



Lancaster General
College of Nursing
& Health Sciences

Employee Handbook 2011 - 2012

MESSAGE FROM THE PRESIDENT

Dear Faculty and Staff,

As President, I take pride in our faculty and staff who embrace our mission to “create a dynamic learning environment” with efficiency, economy, and academic excellence. You serve our students and College in countless ways, and it is because of your endeavors that Lancaster General College of Nursing & Health Sciences has become a leader in the education of healthcare practitioners. To help you accomplish your work, I want to provide you with a handbook that summarizes your rights, roles and responsibilities at the College that conveys the high standards of practice that are expected of all members of the College, and that gives you the practical information you need as an employee of the Lancaster General College of Nursing & Health Sciences.

This handbook is the result of a highly collaborative effort by the Vice Presidents of the College, human resources, faculty and staff. It is written for full-time and part-time employees.

Given the dynamic nature of Lancaster General College of Nursing & Health Sciences, it is impossible to provide you with a handbook that answers all of your questions or that fully addresses all of the policies, issues, and procedures that may concern you. This is intended as a general guide to your work at the College and includes most of the key aspects of your rights and responsibilities.

As always, the Vice Presidents, Deans and I welcome your questions and responses to this handbook and wish you well in your role at Lancaster General College of Nursing & Health Sciences.

Sincerely,

Mary Grace Simcox, President



Lancaster General College of Nursing & Health Sciences

Employee Acknowledgement

I acknowledge that I have received a copy of the Employee Handbook and appropriate handbook supplement which provides guidelines on the policies, procedures, and programs affecting my employment. I understand that the Lancaster General College of Nursing & Health Sciences can, at its sole discretion, modify, eliminate, revise, or deviate from the guidelines and information in this handbook as circumstances or situations warrant.

I also understand that any changes made by Lancaster General College of Nursing & Health Sciences with respect to its policies, procedures, or programs can supersede, modify, or eliminate any of the policies, procedures, or programs outlined in this handbook. I accept responsibility for familiarizing myself with the information in this handbook including the policies contained in the Appendix, and will seek verification or clarification of its terms or guidance where necessary.

Furthermore, I acknowledge that this handbook is neither a contract of employment nor a legal document and nothing in the handbook creates an express or implied contract of employment. I understand that I should consult my supervisor or Human Resources Director if I have any questions that are not answered in this handbook.

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SECTION I: COLLEGE PURPOSE & STRUCTURE

100 HISTORY

Education has been a key component of the mission of Lancaster General College of Nursing & Health Sciences. The School of Nursing opened in 1903 and has since graduated over 5,000 nurses and allied health care professionals. Allied health education began in 1952 with the development of the Medical Technology Program. The Radiology Technology Program opened in 1960, followed by the Surgical Technology Program.

In response to the growing need for advanced specialization, the Diagnostic Medical Sonography Program began in 1982, followed by the Invasive Cardiovascular Technology Program in 1989, and the Nuclear Medicine Program in 1994.

In 1995, the nursing and allied health programs were combined to form the Lancaster Institute for Health Education. The Pennsylvania Department of Education granted approval for private school licensure. In 1996, the Respiratory Therapy Program evolved as a clinical program for Millersville University.

Recognizing the need for higher education, the Institute petitioned for single-focused degree granting status. Approval of the Lancaster General College of Nursing & Health Sciences was granted by the Pennsylvania Department of Education in 2001.

In the spring of 2005, the diploma nursing program was granted approval by the Pennsylvania State Board of Nursing and the Pennsylvania Department of Education to transition into the College and offer an Associate in Science in Nursing. The first class of nursing students entered the College Fall semester 2005.

In 2009, the College was granted approval from the Pennsylvania Department of Education to award baccalaureate degrees. Currently, the College offers associate degrees, certificate programs and baccalaureate degrees.

The Lancaster General College of Nursing & Health Sciences is accredited by the Middle States Commission on Higher Education, 3624 Market Street, Philadelphia, PA, 19104. The Middle States Commission on Higher Education is an institutional accrediting agency recognized by the US Secretary of Education and the Council for Higher Education Accreditation.

The College offers the following programs:

- Bachelor of Science in Nursing (BSN), Bachelor of Science in Health Science (BSHS), Bachelor of Science in Healthcare Administration (BSHA)
- Associate of Applied Science Degree in Cardiac Electrophysiology, Cardiovascular Invasive Specialty, Diagnostic Medical Sonography, Nuclear Medicine, Radiography, Respiratory Care, and Surgical Technology.
- Associate in Science in Nursing

- Academic Certificate in Cardiac Electrophysiology, Cardiovascular Invasive Specialty, Diagnostic Medical Sonography, Medical Laboratory Science, Nuclear Medicine Technology, and Surgical Technology.
- Technical Certificate in Emergency Medical Technician and Paramedic.

Lancaster General College of Nursing & Health Sciences is a culmination of decades of healthcare education. The College proudly carries on the tradition of educating competent, caring and socially responsible healthcare practitioners.

101 ENVISIONED FUTURE

- Grow the College's programs, degrees, and reach.
- Our student population is significantly larger and more diverse.
- The quality and preparedness of our graduates is recognized and sought.
- Corporate Education is viewed as a center for health education.
- Graduate school is in place.
- LGC is recognized as a respected peer in the higher education community.
- Center of Excellence for Healthcare Policy and Research is operating.

102 MISSION

Educate for excellence in healthcare practice, leadership, and the continuous acquisition of knowledge.

103 CORE VALUES

Personal Integrity – Is demonstrated through being transparent, truthful, responsible and accountable for all we do.

Quality – Reflects our commitment to providing exceptional experiences and best possible outcomes for all.

Respect for the Individual – Requires that our behaviors and actions insure the dignity of those we serve.

Service – Reflects the giving of our talents and knowledge for the benefit of others.

Teamwork and Trust – Requires working together and trusting each other so we can achieve our goals.

