Mid-Nebraska Lutheran Home and Newman House

Approved 9/12/2024

## Personnel Handbook 2024

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| Employee Name Print |  |
| Employee Name Sign |  |
| Date |  |

*This is to certify that I have read this employee handbook and am familiar with its contents. I understand that it is not a binding contract but a set of guidelines for the implementation of personnel policies. I understand that Mid-Nebraska Lutheran Home may modify any of the provisions of this handbook at any time, with or without notice, and may deviate from any provision of this handbook in its sole discretion. I also understand that, notwithstanding any of the provisions of this handbook, I am employed on an at‑will basis. My employment may be terminated at any time, either by me or by the Home, with or without cause. I understand that no representative of the Home, other than the president, has any authority to enter into any agreement for employment for any specified period of time, or to make any agreement contrary to the foregoing. I acknowledge that I do not in any way rely upon the provisions of this employee handbook in accepting or continuing my employment with the Company.*

*I have received a copy of the Mid-Nebraska Lutheran Home’s Personnel Handbook on the date listed below and I understand I am expected to read the entire handbook. I will sign two copies of this Acknowledgment, retrain one copy for myself, and return one copy to the Department Head. I understand a copy of this form will be retained in my personnel file.*

**INTRODUCTION**

Welcome to Mid-Nebraska Lutheran Home. It is a pleasure to have you join our team and to help assist us in our goal of providing quality care to residents.

Mid-Nebraska Lutheran Home maintains certain expectations for its employees. This personnel handbook contains basic guidelines for employee conduct and benefits. It does not set forth specific details of each policy. If you require more information regarding a policy, please contact the **Human Resources Department** (Administrator, Business Office Manager, or Staff Development Nurse).

This personnel handbook **does not** create an employment contract between you and Mid Nebraska Lutheran Home. Your employment with Mid-Nebraska Lutheran Home is at-will. Nothing in this personnel handbook will alter your status as an **at-will** **employee**. The personnel handbook does not create a contract for benefits, as the Home reserves the right to add, change, or delete, employee benefits at any time. The policies contained within this handbook are interpreted by Mid-Nebraska Lutheran Home in its sole discretion and Mid-Nebraska Lutheran Home retains the right to apply these policies with some flexibility.

This Personnel Handbook replaces all prior written and unwritten policies of Mid-Nebraska Lutheran Home.

#### Philosophy of the Mid-Nebraska Lutheran Home

***VISION STATEMENT***

***“The MNLH will strive to become a Christian home for residents where each feels happy, safe and secure. Residents will be empowered to direct their care by giving them choices. We will do this by educating and seeking input from our staff, families, and residents and taking one step at a time. We will always go forward only reviewing the past as a means to improve the future.”***

***The principle objective of the Mid-Nebraska Lutheran Home is to provide quality care to the residents.***

Quality long-term care can be defined as the provision, over an extended period of time, of physical, mental, and social services, which enable, facilitate, or promote the self-determined functional well-being of the individual in the most maximizing environment possible.

The key to meeting this objective is staff attitude. Staff attitude is extremely important in all jobs. Proper attitude starts with the basic belief in human dignity.

The belief in human dignity can be demonstrated in many ways. In a long-term care facility, however, emphasis should be placed on three main factors:

1. **Rehabilitation –** This is the basic goal for all residents of the Home. Many residents want to get well enough to return home and many do, but realistically, many do not. However, this should not prevent us from promoting the functional well-being of the residents to the ultimate. The emphasis must be on helping them lead as full of a life as possible. Even the most insignificant improvements can lead to others down the road.
2. **Independence –** Encouraging independence is basic to any attempt to rehabilitate. Therefore, independence must be encouraged in all residents. This is a time-consuming process because it is usually faster for an employee to go ahead and do something for a resident, rather than to let them do it themselves. Many residents are conditioned to be independent and will do it themselves. Many residents are conditioned to be dependent and will allow employees to do things that they are able to do. Naturally the employees must do many tasks for the residents they are not able to do themselves. Nevertheless, independence must be encouraged. Most of the residents have more abilities than they realize.
3. **Resident Rights –** The third factor in demonstrating the belief in human dignity is respect for the rights of the resident. All employees are required to be familiar with the Resident Rights found in this employment packet. This must be read, signed, and filed in your employee records.

In summary, the Mid Nebraska Lutheran Home expects all employees to have a basic belief in human dignity. Human dignity is demonstrated by emphasizing the concepts of rehabilitation, independence, and Residents Rights.

 You are an important link between the nursing home and the happiness of the resident. Your personal happiness will be closely related to happiness on the job. The first step in any successful activity is a clear understanding of the policies, which regulate the activity. For this reason, it is necessary for you to become familiar with all of these policies and procedures as soon as possible. Keep this handbook for ready reference. Whether you are new to the facility or have been working here for several years, this information can be valuable to you. It is your personal guide for establishing and keeping an environment where every employee can do his or her job as effectively and as pleasantly as possible. In the attempt to improve our programs and working environment, your suggestions are always welcome.

 This handbook has been established for this facility as a basis for impartial personnel administration, and to provide both management and employees with a thorough understanding and a ready reference to established policy and procedural rules. In the administration of these rules, it should be understood that the primary purpose of the Mid-Nebraska Lutheran Home is to provide quality nursing and personal care as well as love and respect to all residents with honor and respect that is fitting to their dignity as a human being. Christ set forth the principle that we regard the dignity and well-being of others before our own. We believe in this principle and its fulfillment yields greater compensation than monetary rewards.

These rules apply to all the employees and shall be followed without exception until such time as they are revised. Loyalty to the Mid-Nebraska Lutheran Home is a continuing requirement for employment.

**PERSONNEL POLICIES**

**MID-NEBRASKA LUTHERAN HOME/NEWMAN HOUSE**

**BASIS FOR HIRING**

Applicants will be hired on the basis of need, experience, training, and personal background to provide the best staff for resident care and operation of the Home.

**PERSONNEL FILE**

After processing of an application and notification of hiring, a file will be initiated for each employee. The file will contain the application, any pertinent correspondence, orientation checklist, continuing education units (CEU’s), certificates and licenses, corrective actions, and periodic evaluations, as well as payroll information. Your medical information and I-9 information will be contained in separate files from your personnel file and will remain confidential.

**EQUAL EMPLOYMENT OPPORTUNITY**

The Mid-Nebraska Lutheran Home provides equal employment opportunities without regard to race, color, religion, national origin, sex, age (except where sex or age is a bona-fide occupational qualification, as defined by law), physical or mental disability (except where the disability prevents the individual from being able to perform essential functions of the job and cannot be reasonably accommodated in full compliance with the law), genetic information, marital status, service in the uniformed services, or any other protected status. MNLH does not have an English Language Rule. The Home will make employment decisions so as to further the principle of equal employment opportunity and will ensure that all decisions are in accord with principles of equal employment opportunity. Equal employment opportunity shall apply to all matters relating to recruitment, selection, placement, transfer, training and development, promotions, compensation, benefits, disciplinary

action or discharge, and in all other terms, conditions, or privileges of employment.

