

Welcome
to RWJBarnabas Health.
We're so glad you're here!

Employee Handbook



Let's be healthy together.

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A Message from Barry H. Ostrowsky

Welcome to the RWJBarnabas Health Family!

Together, we will work to advance the health and wellness of the diverse communities we serve throughout New Jersey and beyond.

As a new member of the RWJBarnabas Health team, you play a critical role in fulfilling our mission. Patients and families turn to RWJBarnabas Health not only for medical treatment, but also for social and human services, and we are committed to delivering the highest quality, culturally competent clinical care for generations to come.

Our dedication to serving the people of New Jersey extends far beyond the care we provide within our hospital walls. We support programs that promote health and wellness in our local communities and provide access to services that would otherwise be unavailable to residents.

Above all, we deeply value our team, and recognize that RWJBarnabas Health benefits greatly from the commitment, professionalism and contributions that each employee brings to the health care system. We consider our employees one of our greatest strengths. Each individual contributes to achieving our goals and to making RWJBarnabas Health a great place to work and receive care.

You are the key to our success and we encourage you to represent RWJBarnabas Health with pride, integrity and respect.

Thank you for joining us as we work together to transform the future of health care.



Sincerely,
Barry H. Ostrowsky
President and Chief Executive Officer



- S**peak up for safety
- A**ccurately communicate
- F**ocus on the task
- E**xercise and accept a questioning attitude
- T**houghtfully interact
- Y**ou and me together

Safety

Our Safety Values

RWJBarnabas Health (RWJBH) is on a continuous journey to becoming a high reliability organization, a journey we refer to as Safety Together. The charge behind this Safety Together philosophy is “Don’t Harm Me, Help Me, and Be Nice to Me,” and all staff are expected to be mindful to learn the behaviors of Safety Together and implement them during all interactions.

The best way to remember the Safety Together behaviors is by referring to the acronym of **SAFETY**.

Regardless of role, using these safety behaviors allows each of us to provide a caring environment that promotes safe, high-quality and patient-centered care, while respecting and honoring the work of our team members.

Caring for our patients, their families, and our communities gives meaning to the work we do at RWJBH. It is a tremendous privilege to help them walk their journeys and be there during the most vulnerable times of their lives, and their safety will continue to be our top priority.

Thank you for joining us on this journey and ensuring those in our care feel safe, respected, and are in good hands.

Safety Begins With Our Employees

Just Culture

RWJBH recognizes that at times, despite the efforts of every employee and physician to deliver the best work possible, errors or unsafe acts may occur in the workplace. When such events occur, RWJBH believes in a consistent, fair, and systematic approach to understanding these events in a manner that balances a non-punitive learning environment with the equally important need to hold individuals accountable for their actions.

A Fair and Just Culture recognizes that even competent staff make mistakes and that individuals should not be blamed for honest mistakes, or errors caused by system or organizational issues. We recognize the work we do is complex, rooted in

systems of care, and we all depend on each other and other departments to provide care to our patients. It promotes an atmosphere where staff report and discuss errors or “near misses” without the fear of reprisal, through a fair-minded assessment of events which in turn promotes system modifications and behavior changes to prevent future errors.

All events will be assessed objectively and analyzed using a systematic approach as outlined in the Performance Management Decision Guide, which can be found on The Bridge in the Corporate Policy: Fair & Just Accountability. It is important to note that the outcome of the error is never used in determining a fair and just outcome. **For more information, please refer to the Corporate Policy: Fair & Just Accountability.**

Accident Prevention

As a system, RWJBH does everything possible to provide safe working conditions and equipment for all employees, and promote safe practices and procedures at all times. You can do your part by performing your job in a safe way, and being alert to unsafe conditions, equipment, or methods of operations. Should you see anything that could be deemed unsafe or hazardous, it is your responsibility to notify your Supervisor so it may be addressed.

If an accident does occur, either to you, a visitor, or patient, please report it immediately to your Supervisor and complete an event in the Verge system.

Verge is an event reporting system that serves as an electronic database for reporting risks, hazards, and events that cause harm or have the potential to cause harm to improve safety and reduce risk. By monitoring events, we are able to learn from accidents and improve our processes.

