



WillsEye Hospital

America's First World's Best

July 01, 2020

Dear Wills Eye Hospital Employee,

Each year, all employees will be required to review and acknowledge that they have received, read, and understand the contents of all Hospital policies and procedures. This practice will ensure alignment and compliance with Hospital best practices.

It is the employee's responsibility to read and comply with all policies and any revisions made to them. If an employee does not understand any policy, procedure or rule, they should consult with their immediate supervisor or representatives in the Department of Human Resources for further clarification.

The following policies have been included:

1. Attendance Policy
2. Employee Acknowledgements
3. Institutional Code of Conduct
4. Non-discrimination and Harassment Policy
5. Workplace Violence and Prevention Policy
6. Workers' Compensation: Rights and Duties
7. Employee Information & Emergency Contact Information Form
8. Electronic Mail and Internet Acceptable Use Policy

Upon review, each employee must return a signed copy of each policy, acknowledging their receipt and understanding of the materials covered in the included materials.

Your support with this matter is greatly appreciated.

Best regards,

Cynthia C. Farano, PHR, SHRM-CP
Chief Human Resources and Compliance Officer
Voice: 215-440-3166
Fax: 215-928-7239
cfarano@willseye.org

SCOPE/PURPOSE

To describe an employee's responsibilities for lateness and attendance; and to provide notification of an employee's right to sick leave as per the City of Philadelphia's Paid Sick Leave Ordinance.

POLICY

It is the employee's responsibility to report as scheduled for duty. It is important for employees to recognize the importance of reporting on a regular and timely basis.

The Hospital recognizes that occasional emergencies arise causing an employee to be unexpectedly absent from or late for work. Infrequent instances may be excused. However, excessive absenteeism or tardiness may not be overlooked or excused.

Wills Eye Hospital recognizes that most employees will at some time during the year need temporary time off from work to take care of their own health needs or the health needs of members of their families.

ELIGIBILITY

Employees are eligible to take accrued sick leave beginning on the 90th calendar day following commencement of their employment. After the 90th calendar day of employment, employees may use sick time as it is accrued. All Wills Eye Employees (excluding independent contractors, seasonal workers, employees hired for a term of less than six months, interns, per diem employees and employees covered by a bona fide collective bargaining agreement) who work for at least 40 hours in a year, accrue sick leave.

SICK LEAVE ACCRUAL

Philadelphia Paid Sick Leave Ordinance Accrual:

Wills Eye Employees (excluding independent contractors, seasonal workers, employees hired for a term of less than six months, interns, per diem employees and employees covered by a bona fide collective bargaining agreement) who are not considered regular full-time or part-time workers, and who work at The Hospital at least 40 hours in a year, accrue sick leave at a minimum of one hour of sick time for every 40 hours worked, and will not accrue more than 40 hours of sick time in a calendar year.

Wills Eye Paid Sick Leave Accrual:

In addition to any Philadelphia Paid Sick Leave Sick accrual, all Wills employees accrue sick leave from the date of hire and shall be earned bi-weekly. Regular full time employees shall earn one day for each month of continuous employment or .04615 for each scheduled hour of work. Regular part-time employees shall earn pro-rated sick leave benefits according to hours scheduled bi-weekly (part-time employees must work at least forty hours bi-weekly). All sick leave, including Philadelphia Paid Sick Leave, may be accrued to a maximum of sixty days.

PROCEDURE

A. Reporting Absences/Lateness

1. An employee who is unable to report for work because of illness or other unavoidable circumstance* (*refer to Section C) is responsible for notifying their Supervisor as soon as possible before the scheduled starting time.
2. Employees who will be absent are to contact their Supervisor, per department policy.
3. Accrued sick time shall be provided upon the oral or written request of an employee. When possible the request shall include the expected duration of the absence.
4. When the need for sick time is known to the employee in advance, such as for a scheduled appointment with a health care provider, the employee shall provide notice of the need for such time to their Supervisor in advance of the use of their sick time and shall make a reasonable effort to schedule the use of sick time in a manner that does not unduly disrupt the operations of their department. For all other absences, the employee shall notify their supervisor before the start of the employee's scheduled work hours, or as soon as possible if the need arises immediately before or after the employee has reported for work.
5. For absence more than two (2) consecutive days, Wills Eye Hospital may require reasonable documentation.

B. Excessive Absenteeism/Tardiness

1. Excessive absenteeism and tardiness disrupt the normal, necessary operation of the Hospital and, therefore, may not be overlooked or excused.
2. It is the responsibility of the immediate supervisor of an area to address the problem immediately with employees who are chronically absent/tardy. Any action will be documented and placed in the employee's personnel file.
3. The following guidelines on "excessiveness" are provided for use:
 - a. Four instances of absence or lateness within a six month period is considered excessive. (Note: An absence instance is an occurrence, which may be a partial day to any number of consecutive days of absence. For purposes of this Policy, three late arrivals after the start of an employee's shift shall constitute one instance of lateness. An occasion of lateness is defined as five minutes or more, provided, however, that each combination of lateness within a payroll period which total or exceed five minutes or a multiple of five minutes, will be treated as one lateness or multiple latenesses. This five minute grace period does not excuse the employee from performing all required work.)

