

UMSA

Employee Policy Summary

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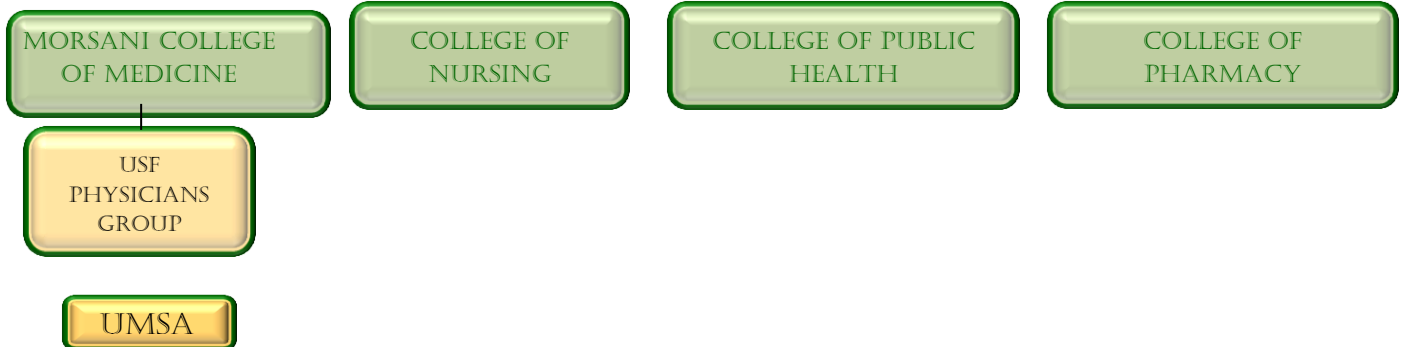
WELCOME TO UMSA!

The University Medical Service Association, Inc. (UMSA) is a non-profit corporation which assists USF Health in the billing, collection and disbursement of funds generated by the medical practice of the USF medical faculty.

Although we are not part of the State system, we are very closely affiliated with the University of South Florida. You may find that your coworkers are not UMSA employees; they may be State employees hired through the University or hospital employees.

The following information is provided to summarize some policies and benefits of your employment with UMSA. You are responsible for reviewing and understanding all UMSA HR Policies. Please visit our HR SharePoint site to review the policies. Instructions on how to access SharePoint are included in your new hire orientation packet.

If you have any questions, or if we can be of any assistance to you, please do not hesitate to call the USF Health Office of Human Resources at (813) 974-8170.



GENERAL POLICIES AND INFORMATION

The policies of UMSA are designed to provide consistent administration to benefit a large, diverse employee group. Be sure to follow your supervisor's instructions regarding more detailed departmental procedures.

UMSA are committed to providing equal employment opportunities to all employees and applicants without regard to age, sex, race, color, religion, national origin, disability, marital status or veteran's status. It is our goal to create and maintain a work environment that is positive and free from discrimination. Sexual harassment is one form of sex discrimination, and is unacceptable conduct that will not be tolerated.

In compliance with the Americans with Disabilities Act (ADA), UMSA will not discriminate against a qualified individual with a disability in regard to recruitment, transfer, promotion, compensation, benefits, disciplinary action, termination, or other terms or conditions of employment. UMSA will make reasonable accommodations as requested by an employee or physician unless it would create an "undue hardship" (excessive difficulty or expense).

We also intend to provide a safe, productive, drug free environment for all employees. The unlawful manufacture, distribution, possession or use of a controlled substance, or attendance on the job while under the influence of alcohol or illegal drugs, is prohibited. It is required that you notify the USF Health Office of Human Resources of any criminal drug statute conviction no later than five days after such conviction.

Most of our positions deal with, or are visible to, the public so it is expected that your conduct on the job will be professional, efficient and courteous.

Your position may include responsibilities involving several computer systems, a personal computer or a personal computer network. You are responsible for the confidentiality of computer records and systems that you access. Unauthorized access (or attempted access), use, alteration, damage, copy or destruction of any data, software, or hardware is misconduct. Your supervisor will provide you with specific information and procedures. Your supervisor will also ensure that you receive appropriate training in compliance with the HIPAA Privacy Rule and the UMSA policy regarding Confidentiality and Privacy.

