your dress and appearance. Listed below are a few guidelines from that policy, but please refer to the full policy for any questions:

- Any clothing with rips, holes, stains, patches or that is faded and worn is not permitted
- Sweat suits, mid-riff shirts, t-shirts unrelated to healthcare or Winona Health are not permitted
- Low cut necklines, tight-fitting tops, see-through tops, tank tops, spandex, crop tops, tube tops and leggings are not permitted
- Undergarments must be worn at all times
- Shoes must be worn at all times and must be appropriate to the work environment. Shoes must have the appropriate tread and traction for the work performed and must have closed toes in patient care areas and other areas where appropriate for safety
- Excessive body piercing and inappropriate tattoos may be required to be removed or covered by clothing during working time
- Perfume, cologne or other scented personal products should not be worn by those providing direct patient/resident care
- Winona Health-issued name tags must be worn at all times

Please refer to the Winona Health Attire/Appearance policy.

**EMPLOYEES AS VOLUNTEERS**
We appreciate when employees perform volunteer activities at Winona Health facilities and community functions. Employees cannot perform any volunteer duties on behalf of Winona Health that are also required in their position with Winona Health. If you wish to volunteer, you must register as a volunteer and have approval from your supervisor before performing any volunteer activities. Volunteer time must be outside of your regular work hours. If you have been assigned to work at an event or it is a part of your normally scheduled hours or duties, report the hours as hours worked on your time card to receive appropriate pay.

**INCIDENT REPORTING**
An incident is an occurrence outside the routine events that has caused or may cause injury or loss to a patient, resident, employee or visitor, or that has resulted in damage to company property. These types of incidents and all safety and health violations must be reported immediately according to the polices and procedures of Winona Health.

**SAFE MEDICAL DEVICES ACT**
If you are aware of an incident causing a serious illness, injury or death that could have been caused by a medical device, report the incident to your supervisor immediately. A medical device is anything used for patient or resident treatment or diagnosis that is not
considered a drug. You are not to attempt to fix or disassemble the device.

If you are involved in or witness an incident or accident, complete the appropriate incident report form and give it to your supervisor.

IDENTIFICATION
Upon employment, you are issued an identification badge. This badge will be worn at all times when on Winona Health premises, unless you are a patient or personally visiting a patient or resident. Your badge will be worn where it can be easily read and have nothing obstructing your name and picture. You may be required to present your badge for admission to the facilities during an emergency, or you may need it to access areas of some buildings. Your badge, if lost or stolen, could afford entry to unauthorized areas for people who may perform an illegal act, such as an infant abduction or theft of equipment or drugs. Therefore, please report a lost or stolen badge to Human Resources immediately.

LICENSURE AND CERTIFICATION
It is YOUR responsibility to maintain a current license, certification or registration as required by the State(s) or Winona Health for the position that you hold. A current copy of your license, certification or registration will be maintained at the facility for review by appropriate regulatory agencies. Should you allow your license or certification to lapse or fail to provide a copy of your current license to Human Resources, you will not be allowed to work.

LOITERING
You are not permitted to loiter on company premises before or after your work or on your days off work. You may not allow any non-employee to be in a work area without supervisory permission or legitimate reasons (i.e., patient visitation). Family members are not to be brought to work with you to wait while you work.

NON-PARTICIPATION IN PATIENT CARE OR TREATMENT
All patients and residents deserve competent and compassionate care and services. Winona Health recognizes the right of employees to request not to participate in certain aspects of patient care or treatment under certain circumstances. However, this “right to request” will never be allowed to compromise the care or treatment of a patient or resident. Therefore, refusal to provide care will result in corrective action up to and including termination. If you wish to request not to participate in certain aspects of patient care or treatment for cultural, religious or ethical reasons, you must notify your supervisor in writing, provide any documentation as requested by your supervisor and continue to provide appropriate patient and resident care until your supervisor indicates whether or not alternate arrangements can be made.

SOLICITATION, DISTRIBUTION AND BULLETIN BOARD POLICY
The convenience, comfort and safety of our patients, residents and employees are important to us at Winona Health. Patient care and resident areas will be free of activities that detract from or in any way indicate that our attention is not focused on the care of our patients and residents and/or the service to our customers. For this reason, you may not solicit or distribute literature during work time or in any patient care or resident areas at any time. Work time is time when you are assigned to be providing services for which you are being paid and are not on a meal period or a break.

Non-employees will not solicit, post or distribute literature on any Winona Health property. Activities permitted under the Winona Health solicitation rule are those activities that relate to the company’s purpose and assist in carrying out Winona Health’s community healthcare mission. Winona Health will, in the course of achieving our mission, select charitable activities/events to
sponsor and approve beneficial educational activities for employees and the community.