104 PHILOSOPHY

The administration and faculty of Lancaster General College of Nursing & Health Sciences believe the individual is unique, adaptable and possesses intrinsic worth. Integrity and self-motivation for intellectual growth and character development are valued. This individual evolves within society, shaping and being shaped by culture and heredity. Society is global and dynamic,

consisting of individuals, families, groups and communities that coexist in an environment articulated by the symbols of language, thought and history.

Health is a dynamic and holistic process. Health promotion, maintenance and restoration activities influence the individual's present level of wellness. Optimal health reflects the peak functioning of physiological, mental, emotional, sociocultural and spiritual dimensions throughout the lifespan.

Healthcare requires collaboration and competency from all practitioners within a complex spectrum of primary, secondary and tertiary delivery systems. The individual has the right to seek and receive quality, affordable healthcare.

Learning occurs in an interactive atmosphere that encourages and provides opportunities for self-direction and critical thinking. The learning environment is nurturing, and promotes the cultivation of global perspectives, self-awareness and intelligent citizenship. Education challenges individuals to adapt to new experiences and to clarify life values. The curricula are developed to promote the acquisition of knowledge, skills and attitudes that enable learners to become professionally competent and socially responsible.

105 EDUCATIONAL OUTCOMES

Upon completion of the curriculum at Lancaster General College of Nursing & Health Sciences, the graduate will be prepared to:

- Use analytical decision-making skills in all healthcare settings.
- Demonstrate collaboration and competence in the promotion, restoration, and maintenance of health.
- Integrate liberal arts, sciences and professional education to make positive contributions to society.
- Provide culturally sensitive care through respect for cultural differences, values, beliefs and practices.
- Model productive citizenship and civic responsibility.
- Pursue opportunities for lifelong personal and professional development.
- Exhibit conduct consistent with professional values and ethics.

106 ORGANIZATIONAL CHART

The current organizational chart can be found by visiting the following link: [Organizational Chart](#).

107 POSITION DESCRIPTIONS

For information regarding position descriptions, contact the College Human Resources Director.

108 ACADEMIC CALENDAR

The College follows an academic year that begins on the first day of August and ends on the last day of July. The [academic calendar](#) identifies start and completion dates of semesters as well as breaks and holidays. For financial purposes, the College follows a fiscal year which begins on the first day of July and ends on the last day of June in the following year.

SECTION II: GENERAL EMPLOYMENT GUIDELINES

200 EQUAL EMPLOYMENT OPPORTUNITY POLICY

The objective of the Lancaster General College of Nursing & Health Sciences is to employ and promote qualified individuals by virtue of job related standards of education, training, experience and personal capabilities, and those best able and most competent to perform the services required. Employment decisions will be made so as to further the principle of equal employment opportunity.

LGCNHS affirms its commitment to provide equal employment opportunity to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, age, sex, national origin, disability or veteran's status in accordance with applicable federal, state and local laws. LGCNHS's equal employment opportunity commitment refers to recruitment, advertising and/or offers of employment, hiring, placement, promotion, demotion and transfer of employees; rate of pay and other forms of compensation; layoff and recall, and/or termination of employees and other terms and conditions of employment and personnel actions. LGCNHS expressly prohibits any form of unlawful employee harassment based on race, color, religion, gender, sexual orientation, national origin, age, disability or veteran status.

200.1 DISSEMINATION OF POLICY

This statement of policy of non-discrimination in employment is disseminated through this Employee Handbook. The complete Equal Employment Opportunity policy may be found on the intranet in the LGH Policy Center ("Equal Employment Opportunity").

200.2 IMPLEMENTATION OF THE POLICY

The President is responsible for the implementation of this policy for the College. The President may delegate the responsibility for disseminating policy, identifying problem areas and recommending a course of action for such problems. All Vice Presidents, Deans, Program Chairs and other management personnel are directly responsible for implementation of this policy within their respective spheres of influence.

201 PERFORMANCE STANDARDS

It is the wish of LGCNHS to develop and retain employees who accept personal responsibility and demonstrate the ability to meet performance expectations and standards of behavior. The development process includes communicating when an employee is not meeting the expectations of the organization. When reasonable, LGCNHS will use progressive disciplinary steps that convey the seriousness of any shortfalls and provide the employee an opportunity to correct deficiencies. Each College employee is responsible for familiarizing himself or herself with the types of conduct which are unacceptable. The complete policy regarding performance standards and disciplinary action is found on the intranet in the LGH Policy Center ("Corrective Action and Discipline").

201.1 ALCOHOL, DRUGS & WEAPONS

The College is a drug free environment. The unlawful manufacture, distribution, dispensation, possession or use of a controlled substance or alcohol is prohibited at any College workplace or educational campus, clinical affiliate sites, or any of its activities. For the complete policy, refer to the Drug Free Work Place policy in Appendix A. Unauthorized possession or inappropriate use of firearms, weapons, or any other dangerous items on LGCNHS property is prohibited.

201.2 CONFLICT OF INTEREST

It is the intent of LGCNHS to avoid conflicts between the interests of the College and the personal interests of employees. A conflict exists when an individual has a personal or financial interest on both sides of a transaction and stands to personally gain based upon the results of the transaction to the potential detriment of the College. The Conflict of Interest Policy in the employee handbook (Appendix B) outlines examples of situations which must be disclosed as they arise.

201.3 DRESS CODE

The College expects the employees to use professional judgment in the selection of appropriate attire. Professional dress attire should be worn during time spent in, but not limited to, the classroom, clinical setting and office meetings. Business casual attire is acceptable for times when classes are not in session and in office and laboratory settings. When visiting an outside institution or clinical site, employees should dress according to their policy, preferably professional dress. Questions regarding appropriate attire should be addressed with the appropriate supervisor.