A conflict of interest is any outside employment or activity that interferes with your availability and/or ability to perform all job related responsibilities in a fully competent manner that interferes with or contradicts the objectives and operations of UMSA or USF Health, or uses your position to enhance your personal situation or that of any family member. Situations that could result in a conflict of interest, or the appearance of a conflict of interest, must be avoided.

Your attendance as scheduled is critical to the success of your position; your supervisor must approve any absence or change in work schedule.

All eligible employees should receive information regarding the Communicable Disease Prevention Policy and the Occupational Exposure to Blood borne Pathogens Policy.

Your official personnel file will be maintained by the USF Health Office of Human Resources and the confidentiality of these records will be protected. Your file is available for review by you, your supervisor, or other authorized management personnel. Information will also be released in cooperation with law enforcement, or other government agencies. You may wish to keep copies of your resume/application, position description, performance evaluations, etc. in your personal files for future reference.

All UMSA employees are required to obtain a USF photo identification badge. ID badges specific to your work location may also be required. A one-time, non-refundable fee of \$15.00 for the USF ID card will be deducted from your first pay check, if you do not already have a USF ID. The USF ID also entitles the holder to various campus privileges and community discounts; see list on the USF website:

<http://usfweb2.usf.edu/human-resources/azindex/perks.asp>

Parking permits are required for employees located on the USF campus. Decals may be purchased from the USF Parking and Transportation Services located on campus. Employees located at the USF Health South Tampa Center (STC), Tampa General Hospital (TGH), or 17 Davis can expect to park in designated lots off of Davis Island and are provided a free shuttle to the Davis Island locations. Those who are eligible may request their name to be added to the waiting list for parking permits for the TGH Employee Parking Garage. Ask your supervisor for guidance.

Unusual circumstances may create situations not well addressed by the formal UMSA policies, in which case there is an appeal process through which you can request an exception to policy. Do not hesitate to contact your supervisor or the USF Health Office of Human Resources for assistance regarding any employment issues.

EMPLOYMENT

The USF Health Office of Human Resources coordinates and administers the recruitment of qualified applicants to meet the staffing needs of USF Health and clinical departments of the USF Morsani College of Medicine. To keep applicants and current employees informed of the employment opportunities within our corporation, our vacancies are posted on the following website: <https://usfpgcareersource.health.usf.edu/> under Search Jobs.

If you transfer from one department/division to a different department/division, or from one position title to another, both in the same pay grade, it is a lateral transfer. A lateral transfer is not eligible for a salary increase. Movement into a position with a lower classification is a demotion that may require a corresponding salary reduction.

A promotion is the movement into a position of greater responsibility with a salary grade classification higher than your current classification. This may be the result of either a distinct change in assigned duties or a reclassification of your current position.

If a lateral transfer, promotion or demotion is made during your initial six-month probationary period, you will be required to begin a new probationary period. Otherwise you will be scheduled for a three-month review. A change in your supervisor will also trigger your being placed on a three-month review.

Your employment status is based on the number of hours scheduled per week (full time, part time or per diem) and anticipated duration of employment (regular, temporary or emergency). Eligibility for employee benefits is based on your employment status. If you transferred from an eligible position with an affiliated employer (UMSA, or USF Morsani College of Medicine) you may be eligible for special consideration to provide continuity in employment status and certain benefits.

The standard work schedule is 8:00 a.m. to 5:00 p.m., Monday through Friday. Individual schedules may vary based on the needs of your department or your preferences. Alternative work schedules should be formally approved by your department and submitted to the USF Health Office of Human Resources for inclusion in your personnel file.

Dual employment with another organization is permitted as long as it does not interfere with the performance of UMSA job duties or result in a conflict of interest. You will be asked to verify any outside employment each year.