All employees are expected to comply with our Equal Employment Opportunity Policy. Managers and supervisors who are responsible for meeting business objectives are expected to cooperate fully in meeting our equal employment opportunity objectives and their overall performance will be evaluated accordingly.

**HARASSMENT**

In providing a productive working environment, Mid-Nebraska Lutheran Home believes that its employees should be able to enjoy a workplace free from all forms of discrimination including harassment on race, color, religion, gender, national origin, age, marital status, service in the uniformed services, and disability. It is Mid-Nebraska Lutheran Home’s policy to provide an environment free from such harassment. This policy applies not only to conduct of a supervisor toward a subordinate, but also to conduct between co-workers and acts of non-employee, such as suppliers, customers, or the like.

Prohibited harassment occurs when verbal or physical conduct that defames or shows hostility toward an individual because of his race, color, religion, gender, national origin, age, disability, marital status, service in uniformed services, or that of the individual’s relatives, friends, or associates; creates or is intended to create an intimidating, hostile, or offensive working environment; interferes or is intended to interfere with an individual’s work performance; or otherwise adversely affects an individual’s employment opportunities.

Harassing conduct includes, but is not limited to:

 • Epithets, slurs, negative stereotyping, or threatening, intimidating or hostile acts, which relate to race, color, religion, gender, national origin, age, disability, marital status, or service in the uniformed services.

 • Written or graphic material that defames or shows hostility or aversion toward an individual or group because of race, color, religion, gender, national origin, age, disability, marital status or service in the uniformed services, and that is placed on walls, bulletin boards, or elsewhere on the Home’s premises, or that is circulated in the workplace.

Any employee who believes he or she has been harassed in violation of this policy should report the conduct immediately to his or her supervisor; or, if that person is responsible for the harassment, to the Human Resources Department.

A thorough and impartial investigation of all complaints will be conducted in a timely and confidential manner. Any employee of the Home who has been found, after appropriate investigation, to have harassed another employee in violation of this policy will be subject to disciplinary action up to and including termination.

Retaliation against the individual reporting the harassment is expressly prohibited. Confidentiality will be maintained during the investigation to the extent possible without jeopardizing the thoroughness of the investigation.

**SEXUAL HARASSMENT**

Mid-Nebraska Lutheran Home believes that all of its employees should be treated with respect and should be able to work in an environment free of unwelcome sexual conduct. Accordingly, it is the policy of this Home to prohibit sexual harassment in workplace by any person and in any form. This policy applies not only to conduct of a supervisor toward a subordinate, but also to conduct between co-workers and acts of non-employee, such as suppliers, customers, or the like.

Sexual harassment is a form of sex discrimination that is prohibited by law, as well as Home policy. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature, when:

 • An employee is expected either explicitly or implicitly to submit to such conduct in order to get or keep a job or position;

 • An employee’s willingness or unwillingness to submit to such conduct is used as the basis for an employment-related decision affecting the employee; or

 • Such conduct creates an intimidating, hostile, or offensive work environment or substantially interferes with the employee’s job performance.

The following are examples of the behavior that is prohibited by this policy:

 • Obscene or objectionable language.

 • Making comments about a person’s clothing, body, or personal life;

 • Addressing an individual with a term of endearment or nickname not of that individual’s choosing.

 • Telling sexual jokes or making sexual innuendoes.

 • Touching, hugging, rubbing, patting, pinching, or kissing another person.

 • Leering at a person’s body.

 • Displaying sexually explicit or offensive pictures or materials in the workplace.

 • Pressuring an employee for a date or sexual activities; and

 • Unwelcome sexual flirtations, advances, or propositions.

Do not assume that behavior of the kind listed above will be acceptable to another employee. Be aware of how people respond to what you do and say. If an individual objects to your behavior toward him or her, listen to and heed the objections.

It is important that you report sexual harassment and other kinds of discrimination. We cannot do anything to remedy the situation if we do not know it exists.

Any employee who believes that he or she has been sexually harassed or subject to other discrimination should take the following actions:

 • Tell the offender firmly that you do not like his or her behavior.

 • Report the incident immediately to your supervisor or to the Human Resources Department if they are unavailable.

 • If you are harassed by a non-employee, notify your supervisor or the Human Resources Department immediately. The Home cannot control the offensive behavior of all non-employees, but will do its best to attempt to remedy the situation.

Any supervisor or managerial employee who observes sexual harassment or receives a report of sexual harassment or other discrimination from an employee **must** report it to the Human Resources Department including the Administrator, no matter how insignificant it may seem to the employee, manager or supervisor. No employee will be disciplined or otherwise retaliated against for complaining about sexual harassment or other discrimination.

All reports of sexual harassment or other discrimination will be investigated in a thorough and timely manner. Retaliation against the individual reporting the harassment is expressly prohibited. Confidentiality will be maintained during the investigation to the extent possible without jeopardizing the thoroughness of the investigation.

If it is determined that sexual harassment or other discrimination has occurred, Mid-Nebraska Lutheran Home will take immediate and appropriate corrective action to end the problem and prevent its recurrence. Employees who have engaged in harassing or discriminatory conduct will be subject to appropriate disciplinary action, up to and including termination. The employee making the complaint will be advised of the results of the investigation.

**EMPLOYMENT AT-WILL**

Mid-Nebraska Lutheran Home is an at-will employer. Your employment status with us is at-will. This means that either you or Mid-Nebraska Lutheran Home is free to end the employment relationship at any time, with or without notice or cause. This personnel handbook does not change your at-will status. No oral or written statements will create a contract of employment except for a written contract of employment which is complete as to all material terms and is signed by the president of Mid-Nebraska Lutheran Home and the employee.

**AGREEMENT TO WORK AS ASSIGNED**

Certain departments at Mid-Nebraska Lutheran Home must provide 24 hour, 365-day coverage. Employees will need to accept a share of assignments on weekends and/or holidays. Vacation time over holidays and weekends will be limited, and an employee may not be granted vacation over a holiday, or the assigned weekend on which it is his/her turn to work.

**HOURS**

The daytime or evening hours worked may vary with departments. Where 24-hour coverage is required (such as nursing department) the shifts are scheduled according to need.

**WORK STATUS CLASSIFICATION**

1. Full-time means an employee works an average of 30 hours or more each week.
2. Part-time means an employee works an average of less than 30 hours and a minimum of 16 hours per week.
3. Casual/PRN means an employee is scheduled to work less than 16 hours per week, intermittently or as needed, or hired on a seasonal basis. PRN employees have a minimum weekend and holiday requirement. Please see your supervisor for minimum requirements.
4. Your employment status with Mid-Nebraska Lutheran Home is at-will.

