



**LEONARD J. CHABERT MEDICAL CENTER**

## **Employee Handbook**



**Contact Human Resources  
for more information  
(985) 873-1855  
[www.lsuhealth.org/hospitals/ljc](http://www.lsuhealth.org/hospitals/ljc)**

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# LEONARD J CHABERT MEDICAL CENTER

Dear Employee:

Congratulations and welcome to our hospital. We are pleased to have you join our organization. Our major objective is to conduct ourselves at all times in such a manner that is in the best interest of our patients, resident staff, fellow employees, our hospital, and our community.

The ability to provide the best service to our patients depends on relationships, mutual understanding, and coordinated effort among the cordial members of our hospital staff. **Teamwork** is the key to our success. When all departments function in a cheerful and cooperative manner, our patients can sense that atmosphere of goodwill and the recovery of health will be tremendously enhanced.

Since our budget is financed primarily by tax dollars provided by the citizens of Louisiana, indirectly, these citizens are our employers. We have an obligation to uphold the trust placed in us being certain that these monies are expended to give the best possible medical care available. To honor this trust and responsibility properly, we must fulfill our work obligation and see that the supplies and equipment entrusted to us are correctly utilized.

This handbook has been developed as a convenient guide to you. Most of the material covered here is a summary of details of complex policy or laws. This handbook, therefore, should not be considered as a legal or exact text of all hospital policies or state laws. Generally, your departmental supervisor can provide you with further information or will be able to refer you to the appropriate administrative office. You will be kept updated on any or all changes as they occur. All policies can be found on the U drive on any hospital computer.

Again, welcome. We are delighted that you have joined the Leonard J. Chabert Medical Center and we wish you every success in your future here.

Sincerely,

Administration and Staff of  
Leonard J. Chabert Medical Center

## **INTRODUCTION**

Leonard J. Chabert Medical Center was created by House Bill 125 of the Regular Session of 1973, and was designated to provide medical service for a five-parish area. This includes the Parishes of Terrebonne, Lafourche, Assumption, East St. Mary, and West St. James. This hospital has a dual purpose in that we will provide excellent patient care and also be one of the best teaching facilities available.

Leonard J. Chabert Medical Center functions as one of the nine hospitals under the auspices of the Louisiana State University-Health Care Services Division (LSU-HCSD). The LSU-HCSD administers policy and standards for all hospitals.

The purpose of this handbook is to acquaint you with various policies and regulations of the hospital. You will be expected to be familiar with the contents of this booklet.

No changes in administrative orders can be made without approval of the LSU-HCSD.

The policies/procedures in this handbook are not the actual policies/procedures, which are maintained separately in other documents.

Actual policies/procedures are maintained in the Organizational Policy/Procedures Manual, Safety Manual, Infection Control Manual etc.

Therefore, the information contained in this handbook should be considered a description of the policy/procedure not the actual policy/procedure.

Issuance and/or receipt of this handbook does not infer or imply a contract of employment with the recipient.

## **MISSIONS, VISION AND VALUES**

Our mission is to provide the best quality of care in a safe environment to everyone who comes into our sphere of influence. Regardless of ability to pay for those services.

Our vision is to be a recognized community-based medical center that is values-driven, financially self-sufficient and in the forefront of healthcare delivery, education and practice.

Our Core Values are RESPECT: A high regard for the worth and dignity of each individual. QUALITY: Excellence in service. INTEGRITY: Commitment to high personal standards. ADVOCACY: Supporting the cause of those who lack resources for a reasonable quality of life. CREATIVITY: Inventiveness, flexibility, and innovation. KNOWLEDGE: Development through learning, teaching and research.

## ADMINISTRATIVE POLICIES

It is necessary that we have basic rules and regulations pertaining to the performance of our duties so that we can be efficient and understand what is expected of us in carrying out our work schedule. The following are some of the rules and regulations which must be observed:

1. All employees must be clean and neat at all times.
2. Be courteous and kind to patients, visitors, physicians and your fellow workers. Titles such as Dr., Miss., Mrs., Mr., shall be used when addressing others. Unkindness or any mistreatment of patients, visitors or fellow employees will not be tolerated and will be grounds for immediate disciplinary action.
3. Hospital business is **Confidential**. Anything you may hear or learn about a patient is confidential and must not be discussed with others except in a work relationship. Reasons for admission to the hospital, diagnosis, or treatment of any patient are types of information which should not be discussed. Failure to comply with this policy may subject an employee to disciplinary action.
4. You are a representative of the hospital. The hospital is a public place and careless remarks in the presence of other employees or hospital visitors often result in poor public relations. Such actions can only hurt you and the hospital.
5. When answering the telephone, practice good manners by being cheerful and courteous. Always identify your department and yourself.
6. Alcoholic beverages are not permitted on the hospital premises. Any employee reporting for duty under the influence of alcohol will be subject to disciplinary action. The use of drugs which impair employee performance or an attempt to take part in the sale and/or illegal handling of drugs will be grounds for disciplinary action.