201.4 HARASSMENT

The College supports legal guidelines that protect members of the College community and guests against harassment or intimidation of any kind, including sexual harassment, whether committed by or against a student, faculty member, supervisor, co-worker, vendor or visitor. The College affirms the commitment to ensure an environment which is fair, humane, and respectful. It is against the policies of the College for any person to engage in harassment of another person.

LGCNHS believes that anyone should feel free to report harassment of whatever nature at any time without the fear of reprisal. Anyone who believes she or he is the victim of impermissible harassment, sexual or otherwise, or who has observed another person subject to such harassment, is required to report the behavior promptly to the immediate supervisor. If the supervisor is involved in the misconduct, or the nature of the misconduct is such that the person is not comfortable reporting the behavior to the immediate supervisor, the person should report the situation to another member of management, the College Human Resources Director, a Vice President or the President. An unbiased third party will conduct an investigation of the complaint.

The complete policy addressing this concern is found on the intranet in the LGH Policy Center (“Policy against Sexual and Other Harassment”).

201.5 INTELLECTUAL PROPERTY, OWNERSHIP AND RIGHTS

Intellectual property rights for institutional works belong to the College. Institutional works are works made in the course and scope of employment by employees or by any person specifically for the College and/or with the use of College resources, unless the resources were available to the public without charge or the creator had paid the requisite fee to utilize the resources. The following non-comprehensive list includes examples of institutional works that were created by an employee or agent who was paid by the College to create the documents specifically for instruction in or use by the College are held in sole proprietorship by the College:

Curriculum documents:

- Curriculum plans
- Course syllabi
- Course guides or outlines

General College documents:

- Policies
- Job descriptions
- Procedures
- Handbooks
- Strategic plans
- Assessment strategies and documents
- Annual reports
- Catalogs

Scholarly works are creations that reflect research, creativity, and/or academic effort. Scholarly works include course instructional materials such as textbooks, notes, lectures, presentations, distance learning works, journal articles, research bulletins, monographs, plays, poems, literary works and works of art including graphics, images, drawings, sculptures, software/programs, electronic or sound recordings. Scholarly works are held in joint ownership between the person who created the work and the College.

A personal work is a work created by an employee outside his or her scope of employment or a student outside his or her scope of relationship with the College and without the use of College resources other than resources available to the public or resources for which the creator has paid the requisite fee to utilize. Intellectual property rights in personal works belong to the creator of the work.

A student work is a creative work by a student to meet course requirements using College resources for which the student has paid tuition and fees to access courses, programs or resources available to the public. Intellectual property rights in student works belong to the student as the creator of the work.

Student works as an employee are works that are created by a student as an employee who is paid by the College to create the document(s) or work(s) specifically for use by the College. Intellectual property rights in student works as employee are held in sole proprietorship by the College.

201.6 NEPOTISM

The College encourages employment opportunities for spouses and relatives of employees. Consideration will be based on professional criteria and qualifications for specified positions. At the same time, the College recognizes the sensitive nature of having family members employed by the same institution. In an effort to ensure fair treatment of all employees, any situation where favoritism or conflicts of interest may exist will be reviewed and addressed accordingly. Two members of the same family will not be placed in a line of supervision resulting in one relative supervising or having management decisions over another relative. A relative is considered to be a spouse or domestic partner, parent, child, sibling, grandparent or grandchild, in-law, niece, nephew, cousin, aunt or uncle. Temporary employment where the supervisor is a relative may be allowed in unusual circumstances.

Since this policy applies to all levels of employment, the College President must approve any exceptions to this policy. The College President and the Vice President of Academic Affairs must approve exceptions if the circumstance involves faculty members.

201.7 PERSONAL RELATIONSHIPS IN A PROFESSIONAL SETTING

Romantic or sexual relationships in which one person has professional responsibility for another are inherently problematic and should be avoided, even when the relationship is a consensual one. In the collegiate setting, such relationships may have the effect of undermining the atmosphere of trust on which educational or institutional activities depend and may disrupt the professional environment. It is therefore inappropriate for members of the College staff to participate in romantic or sexual relationships with students or others for whom they have direct educational, advisory, or supervisory responsibility. If a complaint against any member of the College staff related to such a romantic or sexual involvement is found to be justified, that staff member will be held responsible and face appropriate disciplinary action which may include termination of employment.

201.8 SMOKING

Lancaster General College of Nursing & Health Sciences is a smoke free environment. Smoking is prohibited on all College properties and inside all College facilities.

202 EMPLOYEE CLASSIFICATIONS AND WORK SCHEDULES

Proper classification of employees is important to administering salaries, determining eligibility for benefit plans, and complying with employment and tax laws. All employees, whether full-time, part-time or adjunct are classified as exempt or non-exempt for overtime and minimum wage requirements.

202.1 BASIC EMPLOYEE CLASSIFICATIONS

Basic employee classifications are as follows:

Full-time regular employees are employees hired to regularly work 40 hours each week. Full-

time regular employees can be exempt or non-exempt (see below).

Part-time regular employees are employees hired to regularly work fewer than 40 hours per week. Part-time employees can be exempt or non-exempt. In general, employees who are regularly scheduled to work 20 or more hours per week (.5 FTE or greater) are eligible to participate in LGH's employee benefits programs. Some benefits are adjusted on a pro-rata basis to account for the employees' reduced working hours (NOTE: See summary plan description or plan document for each benefit plan for specific eligibility information.)

Casual employees are employees who work on an as-needed basis. Employees in this classification are not eligible for most benefit programs. Casual employees can be exempt or non-exempt. Adjunct faculty members are casual employees.

202.2 EXEMPT AND NON-EXEMPT STATUS

LGCNHS classifies each employee or position as exempt or non-exempt:

Exempt

Exempt refers to an employee in a position that is exempt from the Fair Labor Standards Act (FLSA) and need not be held to the provisions of the statute. Exempt employees are normally paid on a salary basis.

