



# **EMPLOYEE HANDBOOK**

# TABLE OF CONTENTS

Page	
3	Welcome Mission Statement
4	Conditions of Employment Probation Period Evaluation
5	OSHA / Safety Training Workplace Violence Grievances Workers Compensation Malpractice Insurance
6	Professional Responsibility
7	Work Week / Pay Period
8	Employee Benefits Leaves Travel & Expense Reimbursement
9	Health & Dental Insurance Continuing Education Longevity Retirement
10	State Employees Credit Union Organizational Chart Chain of Command
11	Office Locations and Phone Numbers

## **Welcome!**

Toe River Health District (TRHD) was formed in July 1980. We are a three-county public health district serving Avery, Mitchell, and Yancey counties. Toe River Health District is an independent not for profit public health agency. Administrative offices are located in Spruce Pine, North Carolina. We are governed by the Toe River Health District Board of Health.

Services provided include, but are not limited to:

- Health Department programs
- Environmental Health
- Home Health
- Yancey CAP/DA and PCS

This handbook is provided to TRHD employees in order to provide a brief summary of TRHD Administrative Policies and benefits. More specific information on policies can be accessed on the TRHD Intranet at each of our locations. The Safety & Infection Control, HIPAA and Bioterrorism manuals and program specific policy manuals can also be located on the Intranet. All policies are subject to change at any time without prior notice. Employees are responsible for annual review of manuals and TRHD policies.

## **Mission Statement**

To assure the conditions in which people of Avery, Mitchell, and Yancey counties can be healthy. Our mission is accomplished through an organized community effort focusing on: health promotion, disease prevention, education and awareness, access to and provision of care, and quality and value.

## **Conditions of Employment**

Each position has conditions/credentials listed within the job description and/or job posting. Positions that require a licensure, certification, registration, or educational limitation are the responsibility of the employee. Falsification of any credentials listed here can result in immediate termination. In addition, some positions may require specific medical information (i.e. immunization records).

Failure to follow written policies and/or procedures, falsification of documents (e.g. medical, time, travel) and failure to follow licensing guidelines, accreditation guidelines, federal/state laws and regulations, or standards of practice can result in disciplinary action up to or including employee dismissal.

## **Probation Period**

All employees serve a six-month probation period that may be extended to nine months at your supervisor's discretion.

When your probation period ends, if the required standards for your position are met, you will become a permanent employee and notified when this action is taken. Any employee on probation whose performance does not meet the required standard for work will be separated from employment.

During the probation period, each employee is expected to seek out opportunities to complete the Orientation Checklist.

### **Evaluation:**

Evaluations are given initially after the six-month probation period, then annually on your hire date by your supervisor.

## **OSHA/Safety Training**

Annual updated training for safe working practices is required by the Toe River Health District in compliance with the Occupational Safety and Hazard Act. Specific information is provided in both the TRHD Safety Manual and Safety and Infection Control Manual which are available on the TRHD Intranet.

## **Workplace Violence**

All of the following actions are cause for reprimand and potential termination of employment:

- Unlawful Workplace Harassment
- Hostile Work Environment
- Sexual Harassment
- Retaliation
- Respectful workplace policy violations

Do not give anyone your computer password or ID Badge PIN number as this places other employees at risk for workplace violence.

## **Grievances**

The grievance policy exists to allow for the fair, prompt and orderly resolution of problems and differences arising between supervisors and employees, consistent with applicable laws and policies. TRHD permanent employees have the opportunity to file grievances without fear of reprisal or harassment.

## **Workers' Compensation**

TRHD employees who sustain a documented job-related injury or illness are covered by the NC Workers' Compensation Act and TRHD Workers' Compensation Insurance.

**Malpractice Insurance** is provided for all TRHD employees.

## **Professional Responsibility**

### ***Confidentiality:***

Wrongful disclosure or access to confidential information (HIPAA) may be subject to disciplinary action and legal ramifications up to and including termination.

### ***Drug & Tobacco Free:***

TRHD is a drug-free and tobacco-free workplace. This includes all campuses and TRHD vehicles. All employees are screened prior to hire and are subject to random drug test.

### ***Dress Code:***

All employees are required to dress in a professional manner and wear their identification badge when working and/or representing the agency.

### ***Corporate Compliance:***

All employees are required to review the Corporate Compliance Plan upon orientation and annually. The plan consists of ethical information, as well as Stark (kick-back) laws, gifts and favors policy, False Claims Act (fraud & abuse), whistle blower protection, conflicts of interest, and truthfulness policy.

The TRHD confidential hotline for reporting suspected fraud and abuse within the agency is: **1-877-586-3535 ext. 26**

### ***Cellular Phones:***

Cellular telephones are important aspects to some jobs within Toe River, however abuse of TRHD property or TRHD time will not be tolerated. Policy abuse is subject to disciplinary action.

## **Work Week / Pay Period**

The normal work week is Monday - Friday, 8:00 a.m. to 4:30 p.m. with a 30-minute unpaid lunch break. Employees are paid semi-monthly on the 15th and last day of each month.

### ***Exempt Employee:***

Positions considered exempt are those held by professional staff such as but not limited to, registered nurses, physician extenders (nurse practitioners, certified nurse midwives, and physician assistants), registered dietitians, and nutritionists.

### ***Non-Exempt Employee:***

Positions considered non-exempt are, but not limited to, certified nursing assistants, licensed practical nurses, clerical/management support, and lab technicians.