Bulletin boards in Winona Health facilities will be used for communications of the organization’s policies, meeting notices, safety rules, health items, benefits programs, company business and announcements, government-required information and any other information which we are legally required to post. Designated bulletin boards may be used, in part, for posting personal notices by employees with prior supervisory approval. Announcements, party invitations, personal items for sale and other employee-generated bulletins may be posted on the designated boards.

CORRECTIVE ACTION (PROGRESSIVE DISCIPLINE)
An employee whose performance is below acceptable standards or whose conduct violates rules, policies, procedures or other expectations is subject to corrective action.

Winona Health reserves the absolute right to determine the corrective action process to be used and the nature and extent of corrective action to be imposed for employees or contracted employees subject to organizational employment policies. This process may include coaching, verbal warnings, written warnings, suspensions or terminations at the sole discretion of Winona Health. Prior to administering formal corrective action, department managers are encouraged to use coaching as a means to resolve a problem. Coaching is not considered a formal corrective action. Please realize that Winona Health may skip steps and even terminate an employee even if no previous warning was provided.

While Winona Health reserves the absolute right to determine what action or conduct will result in corrective action and what level of corrective action will be assessed, the following are just some but by no means all of the examples of unacceptable conduct that may result in corrective action up to and including immediate termination: theft; falsification of any records, including pay records; breach of patient/resident confidentiality; any action which could harm a patient, resident or staff member; any action which may endanger Winona Health’s good will in the community; possession or use of a controlled substance or alcohol while on Winona Health premises; appearing for work under the influence of a controlled substance or alcohol; failure to accept supervision and work direction; failure to exercise safety measures and adhere to the safety policies of the organization; sleeping while on working time; and any actions or conduct that Winona Health determines, in its sole discretion, to be inconsistent with the operation of its business and/or the delivery of patient and resident care or just generally not in its best interests. The examples cited above are for illustration only and shall not be considered as comprehensive or limiting the organization’s right to discipline or discharge as it determines appropriate. Violation of the same rule is not required to proceed to the next step in the corrective action process. Violations of different rules or management expectations can result in moving to the next step or the omission of step(s) in the process.

In accordance with the Winona Health Conflict Resolution Policy, an employee who feels that he or she has been unjustly terminated may file an appeal or grievance.

The following procedure outlines the steps that may be taken when progressive corrective action, rather than immediate termination, is chosen for the conduct under review. One or more levels of corrective action may be omitted, depending on the severity of the incident in Winona Health’s discretion.

Policy Procedures:
(Initial Period employees are not eligible for the formal Corrective Action process).
1. **Initial Written Reminder:** the Initial Written Reminder requires that a formal discussion be held between the supervisor and the employee. This is typically the first level of corrective action and should be used when a performance or attendance problem has not been corrected by coaching. It may also be used when the seriousness of the problem warrants starting at the Initial Written Reminder level. This meeting should be documented on a Corrective Action form, which will be forwarded to Human Resources for inclusion in the employee’s permanent employment record.

2. **Advanced Written Reminder:** the Advanced Written Reminder is typically the second level of the Corrective Action process and should be used when continued or additional performance or attendance problems have occurred since the Initial Written Reminder. The Advanced Written Reminder level of corrective action may also be used when the seriousness of the problem warrants a more advanced level of corrective action. The Advanced Written Reminder requires that a formal discussion be held between the supervisor and the employee. This meeting should be documented on a Corrective Action form, which will be forwarded to Human Resources for inclusion in the employee’s permanent employment record. The supervisor should follow up to make sure the problem has been corrected and to recognize performance improvement.

3. **Decision Making Leave (DML):** The DML is the last formal step in the Corrective Action process. A DML indicates such a serious or sustained performance problem that the employee must seriously consider his or her intentions to make a total commitment to the improvement of performance. The supervisor may place the employee on a one-day suspension with pay to decide if he or she is capable and willing to meet the performance expectations. If an employee is willing to make an immediate and sustained improvement in overall work performance, he or she will report to the supervisor following the DML and will present an acceptable written plan of correction on how he or she will change to meet the performance expectations. If the employee elects not to do this, the employee will be allowed to resign his or her position and to seek employment elsewhere. If an employee fails to contact his or her supervisor following a DML meeting, the employee will be considered to have voluntarily resigned his or her position. This meeting should be documented on a Corrective Action form, which will be forwarded to Human Resources for inclusion in the employee’s permanent employment record.

**Termination:**
Termination may occur when:

- An employee does not immediately improve and maintain an overall satisfactory work record following the DML or
- An employee commits an offense so serious that progressing through the formal levels of Performance Recognition is not warranted.