C. Usage of Sick Leave

ATTENDANCE – Non-Union Employees

- a. The first 40 hours of accrued sick leave shall be provided to an employee for:
 - i. An employee's mental or physical illness, injury or health condition; an employee's need for medical diagnosis, care, or treatment of a mental or physical illness, injury or health condition; an employee's need for preventative medical care.
 - ii. Care of a family member with a mental or physical illness, injury or health condition; care of a family member who needs medical diagnosis, care or treatment of a mental or physical illness, injury or health condition; care of a family member who needs preventative medical care.
 - iii. Absences necessary due to domestic abuse, sexual assault or stalking, provided the leave is to allow the employee to obtain for the employee or the employee's family member: medical attention needed to recover from physical or psychological injury or disability caused by domestic or sexual violence or stalking; Services from a victim services organization; Psychological or other counseling; Relocation due to the domestic or sexual violence or stalking; Legal services or remedies including preparing for, or participating in, any civil or criminal legal proceeding related to or resulting from the domestic or sexual violence.
- b. After the initial 40 hours of accrued Sick Leave is used, employees who have completed the 90th calendar day of employment, may use their remaining sick time as it is accrued.
- c. An employee's accrued hourly sick time shall be provided on biweekly paystubs.
- d. Accrued sick time may be used in 15 minute increments.
- e. An employee who uses sick time for the purposes described above in this Section C (a) i, ii, iii may, after accrued paid sick leave has been exhausted, take unpaid leave.
- f. After the utilization of the 40 hours of sick time for usage as prescribed in the Philadelphia Paid Sick Leave Accrual, the balance of sick leave may only be used for one's own personal illness.
- g. Disciplinary Action
 - a. Appropriate disciplinary action for excessive absenteeism/tardiness includes:
 - 1) Documented verbal counseling, advising the employee of the seriousness of a continuing problem;
 - 2) Suspension from work without pay;
 - 3) Termination of employment.
 - b. Failure to provide proper notification may cause an employee to be ineligible for paid benefit time and may result in appropriate disciplinary action.
 - c. An employee who is absent for three consecutive work days without notifying their Supervisor is considered to have voluntarily terminated his/her employment with the Hospital.
 - d. Wills Eye Hospital does not count sick time taken for reasons listed in Section C (a) i, ii, iii as an absence that may lead to or result in discipline, discharge, demotion, suspension, or any other adverse action.

Human Resources Department

Approved By

Signature: _____
Joseph P. Bilson, Chief Executive Officer



Wills Eye Hospital

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EMPLOYEE ACKNOWLEDGEMENTS

Employees must review the following statements and sign in the space provided below.

I have been asked by my supervisor to reaffirm certain commitments that I made at the time of my hiring. I understand that my employer reminds its employees of their obligations on a periodic basis to help ensure compliance due the significance of the commitments made at the time of my hiring.

By signing below, I acknowledge the following responsibilities and reaffirm my continued obligation to them.

I am responsible for the following:

- Understanding and striving to achieve the organizational mission
- Safeguarding the privacy of all patients, students, employees, visitors and protecting the confidentiality of all related information entrusted to my care
- Using communication and computer systems and other equipment only for purposes of conducting my employer's business
- Maintaining the confidentiality of any password(s) or other security device(s) issued to me by my employer
- Limiting my access to such confidential information as required to perform the duties and responsibilities assigned to me
- Reading and understanding my employer's policies regarding confidential information
- Properly displaying my facility identification badge

I have a duty not to disclose any personal and confidential information entrusted to my care, or permit any person to examine, view or make copies of any related reports or other documents prepared by me, coming into my possession or under my control, unless designated by Wills Eye Hospital.

When confidential information must be disclosed with other parties during the course of my work, I have a responsibility to use discretion to ensure that such conversations are not overheard by unauthorized individuals.

I acknowledge that my failure to fulfill these responsibilities may subject me to disciplinary action, including but not limited to, termination of employment.

As a representative of Wills Eye Hospital, all comments, attitudes, actions and behaviors have a direct effect on the organization's image and perceptions of quality service. Interaction with students, patients, guests, visitors, volunteers, co-workers, supervisors, and all other employees will be friendly, supportive courteous, respectful, cooperative, and professional. The behavior will promote an atmosphere of teamwork congruent to our values, vision and strategic objectives.

In addition, applicable to employees in patient care positions:

I understand that Wills Eye Hospital has a "Staff Rights" Policy in which the Hospital recognizes that some employees may have cultural values and ethical religious beliefs that may at times be in conflict with the employees' assigned responsibilities for the provision of patient care. I understand that Wills Eye Hospital will make reasonable accommodation in making staffing assignments for such employees, provided the employees have notified their supervisors of their objections to particular assignments in accordance with the Hospital's policy.

Employee's Name (Print): _____

Employee's Signature: _____

Date: _____



Wills Eye Hospital

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INSTITUTIONAL CODE OF CONDUCT

The Mission of Wills Eye Hospital

Wills Eye Hospital, through its dedication to the preservation of sight, serves as a comprehensive center for ophthalmology and other specialized services. Wills is committed to excellence in the provision of patient care to all those in need, to the support of its medical staff, to the education of health care professionals, and to participation in medical research.

Wills Eye Hospital's Vision

Wills seeks to remain the preeminent center for excellence in ophthalmology by creating a continuum of care accessible and responsive to the needs of the community.