Employees reporting any situation in which they reasonably believe to be unlawful, or which violates a rule or regulation or public policy, have no need to fear retaliation for exercising his or her rights to bring good faith complaints to the attention of management. Any employee who believes they have been subject to retaliation of any kind due to the preceding, must contact their Manager, local Human Resources Department or Corporate Compliance.

Environment of Care

You should know the fire procedures at your facility, including the location of fire alarm boxes, the location of fire extinguishers and hoses, codes that indicate location of a fire, and your duties in case of a fire. Periodically, your facility will perform fire drills and inspections to ensure that all procedures and equipment are functioning as they should. When you hear the alarm, you should respond as you have been trained, regardless of if it is a drill or an actual code. A helpful way to remember your role in a fire is by recalling the acronym RACE – Rescue, Alarm, Contain, and Extinguish.

Emergency Management

Emergency Management is the way we, as a System, prepare for emergencies and keep our patients, their families, and our staff safe.

Disaster plans at many of the facilities within RWJBH have been developed to handle casualties in times of local or regional disaster. If applicable, your Department Head will provide you with instructions describing your responsibilities in the case a disaster plan must be implemented. Periodically, your facility may perform drills to prepare for any eventuality and identify areas for improvement.

As a High Reliability Organization [HRO], RWJBH is committed to having systems in place to make us exceptionally consistent in accomplishing our goals and avoiding preventable harm and errors. As part of our continuing Safety Together journey to zero events of preventable harm to our patients and workforce, and our commitment to preventing workplace violence, standardized emergency notifications have been implemented in all of our facilities. **For more information regarding plain language alerts, please contact your local Safety Officer/Safety Committee.**

As an employee, you are responsible for learning how to report an emergency situation if/when one arises, and the various codes for overhead announcements to the rest of the facility, if applicable.

A number of facilities utilize a text messaging system to notify staff of emergency situations. It is important for you to keep your contact information up to date with Human Resources, so you can continue to receive these messages.

Environmental Safety

Your facility and department maintain a written hazardous substance program to assure that you are informed of the potential hazards in your environment. The written program contains a list of hazardous chemicals in your work area, requires container labeling, maintaining Material Substance Data Sheets (MSDS), and educating/training employees. This program must be reviewed on an annual basis.

Drug-Free Workplace

Alcohol and drug abuse are treatable conditions. As a System, the safety and well-being of our employees is of the utmost importance; therefore, we will support any employee seeking treatment with substance abuse. The Employee Assistance Program is a resource made available by RWJBH to assist any employees dealing with addiction. Their operators are available 24 hours a day, 7 days a week at 1-800-300-0628. **For more information, please refer to your local policy.**

Tobacco-Free Environment

For health and safety reasons RWJBH has implemented a tobacco-free environment policy that applies to all RWJBH-owned property, including all off-site locations, all owned and/or leased property, and/or equipment by the RWJBH

walkways, sidewalks, driveways, parking areas/ garages, and all vehicles therein.

If you are struggling with quitting smoking, vaping or other nicotine products, the Institute for Prevention and Recovery's Tobacco and Nicotine Quit Center can connect you with specialists who can help. The Quit Center offers free evidence-based treatment and effective support to patients, staff, and community members upon request, and can be reached at (833) 795-QUIT and rwjbh.org/nicotinerecovery.

If you are enrolling in the RWJBH medical benefits, you will need to identify yourself as a smoker or non-smoker. If you identify as a smoker, a surcharge will be added to your monthly contributions.

Workplace Violence

Preventing workplace violence in healthcare settings is essential for creating a safe and therapeutic environment for patients, their families, and our staff. Violence is defined as any physical assault, or any physical or verbal threat of assault or harm against anyone on any of the RWJBH properties. **For more information, please refer to your local policy.**

Any events witnessed by an employee should be reported to your Supervisor or the Human Resources Department and an event report should be completed in the Verge system. No retaliatory action will be taken against an employee for reporting violent incidents.

Prevention of Harassment

It is the policy of RWJBH to provide all employees with a workplace free from harassment. The term "harassment" includes, but is not limited to: slurs, jokes, and other verbal, graphic, or physical conduct relating to an individual's race, color, sex, religion, national origin, citizenship, age, handicap, disability, marital or domestic partnership or civil union status, gender identity or expression, or affectional or sexual orientation, or any other legally protected characteristic.