Non-exempt

Non-exempt means that an employee in a position is covered by the provisions of the FLSA. In particular, non-exempt employees must be paid an overtime premium for hours over 40 hours in the defined workweek and are normally paid on an hourly basis.

202.3 OVERTIME

To comply with legal statutes for proper compensation and to establish consistent compensation practices for the College, any non-exempt position (as determined by the Fair Labor Standards Act) is covered by the overtime provisions of the act. Therefore, a non-exempt employee will be compensated at a rate of one and one half times the regular rate for hours worked in excess of 40 hours in the seven (7) days that constitute a work week. Overtime must be authorized and approved in advance by the supervisor.

Non-exempt employees are required to be compensated for overtime regardless of whether the work performed is exempt or non-exempt type of work. Payments for non-worked time such as PTB, College Closures, Jury Duty and Military Leave, Funeral Leave, Disability payments, etc. are specifically excluded from overtime calculations.

202.4 WORK SCHEDULES

Normal working hours for the College are based on job responsibilities. Work schedules may vary to fit the particular needs of a department; meal breaks should be scheduled so that the department/area continues to operate as necessary. Depending on the workload, daily rest breaks are not necessarily guaranteed. Further, unused break time cannot be "banked" and used to shorten the regular work hours or extend lunch breaks.

202.5 PAY DATES

Regular employees shall receive their wages on a bi-weekly basis over the course of 12 months. Adjunct employees shall be paid according to a schedule appropriate to their responsibilities. Employees should contact their direct supervisor with any questions regarding pay.

202.6 UNSCHEDULED ABSENCES

Reporting absences from the work place is the responsibility of the employee, with the exception of school closures. Faculty should consult the Faculty Supplement for procedures related to unscheduled absences.

202.7 FLEXIBLE WORK ARRANGEMENTS

Flexible work arrangements refer to reductions in workload with corresponding reductions in compensation and benefits, as well as flexible work schedules without reduction in workload, compensation and benefits. The College will consider flexible work arrangements where appropriate and on an individual basis. Flexible work arrangements will be evaluated with regard to any potential adverse effect on the efficiency of specific offices. Therefore, before being implemented, these arrangements must be agreed upon by the employee's supervisor and communicated to appropriate affected parties. The arrangement may be changed or terminated at the discretion of the College.

202.8 EVENTS AFFECTING REGULAR OPERATING HOURS

In severe weather conditions or other emergencies, a dismissal or curtailment of services decision is made by the College administration. When faced with weather or other emergencies, the College relies on employees to handle time prudently and wisely in completing work assignments. Individual department needs may supersede the College policies.

202.8.1 DELAYED OPENING

Administration may delay the College opening due to inclement weather or other emergencies. In such cases employees are expected to report to work when the College resumes business hours and will be paid for a regular work day. Non-exempt employees who are unable to get to work or who decide that it is unwise or unsafe to travel because of weather-related conditions must use PTB. Exempt employees who do not perform work in these circumstances must also use PTB.

202.8.2 EARLY DISMISSAL

When inclement weather or other emergencies occur during a workday, administration may decide to dismiss employees/students early. Once the decision is made, employees will be notified about the details, including the official time of dismissal.

Employees will be paid for the full workday without using PTB, however the employee must have reported to work on that day in order to be eligible for "College Closed" pay. Non-exempt regular employees who decide to leave before the official dismissal time must use PTB for the hours up to the official dismissal time.

202.8.3 CLOSURE

Weather conditions or other emergency conditions may develop which require the College to consider the status of operations. These conditions involve the weather forecast, status of snow removal, class cancellations, and the maintenance of essential College services. The VP, Academic Affairs makes decisions concerning class cancellations. The possible decisions are:

1. Classes, college offices and facilities are operational as scheduled.
2. Classes are cancelled with campus offices and facilities remaining operational. Employees should exercise good judgment in terms of travel conditions.
3. Classes are cancelled and all offices and facilities are closed.

Among the options outlined above, condition 1 will apply in most circumstances. As a rule, the College maintains regular scheduled hours. Employees and students need to decide whether travel from their location to the College will be hazardous. It is the personal responsibility of all faculty, staff, and students to make their own decisions and judgments concerning travel conditions and the danger of attending classes or coming to work under such conditions which they believe to be unsafe. The College administration will endeavor to make the best decision possible concerning the general conditions and the overall need of the College.

If the College is closed due to weather or other emergency, employees will be paid for a normal work day. Non-exempt regular employees will document these hours by entering the appropriate payroll time code (“college closed”) on their individual time and attendance; exempt employees should consult with their supervisor.

202.8.4 NOTIFICATION OF SCHEDULE CHANGE

Information concerning the operational status of the College during severe weather or other emergency conditions will be made by 5:30 a.m. for morning closures and delays. Afternoon and evening closures/delays will be announced in a timely manner. Information will be available at:

- ◇ 717-544-4912
- ◇ www.lancastergeneralcollege.edu
- ◇ WGAL – NBC Channel 8 or www.wgal.com

203 STAFF RECRUITMENT, TRAINING AND EVALUATION

Employment openings will be posted on the [intranet site](#); employees who have been in their current positions for at least one year and are in good standing may apply on-line.

Outside recruitment generally occurs after a position has been posted internally for seven calendar days. It is the policy of the College to choose the most suitable applicant for the position, regardless of employment status. External advertising and recruitment are managed through the LGH Human Resources department. Bona fide operational business needs may require bypassing the posting procedures to protect the interests of the College and its employees. Prior authorization is required by the Human Resources Director or designee.

The following must be completed prior to a candidate being placed on the College payroll:

- application for employment
- employment physical questionnaire and post-offer physical exam including drug and alcohol screening
- criminal background check
- education and employment reference checks

Some positions have additional requirements. For a complete list of requirements, refer to the policy on the LGH Policy Center (“Employment Process”). Candidates with test results indicating inappropriate use of drugs or alcohol will not be eligible for employment.