**ORIENTATION POLICY**

All personnel shall receive orientation and are required to complete the department orientation checklist prior to working independently. The Human Resource department will conduct a general orientation with each new hire. Job descriptions for all departments in the facility are available to the employees.

**INTRODUCTORY PERIOD**

All employees of Mid-Nebraska Lutheran Home are employed on an introductory basis until they have completed the first ninety (90) days of their employment. This ninety (90) day period of time is a trial period during which the employee becomes oriented and adjusted to work in the Home and is designed to determine whether the employee is suited for the job and capable of satisfactorily performing the work assigned.

At the completion of the 90 day introductory period the employee will complete a self-evaluation and review it with their supervisor.

An unsatisfactory rating at any time during the introductory period may result in your immediate termination or an extension of the introductory period. Extension

of the introductory period is made at the discretion of the Administrator or Department Supervisor.

**PERFORMANCE EVALUATIONS**

Employee performance evaluation sheets will be completed after the orientation period, then annually near the anniversary date of employment, by the supervisor or department head. Your performance evaluation will include factors such as the quality and quantity of your work, your attendance record, your knowledge of the job, your initiative, your work attitude, and your attitude toward others. The performance evaluation should help you to become aware of your progress, areas of needed improvement, and objectives or goals for future work performance. Positive performance evaluations do not guarantee increases in compensation or promotions.

The evaluation will be discussed with employees and an opportunity given for employees to make written comments. After the review you will be asked to sign the evaluation report simply to acknowledge that it has been presented to you and discussed with you by your supervisor and that you are aware of its contents. Supervisors are encouraged to make frequent notes on any situations in which an employee performed well or in which an employee needs improvement. Such notes will be placed in the personnel file.

**WAGE SCALES AND INCREMENTS**

Basic starting pay rates are established for each job classification. These will be adjusted upward whenever possible. Wage increases will be given annually, as possible, and will be based on merit – i.e. performance evaluations, in-service attendance, etc.

**SHIFT DIFFERENTIAL**

Shift differentials may be offered. Employees should consult their immediate supervisor regarding the current amount being offered as a shift differential.

**OVERTIME**

Overtime will be paid at the rate of regular time and half. Overtime is defined as hours in excess of 40 worked hours in one week. “Worked Hours” does not include paid sick day, holidays, leave, or vacation days. The supervisor must approve overtime, failure to receive prior approval of overtime may result in correction action. Employees cannot work early, work through lunch, or work late without permission. Whenever possible, a compensatory time off should be given. This must occur within the same 40-hour workweek.

**PAY PERIODS**

One pay period is two weeks, beginning and ending on Sunday at 6:00 AM. Wages for a payroll period are direct deposited on Thursday following the end of the pay period. Time worked will be paid to the minute that you clock in or out. Employees are not to clock in or out more than 3 minutes before or after their required scheduled shift, unless directed by your supervisor or Charge Nurse. Leaving the premises for any reasons during working hours requires clocking out and may only be done with the approval of the immediate supervisor. For the safety of the residents, staff cannot leave the premises between the hours of 10pm-6am or when there is only one professional (RN or LPN) in the building. Staff may leave the premises for their 30 minute break between the hours of 6am – 10pm as long as there is adequate staffing. There must be one RN or LPN and a minimum of 2 aides on the premises at all times. If staff do not return from break in a timely manner or abuse this policy then the facility reserves the right to change to a closed campus for breaks.

**TIME CLOCK**

Employees are required to use the approved time keeping devices such as the time clock or facility computers, to record the hours worked. The employee will select a PIN for using the time clock. If for some reason the hours worked are not recorded on the time clock or a missed punch is indicated, the employee will complete a missed punch form and have their immediate supervisor approve the missed punch form. It then will be submitted to the Business Office for the correction. No one but the employee shall use their designated PIN to clock in or out. The time clock should be used only for scheduled work time or required in-services. To clock in or out more than three (3) minutes before or after the scheduled times requires notification from the supervisor of the shift. Any paid time off should be documented on the vacation request form and signed by the Supervisor in order for payment to be made. This includes sick time, funeral leave, or any other reason for not working the scheduled time.

**ABSENCE OR TARDINESS**

Unnecessary absenteeism and tardiness are expensive, places an unfair burden on other employees, and can adversely affect quality resident care. It is an expectation that you report for work on time and as scheduled. The Administrator, along with each Department supervisor is responsible to ensure that the Attendance Policy is adhered to fairly and consistently throughout the facility.

Employees need to notify their direct supervisor, or their charge nurse if in the nursing department, personally if they are going to be absent/late. It is the responsibility of the employee to find a comparable replacement in terms of wage and job classification. When a suitable replacement is found by the employee, no absence will be recorded.

Tardiness is defined as being 15 minutes or more late for work. If the employee is more than 1 hour late for work, they will be considered absent. Two incidences of being tardy will be equal to one absence. One no-call/no-shows will be grounds for immediate termination.

Absenteeism will be tracked as followed on a rolling 12 month time frame:

* 3 unexcused absences will result in a step one written warning.
* 5 unexcused absences will result in a step two written warning.
* 6 unexcused absences will result in a step three written warning.
* 7 unexcused absences will result in suspension pending termination.

Absences will be valid for a rolling 12 months. Absences will be allowed to fall off after 12 rolling months, but will remain in the employee file. Example: You have an unexcused absence on May 5, 2014. This absence will be allowed to fall off on May 5, 2015.

Illness absences lasting longer than three (3) days will be counted as two absences for the purpose of this policy & subject to FMLA/Leave of Absence guidelines. Illness absences lasting more than three days will require a physician’s written certification to return to work. Days missed due to a work related injury/illness will not be counted as a part of this policy.

Due to the number of days the Home is allowing, all unexcused absences will be counted excluding shifts in which you found your own replacement, those related to work related injury/illness, as well as those covered by the Family Medical Leave Act. Staff are still required to trade or find their own replacement if they have a doctors note if they work in a department that requires a replacement to do their job in their absence, unless they are under an approved FMLA leave.

Any direct care staff member that has an unexcused absence on their scheduled weekend or holiday will be automatically scheduled to work the next open shift on the next open weekend or holiday. This may mean that a day shift person will work a night shift or vice versa.

**MEALS AND REST PERIODS**

One-half hour is designated as mealtime. All employees are required to clock in and out for their 30 minute meal breaks. When the meal break is interrupted for job-related duties, a communication sheet to the Payroll Clerk will need to be completed to inform of the interruption. Every effort should be made to make sure all staff are able to have uninterrupted meal breaks. Meals are the responsibility of the employee. A refrigerator and microwave oven are available in the Break Room. A 15-minute rest break is encouraged, but not mandated, during every four-hour period of work. There are vending machines for soft drinks and snacks. Juices and milk from the machines in the Dining Room may be purchased at current posted rates.