If you feel that you have been a victim of any form of harassment, you should bring the matter to the immediate attention of your Supervisor. If, for any reason, you are uncomfortable with bringing such matters to the attention of your Supervisor, you should bring the matter to the attention of the Chief Human Resources Officer at your facility. RWJBH will promptly investigate all allegations of harassment in as confidential of a manner as possible and take appropriate corrective action if warranted.

On an annual basis, all staff and management must complete mandatory harassment training. If you have any questions regarding interpretation of this policy or wish to clarify your rights, please contact your Chief Human Resources Officer.

Employee Assistance Program

The RWJBH Employee Assistance Program (EAP) is a benefit that provides counseling services for those times when you and your family are faced with difficulties in life. Our licensed, professional staff are available to consult with you on any issue that affects your peace of mind, or interferes with your day-to-day activities. Their operators are available 24 hours a day, 7 days a week at 1-800-300-0628.

Protecting Our Rights

Nothing in this Policy is intended to restrict an employee's rights under any federal, state or local labor or employment law or regulation. These employee rights include, but are not limited to: the right to engage in protected concerted

activity for mutual aid and protection, and the right to engage in protected concerted activity related to wages, hours and other terms of employment, such as the right to discuss his or her wages, benefits and terms and conditions of employment with others.

Privacy

It is the responsibility of all employees to ensure the privacy of our patients. Employees are trained annually in the Employee Code of Conduct regarding the expectations of RWJBH around privacy and compliance.

You should always be mindful of the “Minimum Necessary Use Rule” – we are only allowed to access Protected Health Information (PHI) if we need to do our jobs.

You should be mindful of your surroundings before speaking with others about PHI and documents containing PHI should never be taken off premises.

Privacy concerns should be reported to our confidential Compliance Helpline at 1-800-780-1140. All complaints will be promptly investigated.

All data and information stored in the electronic mail and voicemail system are, and remain at all times, the property of RWJBH. Electronic mail and voice mail messages should be limited to conducting business for RWJBH, not to conduct personal business. RWJBH reserves the right to retrieve and read or listen to any message composed, sent, or received on the electronic mail and voicemail systems if there is concern that the platforms are being misused.

Social Media and Networking

RWJBH supports its employees’ ability to, on their own time, interact socially, knowledgeably, and responsibly on the Internet and through social media. Please direct all questions to Human Resources or your supervisor for more detail and guidance. **For more information, please refer to the Corporate Policy: Social Media and Networking.**

Compliance Program

The RWJBH Corporate Compliance Program maintains that RWJBH and its affiliates prevent fraud, waste, and abuse in Federal Healthcare Programs, ensure that we remain in compliance with all applicable Federal and State laws, regulations, and rules, and that we conduct ethical business practices.

All Board members, employees, physicians, and such other parties, as required by the Deficit Reduction Act of 2005 (DRA) and regulations promulgated there under, are required to comply with the RWJBH Corporate Compliance Program, and all Federal and New Jersey State anti-fraud and false claims laws and regulations that apply to facility’s operations.

RWJBH has a non-retaliation policy for personnel who raise in good faith compliance concerns or who report known or suspected violations of the Corporate Compliance Program or of Federal or State laws. Concerns or reports about suspected violations can be made anonymously. Personnel are also afforded protection by law for reporting known or suspected violations of Federal and New Jersey State anti-fraud and false claims laws and regulations, and the New Jersey Conscientious Employee Protection Act (CEPA). **For more information, please refer to the Corporate Policy: Conscientious Employee Protection ACT – CEPA.**

Conflict of Interest

As an employee, you are expected not to support any interest or engage in any outside activity or employment that may be considered in conflict with the goals and/or operations of RWJBH.

Employees shall disclose to the Corporate Compliance department or the Human Resources department, or call the Compliance Helpline at 1-800-780-1140, any situations, including outside employment, that may constitute a conflict of interest with RWJBH. A decision will be made as to whether a conflict exists, and what action should be taken.