Termination is not a formal step in the Corrective Action process but is the result of an employee’s refusal or inability to meet the performance expectations.
Deactivation:
If an employee maintains an overall satisfactory work record after a formal level of corrective action, the immediate supervisor should acknowledge improvement. If an employee has not received any additional formal corrective action for a period of twenty-four (24) months, the previous formal corrective action will be deactivated. Deactivation will occur twenty-four (24) months after the date of the most recent formal corrective action.

Suspension/Administrative Leave:
There are certain types of allegations or incidents that warrant immediate action by a supervisor to remove an employee from the workplace. These incidents are generally of the nature that the supervisor must address the problem immediately, such as safety or security issues, allegations of patient or resident abuse, or any offense when a DML or termination may be the appropriate response for the first occurrence. Suspensions and/or Administrative Leaves may be with or without pay. Nothing in this policy shall prohibit Winona Health from using an unpaid suspension as a formal corrective action so long as such action is in compliance with the Fair Labor Standards Act, and other applicable employment law.

Review of Involuntary Terminations:
All involuntary terminations will be reviewed by the Chief People Resources Officer.

ACCESS TO YOUR PERSONNEL RECORD
Your official personnel record is maintained in the Human Resources Department. You may, through Human Resources, request to review your personnel record. No copies of your personnel record will be made without Human Resources approval. Access to review records and copies will be administered according to the laws of the state of Minnesota.

CONFLICT RESOLUTION PROCEDURE
(GRIEVANCE PROCEDURE)
Problems, misunderstandings and frustrations may arise in the workplace from time to time. It is important to Winona Health to provide a quick, effective and consistent method for employees to present their concerns and frustrations to management with the intent of having those concerns resolved internally. We encourage you to work with your supervisor in an informal manner when faced with any questions or concerns. When an issue or complaint cannot be satisfactorily resolved in an informal manner, eligible employees may utilize the formal procedure outlined herein. Employees who are covered by a collective bargaining agreement must refer to the grievance provision of that agreement and are not eligible for the formal process below.

Step I – Employees should initially direct their concerns to their immediate supervisor. If the complaint involves the employee’s immediate supervisor, the employee must schedule an appointment with that supervisor to discuss the problem that gave rise to the complaint within ten (10) calendar days of the date that the incident occurred.

It is Winona Health’s goal that the immediate supervisor respond in writing to the complaint within ten (10) calendar days of the meeting held with the complainant employee.

Step II - If the discussion with the immediate supervisor does not resolve the problem to the mutual satisfaction of the employee and the supervisor, or if the supervisor does not respond to the complaint, the employee may submit a written complaint to the employee’s director and senior-level manager, with a copy to Human Resources. The submission of the written complaint is due within ten (10) calendar days of the response from the supervisor and must include:

- The problem and the date when the incident occurred.
Suggestions on ways to resolve the problem.
A copy of the immediate supervisor's response or a summary of his or her verbal response and the date when the employee met with the immediate supervisor. If the supervisor provided no response, the complaint should state this.

Upon receipt of the formal complaint, it is Winona Health’s goal that the director schedules a meeting with the employee within ten (10) calendar days to discuss the complaint. Within approximately ten (10) calendar days after the discussion, the director should issue a decision both in writing and orally to the employee filing the complaint.

**Step III** - If the employee is dissatisfied with the decision of the director/senior-level manager, the employee may, within ten (10) calendar days, appeal this decision in writing to the Chief People Resources Officer to investigate the complaint. Human Resources may call a meeting with the parties directly involved to facilitate a resolution and/or may refer the complaint to the HR Committee of the Winona Health Board of Directors (including the President/CEO of Winona Health) if Human Resources is of the opinion that the complaint raises serious questions of fact, law or interpretation of policy.

Human Resources may gather further information from involved parties during the course of the investigation.

It is Winona Health’s goal that Human Resources will issue a decision to the employee filing the complaint within ten (10) calendar days or will advise in writing, within ten (10) days of receiving the Step 3 complaint, that the complaint will be presented at the next regular meeting of the HR Committee of the Winona Health Board. It is Winona Health’s goal that the final decision will be forwarded to the employee within ten (10) days of the meeting with the HR Committee.

**Additional Guidance** - Employees may seek the assistance of Human Resources at any step of this procedure. If an employee fails to appeal from one level to the next level of this procedure within the time limits listed above, the problem will be considered resolved on the basis of the last decision and the problem submitted by the employee will not be subject to further consideration.