**PHYSICAL EXAMINATIONS**

A health screening is required to be completed after an offer of employment is made. Based on the determination of the Director of Nursing or Administrator the employee may be required to have a physical examination done by a physician. If requested to have a physical done at the Clinic, the employee pays the Clinic for the physical. The Home will then reimburse the employee for the cost of the physical.

 **IN-SERVICE EDUCATION**

Regulations require 12 hours of in-services training per year to all-staff. All 12 mandatory in-services will be web-based or face-to-face and due annually. Dates of completion will be posted on your web-based site for education. The facility will also hold all-staff and department meetings throughout the year. Staff are expected to attend in-services that are offered to stay up-to-date on changes and expectations. These will be posted and attendance is expected. Such required attendance will be paid time. Performance evaluations and wage increases shall reflect in-service attendance. In-services must be attended in their entirety in order for attendance to be credited. When an employee is asked to attend a program away from the Home, registration will be paid. Mileage will be paid to the driver when the workshop is away from the facility. Additional workshops outside the facility must have prior approval for reimbursement. Although some staff prefers to drive themselves to workshops away from the facility, only the driver who has received prior approval from administration will be reimbursed. Continuing education is available through our web-based education site and are peer-reviewed. It is expected that staff use the web-site for continuing education. The facility will not reimburse for elective CEU’s unless authorized by the Administrator.

**PROMOTIONS OR JOB CHANGES**

Employees within the facility shall be given first consideration in filling vacancies. A candidate for promotion or job change must meet the requirements of the position to be filled, i.e. education, training, etc. Internal job vacancies will be posted for 72 hours in the designated job posting location. Interested applicants must fill out an Internal Job Application and follow the stated directions by the deadline, and return the signed application to the Human Resources Department or the Department Supervisor in which they are applying. Internal applicants will be considered for open positions as well as external applicants when deemed necessary.

**PROPER ATTIRE**

All employees must be neat and clean in appearance. Name tags are expected to be worn at all times. Nursing is expected to wear scrub pants or scrub capris and scrub tops or a MNLH t-shirt. Dietary is expected to wear black scrubs or dress slacks with MNLH shirt or a nice blouse. Only MNLH t-shirts are allowed to be worn. Housekeeping and Laundry are expected to wear slacks and a blouse or MNLH t-shirt. Office personnel are expected to wear business casual attire. Maintenance may wear work attire. All dress codes are to be followed, with the exception of Friday on which jeans may be worn at the cost of $1 to go to staff council. Closed toe shoes must be worn at all times, with the exception of office staff that are not working in resident care areas. Yoga pants, shorts, athletic pants, capri pants, tight shirts, skirts that fall above the knee, tank tops, torn or worn out clothing, t-shirts other than MNLH t-shirts, or any other inappropriate attire as determined by the Administrator is not allowed to be worn while at work. Staff attending in-services are expected to comply with the above described dress codes or jeans and an above approved blouse attire while on the clock.

**SMOKING**

As a health care institution, the Mid-Nebraska Lutheran Home reminds all employees, residents, and visitors that smoking is hazardous to health. The Home maintains the following policy on smoking:

1. Employees: The Home has a smoke-free policy; therefore, MNLH & Newman House will be a tobacco free campus by January 1, 2016. Until said date smoking is only permitted outside the building in one designated area at the Northeast Corner of the building next to the garage. Proper disposal of smoking materials must be made before entering the facility. Chewing tobacco is not permitted while on the clock. The staff member
2. must not smell of smoke when on the clock. Extra smoke breaks other than your lunch and 15 minute per every 4 hours are prohibited. If breaks get abused, or residents/visitors complain of the smell of smoke this privilege will be discontinued.
3. Effective January 1, 2016 no smoking will be allowed on the facility premises. Those staff who would like to smoke on their 30 minute break must leave the facility premises and cannot smell of smoke upon return to work. Smoke breaks while on the clock are prohibited. Those staff who would like assistance with smoking cessation should contact Human Resources for possible facility assistance. Staff who are found to not be in compliance with the no-smoking policy will be subject to the discipline policy.
4. Visitors and Residents: No smoking will be allowed on the facility premises other than those residents in the Assisted Living that are grand-fathered. The facility will not admit resident who wish to be active tobacco users.

**SOLICITATION**

There shall be no solicitation for any purpose among residents. Employees will be allowed to offer promotions if limited to the employee break room among fellow staff members. For example: Girl/Boy Scouts and other youth organizations. Reciprocation will be expected. “Office Pools” are illegal and not allowed. Some examples include: Husker games, World Series, March Madness and Super Bowl.

**MEDICATIONS**

It is the policy of the Mid-Nebraska Lutheran Home not to administer any type of medication to an employee. Employees are to be encouraged to carry their own medications and keep them secure at all times.

**WITNESSING LEGAL DOCUMENTS**

Witnessing of legal documents by any Mid-Nebraska Lutheran Home staff member is discouraged. The resident or family may bring in, or request to have brought in, a person for this function. In unusual circumstances, the Administration office should be contacted.

**GIFTS FROM RESIDENTS**

At no time shall an employee accept money or gift certificates from a resident. At no time should an employee ask or even hint at desiring anything from a resident (including food items). However, there may be occasions when a resident wishes to give a small inexpensive personal or handmade gift to an employee, and refusing it could result in hurting a resident’s feelings. In such a case, an employee may accept the gift, but it must be reported to the Department Head or Administrator. This policy is for the employee’s own protection.

**CONFIDENTIAL INFORMATION**

When a resident enters Mid-Nebraska Lutheran Home, all information on that resident is confidential, as is the Home’s business. Rules that govern the Health Insurance Portability & Accountability Act of 1996 (HIPAA) will be strictly enforced. Privacy rules are available from administration and are also included in in-service training. Employees are encouraged to seek their supervisor’s advice when confronted with a situation that may be a breach of confidential information. A breach in confidentiality may result in a disciplinary action and/or civil money penalty from Centers for Medicare/Medicaid (CMS).

**A GUIDE TO GOOD CONDUCT**

During working hours, an employee is expected to conduct him/herself in a manner that (1) promotes the safety and welfare of employees and residents; (2) encourages congenial work habits; (3) protects personal and Home property. Misconduct may result in disciplinary action ranging from reprimand to discharge.

**CORRECTIVE ACTION**

To assure quality care and service to residents, employees must maintain an acceptable standard of job performance and conduct, as defined by the Home. If needed, progressive corrective disciplinary actions may include (1) a discussion of the problem and verbal reprimand; (2) a written reprimand; (3) disciplinary suspension of one or several days without pay; (4) discharge. Any of the above steps may be eliminated, depending on the severity of the problem or risk to the welfare of residents. In all events, employees remain at-will and Mid-Nebraska Lutheran Home **retains absolute discretion** to determine when immediate termination without prior notice or warning is warranted.

**THE FOLLOWING VIOLATIONS MAY BE CAUSE FOR IMMEDIATE DISCHARGE:**

1. Physical or mental abuse of a resident;
2. Unauthorized use or disposal of drugs;
3. Intoxication or use of alcoholic beverages on Home property, or,

 coming to work intoxicated.