No employee shall use their position or the knowledge gained there from to create a conflict between his/her personal interest and that of the RWJBH. **For more information, please refer to the Corporate Policy: Conflict of Interest.**

Business Standards and Ethics

At RWJBH, we are proud of our reputation in the healthcare field and we are dedicated to the fundamental principles of trustworthiness, integrity, and fair play. Our reputation reflects many years of effort in developing and maintaining the highest ethical business standards. When questions arise with regard to ethical behavior, in many instances good personal judgment is the best guide. If, however, you are in doubt about an action or behavior, you are encouraged to consult your Supervisor, the Human Resources Department, or System Compliance Helpline, 1-800-780-1140. All information brought to these entities will be held in the strictest confidence, except as may be required by law.

Staff Member Religious, Ethical and/or Cultural Treatment Conflicts

Recognizing that staff members may have religious, ethical, and/or cultural beliefs which could conflict with various aspects of patient care or patient treatment, and wishing to avoid negatively affecting patient care, RWJBH has established this policy to protect sincerely held staff member beliefs without jeopardizing patient care. **For more information, please refer to the Corporate Policy: Staff Member Religious, Ethical and/or Cultural Treatment Conflicts.**

Our Employees Make the Difference

Equal Employment Opportunity

RWJBH recognizes that equal opportunities must be made available to all employees and applicants for employment regardless of race, color, religion, creed, ancestry, affectional or sexual orientation, sex, genetic information, atypical hereditary cellular or blood trait, age, national origin, marital status, pregnancy, disability or handicapped status, gender identity or expression, for services in the United States Armed Forces, or any other legally protected characteristic. RWJBH believes that the full utilization of the talents of all individuals can be achieved by adopting practices, which will assure equal opportunities to all. Such practice not only results in effective operations, but also fosters an environment in which all individuals have the opportunity to benefit from the utilization of their talents.

This policy shall include, but not be limited to, the following areas: work assignments, employment, placement, promotion, demotion, transfer, recruitment and recruitment advertising, referrals, layoff, recall, separation, training, educational and tuition assistance, social and recreational programs, wages, other forms of compensation and job requirements.

In the case of documented qualifying disabilities, RWJBH will provide reasonable accommodations when an accommodation is requested.

This policy of RWJBH is consistent with the requirements of an objective set forth in, the various statutes, regulations and executive orders relating to equal employment

opportunity and affirmative action. Responsibility for ensuring implementation of and continued compliance with this policy is assigned to the System's Chief Human Resource Officer. **For more information, please refer to the Corporate Policy: Equal Employment Opportunity – EEO.**

Five Tones & AIDET

As an employee at RWJBH you are expected to use a sensitive and positive tone in all interactions. Through our Safety Together journey, we learn to use AIDET and the 5 Tones in order to successfully accomplish this.

AIDET stands for:

- **Acknowledge:** Greet the patient by name, make eye contact, smile, and acknowledge family or friends in the room.
- **Introduce:** Introduce yourself with your name, skill set, professional certification, and experience.
- **Duration:** Give an accurate time expectation for tests, physician arrival, and identify next steps. When this is not possible, give a time in which you will update the patient on progress.
- **Explanation:** Explain step-by-step what to expect next, answer questions, and let the patient know how to contact you, such as a nurse call button.
- **Thank you:** Sincerely appreciate and thank patients, families and visitors.

The 5 Tones we use at RWJBH are:

1. **Smile and say hello** in hallways, patient care areas and rooms. Respect when smiling may not be appropriate in somber situations.
2. **Introduce yourself and explain your role.**
3. **Listen with empathy and intent to understand.** Listen by paying attention when others talk and turning toward them.
4. **Communicate positive intent of your actions.** Explain how your actions will benefit others.
5. **Provide opportunities for others to ask questions** by pausing or asking, "What questions do you have?"

You will learn more about AIDET, the 5 Tones, and other safety tools during your HRO: Safety Together training.

Solicitation and Distribution of Literature

Solicitation of any kind by employees is prohibited during the working time of that employee or of the employee being approached. Additionally, the distribution or circulation of literature or pamphlets on behalf of any organization, group or individual is prohibited during working time and at all times in all work areas. **For more information, please refer to the Corporate Policy: Solicitation and Distribution.**

Nothing in this Policy is intended to restrict an employee's rights under any federal, state or local labor or employment law or regulation. These employee rights include, but are not limited to: the right to engage in protected concerted activity for mutual aid and protection, and the right to engage in protected concerted activity relating to wages, hours and other terms of employment, such as the right to discuss his or her wages, benefits and terms and conditions of employment with others.