Commitment to Ethics and Legal Compliance

As Wills performs its mission and strives to fulfill its vision, various laws of the United States and other applicable state and local laws govern its operations. Compliance with these laws has been and is an integral part of Wills' operations. In continuance of this commitment, Wills will implement a comprehensive compliance program for all Hospital, controlled ambulatory surgical centers and subsidiary functions. All officers, employees, medical staff members and agents of Wills in the performance of their duties are expected to:

- Abide by all applicable laws and regulations, internal policies and procedures, and the compliance program without exception, condition, or limitation.*
- Report to the Compliance Officer any known or suspected violation of any applicable law or regulation or policy*
- Participate fully in any investigation of any known or suspected violation of any applicable law or regulation or policy.*

Unethical and illegal conduct damages our institution, the legacy of James Wills, Jr., and our community. Therefore, any employee found to have violated any of his or her obligations under this Code of Conduct or the compliance program will be subject to discipline, up to and including dismissal. Similarly, the relationship of any agent or medical staff member with Wills will be subject to termination.

We believe that every member of the Wills family shares these goals and responsibilities, and together we can continue to build an institution true to the ideals upon which Wills Eye Hospital was founded more than a century ago.

Wills recognizes that open lines of communication between the Compliance Officer and Wills' employees and physicians is critical to the success of the Compliance Program. Employees and medical staff members are strongly encouraged and expected to report incidents of potential misconduct or to seek clarification regarding legal or ethical concerns directly to the Compliance Officer who can be contacted directly at 215/440-3166 or through Wills confidential help line 866/371-4830.

I have read and understand the Wills Eye Hospital Institutional Code of Conduct, and I understand that failure to abide by this Code can constitute grounds for discipline up to and including termination of my employment. ***You have received two copies of this notice – one for you and one for your employment file.

By: _____
Signature

Printed Name: _____

Date: _____

NON-DISCRIMINATION AND HARASSMENT POLICY

1. PURPOSE:

It is the policy of Wills Eye Hospital to prohibit discrimination and harassment on the basis of race, color, religion, sex, age, national origin, ancestry, sexual orientation, marital status, disability, veteran's status, or other protected classifications. This Policy is applicable to all persons employed by the Hospital.

2. POLICY:

The Hospital is committed to maintaining an environment that encourages and fosters appropriate conduct among employees and respect for individual values. Accordingly, the Hospital is committed to enforcement of its Non-Discrimination and Harassment Policy at all levels within the work place in order to create an environment free from discrimination and/or harassment. In all instances, the Hospital will continue to comply with applicable federal, state and municipal regulations governing employment practices.

Discrimination, including sexual harassment and discriminatory harassment, is unacceptable in the work place and in other work-related settings such as business trips, conferences, and business-related social events. Sexual harassment and Quid Pro Quo harassment are forms of sex discrimination and are prohibited by this Policy. Such conduct will not be tolerated, and is prohibited by this Policy, and may result in immediate termination.

Retaliation in any way against anyone who has, in good faith, complained, has raised concerns, or formally reported about discrimination, sexual harassment, or discriminatory harassment regardless of whether that complaint or concern relates to the individual raising the concern or complaint, will not be tolerated and is prohibited by this Policy and by applicable law.

No executive, manager, supervisor, employee or other person is authorized by the Hospital to engage in discrimination or any form of harassment. Management level personnel are expected to serve as role models to other employees with regard to appropriate workplace conduct, and will be held to a higher standard of accountability with respect to their actions in the work place. Management personnel should not only refrain from actions that violate this Policy, but should refrain from any activity that would give the appearance of impropriety.

3. COVERAGE:

This Policy applies to all Directors, Officers, and employees of the Hospital, and other persons whose presence at or affiliation with the Company may place them in a position of power over employees of the Company, or where this may be deemed to represent the Hospital.

This Policy also prohibits harassment by Hospital personnel against any person, as well as any harassment directed towards Hospital personnel by contractors, consultants, suppliers, vendors, visitors, and other non-employees, when such conduct occurs at Hospital property or in connection with Hospital activities or the performance of Hospital work.

4. PROCEDURES:

a. Harassment Defined

i. Sexual Harassment

Sexual harassment is a form of discrimination. It consists of unwelcome sexual advances, requests for sexual favors, or other verbal or physical acts of a sexual or sex-based nature where:

- (1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; or
- (2) an employment decision is based on that individual's acceptance or rejection of such conduct; or

ii. Quid Pro Quo Harassment

Quid Pro Quo harassment is a form of sexual harassment. It occurs when a manager or supervisor threatens an individual with loss of job benefit, or changes working conditions because the employee will not submit to sexual demands. It also occurs when sexual activity is required in return for getting or keeping a job or job-related benefit.

Quid Pro Quo harassment occurs between a manager/supervisor and employee due to the nature of the manager/subordinate relationship. A manager/supervisor is defined as someone who can affect individual working conditions because he/she can take action such as hiring, firing, promoting, disciplining, and deciding pay increases or decreases.

iii. Discriminatory Harassment

Discriminatory harassment consists of unwelcome verbal or physical acts against another, differential treatment of an individual because of his or her race, color, religion, sex, age, national origin, sexual orientation, marital status, disability, veteran's status or other protected classifications to the extent required by applicable laws, where such conduct interferes with an individual's work performance or creates an intimidating, hostile, or offensive working environment.

iv. Hostile Work Environment

Conduct that has the purpose or effect of unreasonably interfering with an individual's work performance, or creates an intimidating, hostile, or offensive working environment.

b. Examples Of Harassment

i. Sexual Harassment

Prohibited acts of sexual harassment can take a variety of forms ranging from subtle pressure for sexual favors or contact to actual physical contact. At times, the offender may be unaware that his or her conduct is offensive or harassing to others. However, such lack of awareness will not excuse a violation of this policy. Examples of conduct that could be considered sexual harassment under this policy include but are not limited to:

- (1) repeated instances of unwelcome flirting, pressure for dates, sexual comments, or unnecessary/unwelcome touching
- (2) sexually suggestive jokes or gestures, or sexually orientated or degrading comments about another
- (3) preferential treatment, or a promise of preferential treatment to an employee, in exchange for dates or sexual conduct; or the denial or threat of denial of employment, employment benefits, or advancement for refusal to consent to sexual advances (Quid Pro Quo harassment)
- (4) display of sexually oriented pictures, posters, or other sexually oriented material, or forwarding sexually explicit e-mails through electronic medium
- (5) rape, attempted rape, and other forms of non-consensual physical sexual contact

- (6) retaliation against an individual for disclosing, reporting, or complaining about sexually harassing conduct
- (7) inappropriate references to anatomy or discussions surrounding such topics not directly related to a specific work issue
- (8) sexual harassment may occur between employees of the same or of different rank, and between persons of the same or a different gender

ii. Quid Pro Quo Harassment

- (1) some benefit is achieved in return for a favor that is usually sexual in nature
- (2) employee is submitted to unwelcome sexual conduct in exchange for a job-related reward or to avoid a job-related penalty
- (3) harassment that occurs between a manager/supervisor and employee due to the nature of the manager/subordinate relationship

iii. Discriminatory Harassment

Prohibited acts of discriminatory harassment can take a variety of forms ranging from subtle racial or religious joking to actual physical contact or violence. At times, the offender may be unaware that his or her conduct is offensive or harassing to others. Examples of conduct that could be considered discriminatory harassment include:

- (1) offensive statements, materials, unwelcome jokes, or gestures directed toward another, which involve the other's race, color, religion, sex, age, national origin, sexual orientation, marital status, disability, veteran's status, or other protected classifications to the extent required by applicable laws, or similar degrading comments about another;
- (2) preferential treatment of another employee, or a promise of preferential treatment to an employee on the basis of his or her race, color, religion, sex, age, national origin, sexual orientation, marital status, disability, veteran's status, or other protected classifications to the extent required by applicable laws; or the denial or threat of denial of employment, employment benefits, or advancement on the basis of his or her race, color, religion, sex, age, national origin, sexual orientation, marital status, disability, veteran's status, or other protected classifications to the extent required by applicable laws;
- (3) the display of offensive pictures, cartoons, or other materials involving race, color, religion, sex, age, national origin, sexual orientation, marital status, disability,

veteran's status, or other protected classifications to the extent required by applicable laws;

- (4) physical assault against another or against another's property because of the other's race, color, religion, sex, age, national origin, sexual orientation, marital status, disability, veteran's status, or other protected classifications to the extent required by applicable laws;
- (5) marital status, disability, veteran's status, or other protected classifications to the extent required by applicable laws;
- (6) retaliation against an individual for disclosing, reporting, complaining about discriminatory harassing conduct, or participating in a harassment investigation.

Discriminatory harassment may occur between employees of the same or different rank and between persons of the same or different race, color, religion, sex, age, national origin, sexual orientation, marital status, disability, veteran's status, or other protected classifications to the extent required by applicable laws.

All personnel are encouraged to express displeasure at offensive conduct by telling the individual engaging in the conduct that it is unwelcome or offensive, and to report that conduct, through the use of the Company's complaint procedures.

iv. Hostile Work Environment

- (1) offensive conduct can be verbal, physical, or both
- (2) conduct is repetitive and frequent
- (3) conduct is hostile and openly offensive
- (4) the alleged harasser is a co-worker or supervisor
- (5) co-workers joined in perpetuating the harassment
- (6) harassment is directed at more than one individual

c. Complaint Process

The Hospital will not tolerate, condone, or allow discrimination, sexual harassment, discriminatory harassment, or any form of harassment or hostile work environment, whether engaged-in by fellow employees, supervisors, or others affiliated with the Hospital or by outside vendors, visitors, or other non-employees who conduct business with the Hospital. All employees are required by this Policy to report all incidents of discrimination, or sexual or discriminatory harassment, regardless of the offender or the person toward whom the offensive conduct is directed.

Any individual who believes that he or she is being subjected to conduct or actions by another person that violate this Policy is encouraged to notify the offender promptly and firmly that his or her behavior is unwelcome or inappropriate. In the event that such informal, direct communication would be either ineffective or impossible, the following steps should be taken to report discrimination or sexual or discriminatory harassment:

i. Reporting Of Incident

Any employee who believes that he or she has been subjected to discrimination or any form of harassment prohibited by this Policy, or who has witnessed such discrimination or harassment, has a responsibility to immediately report the circumstances in accordance with the procedure set forth below. In addition, all management and supervisory personnel have an affirmative duty to promptly report any discrimination or harassment that they observe, that is made known to them by others, or that they reasonably suspect has occurred. The following procedures are designed to investigate and resolve a complaint. A report/complaint can be initiated in the following manner:

- (1) Reporting the matter to the employee's own immediate supervisor in the form of a written summary of their concerns;
- (2) If the matter involves the employee's own immediate supervisor or if, for any reason, the employee feels uncomfortable talking to his or her immediate supervisor, the employee may report the matter to:

**Cynthia C. Farano, PHR
Wills Eye Hospital
Chief Human Resources and
Compliance Officer
(215) 440-3166**

or

Michael D. Allen, Esquire
Wills Eye Hospital
General Counsel and Chief Administrative
Officer
(215) 440-3147

ii. Investigation Of Report/Complaint

Once a complaint has been received, it will be promptly and fairly investigated. To the extent practicable, confidentiality, consistent with a full and fair investigation, will be maintained. If appropriate, the representative of the Hospital investigating the complaint may designate another supervisory or management employee to assist him or her in the investigation, or engage outside investigators.