1. Intoxication, unauthorized use or possession of hallucinogenic or

controlled drugs on Home property;

1. Theft of property belonging to the Mid-Nebraska Lutheran Home,

residents, visitors, or coworkers;

1. Divulging of information concerning residents to unauthorized persons;
2. Falsification of information concerning application forms, time records,

or other records;

1. Absence from the Home without permission during working hours;
2. Excess absences and abuse of sick leave to the extent of causing

unnecessary demands, inconveniences, and stress on other staff;

(for further clarification regarding absences, see your supervisor)

1. Conviction of crime.
2. Any other gross misconduct not described above

**DRUGS AND ALCOHOL POLICY**

Mid-Nebraska Lutheran Home recognizes that the future of the Home is dependent on the physical and psychological health of its employees. The Home also recognizes drug and alcohol dependency as an illness and a major health problem.

Mid-Nebraska Lutheran Home will utilize every reasonable means to maintain a drug-free work environment for its employees, including supervisor training, employee education, providing employee’s access to information concerning drug and alcohol abuse programs, and implementing substance abuse testing of employees and job applicants to detect use of illegal substances.

It is the responsibility of the Home’s supervisors to counsel employees whenever they see changes in performance or behavior that suggest an employee has a drug problem. Although it is not the supervisor’s job to diagnose personal problems, the supervisor should encourage such employees to seek help and advise them about available resources for getting help. Everyone shares responsibility for maintaining a safe work environment, and co-workers should encourage anyone who has a drug problem to seek help.

**Pre-Employment Drug Testing**

 **A.** Prior to an offer of employment being made, job applicants will be notified that they will be required to submit to a drug test as a condition of employment. All job applicants of Mid-Nebraska Lutheran Home will undergo testing for the presence of drugs as a condition of employment.

 **B.** Job applicants will be required to submit voluntarily to a drug test at a laboratory chosen by this company and, by signing a consent agreement, will release Mid-Nebraska Lutheran Home from liability.

 **C**. Any applicant with a confirmed positive test will be denied employment.

 **D**. Refusal to submit to a drug test will be interpreted as a voluntary withdrawal of application for employment.

 **E**. If the physician, medical official, or lab personnel has reasonable suspicion to believe that the job applicant has tampered with the specimen, the applicant will not be considered for employment. Tampering with a specimen is illegal under Nebraska law, and anyone who tampers with a specimen to be used for pre-employment drug testing could be subject to a significant fine or imprisonment.

 **F**. Mid-Nebraska Lutheran will not discriminate against applicants for employment because of a past history of drug abuse. It is the current use of drugs that is prohibited.

 **G.** Individuals who have failed a pre-employment test may initiate another inquiry with the company after a period of not less than six (6) months. However, they must present themselves drug-free as demonstrated by the drug testing selected by this company.

**Employee Drug Testing – General Procedures**

1. It shall be a condition of employment for all employees to submit to drug testing when there is reasonable suspicion to believe that an employee is using illegal drugs. Missing or incorrect narcotic count will be viewed as reasonable suspicion and all persons who had access to the missing drugs will be tested prior to leaving the facility on their shift in which the drugs went missing.
2. An employee reporting to work visibly impaired will be deemed unable to properly perform required duties and will not be allowed to work. If possible, the employee’s supervisor will first seek another supervisor’s opinion to confirm the employee’s status. Next, the supervisor will consult privately with the employee to determine the cause of the observation, including whether illegal drug use has occurred. If, in the opinion of the supervisor, the employee is considered impaired, a drug test may be required. If a drug test is not immediately possible, the employee will be sent home or to a medical facility by a safe transportation alternative depending on the determination of the observed impairment and accompanied by the supervisor or another employee if necessary. An impaired employee will not be allowed to drive.
3. To ensure that the decision to test is reasonable, the supervisor will discuss with the appropriate departmental supervisor his or her reasons for believing that testing is warranted. If the employee is a departmental supervisor, the Home president will instead be consulted.
4. An employee who has been asked to undergo reasonable suspicion testing may be required to transfer to another position at the company’s discretion, pending the results of the testing. A copy of documentation, detailing in writing the circumstances which formed the basis of the determination that reasonable suspicion existed to warrant testing, shall be provided to the employee upon request.
5. Employees with a confirmed positive test result may, at their option and expense, have a second confirmation test made *on the same specimen*. An employee will not be allowed to submit another specimen for testing. An employee will be suspended without pay pending the results of the second confirmation test.
6. Mid-Nebraska Lutheran Home may terminate any employee with a confirmed positive test result. If a decision not to terminate is made, the employee is suspended without pay pending a confirmed negative test result.
7. The employee must provide a confirmed negative test result, at the employee’s own expense, within 30 days from the date of the positive test result.

**Alcohol Abuse**

1. An employee who is under the influence of alcohol at any time while on Home business or at any time during the hours between the beginning and ending of the employee’s work day, whether on Mid-Nebraska Lutheran Home’s business or property or not, shall be guilty of misconduct and is subject to discipline up to and including termination.
2. An employee shall be determined to be under the influence of alcohol if:

 **1.** The employee’s normal faculties are impaired due to the consumption of alcohol; or

  **2.** The employee has a blood alcohol level of .04 or higher.

The results from any drug or alcohol test will remain strictly confidential and consistent with the Drug-Free Workplace Act and other applicable local, state and federal laws. Release of said information shall be only pursuant to written consent form signed by the test person.

For more information on drug and alcohol policy please consult with the Human Resources Department.

**GRIEVANCE PROCEDURES**

Mid-Nebraska Lutheran Home is concerned with any situation affecting the employment relationship. The Home is committed to correcting any condition or situation that may cause unfairness or misunderstanding. It is inevitable that problems and misunderstandings may occur. Therefore, the Home has provided an orderly manner for an employee to voice an opinion or discuss a problem with management without prejudice or fear of retaliation.

If an employee has a problem or complaint, the employee should discuss it with his or her immediate supervisor as soon as possible. Employees may wish to put their grievances in writing.

If the problem is not satisfactorily resolved or the problem is with the supervisor, the employee has the right to discuss it with his or her department manager.

If the problem still is not satisfactorily resolved, the employee then has the right to discuss it with the Human Resources Department, including the Administrator.

Not all complaints can be resolved to everyone’s satisfaction. However, in each case, the reason for the decision will be clearly explained to the employee.

No one may criticize you, penalize you, or treat you differently in any way for using this problem solving procedure.

 **RESIGNATION**

To resign in good standing, a written notice should be given at least two weeks or four weeks for RN’s, LPN’s, and Department Managers before the termination date, and the reason for resignation should be stated.

Employees who do not give an appropriate notice as stated above will not be re-hirable for 5 years from the date to termination.