203.1 SELECTION PROCESS

Candidates for a position will be screened by the LGH Recruitment Specialist in consultation with the appropriate supervisor. Select qualified candidates will be invited for an interview. Following the interview and selection of the final candidate, a formal offer of employment will be made.

203.2 TRANSFERS AND PROMOTIONS

When vacancies occur, the College strives to transfer and/or promote employees who have demonstrated skills, knowledge and ability appropriate to the position. The College recognizes that opportunities for employee career advancement must be balanced with College needs.

203.3 REHIRE

Employees who leave their jobs at the College and are later rehired are required to complete the probationary period in the same manner as other employees. However, if the date of rehire is within 30 days of previous College employment termination date, benefits will be reinstated upon first day of re-employment.

203.4 ORIENTATION

All new regular employees are required to attend a two-day orientation at LGH which covers a variety of topics providing insight into the organization’s history, mission, vision, values, policies, and benefits. Employees will also attend a College orientation specific to their position.

The new employee’s manager will be responsible for:

- Developing an [orientation schedule](#) addressing orientation activities specific to each position.
- Alerting the designated supervisor(s) accountable for implementation of the orientation activities.

Following orientation, employees are responsible for informing their supervisor of the need or desire for additional orientation or development.

203.5 ANNUAL MANDATORY EDUCATIONAL REQUIREMENTS

All employees are required to complete a series of computer-based learning activities through the College's learning management system. Each employee will be given a specific list of required annual learning activities according to their employment status and job description. Employees must review the College-specific guidelines to determine which activities they must complete. Evidence of completion must be communicated to the immediate supervisor. Failure to complete all annual mandatory educational requirements will impact employees' annual performance reviews.

203.6 PERFORMANCE EVALUATION

The performance management process includes the introductory performance appraisal and annual performance appraisal. The performance management process is a system for appraising ongoing performance, providing feedback for growth and development and supporting placement, promotion, pay and termination decisions.

The introductory performance appraisal is generally conducted at 90 days. If the employee fails to meet performance standards or they have not yet had the opportunity to be evaluated on all performance standards, the introductory period may be extended (typically for one month). The extension may be granted by the supervisor after consulting with Human Resources if there is a reasonable expectation that the employee will achieve a satisfactory level of performance within one month.

Annual performance appraisals are typically conducted in June and July. Merit increases are based on LGCNHS's financial standing at the end of the fiscal year, the approved budget for the next fiscal year and the distribution of scores on performance evaluations. The approved Pay for Performance Guideline for the new fiscal year is published by Human Resources as soon as reasonably possible following the approval of the budget by the LGCNHS Board of Directors. Merit increases for employees are effective the beginning of the first full pay period following July 31.

In instances where the 90 day review and the annual appraisal coincide, the annual review will replace the introductory review.

203.7 PERSONNEL RECORDS

A permanent record will be maintained for each employee according to programmatic accreditation requirements and Human Resources policy. Records are reviewed by the employee's immediate supervisor periodically; employees will be asked to bring their records up to date, as needed.

204 SEPARATION FROM EMPLOYMENT

An employee who resigns, quits, is discharged or fails to report to work will be regarded as separated from employment with LGCNHS. Employees who voluntarily resign their employment are required to submit a written notice of resignation to their immediate supervisor stating the last working day in accordance with the minimum required period of notice required for each position.

Payment of accrued paid time off benefits is conditional upon fulfilling the requirements and procedures of the separation policy including period of notice for voluntary resignations. In addition, employees must be employed for a minimum of one year in order to receive accrued paid time off benefits at time of separation. Faculty members are not eligible to receive PTB payout upon separation of employment.

An exit interview will normally be scheduled with the Human Resources Director to provide a summary of the employee's experience. Human Resources and the employee's manager should complete a [Termination Checklist](#) for each departing employee.

The complete policy addressing this topic is found on the intranet in the LGH Policy Center ("Separation from Employment").

204.1 REDUCTION IN STAFF

When reduction in staff and/or administration is necessary, a variety of factors shall be considered when determining reductions, including but not limited to: the priorities and needs of the College; financial exigency; individual performance factors; and length of service.

205 EMPLOYEE COMPLAINT PROCEDURE

The College is committed to an environment of respect and courtesy among employees and it advocates professional and business-like behavior. Recognizing that there may be differences of opinion or disputes between and among employees, the College encourages discussion and open dialogue to seek resolution. Should there be a need for progressively higher management to address resolution of concerns an employee complaint procedure may be utilized. Please refer to Appendix C of the handbook for the complete Employee Complaint Procedure.

SECTION III: BENEFITS

300 TIME OFF

LGCNHS provides employees a variety of time off options to use for holidays, vacation, sick time and other leaves. Following are the various types of leave to which employees are entitled.

300.1 PAID TIME BANK

The Paid Time Bank (PTB) for full time regular employees (excluding Faculty) provides compensation for short term or intermittent absences of a personal nature. It is a combination of holidays and personal paid time off which includes illness, personal days and vacation, depending on the job description and length of service. There is flexibility in using the time as needed. Designated holidays are Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas and New Year's Day.

Whenever possible, the College will grant earned PTB at the request of the employee. However, the priority is that departmental needs are met. All planned PTB for non-exempt regular employees must be approved in advance by the employee's supervisor. Exempt regular employees shall notify the supervisor and record time off in the Kronos Time and Attendance system.

When eligible, accrual begins immediately upon employment. Access is immediate for scheduled time and after three months for unscheduled time. Scheduling of time off during the introductory period is at the discretion of the employee's supervisor.

Accrual table (excludes Faculty*):

Years of Service	Total Days for Full-Time	Amount Earned Per Pay	PTB Factor for Each Hour Paid	Maximum Accrual
Through 5 years	24 days per year	7.44 hours/pay	.093	228
After 5 years	29 days per year	8.96 hours/pay	.112	288 hours
After 15 years	34 days per year	10.48 hours/pay	.131	348 Hours

Regular employees accrue PTB on a per paid hour basis, not to exceed 80 hours in a bi-weekly pay period. PTB hours are determined by multiplying the number of hours worked in each two week pay period by the PTB factor which applies to the years of service. Certain management positions have a different accrual schedule. More detailed information can be obtained from the immediate supervisor.