Although family members often work very well together, in a group this large we must be concerned with the negative effect the perception of favoritism might have on employee morale and departmental efficiency. For that reason, an employee may not participate in or make recommendations or decisions regarding the appointment, retention, work assignment, evaluation, promotion, demotion, or salary of a relative employed by UMSA or any affiliated hiring entity. Nor may an employee be in a position where recommendations or decisions regarding their position are made by a relative employed by UMSA or any affiliated hiring entity. A relationship that is created, or becomes known, after the employment of both individuals may result in the transfer or termination of one employee, if necessary.

There is a formal channel of communication available to all employees to resolve any job related complaint or grievance. If you are having any problems, speak up! There is also a defined disciplinary action policy to help you succeed by providing clear supportive guidance of performance expectations and policies. You are encouraged to seek help through your department, or through the USF Health Office of Human Resources.

PROBATIONARY PERIOD

Your initial six months of employment with UMSA is a probationary period to determine that your employment is mutually satisfactory. This period is to be used for orientation and training. If at any time during this period you or your department decides that the job arrangement is not satisfactory, this period may be extended or you may resign or be dismissed without notice. If you are transferred or assigned to a different position during this time, you will begin a new probationary period. A performance evaluation will be completed at the end of your probationary period to advise you of your strengths as well as areas needing attention or improvement, to offer constructive assistance, and to mutually establish goals for your continued development in your position.

ENDING YOUR EMPLOYMENT

If the time comes to end your employment with UMSA, you must submit a letter of resignation to your supervisor giving at least two weeks' notice in order to remain eligible for payment of accrued leave (see Paid Time Off policy for additional information). Management employees and Credentialed Clinical Providers are required to give at least 30 days' notice.

If you resign or are terminated during your initial probationary period you will not be eligible for payment of accrued Paid Time Off (PTO). Nor will you receive payment of PTO if you are terminated for abandonment of position (unauthorized absence for three consecutive days) or misconduct.

If you successfully completed your probationary period but are unable to maintain performance standards or a satisfactory attendance record, you may be dismissed following outlined disciplinary guidelines. In this situation you will be given either two weeks' notice or two weeks' pay in lieu of notice and payment of accrued PTO. At least four weeks' notice and payment of accrued PTO will also be provided if a reduction in work force or management separation becomes necessary due to reorganization or financial requirements as determined by management. Any unused Personal Days will be forfeited.

If you resign from your position, payment for PTO time will be made the pay period following your final paycheck for hours worked if you have attained regular status and provide at least two weeks written notice (30 days' notice required of management and credentialed Clinical Providers). If you should terminate with a negative PTO balance, that amount will be deducted from your final paycheck.

SALARY ADMINISTRATION

The salary administration program and pay structure of UMSA is under constant review to maintain a competitive position within the market. Jobs are classified based on the duties and responsibilities of the position and the education, skills and experience required to perform these responsibilities. The classification establishes the placement of each job in a specific salary grade within the salary table. The salary grade establishes the minimum and maximum salary for the job. Our salary structure is designed so that the midpoint of the salary range is the approximate market average for similar jobs in other comparable organizations.

The performance evaluation format was designed to provide a formal summary of the expectations and requirements of your position, the level of performance being met and to set goals for continued development. Communication between you and your supervisor is essential! Please respect the privacy of your coworkers and do not discuss your pay with others.

EMERGENCY CLOSING

A hurricane threat or other special situation may interrupt normal operations. Your department will designate essential personnel responsible for specific functions to minimize potential disruption to patient care. Essential personnel may be expected to report to work, or complete designated tasks off site, during an emergency closing.

Non-essential personnel will be paid Emergency Leave at their regular rate of pay for hours not worked due to a formal closing of their work site. Essential personnel (exempt and hourly) required to work all or part of an emergency period will be paid for those hours as regular hours worked and will receive compensatory time off for an equivalent number of hours to be scheduled at their supervisor's discretion.

Your supervisor will be able to provide additional information regarding the communication plan for your department and whether or not your position is designated as "essential". If you are not able to return to work when your worksite reopens, or if you are designated as an essential personnel and are unable to work the hours requested, you will be paid through your PTO account to maintain regular pay.