7. The facility is a smoke free campus. The use of all smoking material is **prohibited** and enforced within all hospital buildings, state owned vehicles and throughout the grounds.
8. If you will be absent or late for work and prior approval has not been obtained, you must call your supervisor/designee within the prior notification time established for your department.
9. When off duty, employees are requested not to visit the work areas of the hospital.
10. Please exercise extreme caution when driving on hospital grounds.  
The South parking lot or the last row of any parking lot is designated for employee parking.
11. Each employee is given a nametag for identification. This tag must be worn when employee is on duty.
12. The cafeteria serves meals to hospital employees. Cafeteria hours are from 11:30 a.m. to 1:30 p.m. You are allowed thirty (30) minutes for your lunch break. Employees may purchase meal tickets from the Billing Office. Pricing guidelines are as follows:

Single -	\$3.00
5 day -	\$13.00
10 day -	\$25.00
31 day -	\$75.00
13. Unauthorized sale of merchandise to patients, visitors, and employees will not be allowed on hospital premises.
14. Defacing or destroying State property will not be tolerated. Remember that all hospital equipment, linens, office supplies, etc., are property of the State and must not be removed from the hospital, regardless of the value of the article.
15. All employees are expected to cooperate in providing holiday coverage.
16. The employee and the department head is responsible for the accuracy of the time sheet submitted for employees in his/her department.
17. All employees are paid bi-weekly (every other Friday). Pay check received covers a 14-day pay period which ended five days prior to receipt of check. If there are any questions and/or complaints about your paycheck, you should contact your departmental supervisor.

18. A major responsibility of our Security Department is to prevent unauthorized persons from entering the hospital premises or the unauthorized removal of hospital property. Each employee must assume some responsibility for security if he suspects any violation of security measures. Disciplinary action will be taken if employees are found to possess unauthorized articles or hospital property. In the event of probable Cause relating to infant child abduction, Security Personnel will search vehicles.
19. During a normal work shift you may be allowed two (2) breaks not to exceed fifteen minutes each, provided workload permits such breaks.
20. Employees must clock out at their duty station when leaving the hospital premises for any reason.
21. Each employee is responsible for his/her own healthcare. The infection Control/ Employee Health department upon request will assist the employee with medical care. This service includes obtaining on-campus clinic appointments for non-emergent medical illnesses.
22. Vacation schedules are to be arranged and approved by the department head. Vacations are to be planned to assure adequate patient care at all times. An application of leave must be completed prior to the time you want to take off.
23. Malpractice liability is provided at no cost to all professionals and includes legal counseling.
24. All employees engaged in shift work are required to work a different shift if it is vital to the department.
25. The kitchen area is absolutely off limits to all personnel except nutritional service employees. This rule must be enforced to comply with Board of Health requirements.
26. Unauthorized soliciting in the hospital is prohibited.
27. Lost and found articles must be reported to your Supervisor.
28. Food, utensils and plates are not to be removed from the cafeteria unless covered. No one is to leave the cafeteria or employee lounges with drinks that do not have covers on them.

## **GENERAL EMPLOYMENT INFORMATION**

### **Job Classification**

Your position is classified in one of the general or special classes established by the Louisiana Department of Civil Service which are used in this agency. The duties and responsibilities of each position will be covered generally by a class specification and specifically by an individual job description. During your initial orientation, you will be given a copy of your individual job description, which will explain your specific duties. Over a period of time, your duties may change, and it may be necessary to update or revise your job description to indicate your present duties.

### **Employment**

To be eligible for employment in a permanent position or in a temporary job expected to last over ninety days (Job or Restricted Appointments), an applicant must either:

- a. have any necessary civil service test score required for the position
- b. have noncompetitive reemployment eligibility for the position.

### **Probational Appointment**

Before obtaining permanent status, each employee must serve a probational period of at least twelve months. Unsuccessful completion of the probationary period will result in termination of employment. Employees who lack the ability or the desire to successfully complete the probationary period may be terminated at any time during the first twelve months of employment. Probational employees receive all benefits that permanent employees receive with regard to leave, retirement, etc. except that they are ineligible for promotions or transferring to another position.

**Job appointment**

A job, temporarily vacant, such as in the case of an employee on educational or maternity leave, may be filled by a job appointment. Although the employee earns leave and retirement credit for time worked, the employee does not gain permanent status and may be separated at any time.

Job appointments usually last from three (3) to twelve (12) months and the applicant must meet the minimum qualification requirements for the position.

**Restricted Appointment**

Restricted appointments are used to cover temporary unexpected situations and usually last from one to six months. Any person capable of performing the required duties may be hired on this appointment. The employee will be terminated as soon as the emergency situation is over. Restricted appointees do not earn annual or sick leave but are eligible for retirement credit and workers' compensation.

**Reemployment**

An employee who has attained permanent status retains noncompetitive reemployment eligibility for a period of ten (10) years, provided the reason for their separation was not due to disciplinary action or in lieu of disciplinary action. During that time that person may be considered for reemployment to any job classification having the same or lower maximum salary as the then current maximum for the class in which he/she had permanent status, provided the minimum qualifications are met. For these job classifications, the person need not be within reach on a Civil Service list of eligibles nor does he/she have to retake any tests.

**CIVIL SERVICE RULES AND RELATED  
PERSONNEL REGULATIONS**

**Paid Holidays**

Official notice of approved holidays are posted in advance. In addition to special holidays approved by the LSU HCSD the following are recognized paid holidays:

New Year's Day.....	January 1 <sup>st</sup>
Martin Luther King Day.....	Third Monday in January
Memorial Day.....	Last Monday in May
Labor Day.....	First Monday in September
Thanksgiving Day.....	Fourth Thursday in November
Christmas Day.....	December 25 <sup>th</sup>

Many of our services must be delivered on a 24-hour basis, 7 days a week. It will, therefore, be necessary, that some employees work on days observed as holidays. Your supervisor will explain the provisions made for employees who have to work holidays.