Employees may be eligible to cash in PTB hours, convert PTB hours to STD, or donate PTB to the Employee Assistance Fund during designated periods per LG policy. The complete PTO policy may be found on the intranet in the LG Policy Center ("Paid Time Off").

*The policy for Faculty PTB and STD may be accessed in the Faculty Supplement to the Employee Handbook.

300.2 COLLEGE CLOSURE FOR HOLIDAYS

The College is closed for the following holidays: Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas and New Year's Day. Non-exempt and exempt regular employees must take PTB for these holidays. In addition, employees will receive normal work day pay for the day after Thanksgiving and the days between the Christmas and New Year's holiday. Because the College is closed for these extra days, staff and administration should use the "college closed" designation in Kronos. Faculty may populate these days with regular hours.

300.3 SHORT TERM DISABILITY (STD)

Regular employees are provided with STD coverage at no cost in the event of serious illness or disability. STD provides 100% of income for up to the first 60 scheduled work days or 90 calendar days. The benefit begins after the first seven consecutive calendar days following the onset of illness. The number of benefit days or hours available depends on how much time the employee has accumulated prior to the onset of the illness. Employees who accumulate 480 STD hours will be awarded unlimited STD. This means there is no need to replenish the STD hours used. Unlimited STD will be available for as long as the individual remains employed. STD benefits are not available for use during the first three (3) months of employment.

300.4 LONG-TERM DISABILITY (LTD)

Eligibility begins after one year of service for regular employees assigned to work 32 hours or more per week (0.8 FTE). Employees are provided with LTD coverage at no cost. In the event of disability it provides 60% of pay up to age 65, up to a maximum of \$7,000 monthly. The benefit begins with the 91st day of disability.

300.5 FAMILY AND MEDICAL LEAVE

Family and medical leave provides time off in accordance with the Family & Medical Leave Act (FMLA). Eligibility is upon completion of one year of service and working 1,040 hours in the year immediately prior to the start of the leave. Paid Time Bank and Short Term Disability benefit balances are available for use during a Family and Medical Leave related to an employee's own serious health condition, birth or adoption of a child. For the complete policy, refer to the intranet in the LGH Policy Center ("Family, Personal Medical Leave"). Employees with specific questions related to FMLA qualifying events, may send their inquiries to FMLA@lancastergeneral.org. A LGH Benefit Specialist will respond to inquiries within 24 hours.

300.6 BEREAVEMENT LEAVE

All regular employees are provided with up to five days off with pay to cope with the trauma related to the loss of family members. The number of bereavement leave days depends on the relationship to the deceased:

- Spouse and children (includes adopted and step-children) – up to 5 days

- Parents and siblings (including adopted & step relatives), mother-in-law, and father-in-law – up to 3 days.
- Grandchildren (including adopted and step grandchildren), grandparents, brother-in-law, sister-in-law, son-in-law, daughter-in-law – one day.

The time can be used anytime within thirty days following a death. To view the complete policy, refer to the intranet in the LGH Policy Center (“Bereavement Leave”).

300.7 JURY DUTY

Employees are provided time away from work that is needed to meet the obligations related to jury duty. Regular employees are paid at their usual base rate for scheduled work time that is missed when responding to a request of the legal system to serve on a jury, for up to a maximum of two weeks per calendar year.

Faculty members are required to request deferment from jury duty when it conflicts with teaching responsibilities.

300.8 MILITARY LEAVE

Transitional assistance is extended to regular employees in the military reserves who are called to active duty. To aid in the transition from reserve to active duty, the College will supplement the military pay up to the equivalent of the pay for the reservist’s job at our organization for a maximum of 60 days. Reservists also have the option to continue health and dental benefits for themselves and their families for a maximum of 60 days. PTB balances can be paid out at the time of leave or held until employment is resumed. STD accruals resume immediately upon the employee’s return to work.

301 HEALTH BENEFITS

Regular employees with at least a .5 FTE are eligible for medical benefits after one month of employment. Premiums will be deducted from each pay before taxes. Part-time employees with assigned hours of at least 32 hours per week (.8 FTE) pay the same premium as full-time employees.

302 DENTAL BENEFITS

Regular employees with at least a .5 FTE are eligible for dental benefits after one month of employment. Preventative and simple restorative dental procedures are paid under a schedule with major restorative procedures being paid at a set percentage. The plan pays a maximum per calendar year per individual. Premiums are deducted from each pay before taxes. The rates are referenced in the benefits packet. Part-time employees with assigned hours of at least 32 hours per week (.8 FTE) pay the same premium as full-time employees.

303 FLEXIBLE SPENDING ACCOUNTS

This program allows the use of pretax dollars deducted from pay in equal amounts to help cover eligible out-of-pocket medical/dental expenses and day care/adult care costs. To participate, the employee must work a minimum of 16 hours per week. Employees enrolling before the first day of December will receive benefits beginning the first day of January the following year.

304 PENSION PLAN

The Defined Benefit Pension Plan provides a fixed benefit payment each month at retirement. Eligibility is at age 21 after at least one calendar year of service working a minimum of 1,000 hours per calendar year. Participants who have five years of service with at least 1,000 hours per year are vested.

305 RETIREMENT SAVINGS PLAN (403b)

All employees are immediately eligible to contribute. Employees may contribute between 1% and 75% on a pre- and/or post-tax (Roth) basis. After completing 6 months of service and having attained age 21, certain eligible employees will receive a 2% Employer Basic Contribution and/or an Employer Matching Contribution. For specific plan details please call the Retirement Plans Analyst at 544-4954.