**EXIT INTERVIEW**

Team members who leave MNLH may be asked to complete and exit interview with the Human Resource Department or designee. This interview is to ensure their leaving is not due to a misunderstanding or condition which could be corrected. MNLH is also interested in obtaining information that might be used to improve working conditions or improve services to our facilities and our residents. Information obtained during the exit interview is confidential.

All facility property, including keys, records and supplies, will be delivered to the supervisor or administrative staff person at the time of the exit interview or on the last day present at work, whichever is appropriate.

**RE-EMPLOYMENT**

Employees rehired within 90 days from their last date of employment will retain their date of hire and benefits will be based on this date. If an employee is rehired after 90 days from the last date of his or her employment, that employee will be treated as a new employee and will not maintain any previous benefits or seniority. Staff who switched from PRN to Part-time or Full-time will follow new-hire guidelines as it relates to benefits.

**PAID-TIME OFF (Vacation) HOURS: ACCRUAL**

Years of Service

**1st year after 90 day introductory period** - staff will accrue 0.032 PTO hours per hour worked per pay period

**2nd through 5th year** – staff will accrue 0.064 PTO hours per hour worked per pay period

**6th through 9th year** – staff will accrue 0.084 PTO hours per hour worked per pay period

**10th year and more** – staff will accrue 0.101 PTO hours per hour worked per pay period

Maximum Accrual 250 hours

Vacation will stop accruing once maximum hours are accrued.

**SICK DAYS: ACCRUAL**

Years of Service

 Years of Service

**1st year Upon Hire:** Staff will accrue 0.0230 Sick Hours per hour worked per pay period

**2nd through 5th year** – staff will accrue 0.0230 Sick hours per hour worked per pay period

**6th through 9th year** – staff will accrue 0.0230 PTO hours per hour worked per pay period

**10th year and more** – staff will accrue 0.101 PTO hours per hour worked per pay period

Maximum Accrual 240 hours

Sick Hours will stop accruing once maximum hours are accrued.

**VACATION AND SICK ACCRUAL GUIDELINES**

Employees classified under full-time or part-time status that are scheduled a minimum of 16 hours per week are eligible for PTO. PTO hours begin to accrue, and may be used, after completion of the 90 day introductory period. They are continuously accumulated until maximum accrual is reached. There is no cut-off at the end of the year. PRN/Casual staff do not qualify for PTO. PTO continues to accumulate during a leave of absence when PTO is being used. Termination of employment automatically discontinues accumulation of PTO on your last working day. Upon termination or a request to switch to PRN, PTO time accrued will be paid out on your next paycheck following the pay period in which you terminate PT/FT employment. PTO requests will not be granted once your notice has been received to resign or switch to PRN unless approved by your immediate supervisor depending on staffing and time of year.

**HOLIDAYS**

Mid-Nebraska Lutheran Home and Newman House observes 6 Holidays: New Year’s Eve Day, Memorial Day, July 4th, Labor Day, Thanksgiving, and Christmas/Christmas Eve. Staff who work hours from 6:00 AM until 6:00 AM on the holidays described above will receive double pay for those hours worked. If you do not work the holiday you will not receive additional compensation. Eve Times start at 6pm

Office/non-direct care personnel will receive 6 paid 8 hour holidays per year: New Year’s Day, Memorial Day, July 4th, Labor Day, Thanksgiving, and Christmas.

Office personnel/non-direct care staff are not required to work on the above listed Holidays & must have pre-approval from the Administrator before they work on a holiday.

Since we are a Lutheran facility, Easter will be observed as a double pay holiday for those staff who are assigned to work and cannot be with their family. Direct care staff who work hours from 6:00 AM until 6:00 AM on the Easter will receive double pay for those hours worked. Office personnel/non-direct staff will not receive it as a paid holiday since it is a regularly scheduled day off.

**VACATION SCHEDULING**

Planned leave, such as for vacations are to be taken in such a manner that only one person on each nursing shift per job classification will be on vacation leave at a given time. In other departments, only one person per job classification should be on planned vacation leave at a given time. Please see your supervisor for your department vacation request policy. Vacation time over holidays and weekends will be limited, and an employee may not be granted vacation over a holiday, or their assigned weekend on which it is his/her turn to work. Nursing does not grant vacations requested for a staff members scheduled weekend or holidays. The staff member is responsible to trade/cover their weekend if they want to take their weekend/holiday off. Vacation Black-out periods (ex: Thanksgiving-New Year’s) will be determined by each supervisor.

**BEREAVEMENT TIME**

Up to three days paid leave may be granted for these immediate family members:

Husband/Wife Parents or Parents-in-law

Children/or Children’s Spouses Grandchildren

 Brothers Sisters

One day paid leave may be granted for these immediate family members:

Paternal/Maternal Grandparents

Sister/Brother-in-law

In order to receive bereavement pay, please write “funeral leave for ( )” on the request form. Funeral notice may be requested before payment is given.

**LEAVE OF ABSENCE**

Employees will qualify for leave of absence without pay after they have been employed with Mid-Nebraska Lutheran Home for at least twelve (12) months. Certain leave of absences as governed by state and federal law will be given even if the employee has not been employed with Mid-Nebraska Lutheran Home for at least twelve (12) months. In all instances, the employee **must** make a formal written request for a leave of absence thirty (30) days ahead of time, if time permits. Mid-Nebraska Lutheran Home complies with FMLA.

For “unpaid” leaves of absences not required by state or federal law, the written request will be reviewed by the Department head and the administrator. They will then decide if the reasons are valid and approve the amount of time to be granted depending on the time and availability of a replacement.

Employees must use available Sick hours and vacation hours before being granted an “unpaid” leave of absence.

For more information please consult with the Human Resources Department.

**FAMILY MEDICAL LEAVE ACT (FMLA)**

Mid-Nebraska Lutheran Home complies with all applicable federal and state labor and employment laws, including the Family and Medical Leave Act of 1993 (FMLA). Under the FMLA, eligible employees are entitled to certain rights, and

have certain obligations, with respect to unpaid leave for certain family and medical reasons.

**FMLA leave eligibility**

An *eligible employee* is an employee who has been employed by Mid-Nebraska Lutheran Home for at least twelve (12) months who has worked at least 1,250 hours in the past 12 months, and who works at a facility in which at least fifty (50) employees are employed by Mid-Nebraska Lutheran Home either at that facility or within seventy-five (75) miles of that facility. Returning members of the uniformed services are given credit for any months or hours of service they would have been employed but for their service, and may have additional rights under USERRA.

Employees must use available Sick hours and vacation before requesting an “unpaid” leave of absence. Such paid leave will be counted towards the employee’s twelve (12) weeks of FMLA leave granted per leave year.