The investigation may include interviews with the employee(s) who made the initial report and the person(s) towards whom the suspected discrimination or harassment was directed, the employee(s) suspected of the discrimination or the incident. Relevant documents may also be reviewed. All employees have an affirmative duty to cooperate with any investigation by providing truthful and accurate information.

iii. Results

After the investigation is completed, the person responsible for investigating the complaint shall advise relevant management of the findings of the investigation. The employee(s) who made the initial report, the employee(s) to whom the alleged discrimination or harassment was directed, and the employee(s) accused of the discrimination or harassment will be informed of the findings. In response to the findings, such action as appropriate to prevent any future unacceptable conduct, up to and including discharge of any employee found to have violated this Policy, will be taken within the discretion of management.

iv. Time Frame For Reporting Of Complaint

The prompt reporting of complaints is required so that prompt response and appropriate action may be taken. Due to the sensitivity of these problems and because of the emotional toll such misconduct may have on the individual, there is no fixed deadline for reporting discrimination or harassment. Delayed reporting of complaints will not in and of itself preclude appropriate action but it may offset the quality of the investigation.

v. Protection Against Retaliation

There will not be any retaliation against an individual who in good faith reports discrimination or harassment. Retaliation itself is a violation of this Non-Discrimination and Harassment Policy and should be reported immediately. Any person found to have retaliated against another individual for reporting discrimination or harassment, or in any way interfering in an investigation pursuant to this Policy, will be subject to disciplinary action, up to and including discharge.

vi. Disciplinary Sanctions

Any employee found to have engaged in conduct that violates this Policy will be disciplined as appropriate in the discretion of management. An employee in violation of this Policy shall be subject to the full range of institutional disciplinary sanctions and procedures. This includes, without limitation, discharge, and other disciplinary actions.

Discipline for a violation of this Policy need not be progressive, but will be determined by all of the facts and circumstances including the severity of the offense and the identity of the offender (including previous disciplinary history). Where a hostile work environment has been found to exist, management will take prompt and effective action to eliminate the conduct creating such an environment, including the replacement of supervision and the reassignment of employees.

If an investigation results in a finding that the complainant knowingly or maliciously made a false accusation against another of discrimination or sexual or discriminatory harassment, the complainant will be subject to appropriate sanctions, including the possibility of termination of employment.

5. RESPONSIBILITY:

- a. Senior administrative staff and department heads are responsible for insuring that all managers, supervisors, and employees are periodically briefed on this policy.
- b. All management and supervisory staff are responsible for ensuring compliance with the policy.

Employees are responsible for observing the standards of conduct outlined in the policy and for cooperating in the investigation of any alleged discrimination or harassment.

6. ACKNOWLEDGMENT:

All reports of harassment or inappropriate conduct by any person employed by the Hospital, or by any service provider or contractor to the Hospital will be investigated and appropriate action taken. You will not be subject to any retaliation for making any good faith report of harassment or inappropriate conduct, but you should not use this forum simply to attack other persons. The complaint will be deemed confidential and not disclosed unless necessary as part of the investigative process.

To further emphasize the importance of this policy, all of the employees of the Hospital, at all levels, will be required to attend anti-harassment seminars which will be scheduled. Attendance is mandatory.

Please sign the attached copy of this Memorandum acknowledging your receipt of this Non-Discrimination and Harassment Policy.

RECEIPT ACKNOWLEDGED:

NAME - Signature

PRINT NAME

DATE: _____

Please review all of the attached material and return this page with signature to Wills Eye Hospital Human Resources Department.

WORKPLACE VIOLENCE PREVENTION POLICY

1. POLICY STATEMENT

Wills Eye Health System, (the "Company") has a zero-tolerance policy towards workplace violence and threats of such violence. This policy affects all locations, managers, supervisors, employees, clients, visitors, contractors, and anyone else who may come in contact with Company personnel. The Company strives to provide a safe, and non-threatening working environment for all employees.

2. GENERAL GUIDELINES

The Company will not tolerate any action by any employee, client, visitor, or contractor which endangers the safety of another employee, or causes an employee to fear for his or her safety, such as fighting, destruction of Company property, possessing weapons on Company property except for authorized personnel, implied or expressed threats of violence, and intimidation.

Any action by an employee which endangers the safety of another employee, or causes an employee to fear for his or her safety, such as fighting, destruction of Company property, possessing weapons on Company property except for authorized personnel, implied or expressed threats of violence, and intimidation will result in discipline up to and including termination. Threats of violence, even if not intended to be taken seriously, may warrant such disciplinary action.

3. REPORTING

If you feel that you have witnessed or have been the subject of workplace violence, you are encouraged to report such conduct immediately to a supervisor or member of management. The Company will investigate all acts or threats of violence occurring in the workplace and take prompt remedial action if necessary based on the results of the investigation.