**Leave**

In addition to regular days off, each permanent, probational, provisional or job appointed employee earns leave. You are expected to use leave in a responsible manner. **Any time leave is taken, a leave slip form must be completed**, and submitted to your Department Supervisor for approval prior to leave being taken.

Leave for Probational Employees – NO annual leave usage will be automatically accepted. Any leave taken for vacation, personal business or recreation will result in a **LEAVE WITHOUT PAY** situation **unless** K-time balances exist to cover the leave taken. (Exceptions must be approved by the immediate supervisor and the Department Head. Exceptions will be made only if the employee provides adequate, advance notice of the leave and only if the unit can continue to provide normal services in his/her absence. Adequate justifications include such situations as escorting children to school related or medical consultation, attending legal transactions on personal business, etc. **(EXCEPTIONS MUST BE APPROVED IN ADVANCE FOR ANNUAL LEAVE USAGE TO BE CHARGED IN LIEU OF LEAVE WITHOUT PAY).**

Leave for Permanent Employees – Annual requests are to be applied for in advance. Annual leave requests should not be granted when the services of the employee are vital to the operations of the unit. All supervisors have the right to deny annual leave requests that affect operations.

If it seems that an employee is using annual or sick leave with weekends or holidays in a habitual manner, then this pattern, if repetitive, will be discussed with employee. Continuation may result in disciplinary action.

**ANNUAL-** purpose of rehabilitation, recreation, and maintenance of work efficiency. should be used mainly for a vacation.

The amount of annual leave earned is based on the equivalent of years of full-time state service and the number of hours worked as depicted in the following schedule:

State Service	Hours of Leave Earned	Approximate Hours
0 - 3 Years	.0461	8 hours / month
3 - 5 Years	.0576	10 hours / month
5 - 10 Years	.0692	12 hours / month
10 - 15 Years	.0807	14 hours / month
15 Years or more	.0923	16 hours / month

Employees do not earn leave for:

1. Any overtime
2. Any hours of leave without pay
3. Any hours of travel outside his regular duty hours.
4. Any hours in an on-call status outside his regular duty hours.

Accumulated unused annual leave is carried forward to the succeeding calendar year and, at the time of retirement, unpaid leave (over 300 hours) may be used to increase retirement credit. Upon separation an employee will be paid up to 300 hours of earned annual leave.

**SICK** – suffering a illness or injury which prevents employee from performing usual duties and responsibilities or requiring medical, dental, or optical consultation and/or treatment.

A Medical Certificate is required when an employee is absent from work for three or more days due to illness. A supervisor may request a Medical Certificate when an employee is absent from work. A Medical Certificate may be obtained from the supervisor or the Payroll Department. (Copy attached).

Accumulated unused sick leave is also carried forward to the succeeding calendar year. Sick leave remaining to an employee's credit at the time of retirement is converted to service credit under the retirement system, thus increasing retirement annuity.

**FAMILY AND MEDICAL LEAVE ACT OF 1993 (FMLA)** - requires covered employers to provide up to 12 weeks per year of unpaid, job-protected leave to "eligible" employees for certain family and medical reasons. Paid leave may be substituted for unpaid leave if employee has accrued annual and sick leave and K-time balances. Employees are eligible if they have worked for a covered employer for at least one year and for 1250 hours over the previous 12 months. The following are reasons for taking leave under the FMLA:

1. To care for employee's child after birth, or placement for adoption or foster care.
2. To care for the employee's spouse, son, daughter, or parent who has a serious health condition.
3. For a serious health condition that makes the employee unable to perform his/her job.

The employee will be required to provide advance leave notice and medical certification. Taking of leave may be denied if requirements are not met.

**MATERNITY**- an employee on maternity leave may utilize sick and annual leave, but an absence in excess of leave balance shall be on leave without pay **ONLY** with Administrative approval.

**MILITARY LEAVE** – Employees called to active duty shall be granted a limited leave of absence without loss of pay, leave or ratings. Employees engaged in the military reserves should contact the Human Resource department prior to active duty when it interferes with work schedules so that alternate arrangements can be made. Official military documentation is required.

**COMPENSATORY LEAVE (K-TIME)** – Compensatory leave is time earned by:

1. Non-exempt employees will earn K-time at a rate of 1 ½ hours for each hour worked over 40 hours per week.
2. Exempt employees will earn an hour of K-time for each hour worked in excess of 80 hours in a payperiod.

Compensatory leave may be accrued and credited to an employee's leave record and may be used subject to the prior approval of his Department Head.

An employee who has been credited with compensatory leave may be required by his appointing authority to take all or part of such leave at any time.

All compensatory leave earned will be paid upon separation.

All compensatory leave will be used prior to annual leave.

**OVERTIME** – The appointing authority may approve "cash" payment for overtime hours, on a case by case basis.

**FUNERAL LEAVE** – Leave without loss of pay, not in excess of two consecutive days to attend services, etc. of members of the employee's family. This includes husband/wife, mother/father, son/daughter, brother/sister, mother-in-law/father-in-law, grandparents, and grandchildren. Annual leave may be approved in accordance with normal policy to attend the services of friends or other relatives or to extend leave beyond allowed time.

**CIVIL AND SPECIAL LEAVE** – Granted in addition to the above when:

- a. Performing jury duty.
- b. Summoned to appear as a witness before a court, grand jury, or other public body or Commission, or on behalf of the Medical Center.
- c. Performing emergency civilian duty in relation to national defense.
- d. Your appointing authority determines that you are prevented by an act of God from performing your duty.
- e. Participating in a required State Civil Service examination pertinent to the examiner's State employment, before a State Licensing Board.