### ***Compensatory Time:***

Employees receive compensatory time for any time over eight hours per day. For non-exempt employees, compensatory time is figured at time and one half for all hours over forty in the TRHD pay week (Wednesday - Tuesday). Any compensatory time earned should be pre-approved by the immediate supervisor and should be taken by the end of the following month.

### ***Direct Deposit:***

All employees are required to have their pay deposited via direct deposit to the bank or credit union of their choice.

### ***Timesheets:***

Each employee is responsible for accurately tracking their work and leave time on a daily basis. Time worked is recorded on the TRHD monthly timesheet and turned in to the immediate supervisor by the 3rd working day of the following month.

## **Employee Benefits**

### ***Annual Leave:***

For full time salaried employees annual leave is accrued as follows:

0 - 10	years of service	10 hours per month
11 - 15	years of service	12 hours per month
16 - 20	years of service	14 hours per month
20 +	years of service	16 hours per month

A maximum of 240 hours can be carried over annually. Leave can be taken in as little as 15 minute increments. Time is prorated for eligible %time employees.

### ***Holiday Leave:***

New Year's Day	Labor Day
Martin Luther King's Birthday	Veteran's Day
Good Friday	Thanksgiving (2)
Memorial Day	Christmas (3)
Independence Day	Personal Day

### ***Sick Leave:***

Full time salaried employees earn nine hours of sick leave each month. Time is prorated for eligible % time employees. Unused sick leave may be counted toward years of service upon retirement.

### ***Family Medical Leave:***

In certain circumstances, eligible employees (employed for at least twelve months and having worked 1250 hours prior to leave request) may take family medical leave.

### ***Other Leave:***

Court and Jury Leave	Funeral Leave
Military Leave	Voluntary Shared Leave
Leave Without Pay	

### ***Travel & Expenses Reimbursement:***

TRHD will pay mileage for work related travel. Receipts must be provided for reimbursement of other expenses (not to exceed the maximums allowed per day).



## Employee Benefits (cont'd)

### *Health & Dental Insurance:*

Major medical and dental insurance is available for eligible TRHD employees.

### *Supplemental Insurance Options:*

AFLAC and Colonial offer policies such as cancer policies, long-term care, and short-term disabilities that can be processed through payroll deduction.

### *COBRA:*

As an employer sponsoring a health plan, TRHD offers employees and their families the opportunity for a temporary extension of health coverage called “continuation of coverage” at group rates in certain instances.

### *Continuing Education:*

Financial assistance and/or leave time may be granted by TRHD Director and on recommendation of supervisor for advanced education leading to a degree, certification, or a course of study which will better prepare the employee to perform his or her duties.

### *Longevity:*

Longevity pay begins after 10 years of service as a lump sum payment each November. *This benefit is provided as long as funds are available.*

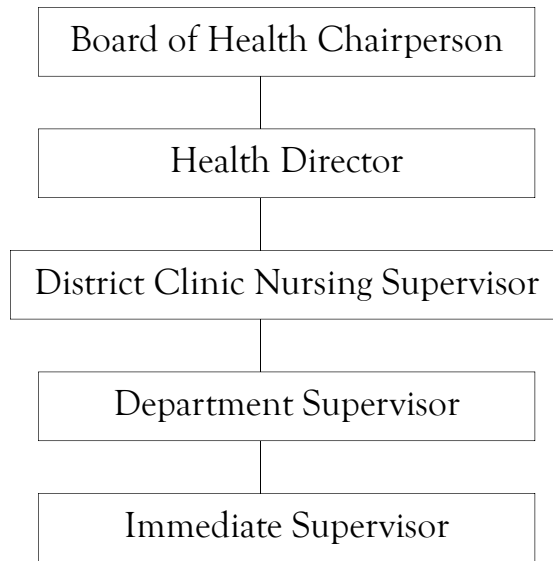
### *Retirement:*

When an eligible employee has completed his/her six month probationary period automatic participation in the North Carolina Local Government Retirement system begins. Six percent of the employee's gross salary is deducted each month for retirement and TRHD contributes a monthly % dictated by the Retirement Center.

## State Employees Credit Union:

The TRHD is considered a local government agency and therefore qualifies for membership in the State Employees Credit Union (SECU). The SECU offers several benefits to members including checking, savings, loans, and other services.

### Basic Organization Chart



### Chain of Command:

Each employee is expected to report to their immediate supervisor any issues or concerns.

*Note: The contents of this handbook will be updated as needed. The employee should refer to the most current handbook, immediate supervisor, or policies on the TRHD Intranet if questions arise.*



## **Administrative Office**

861 Greenwood Road  
Spruce Pine, NC 28777  
828 765 2239

### **Avery County**

**Health Department**  
545 Schultz Circle  
Newland, NC 28657  
828 733 6031

**Home Health**  
545 Schultz Circle  
Newland, NC 28657  
828 682 7825

### **Mitchell County**

**Health Department**  
130 Forest Service Dr., Suite A  
Bakersville, NC 28705  
828 688 2371

**Home Health**  
130 Forest Service Dr., Suite D  
Bakersville, NC 28705  
828 682 7825

### **Yancey County**

**Health Department**  
202 Medical Campus Drive  
Burnsville, NC 28714  
828 682 6118

**Home Health**  
200 Medical Campus Drive  
Burnsville, NC 28714  
828 682 7825

**CAP/DA**  
200 Medical Campus Drive  
Burnsville, NC 28714  
828 682 7967

**Cane River Middle School  
Student Health Center**  
1128 Cane River School Road  
Burnsville, NC 28714  
828 682 4758

**East Yancey Middle School  
Student Health Center**  
285 Georges Fork Road  
Burnsville, NC 28714  
828 682 6152