4. HAZARD ASSESSMENT AND SECURITY

Be aware of risk factors which may lead to workplace violence including:

- Erratic behavior
- Yelling
- Fighting stances
- Excessive foul language
- Failure of cooperation
- Unkempt dress
- Signs of drug or alcohol use
- Direct or veiled threats of harm
- Sudden withdrawal from friends or co-workers
- Intimidation, belligerence, or bullying

The Company should be apprised of any such risk factors in order to address and defuse any potentially violent situations.

5. WORKPLACE VIOLENCE CONTROLS

Prevention is the responsibility of every employee. Supervisors and managers, as well as employees, should be familiar with and knowledgeable of the risk factors before violence occurs to reduce the risk of violent behavior. In an effort to reduce the risk of workplace violence:

- Advise management of any evidence of the risk factors noted above or any other behavior you reasonably believe is indicative of potential violence.
- Advise management of anyone who recounts acts of violence.
- Treat all employees with respect and dignity, and report any conflicts to management.
- Comply with this Workplace Violence Prevention Policy

6. RECORDKEEPING

The Company will endeavor to maintain written records of any incidents of workplace violence and maintain such records at least annually. The records will include information such as the date of any reported incidents of workplace violence, the parties involved, and any resolution or outcome.

7. RESPONSE PROCEDURES

In the event of an emergency, meaning that either an injury has occurred or there is an immediate threat of physical harm, you should:

- Contact a supervisor or manager who can call 911 dependent on the circumstances and if able to do so.
- Seek shelter and cover dependent on the circumstances.
- Remain calm—do not panic.
- Wait for emergency personnel to arrive to the extent practical.

8. DISCIPLINARY SANCTIONS

Any employee found to have engaged in conduct that violates this Policy will be disciplined as appropriate in the discretion of management. An employee in violation of this Policy shall be subject to the full range of institutional disciplinary sanctions and procedures. This includes, without limitation, discharge, and other disciplinary actions.

Discipline for a violation of this Policy need not be progressive, but will be determined by all of the facts and circumstances including the severity of the offense and the identity of the offender (including previous disciplinary history).

9. ACKNOWLEDGMENT

All reports of workplace violence or threats of workplace violence will be investigated and appropriate action taken. You will not be subject to any retaliation for making any good faith report of such conduct. The complaint will be deemed confidential and not disclosed unless necessary as part of the investigative process.

Please sign the attached copy of this Memorandum acknowledging your receipt of this Workplace Violence Prevention Policy.

RECEIPT ACKNOWLEDGED:

NAME - Signature

PRINT NAME

DATE: _____

Please review this Policy in its entirety and return this page with signature to Wills Eye Health System Human Resources Office.



Notification to Employees of Their Rights and Duties Under the PA Workers' Compensation Act Section 306 (f.1)(1)(i)

The Pennsylvania Workers' Compensation Act requires that employees be given written notice of their rights and duties under Sec. 306 (f.1)(1)(i) of the Act if a list of designated health care providers is established by the employer. The text of this section is provided on the next page.

If you are viewing this electronically, your electronic signature will be your acknowledgement that you have been provided with your rights and duties; otherwise, you must acknowledge this with your signature and return it to your employer. You may keep a copy for your records.

Rights and Duties

As an employee of the commonwealth working at a location where a list of designated health care providers has been established and posted, you have the right to seek emergency medical treatment from any provider; for post-emergency and other injuries, you must obtain treatment for work-related injuries and illnesses from a designated health care provider for 90 days. The penalty for not using a designated health care provider is that the commonwealth is not liable for the medical bills incurred. Specific rights and duties are:

- The duty to obtain treatment for work-related injuries and illnesses from one or more of the designated health care providers for 90 days from the date of the first visit to a designated provider.
- The right to seek emergency medical treatment from any provider, but subsequent non-emergency treatment shall be by a designated provider for the remainder of the 90-day period.
- The right to have all reasonable medical supplies and treatment related to the injury paid for by your employer as long as treatment is obtained from a designated provider during the 90-day period.
- The right, during this 90-day period, to switch from one designated health care provider to another designated provider.
- The right to seek treatment from a provider if you are referred to that provider by a designated provider.
- The right to an additional opinion from a provider of your choice when invasive surgery is prescribed by the designated provider.
- The right to seek treatment or medical consultation from a non designated provider during the 90-day period, but the services shall be **at your expense** for the applicable 90 days.
- The right to seek treatment from any health care provider after the 90-day period has ended.
- The duty to **notify your employer of treatment by a non designated provider (after the 90 day period) within 5 days of the first visit to that provider.** The employer may not be required to pay for treatment rendered by a non designated provider prior to receiving this notification.

I acknowledge that I have been informed of my rights and duties under Sec. 306 (f.1)(1)(i) and that I understand them to the extent they are explained above.

Employee's Printed Name

Employee's Signature

Date

**If you have any questions, ask your human resources office or
call the Bureau of Workers' Compensation at 800.482.2383**