**LEAVE WITHOUT PAY** – Except for educational or military purposes, leave without pay will not be granted if you have any applicable types of accrued leave to your credit. LWOP must be limited and approval for LWOP over 30 days for any reason, must be approved by the Department Head and Appointing Authority.

**TUITION EXEMPTION** – The benefit of tuition exemption may be provided for training and education for employers at campuses of the LSU system. Tuition exemption may be granted to any full-time permanent classified or full-time unclassified employee of the LSU-HCSD who has at least one year of full time employment with LSU.

**EDUCATIONAL LEAVE** – Must be a full-time, permanent employee to qualify.

- a. With pay – leave granted for course pertinent to work. Thirty (30) days allowed per calendar year for Educational Leave.
- b. Without pay – Maximum one year at a time – approved by proper administrative personnel.

## **INSURANCE**

Most new employees are eligible for health and life insurance coverage under the State Employees' Group Benefits Program. This program is state sponsored and 100% self-insured. Should you choose to participate in the State Employees' Group Benefits hospitalization and/or life insurance programs, the agency will pay part of the premium, with the remainder being deducted from your paycheck. If you make application for enrollment within the first 30 days of employment, you will be covered with 1 year for preexisting conditions. After 30 days, you will be required to provide evidence of good health to be covered and there is the possibility of being denied. The amount of life insurance for which you are eligible will be based on your annual income. When you retire you may continue your health coverage and all or part of your life coverage (depending upon age) and the agency will continue to pay part of your premium according to the vesting schedule.

## **WORKMAN'S COMPENSATION**

Covered to pay certain benefits to employees who become disabled or miss work due to a work-related injury. It is mandatory that employees report accidents occurring while on duty to the Safety Office immediately. An accident form will be completed at that time.

## **REPORTING INCIDENTS**

Accidents to employees, patients or visitors must be reported **immediately** to your supervisor who will complete an accident report (Copy attached). **Employees** may be given medical treatment by staff physicians. Personnel have priority when seeking clinic appointments and will be billed according to the criteria and guidelines established for such treatment.

## **RETIREMENT**

One of the major benefits of working under State Employment is the retirement program. Membership in LASERS (Louisiana State Employees' Retirement System) is mandatory for all state employees whose agency is a LASERS participant. Membership in LASERS is optional for any new employee that falls into one of the following groups:

- ◆ Employees who are 60 years of age or more at the time of employment
- ◆ Employees who are 55 years of age or more at the time of employment and who have credit for at least 40 quarters in the Social Security system.

Employees that do not chose the option of joining LASERS will have contributions made to Social Security.

Any person who becomes an employee in the state service who is a contributing member in any other retirement system shall become a member of this system, unless he elects at the time of his employment to remain a contributing member of such other system for which he remains eligible for membership.

To pay for retirement benefits, 8.0% of your base earnings are deducted from each check and turned over to the retirement system.

## **ELIGIBILITY FOR RETIREMENT**

You will be eligible to receive regular retirement benefits when you:

- a. Have reached age 60 and have 5 or more years of state service.

## **EARLY RETIREMENT**

Have at least 20 years of state service at any age (actuarially reduced early retirement).

### **DISABILITY RETIREMENT**

May apply for if employee has 10 or more years of service and becomes disabled or unable to work while employed for the state.

### **SURVIVOR BENEFITS**

Spouse and children (under age of 18 or in college-unmarried, and not over the age of 23), may be eligible for monthly benefits. Check with payroll for specifics..

### **RESIGNATION BEFORE RETIREMENT**

If you should leave state service, you may request a refund of all monies paid by you into the system. Credit for this time is lost if refund is received. Refunds take approximately 8-12 weeks to be processed by the Retirement System.

### **REFUND PAYMENT**

You may repurchase retirement credit at a variable interest rate, compounded annually after returning to state service for at least 18 months.

### **RETIREMENT COUNSELING**

Employees should contact the Louisiana State Employees' Retirement System (LASERS) for pre-retirement counseling and retirement benefit estimates.

### **CREDIT UNION**

As an employee of LJCMC you are eligible to join Pelican State Credit Union and/or Campus Federal Credit Union.

### **DEFERRED COMPENSATION**

In addition to contributing to the Louisiana State Employers' Retirement System (LASERS), you may chose to participate in the Louisiana Deferred Compensation Plan. This plan provides state, parish and municipal employees with the opportunity to invest money on a before – tax basis, using payroll deduction.

## **PAY CLASSIFICATION PLAN**

Your salary is determined by the class or position you occupy. Generally speaking, you will be employed at the minimum in the range. Six months after employment and annually thereafter, you will be considered for increases in pay. The increases are not automatic or guaranteed. They will be granted only when your work performance indicates you merit an increase and only until you reach the maximum of the range for your classification.

## **PROMOTIONS**

Every effort is made to fill vacant positions by the promotion of qualified employees who have obtained permanent status. The experience, education, training, or other special requirements of a position will be considered when making this decision. Vacancies will be posted on hospital bulletin boards and LJCMC and Civil Service websites as they occur. It is the responsibility of the employees to apply for the position when interested in a posted notice.