PAYROLL

Paychecks are issued every other Friday for the two-week pay period ending the previous Friday. UMSA employees are required to utilize the Kronos time-reporting system (time clocks or time stamp via the computer for locations where a time clock is not available) as directed by your supervisor. Your department payroll/Kronos representative will approve time cards electronically for our Payroll Department to process your paycheck. If electronic authorization is not received by our Payroll Department prior to the scheduled deadline, Payroll will pay the hours on record in Kronos, with no adjustments for undocumented overtime, leave usage, or any variance in the hours worked (refer to the Kronos time-reporting policy included on the SharePoint website).

Any pay due to you, but not reported to Payroll through your department, will be included in a subsequent payroll when appropriate certification is received from your department. Always check your pay stub to be sure you are paid correctly and have had the correct deductions withheld. You may view and print your paystub at the Kronos website: <https://kronos.health.usf.edu>. Click on My Information, My Earnings History, and the check date (pay date) you want to view/print.

In accordance with Federal laws and regulations, overtime must be paid to non-exempt (hourly) employees at 1-1/2 times the normal rate for all hours worked over 40 in the work week. Paid holidays will be considered hours worked for overtime purposes. Other time paid but not actually worked (i.e., PTO) will not be counted in calculating over-time.

All overtime must be approved by your department prior to being worked. Wage/Hour Regulations do not permit "comp time" for UMSA employees nor is it allowed to "volunteer" your time to work through lunch, stay late, or work at home for no pay.

Sometimes additional work becomes available in your department, or another department, that might be viewed as a second job or consultant work. IRS regulations restrict the flexibility available to pay an employee for work performed which is not part of the employee's regular duties. If you are considering any special requests, contact the USF Health Office of Human Resources to confirm that an appropriate pay process is available before you make final arrangements or perform the work.

DIRECT DEPOSIT

Direct deposit of your UMSA paycheck into a savings or checking account is mandatory. Employees who change their checking or savings account for any reason must submit a new direct deposit form to the USF Health Office of Human Resources immediately to avoid interruption of the direct deposit process. Direct deposit forms are available on the USFPG HR SharePoint site.

You may view or print your paystub from the Kronos website.

BENEFITS

Benefits are provided for full time employees working 40 hours per week and part time employees scheduled to work 20-39 hours per week. Temporary, emergency and per diem appointments are not eligible for benefits. Eligible employees may elect insurance benefits through the UMSA Flexible Benefits Plan, which is described in detail during our New Hire Orientation and additional information is posted on the Human Resources SharePoint website. In addition to this cafeteria plan you are eligible for:

HOLIDAYS

UMSA provides the following nine full day and two half-day holidays with pay to all eligible full time and part time employees:

New Year's Day	Friday after Thanksgiving
Memorial Day	Christmas Eve (1/2 day)
4th of July	Christmas Day
Labor Day	New Year's Eve (1/2 day)
Thanksgiving Day	Personal Days (one or two days) *

*To be eligible for a Personal Day, an employee must have successfully completed the initial probationary period and have attained regular status. An employee completing the probationary period in the months of January through June may be eligible for two Personal Days. An employee completing the probationary period in the months of July through December may be eligible for one Personal Day. Personal Days must be taken prior to December 31st, as they do not carry over to the following calendar year. The requested Personal Day(s) is subject to approval by management.

Most of the holidays observed will coincide with the University of South Florida (USF) Morsani College of Medicine. With prior departmental approval, if you are not working at USF Health you may adjust your holiday to coincide with the day observed at your office location (i.e., Tampa General Hospital, Veteran's Hospital).

Eligible full time employees are provided an eight-hour holiday. Eligible part time employees are provided a six-hour holiday if appointed at 30-39 hours per week, or a four-hour holiday if appointed at 20-29 hours per week.