**Reasons for FMLA leave**

An eligible employee may take FMLA leave of up to twelve (12) weeks per leave year, for any of these different reasons:

      • to care for a newborn child, or a child newly placed in the employee’s custody for a period of up to one (1) year after such birth or placement;

      • to care for the employee’s spouse, child, or parent who has a serious health condition; or because of the employee’s own serious health condition if that condition renders the employee unable to perform his or her job functions;

      • because of any Qualifying Exigency because of a spouse, son, daughter, or parent of the employee is on active duty or has been notified of an impending call or order to active duty in support of a contingency operation.

**Covered Service Member Leave**

An eligible employee may take up to twenty-six (26) weeks of leave during a single 12-month period if the employee is needed to care for a spouse, son, daughter, parent, or ‘next of kin’ who is a covered Service member,

meaning a current member of the Armed Forces, including a member of the National Guard or Reserves, who is on the temporary disability retired list, who has a serious injury or illness incurred in the line of duty on active duty for which he or she is undergoing medical treatment, recuperation, or therapy; or is otherwise on outpatient status; or is otherwise on the temporary disability retired list.

**Serious health condition**

For the purpose of determining whether an eligible employee or his or her spouse, child, or parent has a *serious health condition*, such a condition includes any injury, illness, impairment, or physical or mental condition that requires either in‑patient care in a medical facility (i.e., overnight hospitalization), or continuing treatment by a health‑care provider.  These terms are construed by the Company in accordance with applicable federal laws and regulations.

**Qualifying Exigency**

A Qualifying Exigency can arise in many situations including those involving short-notice deployments, military events and related activities, childcare and school activities, financial and legal arrangements, counseling, rest and recuperation, and for post-deployment activities.

**Serious illness or injury**

For the purposes of this policy, a “serious injury or illness” means an injury or illness incurred by a covered Service member in the line of duty on active duty that may render the Service member medically unfit to perform the duties of his or her office, grade, rank or rating.

**Leave year**

For the purpose of this policy, the *leave year* within which an eligible employee may take his or her twelve (12) weeks of FMLA‑protected leave means the twelve (12) month period beginning on the date the employee first takes leave for any of the reasons set forth previously.  However, the “single 12-month period” for leave to care for a covered Service member begins on the first day the eligible employee takes FMLA leave to care for the injured Service member.  Any leave taken by an eligible employee for one or more of qualifying FMLA reasons will be counted against that employee’s annual FMLA leave entitlement.  Eligible employees are entitled to a combined total of up to twenty-six (26) weeks for all types of FMLA leave during the single 12-month period.  For example, an eligible employee who has taken 16 weeks to care for a covered Service member may only take 10 additional weeks to care for a newborn child during the single 12-month period.

**Intermittent or reduced hours leave**

In the case of leave taken to care for a seriously ill spouse, child, or parent, due to the employee’s own serious health condition, an employee may take leave intermittently (i.e., periodically) or on a reduced hours schedule (i.e., reduced number of working hours per day or per week) only when such leave is medically necessary, as certified by the employee’s or family member’s health‑care provider.  Covered Service member Leave and Qualifying Exigency Leave, may also be taken on or intermittent or reduced leave schedule basis.  Otherwise, such leave is not permitted except at the sole discretion of the Home.  An employee who takes leave intermittently or on a reduced leave schedule may be temporarily transferred to another position for which the employee is qualified to better accommodate that leave.

**Job and benefits security**

An eligible employee who takes leave under the FMLA and who returns to work before his or her annual FMLA entitlement has expired will be restored to the position he or she held when the leave commenced, or to an otherwise equivalent position with respect to pay, benefits, and other terms and conditions of employment, unless the employee would no longer have been employed in such a position had the employee not taken such leave.  Additionally, any unused employment benefits that had accrued to an eligible employee prior to the commencement of leave will be restored upon return from FMLA leave.

**Nondiscrimination/nonretaliation policy statement**

Mid-Nebraska Lutheran Home will not:  (1) interfere with, restrain, or deny the exercise of any right provided under the FMLA; (2) discharge or discriminate against any person for opposing any practice made unlawful by the FMLA; or (3) discharge or discriminate against any person for his or her involvement in any proceeding under or relating to the FMLA.

**Employee notice requirements**

An eligible employee must give the Home at least thirty (30) days’ notice of his or her intent to take leave under the FMLA.  If the employee is unable to give such notice because the need for leave is not foreseeable or is due to a qualifying emergency, then the employee must give as much notice as practicable.  Typically, this will mean giving notice to the Home within one or two working days of learning that FMLA leave must be taken.  Any employee who fails to give the necessary notice may be delayed in receiving authorization for leave. Please see the Business Office Manager for information regarding taking FMLA and to fill out the appropriate paperwork.

A certification may be required for leave of absence due to a serious health condition, qualifying leave, or a military caregiver.

For more information regarding leaves of absence please ask the Business Office.

**MATERNITY**

Advance notice should be given the department head so a replacement can be found. A physician’s report should be obtained to determine when work should cease before delivery and begin after delivery. Any employee on maternity leave should indicate their availability at least one month prior to the date they are to return to work. Employees are entitled to family medical leaves when eligibility is met. All employees should be aware of their rights covered under the Family/Medical Leave Act. Information on this is included in all new hire packets as well as in the Human Resource office. You may request information on this at any time by contacting the Human Resource Director or Administrator. Upon return to work employees will be placed in the same or comparable position as long as the leave time has not expired.

**ADOPTIVE PARENT LEAVE**

When a child is placed with an employee for the purpose of adoption, Mid- Nebraska Lutheran Home will provide the adoptive parents with leave upon the same terms as leave of absence rights for employees upon the birth of a child. Certain restrictions apply, so employees should contact Human Resources to learn the specifics of this leave benefit.

**MILITARY LEAVE**

Mid-Nebraska Lutheran Home provides compensation for two weeks during annual reserve and National Guard military training for regular full‑time employees who have completed the orientation period. Regular part‑time and temporary employees do not qualify for military leave compensation.

The amount of the military leave compensation paid is the difference between military pay and regular pay based on a forty (40) hour workweek. Time spent on military leave will not be counted as vacation time used.

Military reservist employees and those volunteering for or called to active military duty are entitled to re-employment with the Home upon their return from duty in full compliance with all applicable federal and state laws. In addition, besides the military leave benefits discussed above, employees who request a

military leave of absence may elect to use any accrued vacation pay in lieu of unpaid leave, and may elect to continue health-care benefits to the extent permitted by law, during their leave of absence.

**WORKERS’ COMPENSATION**

Every employee is covered by Workers’ Compensation Insurance. Safety on the job is everyone’s responsibility. Every case of a work-related accident or injury, no matter how slight, must be immediately reported to your supervisor. If here is an emergency, immediate medical attention is required. Employees must tell their supervisor what, where and how the accident or illness happened so medical care can be arranged and the appropriate forms can be completed and filed. An incident report form must be filled out by the end of the shift in which the injury occurred.