## **PERSONNEL CHANGES**

Whenever a change occurs that affects your pay or your position, a personnel action request form is processed. Each employee will be given a copy of changes that are made. We recommend that you keep copies of your personnel action request forms in a file so that you will have a record of your employment history.

It is very important that current, accurate information be maintained in your employment record. Therefore, please be sure to report any changes in your name, address, withholding exemptions, insurance coverage, marital status, beneficiaries (either retirement or life insurance), etc., to the Human Resources Department. If you find that any of the information on your personnel action forms is incorrect (social security number, race, gender, date of birth, etc.) please contact Human Resources Management so that corrections may be made.

## GRIEVANCE PROCEDURE

In an organization as large as ours, it may be expected that misinformation, poor communication, or other problems may cause you to feel that certain actions taken or not taken were unfair.

It is the policy of LJCMC to resolve employee problems at the lowest possible supervisory level and at the earliest possible opportunity after such problems are recognized; and that each employee shall have access to an appropriate grievance procedure for resolving such problems.

A grievance is defined as any disagreement or dispute between a supervisor and an employee, a complaint, or any alleged act of unfair treatment of an employee by a supervisor which has occurred in the course of conducting the agency's business and which is not appealable to the Civil Service Commission and which is not based on allegations of discrimination (based on race, gender, age, handicap, national origin, or political or religious belief).

If you feel mistreated or do not understand why certain actions took place or did not take place, please discuss the situation with your supervisor. In many cases, your supervisor will be able to explain or resolve the problem immediately. (Unfortunately not all grievances are resolved, even after all the steps have been exhausted). If the problem cannot be resolved by your supervisor, or you are dissatisfied with the resolution of the problem, please contact the Human Resources Department for the proper procedure to follow in advancing your grievance.

The grievance policy does not guarantee that everyone will be pleased with the outcome of a grievance once it is filed. It does, however, guarantee that you will have an opportunity to have your problem reviewed through a process that promotes resolution or, at least, clarification of the circumstances, which formed the basis of the complaint without fear of reprisal.

## GRIEVANCE PROCESS

Should you feel it necessary to file a grievance, understand **you cannot grieve any incident/situation that is pending or has been referred for disciplinary action.** Certain steps must be followed. These steps are outlined for you below.

## **INFORMAL DISCUSSION**

Discuss your grievance with your immediate supervisor before implementing the formal steps of the grievance procedure. Possibly the two of you may find an immediate solution to your complaint. Your request for a discussion must be made within five days following the date you became aware of the action or situation which caused the grievance.

### **STEP I**

The employee or the employee's representative shall present the grievance in writing, including specific reasons and pertinent dates, to the, immediate supervisor within five (5) work days following the date he/she first obtained knowledge or was notified of the action or decision causing the grievance. Written notice of a grievance shall be on forms prescribed by this policy (see attachment 1). The immediate supervisor shall, within five (5) working days (within a 24-hour facility the five (5) working days shall mean Monday through Friday 8:00 a.m. to 4:30 p.m.), take appropriate steps to investigate the grievance and meet with the employee. Within five (5) working days following the meeting on the grievance, the employee will receive a written response from the supervisor.

### **STEP II**

If the employee is not satisfied with the decision of the immediate supervisor, as a result of Step I, the employee may submit the grievance in writing to the Step II respondent (the Department Head/Service Director) within three working days following receipt of the immediate supervisor's decision. The respondent, within five (5) working days, shall take appropriate steps to:

- (1) Investigate the grievance, which will include meeting with the grieving employee; or
- (2) Direct a hearing before a Grievance Committee; to be held within fifteen (15) working days following receipt of the grievance (See Section IX, Grievance Hearing).

If an investigation is conducted or a meeting is held with the employee, a response to the employee will be provided within five (5) working days of the meeting. If a hearing is conducted, a response to the employee will be provided within seven (7) working days after the completion of the hearing.

### STEP III

If the employee is not satisfied with the decision issued in Step II, the employee may submit the grievance in writing to the Step III respondent (the Hospital Administrator) within three (3) working days following receipt of the decision in Step II. The Step III respondent or designee, within ten (10) working days of receipt of the grievance, shall review any and all testimony given at the Step II hearing or received as a result of an investigation at Step II, and respond in writing to the employee.

NOTE In a smaller organizational unit where the respondent in Step III and the Chief Executive Officer/Appointing Authority are one and the same, the grievance will be placed directly before the Chief Executive Officer/Appointing Authority as a Step III level for action as delineated for Step IV.

### STEP IV

In the event the employee is not satisfied with the decision of the respondent at the Step III level, the employee may within five (5) working days from receipt of the Step III response, submit the grievance to the Chief Executive Officer of the Louisiana State University-Health Care Services Division or designee. The Chief Executive Officer shall have the exclusive right to determine if additional action should be taken. The employee should clearly and factually state how and why it is felt that the Step III respondent erred in the ruling. The Chief Executive Officer will render a decision within fifteen (15) working days after acknowledging receipt of the grievance. One copy of the Chief Executive Officer's decision will be forwarded to the Step III respondent.

If the respondent at any step fails to render a decision within the established time limits, you may advance your grievance to the next higher step in the process. You must process your grievance properly within the established time limits at every step or it may be dismissed by the respondent at the step at which the procedure lapsed. **For more complete information, you should refer to the Grievance Policy on file in the Human Resources Department.**

## **CIVIL SERVICE APPEALS**

The Civil Service Commission also has a procedure for hearing employee appeals. The Civil Service Commission will generally hear the following types of cases:

1. Removal of a permanent employee, suspension, demotion, or reduction in pay as a disciplinary action.
2. Claims of discrimination based on political or religious preferences, race or handicap.
3. Violation of Civil Service law and/or rules.
4. Assignment of an “unsatisfactory” performance rating after internal procedures has been followed.