If required to work on a holiday, non-exempt employees will be paid at time and a half for those hours worked. In addition, the employee will be paid straight time for the holiday hours not taken, or will be granted compensatory time off within 30 days (before or after the actual holiday) for holiday hours not taken. The designation of payment or compensatory time for holiday hours not taken is to be by the supervisor and communicated to the employee prior to the holiday time worked. The 24-hour period from midnight to midnight will be counted for holiday pay for hours worked. Be sure to clarify these arrangements with your supervisor before you work holiday hours! If you are not scheduled to work on a holiday, you will be given time off within 30 days, or will receive regular holiday pay for the hours not taken. Exempt employees required to work on a holiday may be granted compensatory time off for holiday hours worked within 30 days (before or after the actual holiday).

PAID TIME OFF (PTO)

PTO accruals will begin on the date of appointment and may accrue from year to year to the maximum of the individual's annual accrual rate. Once the maximum is reached, no further PTO will be accrued until the balance is reduced.

Employees are to request PTO as far in advance as possible. Approval is at the supervisor's discretion dependent on workload, staffing level, and other factors influencing the efficiency of the department. PTO will not be charged for any approved holiday(s) during a scheduled leave.

Eligible full time and part time employees accrue PTO at the following rate, credited on the last day of the pay period:

Hours of Leave Earned Biweekly		
<u>Continuous Employment</u>	<u>(based on 40 hr/wk)</u>	<u>Maximum</u>
0 - 5 years	6.50	169
5 - 10 years	7.50	195
10 - 15 years	8.50	221
15 years and over	9.50	247

Management and clinical providers accrue at different rates. If you are in either type of position, you will be provided the PTO Management policy at the New Hire Orientation.

PTO accruals will be prorated based on actual eligible hours paid if less than 80 hours and if you should work less than a full pay period due to initial employment, termination, or leave of absence without pay.

If you resign from your position, payment for PTO time will be made the pay period following your final paycheck for hours worked if you have attained regular status and provide at least two weeks written notice (30 days' notice required of management and credentialed Clinical Providers). If you should terminate with a negative PTO balance, that amount will be deducted from your final paycheck.

WORKERS' COMPENSATION

We are committed to providing a safe, productive environment for all employees. You are expected to support this commitment by working carefully and following all safety recommendations provided by your supervisor, training, professional associations and written directions or specifications.

For your protection, any work connected or job related injury or illness that occurs on the job must be reported to your supervisor and the USF Health Office of Human Resources. The Workers' Compensation Program is an insurance plan provided to you at no cost. It pays all reasonable and necessary authorized medical care if you get injured or develop an occupational disease because of conditions on your job. The program also provides payment to you for part of the wages you might lose if your injury or illness disables you for more than seven (7) calendar days.

If medical care is required, you must use only those health care providers and pharmacies in our Workers' Compensation managed care network. You must contact your supervisor and/or the USF Health Office of Human Resources at (813) 9748170 for assistance. Payment for non-emergency treatment received outside the Workers' Compensation managed care network will be your personal responsibility unless authorized by our Workers' Compensation carrier prior to the treatment date.

A Notice of Injury Form must be completed and signed by both you and your supervisor and forwarded immediately to the USF Health Office of Human Resources. The Notice of Injury Form is used to obtain authorization for your past and continuing medical care through Workers' Compensation. These forms are available from your department or the USF Health Office of Human Resources. If an injury is the result of your disregard of safety devices, rules, or instructions, Workers' Compensation benefits can be reduced by 25%. Additional information is available on the SharePoint website.

The FAMILY and MEDICAL LEAVE ACT (FMLA)

FMLA provides up to twelve (12) weeks of unpaid leave in any twelve (12) month period for:

- o employee's own serious health condition
- o birth, adoption, or placement of a child for foster care o to care for a spouse, child or parent (but not parent-in-law) who has a serious health condition o to care for an injured military family member (contact the USFPG Dept. of Human Resource 9

Leave under the FMLA can be taken intermittently or as a reduced schedule. Thirty (30) days' notice is required when medically possible and physician certification is required. Although provided by law as an unpaid leave, compensation may be available through the use of PTO or disability insurance. A copy of "Your Rights Under the Family Medical Leave Act" is posted on SharePoint. Please refer to the policy manual or contact your supervisor or the USF Health Office of Human Resources for more information or the required forms.