NJ Sick Leave Law

RWJBH complies with the NJ Sick Leave Law. The law

provides for eligible employees to accrue and use up to 40 hours per year of paid sick leave for qualifying events. Please refer to your facility policies for Paid Time Off and the Corporate Policy: NJ Sick Leave Pay for our expectations requiring notification of need for paid sick leave.

Additional Time Off

Both Federal and New Jersey laws allow for leave time. RWJBarnabas Health complies with all applicable law and employee rights. This includes but is not limited to:

- Family & Medical Leave Act
- Family Leave Act (NJ)
- NJ SAFE Act (domestic abuse)
- Workers' Compensation
- Military, Military Family and Uniformed Services Employment and Re-Employment Rights Act

If you have questions regarding eligibility or leave entitlement, please refer to the Corporate Policy: Leave of Absence or contact your Human Resources Department. **For more information, please refer to the Corporate Policy: Leave of Absence.**

Flexible Work

RWJBH considers Flexible Work for employees when such arrangements are consistent with RWJBH business. Flexible Work is considered to be a viable alternative in cases where the characteristics of the employee, supervisor, and work are comparable with such an arrangement, and the physical environment, equipment, and technology are adequate to support the arrangement. **For more information, please refer to the Corporate Policy: Flexible Work Arrangements.**

Nursing Mothers

RWJBH supports the rights of nursing mothers who wish to continue breastfeeding when they return to work. The nursing mother may request reasonable unpaid break time and/or use paid breaks or meal times for this purpose in accordance with break time policies and procedures and as coordinated with the supervisor. Time used to express milk may be made up at the beginning or end of the day. The nursing mother will be eligible for this accommodation as long as the nursing mother is breastfeeding.

Pay Deductions

It is the policy of RWJBH to comply with all state and federal laws concerning mandatory and voluntary deductions from the wages of employees, including executions of court-ordered liens and wage garnishments. Upon receipt of your first paycheck you should review it to ensure that proper deductions are being made.

If you believe improper deductions have been made from your paycheck, or if you have any questions about your pay check, please report your concerns to the Payroll Department or your Supervisor immediately. Every report will be fully investigated, and RWJBH will correct any errors to ensure that you have been accurately compensated for your work.

Employee Benefits

As an employee at RWJBH, you may be eligible to participate in a wide variety of benefit programs. From health insurance to retirement savings, your benefits constitute an important part of your total compensation package.

At orientation, your local Human Resources Benefits Representative will review the benefit offerings with you. **For more information regarding benefit offerings, please visit The Bridge - the RWJBH Intranet.**

Policy Statement

The information in this Employee Handbook is intended to serve only as a guide or summary digest of the RWJBarnabas Health System (RWJBH) policies, rules, regulations, benefit plans, and programs. Nothing contained in this Handbook or in any policy, rule, or regulation of RWJBH shall constitute a contract of employment or inducement specified term of employment.

Nothing in this Handbook or in any policy, rule, or regulation of RWJBH limits or otherwise restricts the right of RWJBH or its employees to terminate the employment relationship at any time, regardless of the effect such separation shall have on an employee's benefits.

Regardless of what this Handbook says or provides, RWJBH has the right to change the terms and conditions of employment of any employee (including, but not limited to, wages and benefits).

No Manager or Supervisor, other than the Chief Executive of RWJBH, or an officer designated by the Chief Executive in writing, is authorized to enter into any agreement contrary to the foregoing.

RWJBH, at its sole discretion (unless RWJBH has expressly agreed otherwise), may create, modify, change, or eliminate any of its policies, rules, or regulations from time to time and the contents of this Handbook likewise are subject to modification or change from time to time.

This disclaimer is made in accordance with legal precedents, which require such disclaimer in order to retain all "at will" employment relationships between RWJBH and its employees.

RWJBH is in compliance with all Federal and State laws. If you have any questions about the contents of this handbook, please consult organizational policy or contact your Human Resources Department.