Should you decide that it would be in your best interest to file an appeal, the notice of appeal to the Civil Service Commission must conform to the guidelines listed in Chapter 13 of the Civil Service Rules. Please contact your Human Resources Department for assistance.

## **YOUR RESPONSIBILITIES**

### **Attendance**

Your job is important! You should make every effort to be at your duty station at the scheduled time. Of course, sometimes there will be good reasons for non-attendance or tardiness. It is your responsibility to notify your supervisor.

### **Courtesy**

The image you present will be the image the client or patient has of all employees of your department or of Leonard J. Chabert Medical Center. Remember, these people are your employer; prompt, polite, courteous service should always be rendered whether you are answering criticism or a request for some kind of service. Of course, this courtesy should be carried over to fellow employees.

### **Appearance**

In projecting a respectable image to the public, your personal appearance is important. The clothes you wear must be suitable for the type of work you do. Likewise you should keep yourself neat and clean.

### **Outside Employment**

You are expected to devote your primary attention to the requirements of your job, but it is permissible to obtain additional secondary employment as long as it does not impair your ability to perform your duties and you gain the approval of your supervisor.

### **Conflict of Interest**

Since you are in a position of public trust, you must not engage in any activity, either privately or officially, where a conflict of interest may exist. You should never accept gifts, gratuities, or rewards for any services which you perform in your job.

### **Political Activities**

To protect the many privileges associated with state employment, limiting of certain political activities is necessary. Before engaging in any political activities, you should review the policy regarding political activities or guidelines.

Any other participation in political activities may be a violation of State and Federal Laws as well as a violation of governmental ethics.

### **Resignation Courtesies**

If you find it to your advantage to leave, please, give your supervisor at least two (2) weeks advance notice.

### **Protection of Property**

Treat all equipment and property of the agency as your own. Use only that equipment which you are authorized to use and are trained to use. Physical inventory is required annually. Any discrepancy will be investigated by hospital security.

### **Internet Usage**

Internet usage is only allowed for work related purposes.

## **Operation of State Vehicles**

Employees using state vehicles must have proper authorization to do so and must have a valid license if one is required. Travel request forms, authorization forms, and expense account forms must be prepared. Refer to travel regulations for further information.

## **Evaluation**

Your work performance is being evaluated on a continual basis. Periodically your supervisor will give you a formal written evaluation. Your task is to do your part to achieve the highest rating you are capable of obtaining.

## **Disciplinary Action – Removal for Cause**

The purpose of a disciplinary action is to notify an employee of his/her improper conduct. Your responsibility as an employee includes knowing, understanding, and abiding by the rules, regulations, policies, and procedures that govern your work. Employees will be removed for cause. Various causes for disciplinary action were discussed throughout this booklet; other causes for such actions include but are not limited to the following:

1. Insubordination - not carrying out reasonable requests of supervisory personnel.
2. Unsatisfactory work performance – either deliberate or incapability.
3. Lack of proper interest in application to one's work.
4. Falsification of employment application or any other agency records.
5. Fighting and any other attempt to injure another person.
6. Excessive absenteeism or tardiness.
7. Unauthorized leave of absence from post or duty.

## **EQUAL EMPLOYMENT OPPORTUNITY**

The LSU Health Care Services Division and all units under its administration is an equal opportunity employer. It is the policy of the LSU-HCSD to take affirmative action to assure that all applicants for employment will be considered; that all persons employed in all job classifications will be treated without regard to race, color, creed, gender, national origin, or handicap, except where sex is a bona fide occupational qualification. This policy includes, but is not limited to, the following: Employment, promotion, demotion, transfer, layoff and termination,

recruitment, rates of pay and other benefits, selection for training in all hospital sponsored programs.

ALL PHYSICAL FACILITIES AT THIS INSTITUTION AND ALL SERVICES RENDERED BY THIS INSTITUTION ARE PROVIDED ON A NON-DISCRIMINATORY BASIS AS REQUIRED BY TITLE VI OF THE CIVIL RIGHTS ACT.

### **AMERICANS WITH DISABILITIES ACT (ADA)**

Leonard J. Chabert Medical Center abides by the Americans with Disabilities Act of 1990 by:

Protecting qualified individuals with disabilities, who can perform the essential functions of a job,  
provided it does not impose an undue hardship on the operations of the business;

Prohibiting discrimination against recovering drug addicts or alcoholics;

Prohibiting discrimination against an individual based on a relationship or association with a person with a disability.

### **SEXUAL HARASSMENT**

The Equal Employment Opportunity Commission (EEOC) issued guidelines which clearly state that sexual harassment is a violation of Section 703 of Title VII of the Civil Rights Act of 1964.

These guidelines of EEOC stipulate that “unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

1. submission to such conduct is made either explicitly or implicitly a term or condition of an individual’s employment:
2. submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual: or
3. such conduct has the purpose or effect of substantially interfering with an individual’s work performance or creating an intimidating, hostile, or offensive working environment.”

The guidelines further state that the legalities of a particular action will be made from the facts on a case by case basis.

## **Professional Conduct**

When you are appointed to a position at Leonard J. Chabert Medical Center, we not only expect you to display a specific set of job skills, we also expect you to uphold the ethics and standards that are common requirements for everyone who works here and which are accepted throughout the health care community.