306 LIFE INSURANCE

Employees are insured at one times their annual earnings not to exceed \$1,000,000. Accidental Death & Dismemberment coverage is equal to one times base salary or as scheduled. Regular employees assigned to a 0.5 FTE position or greater are eligible for this benefit after one year of employment.

307 EDUCATIONAL REIMBURSEMENT

Applicants must have completed six months of eligible employment prior to the beginning of study. Courses should be taken at an institution whose accreditation is recognized by Council for Higher Education Accreditation (CHEA) or the U.S. Department of Education (USDE). Employees should consult with their immediate supervisor regarding their individual educational plans. Authorization is required in advance of starting classes. Employees receive reimbursement of tuition cost for a grade of C or better for undergraduate courses, B or better for graduate courses. Maximum dollar limits per year are applicable. For more information, refer to the policy on the intranet in the LGH Policy Center (“Tuition Reimbursement.”)

308 EMPLOYEE ASSISTANCE FUND

The Employee Assistance Fund is designed to provide financial support for employees facing a wide range of temporary circumstances that place hardships on individuals and their families. Eligible events for application include the following –

- Unexpected severe illness or injury
- Destruction of an employee’s primary residence
- Death of an immediate family member (defined as a spouse or child)

Application for benefits from this Fund may be obtained from the Policy Center or by clicking on this [link](#). Up to \$2,000 may be awarded per application, with a maximum of \$4,000 being awarded during employment tenure with Lancaster General Health.

309 EMPLOYEE ASSISTANCE PROGRAM (EAP)

The Employee Assistance Program (EAP) is a confidential service that helps employees and their immediate family members identify and resolve personal problems that may be affecting them at work or in their personal lives. Employees may call 1-800-364-6352 for a confidential consultation. Eligibility is immediate.

310 EYE WEAR DISCOUNT PROGRAMS

This benefit is available to all employees and dependents, regardless of their participation in LGH health benefits. Discounted services, frames and lenses are available at specific locations. Refer to the benefits packet for additional information. Eligibility is immediate.

311 VOLUNTARY INSURANCE BENEFITS

Eligibility for Voluntary Life and Accidental Death and Dismemberment (AD&D) insurance is immediate. Regular employees can purchase additional life and AD&D insurance for the employee and dependents at low group insurance rates. This benefit can be taken at any time during employment. Life insurance(s) are subject to evidence of insurability.

Voluntary short term disability eligibility begins after one month of employment for employees working 20 hours or more per week. Employees have the option to purchase disability income insurance to help safeguard income in the event of a prolonged sickness or injury when there is little or no STD time accrued. Benefits begin after PTB and STD are exhausted. There is a one year pre-existing condition clause attached with 50% of benefit paid.

312 PHARMACY BENEFIT

All medical plans offer prescription drug benefits. Employees are given discounts on prescription drugs as well as a discount on over-the-counter items through the Lancaster General Hospital Convenience Pharmacy.

313 ADDITIONAL DISCOUNTS AND BENEFITS

There are a variety of other voluntary benefits such as specialized insurances, free credit and debt counseling, free parking, discounted meals at LGH Facilities, computer, software discounts and cell phone discounts, payroll deductions and inoculations. The Employee Service Center at Lancaster General Hospital offers numerous services for employees of the College. Eligibility is immediate.

314 WELLNESS BENEFIT

College employees are eligible to participate in LGH wellness services. These include an annual health risk appraisal, a wellness library, the LiveWell incentive program and classes such as

smoking cessation, stress reduction, and weight reduction. Employees may use LGH's employee fitness center located in the Duke Street Pavilion free of charge. Additional information about the various wellness programs may be obtained through the intranet site.

315 PROFESSIONAL DEVELOPMENT

Recognizing the need to have access to information, study and professional growth, the College provides opportunities to achieve such needs. Continuing education is provided through various means. Faculty and staff may take advantage of various educational opportunities available through the Division of Corporate Education. Employees should plan their professional development through their supervisor.

316 EMPLOYEE RECOGNITION

Within the College, there are a variety of initiatives to support employee recognition:

316.1 RECOGNITION AND REWARDS COMMITTEE

The Recognition & Rewards (R&R) Committee plans and implements several employee appreciation and themed events throughout the year. Participation in activities is encouraged but optional. Employees may complete a Recognition and Rewards data [form](#). The information from this data form is placed in an employee directory on the "L" drive and is available to College faculty and staff. The committee utilizes the information to announce birthdays College-wide on a monthly basis.

316.2 TOUCHPOINTS

Employees are encouraged to use [Touchpoints](#), an on-line rewards and recognition program designed to acknowledge those who display an extraordinary commitment to our Mission, Envisioned Future and Values.

316.3 SERVICE AWARDS

Within the Lancaster General system, employee service awards are celebrated every five years of service. This celebration includes an invitation to an annual banquet, a gift, and a certificate indicating years of service to the organization.

SECTION IV: SAFETY, SECURITY & FACILITIES

400 WORKPLACE ILLNESS/INJURY

Work-related injuries/illnesses are to be reported directly to a supervisor as soon as possible. All employees may obtain immediate first aid from the security personnel at 410 N. Lime Street or at Employee and Student Health, located on the 2nd floor of the Downtown Pavilion.

All employees who have a work-related injury, illness, or exposure must complete an Employee Report of Injury, Illness or Exposure Report and contact Employee and Student Health at Lancaster General Hospital between 6:00 a.m. and 7:30 p.m. Monday through Thursday and Friday between 6:00 a.m. and 4:30 p.m. or the LGH Emergency Medicine Department (EMD) at other times including weekends. Event reports are sent to Employee and Student Health.

Employee Report of Injury, Illness or Exposure Report can be obtained in the Employee and Student Health Services office, College Security Office or the College HR office.