Revision 5.16.12
Page 1 of 2
W37M5E12

Text of Section 306 (f.1)(1)(i): The employer shall provide payment in accordance with this section for reasonable surgical and medical services, services rendered by physicians or other health care providers, including an additional opinion when invasive surgery may be necessary, medicines and supplies, as and when needed. Provided an employer establishes a list of at least six designated health care providers, no more than four of whom may be a coordinated care organization and no fewer than three of whom shall be physicians, the employee shall be required to visit one of the physicians or other health care providers so designated and shall continue to visit the same or another designated physician or health care provider for a period of ninety (90) days from the date of the first visit: provided, however, that the employer shall not include on the list a physician or other health care provider who is employed, owned or controlled by the employer or the employer's insurer unless employment, ownership or control is disclosed on the list. Should invasive surgery for an employee be prescribed by a physician or other health care provider so designated by the employer, the employee shall be permitted to receive an additional opinion from any health care provider of the employee's own choice. If the additional opinion differs from the opinion provided by the physician or health care provider so designated by the employer, the employee shall determine which course of treatment to follow: provided, that the second opinion provides a specific and detailed course of treatment. If the employee chooses to follow the procedures designated in the second opinion, such procedures shall be performed by one of the physicians or other health care providers so designated by the employer for a period of ninety (90) days from the date of the visit to the physician or other health care provider of the employee's own choice. Should the employee not comply with the foregoing, the employer will be relieved from liability for the payment for the services rendered during such applicable period. It shall be the duty of the employer to provide a clearly written notification of the employee's rights and duties under this section to the employee. The employer shall further ensure that the employee has been informed and that he understands these rights and duties. This duty shall be evidenced only by the employee's written acknowledgment of having been informed and having understood his rights and duties. Any failure of the employer to provide and evidence such notification shall relieve the employee from any notification duty owed, notwithstanding any provision of this act to the contrary, and the employer shall remain liable for all rendered treatment. Subsequent treatment may be provided by any health care provider of the employee's own choice. Any employee who, next following termination of the applicable period, is provided treatment from a nondesignated health care provider shall notify the employer within five (5) days of the first visit to said health care provider. Failure to so notify the employer will relieve the employer from liability for the payment for the services rendered prior to appropriate notice if such services are determined pursuant to paragraph (6) to have been unreasonable or unnecessary.

**Wills Eye Hospital
840 Walnut Street
Philadelphia, PA 19102**

07/18/2017

PENNSYLVANIA WORK-RELATED INJURIES

If you suffer a work-related injury, your employer or its insurance company must pay for reasonable surgical and medical services and supplies, orthopedic appliances and prostheses, including training in their use.

In order to ensure that your medical treatment will be paid for by your employer or the insurance company, you must select from one of the designated health care providers listed below:

Jefferson Urgent Care
Urgent Care Clinic
700 Walnut St
Philadelphia, PA 19106
215-503-7300
Est Dist: 0.1 MI

Cash, Stephen L., MD
Main Line Hand Surgery
Surgery: Hand
Surgery: Orthopedic
100 E Lancaster Ave Lankenau
Med Bldg E Ste 253
Wynnewood, PA 19096
610-642-8823
Est Dist: 6.6 MI

Rocklage, Donald R., DC
Philadelphia Chiropractic
Chiropractor
33 S 3rd St
Philadelphia, PA 19106
215-928-9171
Est Dist: 0.5 MI

Jefferson FAC FDN
Occupational Medicine
Occupational Medicine Clinic
111 S 11th St
Philadelphia, PA 19107
215-955-5161
Est Dist: 0.2 MI

Zelouf, David S., MD
Philadelphia Hand Center
PHILADELPHIA HAND
CENTER
The Philadelphia Hand Center Pc
Surgery: General
834 Chestnut St Ste G144
Philadelphia, PA 19107
215-521-3000
610-768-5940
Est Dist: 0.1 MI

**Rothman Institute of New
Jersey P.A**
Surgery: Orthopedic
925 Chestnut St
Philadelphia, PA 19107
800-321-9999
Est Dist: 0.1 MI

Gault, Janice A., MD
Ophthalmology
840 Walnut St Ste 1240
Philadelphia, PA 19107
215-928-3138
Est Dist: 0.0 MI

One Call Care Management
Diagnostic Testing
Call for Scheduling
800-872-2875

Homelink
Durable Medical Equipment
866-834-5360

Healthsystems Bin# 012874
Pharmacy
877-528-9497. If assistance
is needed,
please take Injured Employee
Prescription
Fill Form to your pharmacy

SPNet
Physical Medicine
Call for Scheduling
888-654-0049
Fax: 205-995-1894

**** (NOTE: If any of the health care providers listed above are employer, owned or controlled by the employer or the employer's carrier, it will be so designated by an asterisk next to the health care provider's name.)**

You must continue to visit one of these health care providers listed above, if you need treatment, for ninety (90) days from the date of your first visit.

After this ninety (90) day period, if you still need treatment and your employer has provided a list as set forth above, you may choose to go to another health care provider. You **MUST** notify your employer of this action within five (5) days of your visit to the health care providers of your choice.

Your bills will be considered IF: your health care provider files written reports on a form prescribed by the Department (these reports must be filed within ten (10) days of commencing treatment and at least once a month thereafter, as long as treatment continues).

If one of the health care providers listed above refers you to another health care provider, your employer or its insured will pay the bill for these services provided they are reasonable and necessary.

If you are faced with a medical emergency, you may secure assistance from a hospital or health care provider of your choice.


If you have any questions, contact:



Wills Eye Hospital

America's First World's Best

TO: ALL EMPLOYEES

FROM: Janice Frayne 
Benefits Manager

DATE: May 20, 2015

SUBJECT: AFFORDABLE CARE ACT REQUIREMENTS

The Affordable Care Act (ACA) requires Wills Eye Hospital to report on minimum essential coverage offered to employees and their dependents. The ACA regulations are mandatory for 2015, and reporting is due in the first quarter of 2016. To meet the requirements of the law, Wills Eye Hospital will need to include Social Security Numbers (SSNs) for each individual, including spouses and dependent children. The ACA regulations specify the process we must follow to collect this information, therefore, we are asking all employees to provide SSNs for all family members.