Because problems are best resolved on an individual basis, the conflict resolution procedure may only be initiated by individual employees and not by groups of employees. Winona Health reserves the right to impose appropriate corrective action for any conduct it considers to be disruptive or inappropriate. The circumstances of each situation may differ and the level of corrective action may also vary depending upon factors such as the nature of the offense; whether it is repeated; the employee’s work record; and the impact of the conduct on patients, residents or the organization.

Employees who wish to use this procedure to appeal a decision of termination should proceed immediately to Step 3 within ten (10) calendar days of an involuntary termination. Winona Health will not tolerate retaliation against an employee for filing a good faith complaint under this procedure.

**TELEPHONE AND ADDRESS INFORMATION**
The nature of our business may require that you report to work due to an emergency. Also, because of our seven-day-a-week, around-the-clock service, unusual circumstances may require you to be available. Please be certain you have a current telephone number and address in your employee record and in your department. If your address or telephone number changes, complete the appropriate form available in the Human Resources department and provide
the same information to the appropriate person(s) in your department. If it is necessary for you to use a message or telephone contact number that is other than at your own residence, the number must be one that enables your supervisor to get a message to you quickly. An inaccurate address could result in you not receiving important information regarding benefits, pay, policies or organizational changes.

TOBACCO USE
Winona Health is devoted to improving the health and well-being of our family, friends and neighbors. Additionally, we strive to provide our employees, patients, residents and visitors with an environment that offers opportunities and resources to optimize their personal health.

The use of all tobacco products is prohibited at any location owned or operated by Winona Health, including Community Memorial Hospital, Lake Winona Manor, Watkins Manor, Rushford Clinic, Adith Miller Manor, Roger Metz Manor, all grounds, parking lots, sidewalks, buildings, vehicles and open spaces on the grounds of Winona Health. Employees are prohibited from using tobacco products during work time (including paid breaks), and at all times when wearing company-provided/subsidized scrubs or uniforms. Employees are not permitted to leave campus during a paid break in order to use tobacco products.

Violation of Winona Health’s tobacco-free policy may be considered serious misconduct and will result in corrective action up to and including termination.

TIPS/GRATUITIES
Receiving tips or gratuities is not allowed. Small gifts of insignificant value (e.g., flowers to a nursing unit) are not considered tips/gratuities. However, money (e.g., cash, checks) and gifts of value are inappropriate and may not be accepted.

PARKING
Parking is available to all Winona Health employees. It is your responsibility to be aware of the parking rules and to follow them. You are expected to park in designated employee parking areas only. You are asked to take the same precautions you would if you were leaving your car in any public parking area. Theft and vandalism of your automobile and associated property is not the liability of Winona Health. However, any claims arising out of an incident on a Winona Health parking lot should be reported to the Winona Health Security office in Buildings and Grounds and to your personal insurance agent.

WORKPLACE VIOLENCE
Winona Health is committed to providing a workplace free of harassment, threat or physical attack. Our mission is based on promoting health and wellness in the communities we serve. Allowing violent actions or threats of violence to go unchecked is counterproductive to achieving our mission. Therefore, any reported incidents will be investigated and appropriate action taken, up to and including immediate termination of offending employees.

To lessen the opportunity for physical harm to anyone in our facilities, Winona Health has a policy regarding the carrying of weapons onto company property. Winona Health prohibits employees from carrying a handgun, firearm, a knife with a blade three inches or more in length, or any weapon of any kind onto the property regardless of whether the person is licensed to carry the weapon or not. This policy does not apply to the mere possession (but not display, demonstration or use) of a lawfully possessed firearm in a parking facility owned or operated by Winona Health.

If you become aware of an individual carrying a weapon in a Winona Health facility or if threatening behavior is taking place, call Security, your supervisor, or if necessary, call 6-911 for law enforcement.
DEPARTMENT POLICIES
It is not possible, nor practical, for Winona Health to have rules covering all aspects of work and conduct. The intention of these policies is to inform you that behavior is expected which will further our image as a friendly, caring, responsive and professional healthcare organization.
ACKNOWLEDGEMENT FORM

The purpose of this informational handbook is to provide guidelines on some of the major Company policies. The handbook is not intended to and does not constitute a contract. All policies and practices are not covered in this handbook, and Winona Health may deviate from or change any part of this handbook without prior notice.

I understand that I am free at any time to terminate my employment and am not bound to stay for any definite period of time. I also understand that Winona Health has made no promise to provide me with employment for any definite period of time and that no contract of employment has been created. I understand that all terms and conditions of employment are subject to change without notice.

My signature/electronic signature below acknowledges that I have been given access to my copy of the handbook and that I have been told that I should read and fully understand its contents. I also understand that I may address any questions concerning the handbook to the Chief People Resources Officer.

__________________________________________
Printed Employee Name

__________________________________________
Signature of Employee

__________________________________________
Date