OTHER AUTHORIZED LEAVES

You may also be eligible for other authorized leave, with pay, subject to proper notification and approval by your department supervisor.

Administrative Leave: At the discretion of your department, you may be granted administrative leave to attend job-related meetings, seminars, or conferences.

Death in Family/Bereavement Leave: In the event of a death in your immediate family, you may be granted up to three (3) days of Bereavement Leave to attend the funeral and assist in any necessary arrangements. Immediate family is defined as spouse, domestic partner, child, parent, brother, sister, grandparent, grandchild, aunt, uncle, niece or nephew of the employee, of the spouse or of the domestic partner. "Domestic partner" includes a person who is engaged to be married to an employee or who otherwise holds himself or herself out as, or is generally known as, the person whom the employee intends to form a household with the same legal residence. Accrued PTO may be used to extend this period, if necessary.

Jury Duty: If summoned to jury duty, you will be granted authorized leave for all hours required. If the jury duty does not require absence for the entire workday, you must return to work immediately upon release by the court. You may keep any jury fees paid to you by the court.

Military Leave: If you are a member of the United States Armed Forces Reserve or the Florida National Guard you will be granted authorized leave with pay during periods in which you are ordered to active duty for training, not to exceed 17 days in any one calendar year. Leave of absence without pay will be granted for all days in excess of 17 per year for which you are ordered to active duty and for all days during which you are performing ordered inactive duty training.

Religious Leave: Every effort will be made to grant your request for time off to observe religious holidays or special services. Such time may be charged to your PTO hours or Personal Holiday.

EMPLOYEE ASSISTANCE PROGRAM (EAP)

Confidential assistance for personal problems (emotional, financial, family/marital, legal, alcoholism and/or drug abuse) is available for you and your family members through Gary Wood and Associates. P.A. This Employee Assistance Program (EAP) provides up to six sessions per employee or family member, per problem, at no cost.

Most visits are self-referrals; however, supervisors may encourage voluntary use or dictate mandatory use in the case of job jeopardy, disciplinary action. Information is posted on the SharePoint website.

RETIREMENT PROGRAMS

UMSA sponsor two separate retirement programs for you. Both are underwritten by VALIC. UMSA will contribute an amount equal to 5.14% of your total pay, plus 2.28% of each employee's compensation in excess of the Social Security wage base to a mutual fund account. All employees are eligible to participate in this plan following 12 consecutive months of employment, which include a minimum of 1,000 hours of service. When you meet this requirement you will be notified by the USFPG Human Resources Department so that you can enroll online at VALIC.com or meet with our VALIC representative, Deanne Noyes, to assist you. Continued participation requires at least 1,000 hours to be worked during each calendar year.

You will be vested in this account according to a five year graduated vesting schedule: one year 0%; two years 20%, three years 40%, four years 67%, and five years 100%. The vested portion is the amount of the account balance that you are entitled to receive at the end of your employment.

You are eligible to immediately begin participating in the UMSA Voluntary Tax-Deferred Annuity Program. You are able to make voluntary contributions through a salary reduction arrangement; as much as 90% of your salary, up to the contribution limit set by the Internal Revenue Code each year. A higher maximum employee contribution may be available if you are age 50 or older, or if you have been employed with us for 15 years or more. You are 100% vested in this account. More information is provided on the SharePoint website.

CREDIT UNION

You are eligible to join the USF Federal Credit Union. The Credit Union offers a wide range of banking services such as savings and checking accounts, loans, money orders, VISA cards, etc. You may have your net pay deposited directly to your credit union accounts. It is also possible to arrange a payroll deduction for a specified amount to be made directly from your biweekly paycheck as a convenient method of saving, depositing funds, or making loan payments. Arrangements are made at the Credit Union. If your net pay is not enough to cover your elected

deduction, no credit union deduction will be made from that paycheck. You may elect the payroll deduction program and still have the balance of your check deposited to another bank account through payroll direct deposit.