It is important to know, Will Eye Hospital is committed to protecting the privacy and confidentiality of all personal information, and this information will only be used for IRS reporting requirements of the ACA.

Attached you will find the Employee Information/Emergency Contact Form. Please fill out this form and send it back to me ASAP.

Thank you.

Employee Information/Emergency Contact Information

Employee Information

Full Name: _____
Last First M.I.

Address: _____
Street Address Apartment/Unit #

City State ZIP Code

Home Phone: _____ Alternate Phone: _____

Email _____ Date of Birth: _____

SSN or Gov't ID: _____

Spouse's Name: _____

Spouse's Date of Birth: _____

Spouse's SSN: _____

Dependents***

Name: _____	Name: _____
DOB: _____	DOB: _____
Sex (M/F): _____	Sex (M/F): _____
Phone: _____	Phone: _____
SSN: _____	SSN: _____

*** If you have more than two dependents, please attach second page for additional dependent(s) information.

Emergency Contact Information

Full Name: _____
Last First M.I.

Address: _____
Street Address Apartment/Unit #

City State ZIP Code

Primary Phone: _____ Alternate Phone: _____

Relationship: _____



Wills Eye Hospital

America's First World's Best

ELECTRONIC MAIL AND INTERNET ACCEPTABLE USE POLICY

Purpose:

This policy describes employee responsibilities regarding acceptable use of electronic mail (e-mail) and internet access during working hours and when connected to Wills Eye Hospital's networks. This policy identifies acceptable and non-acceptable e-mail and Internet use, and describes the expectations of professional conduct associated with broad access to electronic communications.

Scope:

All Wills Eye Hospital staff members including but not limited to employees, physicians, contractors and all specified professional personnel of Wills Eye Hospital who have access to e-mail, Internet and related electronic communications systems. Unless otherwise indicated, this policy applies to both internal Wills Eye Hospital e-mail and e-mail sent over the Internet. This policy applies to all Wills Eye Hospital electronic communications systems, including but not limited to Microsoft Exchange, the World Wide Web, Internet based discussion groups, chat services, mailing lists, electronic bulletin board systems, the Wills Eye Hospital intranet and online services.

Policy:

Access to Wills Eye Hospital's e-mail and internet services are provided to employees, contractors, subcontractors and business partners in pursuit of business related activities. Both e-mail and internet use, while connected to Wills Eye Hospital's secured networks, may be monitored, therefore, all personnel accessing these services shall have no expectation of privacy.

Acceptable Use:

Wills Eye Hospital provides e-mail and internet access to facilitate the conduct of business. E-mail and Internet access are to be used in a manner that is consistent with Wills Eye Hospital's core values, standards of conduct and in accordance with all other policies issued to employees by Wills Eye Hospital. All employees are responsible for maintaining and enhancing Wills Eye Hospital's public image and to use Wills Eye Hospital e-mail and access to the Internet in a highly productive, responsible and professional manner.

Prohibited Uses:

Prohibited use of Wills Eye Hospital e-mail and Internet access includes, but is not limited to the following:

1. Consumption of streaming video and music content. Video and music content requires large data transfers to and from the internet. These uses while connected to Wills Eye Hospital networks may result in reduced internet speeds, thereby inhibiting access for employees with legitimate business needs. Please note that use of the Wi-Fi access utilizing laptops and mobile devices places the same burden on Wills Eye Hospital networks as do desktop computers directly wired to the internet.
2. Accessing, viewing, sending, or receiving, pornographic, sexual explicit, racist, hate-based, or offensive material.
3. Downloading programs, screensavers, or other unapproved software onto Wills Eye Hospital computers or other Wills Eye Hospital owned devices.
4. Playing online games.
5. Online Gambling.
6. Promoting or maintaining a personal, private, or competitive business.
7. Unauthorized use of someone else's logon ID and password or "spoofing" e-mail or other electronic communications to appear that they were sent by someone else.
8. Creating unauthorized remote network access.
9. Writing, copying, executing, or attempting to introduce any malicious computer code (viruses, worms, Trojan horse, malware, etc.) designed to self-replicate, damage, or otherwise hinder the performance of access to Internet or e-mail services.
10. Writing, copying, executing or attempting to introduce any malicious computer code.
11. Disclosing sensitive information that is not otherwise made public.
12. Performing any act that may defame, libel, abuse, embarrass, tarnish, present a bad image of, or portray in false light, Wills Eye Hospital, its personnel or business affiliate or all other parties.
13. Posting or sending sensitive information outside of the corporation without management authorization.
14. Unlawful activities, including, but not limited to: (1) possessing hardware or software intended to discover passwords, identify security vulnerabilities, defeat software copy protection, decrypt encrypted files, or compromise security protections; (2) violating copyright laws; (3) or other activities which violate federal, state, or local law.

Enforcement:

Employees should notify their immediate supervisor or The Department of Human Resources upon learning of violation(s) specified in this policy. Employees who are found to have violated the conditions examined in this policy may be subject to disciplinary action, up to and including termination of employment as well as possible civil and criminal prosecution.

**ACKNOWLEDGMENT OF ELECTRONIC MAIL AND INTERNET
ACCEPTABLE USE POLICY:**

By signing below, I attest to have read and fully understand the provisions described in this policy.

Employee Name (Print)

Employee Signature

Date