## **Compliance Standards and Ethics**

### **Corporate Compliance**

Health Care Services Division (HCSD) and Leonard J. Chabert Medical Center (LJCMC) created and support a Corporate Compliance Program at the system and facility level. These programs are designed to ensure hospitals follow all governmental rules and regulations. This program also assures that this facility, Leonard J. Chabert Medical Center, and LSU-HCSD policies are followed. At LJCMC, the Corporate Compliance Program is led by the Compliance Liaison Officer and the Corporate Compliance Committee.

Each LJCMC employee is educated about the program in General Hospital Orientation and has the following responsibilities: a) follow the Compliance Policies, b) report any suspected violations, and c) supervisory employees are responsible for detecting, reporting, and correcting any non-compliance issues identified.

The LJCMC Compliance policies can be found in the Administration Policy Manual.

The HCSD Compliance policies can be found a [www.lsuhsuhospitals.org/policies/Public](http://www.lsuhsuhospitals.org/policies/Public).

### **Code of Conduct**

The Code of Conduct of the LSU-Health Care Services Division (HCSD) provides the guiding standards for our decisions and actions as employees and affiliates of the HCSD and Leonard J. Chabert Medical Center. Although the Code of Conduct can neither cover every situation in the daily conduct of our many varied activities nor substitute for common sense, individual judgment, or personal integrity, it is the duty of each officer, director, employee, leased employee, student and agent (Personnel) of the HCSD and Leonard J. Chabert Medical Center to adhere, without exceptions, to the principles set forth. All Personnel of the HCSD and Leonard J. Chabert Medical Center are subject to and shall comply with the terms of the Code of Conduct.

The Code of Conduct can be found in its entirety at [www.lsuhsuhospitals.org/policies/public](http://www.lsuhsuhospitals.org/policies/public).

**Confidentiality**

Information about patients and the internal operations of the hospital are confidential and should only be discussed with other employees who have an official “need to know.”

In accordance with the HIPAA Privacy Standards which became effective in April 2003, LJCMC employees and affiliates are responsible for protecting information created during providing treatment to patients, seeking payment for services to patients and conducting the routine operations of the hospital and clinics.

Since the hospital is a very public place, you should engage in sensitive conversations only in appropriate surroundings where you cannot be accidentally overheard. Any violation of this confidentiality standard by an employee may result in disciplinary act against the employee up to and including dismissal.

In accordance with the HIPAA Security Standards which became effective in April 2005, LJCMC employees and affiliates are responsible for protecting information created and stored within the various information systems that support the business of the hospital. Computer user and non-computer users are trained in proper handling of protected information and use of support programs.

The HCSO HIPAA policies can be found at [www.lsuhsospitals.org/policies/Public](http://www.lsuhsospitals.org/policies/Public).

**Deficit Reduction Act**

The federal government, through the Deficit Reduction Act, has placed a new emphasis on the prevention, detection, and punishment of Medicaid fraud. This act requires any institution that receives or makes annual payments of a least \$5 million under Medicaid to establish written policies for all their employees. These policies should provide detailed information regarding: a) the False Claim Act, b) the Program Fraud Civil Remedies Act, c) state laws pertaining to civil or criminal activities for false claims and statements, d) protection for “whistleblowers”, e) the role of such laws in preventing fraud, waste, and abuse, and f) an entities policies and procedures for detecting and preventing fraud, waste, and abuse.

Under the Deficit Reduction Act, the False Claims Act allows American citizens, whether affiliated with the government or not, to file actions against federal contractors claiming fraud against the government. Persons filing under the Act stand to receive 15 -25% of the recovered damages. Any employee that reports violations or exercises any right under the False Claims Act will no be retaliated against by the hospital or Health Care Services Division (HCSO). HCSO and Leonard J. Chabert Medical Center hold employees responsible for reporting any activities to management or authorities as appropriate when, in good faith, they believe that the HCSO, or any of its facilities, or any of its employees, contract employees or vendors have engaged in conduct that violates criminal law.

HCSO has adopted a Whistleblower/Non-retaliation policy. This policy can be found at [www.lsuhsospitals.org/policies/Public](http://www.lsuhsospitals.org/policies/Public).

## **SUBSTANCE ABUSE AND A DRUG-FREE WORKPLACE**

It is the policy of the LSU Health Care Services Division (LSU-HCSD) to maintain an alcohol and drug-free workplace and a workforce free of substance abuse.

It is the policy of the LSU-HCSD to prohibit the use, abuse and presence of alcohol, illegal or unauthorized drugs, and other dangerous substances in the bodies of its employees while on duty, on call and/or engaged in LSU-HCSD business on or off LSU-HCSD state premises.

This policy also includes the abuse of a legally prescribed drug and all prohibitions and provisions therein apply.

It is the policy of the LSU-HCSD to provide for employee referral, and assessment of alcohol and/or substance abuse rehabilitation through an Employee Assistance Program (EAP), where deemed in the best interest of the agency.

LEONARD J. CHABERT MEDICAL CENTER  
1978 Industrial Boulevard  
Houma, Louisiana 70363

MEDICAL CERTIFICATE

( FOR EMPLOYEE ONLY)

EMPLOYEE'S NAME: \_\_\_\_\_

EMPLOYEE'S SOCIAL SECURITY NUMBER: \_\_\_\_\_

Dear Doctor: Please furnish to my employer the information requested below and any additional information, records, X-Rays, etc., which may be requested by the Medical Director or my employer, in connection with my recent absence from work.