The nursing facility will strive to maintain safe working conditions. Every staff member is expected to follow policies and procedures of the Home to maintain safety, and to cooperate in training, such as attendance at in-services on proper lifting techniques

Medical expenses of employees who sustain injury by accident or occupational disease arising out of and in the course of employment are generally covered. Additional information is available from the Human Resources Office and the Workers’ Compensation Court about benefits and options.

**I-9**

This form is officially known as the Employment Eligibility Verification mandated through the U.S. Citizenship and Immigration Services, Department of Homeland Security. Documents establishing citizenship and identification will need to be supplied in order for the employer to verify the individual’s eligibility for employment in the United States. Copies of the required documents, such as a Driver’s License and Social Security card, will be secured along with the I-9 Form separate from the personnel file.

As an alternative to the I-9 form, the may opt to use the E-Verify or its equivalent.

**SOCIAL SECURITY**

The Mid-Nebraska Lutheran Home will pay the employer’s contribution in Social Security taxes.

**KITCHEN**

State health regulations require that no employee except Dietary personnel be allowed in the kitchen. Maintenance personnel needed to do repair and maintenance work shall be a necessary exception, along with the Administrator for oversight.

**JURY DUTY**

Mid-Nebraska Lutheran Home will grant employees time off for mandatory jury duty. A copy of the court notice must be submitted to the employee’s manager to verify the need for such leave. The employee will receive the difference between jury duty pay and his or her normal salary or wage for each day of jury duty.

The employee is expected to report for work when doing so does not conflict with court obligations. It is the employee’s responsibility to keep his or her supervisor or manager informed about the amount of time required for jury duty and to provide documentation regarding the amount of jury duty pay received in order to receive the Home‑provided compensation supplement.

**IMMUNIZATIONS**

The Mid-Nebraska Lutheran Home will pay for any employee to be immunized with the Hepatitis B Vaccine. Some employees are considered to be “at risk.” At-risk employees are those who may be exposed to body fluids or needle stick. At-risk employees include those employed in the Nursing, Laundry, and Housekeeping departments. At risk employees are encouraged to obtain the Hepatitis B Vaccine. The employee has the option to refuse the immunizations, but written documentation of this declination must be included in the employee personnel records. The Hepatitis B Vaccine is also available to any other employee. The vaccine will be offered at no cost. Also available to employees are annual flu shots. Flu shots are provided at no cost to the employee.

**VISITORS**

Visitors should be identified, welcomed, and assisted in finding the resident they wish to visit. Employees are expected to exercise caution however, to determine if the visitor is restricted from visiting the resident. Also, refer to the rules and regulations of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) if there is question as to whether or not the resident wishes their occupancy to be known. After making sure this question has been answered, encourage visitors to sign the guest book and give assistance as needed. If you are not able to help, please direct them to someone who can, such as the Charge Nurse, Social Services, Administrator, etc. Confidential information about a resident should be revealed only to those persons who have the right to know, such as immediate family members or legal representatives. Keep in mind the areas of the facility where residents may entertain or visit, such as the dining room, solariums, activity room, or other public areas. Offer a cup of coffee – it never hurts to extend some “down-home” hospitality.

For resident and staff safety all doors are to be locked at 10:00 PM by the Charge Nurse in the nursing home, and Assisted Living Staff in the Assisted Living, unless otherwise posted. There is a door bell outside the main entrance for visitors who need assistance after 10:00 PM.

**TELEPHONE**

Answer the phone by indicating that the caller has reached the Mid-Nebraska Lutheran Home, then identify yourself, and ask “How may I help you?” Be responsible to see that the proper message is relayed to the right person. Personal calls, made or received, should be limited during working hours. Cell phones should only be used during scheduled breaks. The photo capabilities of cell phones require restrictions in resident rooms and throughout the facility where breaches of confidentiality are possible. Cell phones are prohibited in any area except the break area or locker, unless it is a business phone. Cell phones may not be carried out of the break area or locker. It is prohibited to carry a cell phone around with you during your shift, unless you have pre-approval from your supervisor in the event of an emergency.

**E-mail**

Users will carefully review all email prior to sending it to ensure that its meaning is clear and not subject to interpretation. Humor and sarcasm can easily be misinterpreted in an email and should be avoided. Email messages should be composed in a professional manner. Comments that would be inappropriate in memoranda and letters are equally inappropriate in emails.

Emails shall not contain jokes, pornography, sexist remarks, racist remarks, defamatory remarks, obscene remarks, anything of a commercial nature not pertaining to Mid-Nebraska Lutheran Home’s business, anything of a political nature, or any other inappropriate remarks. Further, the email system shall not be used for any purpose in violation of law or regulation.

Mid-Nebraska Lutheran Home may review facility email messages, whether stored or in transmission, at any time, for any purpose.

**BULLETIN BOARDS**

Bulletin boards, located near the time clocks, nurses’ stations, and break room, are used to post pertinent information and communications to employees. Please become accustomed to scanning these boards daily for announcements. Communication is difficult, especially when so many shifts and part-time employees are involved. The space is limited, so it is important to keep the boards current of pertinent information. Some items will be removed after a fair amount of time to avoid clutter.

**LOST AND FOUND**

Mid-Nebraska Lutheran Home maintains a lost and found policy. If an item is lost and then found, the Home will hold on to the item for ninety (90) days. For more information ask to see the policy and procedures in Human Resources.

Lockers are available to staff to safeguard their possessions. The receptionist maintains the locker assignments. Any employee wishing to use a locker must see this person. Locks are not provided however, and if desired the employee should bring one from home. In some instances it may be necessary to share a locker. Return any unclaimed articles to the office or break room. Please report any losses as soon as discovered and bring limited amounts of money or personal items with you to work. Employees may hang coats, etc. in the break room, main entrance closet.

**CLEANLINESS AND NEATNESS**

Cleanliness and neatness in person, materials, and work areas will be under observation by all that enter this facility. Each staff member must take personal interest in keeping workrooms, corridors, and the building in good order. Observe elementary rules of hygiene at all times to protect yourself and those you contact. Staff should also observe unwritten rules of conduct. For instance: “no sitting on counters; no food/drink in work areas per regulation; practice frequent hand

washing; clean up after yourself; do your part to keep break room clean and tidy; food on the break room table is fair game, but someone’s lunch is off limits! Please use good food sanitation principles to keep common utensils clean.

**COMMUNITY RELATIONS**

The Mid-Nebraska Lutheran Home has an active, on-going community relations program. You are a part of it – what you say, how you say it, and how you dress and conduct yourself in the community as well as one the job make a distinct impression on other employees, on doctors, residents, and visitors. Whether or not it is a favorable impression depends on you. Welcome to our Staff!

**MISCELLANEOUS**

We have tried to anticipate as many of your questions as possible and have developed this handbook and accompanying policies and procedures to explain our current practices. As these policies evolve and change, we will revise this handbook.

We hope your employment with us is marked with success and satisfaction. Please make a conscious effort to follow the rules and procedures contained in this Handbook.

If you have questions regarding policy or procedure, please see a Human Resources Representative.