DATE: \_\_\_\_\_ EMPLOYEE'S SIGNATURE: \_\_\_\_\_

Physician's Name: \_\_\_\_\_

Physician's Office Address: \_\_\_\_\_

Physician's Office Phone No: \_\_\_\_\_

Date employee first seen by physician (for this accident/illness): \_\_\_\_\_

Subsequent dates employee seen by physician: \_\_\_\_\_

Physician's Diagnosis: \_\_\_\_\_

Physician's Prognosis: \_\_\_\_\_

Date employee was/will be unable to work due to this accident/illness:

FROM: \_\_\_\_\_ TO: \_\_\_\_\_

DATE EMPLOYEE WILL BE ABLE TO RETURN TO FULL DUTY: \_\_\_\_\_

*(All hospital employees must be able to work FULL DUTY; the hospital does not have light duty, restricted, or partial duty.)*

Please check one of the following:

This is a FINAL report (    )  
INTERIM report (    )

The reverse side of this sheet describes what is meant by a "serious health condition" under the Family Medical Leave Act. Does the patient's condition qualify under any of the categories described? YES \_\_\_\_\_ NO \_\_\_\_\_

PHYSICIAN'S SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

(FACSMILIES NOT ACCEPTED)

**MEMORANDUM**

To: All Employees

From: Danny Trahan  
Hospital Administrator

Date: March 5, 2003

Re: Procedure for *On the Job* Injuries

The following rules pertain to injuries, which occur on the Job:

When an employee is injured on the job, he/she MUST complete an accident report form. The employee is to complete the green form and give it to the supervisor who is on duty at the time of the accident to complete the blue form. Both incident report forms are to be sent to the Safety/Risk Management office.

The Louisiana Office of Risk Management has requested that the first report of injury (E1) be in Their office within five (5) days of the accident. Therefore, the accident report must be in the Safety/Risk Management Office within 48 hours after the accident occurs.

When an employee is injured on the job, it will be his/her choice whether or not he/she sees a physician with the following exceptions: **ALL ACCIDENTS WHICH RESULT IN A NEEDLESTICK OR SCALPEL LACERATION MUST BE SEEN BY A PHYSICIAN IN CMC'S EMERGENCY DEPARTMENT IMMEDIATELY FOLLOWING THE ACCIDENT.** The employee must complete the green incident report form and the red blood/body fluid exposure form. The supervisor on duty at the time of the accident must complete the blue incident report form.

EMPLOYEES MUST REPORT TO THE EMERGENCY DEPARTMENT SCREENING DEPARTMENT EITHER BEFORE OR AFTER THEY ARE SEEN IN THE EMERGENCY ROOM. If this is not done, the employee's personal insurance company will be billed instead of Worker's Compensations.

When an employee returns to work after an accident or lost time, the physician must be specific as to what actual duties the employee can perform, i.e. no lifting, no mopping, etc. A medical certificate, which indicates "light duty", will NOT be accepted to return to work. A medical certificate which indicates employee can return to work "full duty" must be hand delivered to the Safety/Risk Management office on the day the employee returns to work.

Your cooperation in following this policy is appreciated.

# Leonard J. Chabert Medical Center

1978 Industrial Boulevard  
Houma, Louisiana 70363

<b>EMPLOYEE'S REPORT OF INCIDENT</b>				TIME SHIFT BEGAN:		DATE AND TIME HOUSE SUPERVISOR NOTIFIED	
				AM      PM		DATE: TIME: INITIAL:	
DATE OF INCIDENT		TIME OF INCIDENT		DATE OF REPORT		TIME OF REPORT	
		AM      PM				AM      PM	
NAME OF INJURED			DATE OF BIRTH	AGE	SOCIAL SECURITY NUMBER		
ADDRESS OF INJURED			CITY		STATE	ZIP CODE NUMBER	
TELEPHONE NUMBER (    )		SEX	DEPARTMENT EMPLOYED IN			HOW LONG EMPLOYED	
LOCATION OF INCIDENT		JOB TITLE OF INJURED		MARITAL STATUS	CHILDREN MINOR:		
FIRST DAY UNABLE TO WORK		DATE & TIME RETURNED TO WORK		DOCTOR SEEN:			
				___ YES    ___ NO			
DESCRIBE FULLY HOW INCIDENT OCCURRED, AND STATE WHAT EMPLOYEE WAS DOING WHEN INJURED:							
GREEN COPY							
DESCRIBE THE INJURY OR ILLNESS IN DETAIL AND INDICATE THE PART OF THE BODY EFFECTED:							
NAME & ADDRESS OF WITNESSES				NATURE OF INJURY			
SIGNATURE & DATE OF INJURED EMPLOYEE				SIGNATURE OF SUPERVISOR/DATE			
FOLLOW UP TREATMENT RECOMMENDED:							
SAFETY OFFICER SIGNATURE & DATE:							
HOSPITAL ADMINISTRATOR OR DESIGNEE/DATE:							

THIS FORM IS NOT PART OF THE MEDICAL RECORD CHART. THIS FORM IS CONFIDENTIAL AND SHOULD BE SENT TO THE SAFETY OFFICE AS SOON AS POSSIBLE FOR PROCESSING.

DATE SAFETY DEPARTMENT RECEIVED REPORT: \_\_\_\_\_

## NOTES