401 SECURITY REGULATIONS AND PROCEDURES

GENERAL OVERVIEW

The College is committed to providing a safe and secure work and learning environment for all employees and students. To that end, the College has a published safety plan which covers all aspects of safety and emergency preparedness.

The College maintains a system of fire safety which includes a fire alarm system linked to the local fire department, strategically placed fire extinguishers, specialized science laboratory equipment, illuminated exit signs and exit doors on each building level. Employees are responsible for knowing pertinent evacuation routes and fire safety policies for their work area(s). Periodic fire alarm tests may occur during the course of the year.

The LGH Communications Center (Com Center) (ext. 77911) is the coordination point for all emergency communications at LGCNHS. In the event of an emergency, the College security officer will communicate directly with the Com Center and will notify required internal and external parties. In any emergency situation the Director, Facilities or designate (normally Security) will take charge of the situation until the appropriate outside agency arrives on site.

Crime statistics related to the College are published on the College web site and a copy may be obtained from the Director, Facilities.

401.1 IDENTIFICATION BADGES

College identification badges are issued to all employees and students. These badges are to be worn at all times. The LGCNHS badge allows access to the College building, computer labs and clinical areas. It is the individual's responsibility to replace a lost badge by contacting the Lancaster General Employee Service Center. A change of name or title requires that a new badge be issued. When individuals leave employment with the College they are required to return their ID badge and building(s) keys to their supervisor or security.

401.2 VISITORS

All visitors to the College buildings must sign in at the front desk with security or a receptionist upon arrival and sign out upon leaving. The receptionist/security will direct the visitor to the appropriate location or will inform the staff/faculty member that the visitor has arrived.

401.3 TEMPORARY RESTRICTED ACCESS TO FACILITIES

There may be times where movement within the building may be temporarily restricted. A determination of what areas of the building need to be closed down or evacuated will be made by College Security and the Director, Facilities. Normal operations will resume following notification from College Administration.

401.4 EMERGENCY CONTACTS

In the case of emergency, the administrator on call is available and can be reached through the communications center or the LGH switchboard.

EMERGENCY CONTACTS	INTERNAL EXTENSION	PHONE NUMBER	CELL	PAGER
College Security	41159	544-1159		305-2018
Director, Facilities	41303	544-1303	808-7437	499-0583
Student and Employee Health	45984	544-5984		
LGH Communication Center	45117	544-5117		
Emergency		911		
LGH Emergency Department	44925	544-4925		
Yarnell Security		717-399-3900		

402 FACILITY HOURS OF OPERATION

The College academic building (410 N. Lime St.) is open from 5:30 a.m. to 11:00 p.m. Monday through Friday (except holidays) and from 6:00 a.m. to 7:00 p.m. on Saturday and Sunday (except holidays). Staff and students may not access the building with their ID badges outside these hours of operation.

Buildings 430, 432 and 434 are accessible via card access Monday through Friday from 6:00 a.m. to 7:00 p.m. These buildings are not accessible by card access on Saturday or Sunday. Faculty with offices in these buildings have key access to the buildings 24 hours per day.

The administrative office (549 N. Lime Street) is open during the academic year from 7:00 a.m. to 5:00 p.m., Monday through Thursday and 7:00 a.m. to 4:30 p.m. on Friday. Summer hours are 7:00 a.m. to 4:30 p.m. Monday through Thursday, and 7:00 a.m. to 4:00 p.m. on Friday.

Access to the Burle academic facility is available Monday through Friday from 7am to 5pm. Employee must show their employee identification badge to the guard upon entering at the gate.

403 MANAGEMENT AND CARE OF FACILITIES AND EQUIPMENT

The management and care of College facilities and equipment is everyone's responsibility. To conserve energy, please turn off lights in areas not in use or not used for security purposes. Keep windows closed and locked. Use of electronic media is encouraged instead of paper when possible.

College facilities are intended primarily for support of the ongoing educational programs. Consideration for use of College facilities will be given pending availability of space. Second priority is given to College sponsored programs, student organizations, and academic and administrative activities.

Additional considerations:

- Safe lifting reminder stickers are placed in storage areas to prompt everyone to store light objects above shoulder height and below knee level. Heavy objects should be stored from knee to shoulder level only.
- Report equipment that is not working properly to the appropriate party.
- All sharps being used need to be equipped with safety devices and disposed of in containers provided.
- Gas canisters must be secure during transport. If they fall, and the tops are sheared off, they can become projectiles and cause serious injury.
- Many wires located under desks are a potential tripping hazard. Devices for securing wires are available through an IS Specialist.

403.1 RECYCLING

The College provides receptacles for recycling to enable employees and students to be good stewards of the environment:

- Paper Recycling: Bins are provided in key work areas throughout the College buildings.
- Glass, Plastic and Metal: Bins are located on each floor of the College academic building, on the first and second floors of the administration building and on the first floors of 432 and 434.
- Cardboard: Bins are located in the black corral where other recyclables are collected. Cardboard should be flattened before being placed in the recycling bins in 410 or taken directly to the container in the corral.

Employees with questions regarding what recycling receptacles are located closest to their work area should consult their supervisors.

403.2 SUPPLIES

Office supplies are stored in each office building. Employees may contact an office secretary for the location of supplies or to order items. When a supply is low, notify a secretary to replenish the inventory. Information about ordering instructional materials and lab supplies is located in the Faculty Supplement.

403.3 FACILITIES, EQUIPMENT AND FURNITURE

Building Keys

Supervisors arrange for the distribution of keys for their employees. Employees should inform security or the Director, Facilities of a lost key. Adjunct faculty members not teaching for a semester are required to return their keys to their Chair or Dean. All keys must be returned either to the immediate supervisor, security or the Director, Facilities upon separation from employment.

Technology Equipment

Technology equipment is the property of the College. Routine care and maintenance of personal office equipment is the responsibility of each employee. Cleaning and routine maintenance supplies are provided in each College building. Desktop computers and accessories should not be moved or rearranged; problems with such equipment are to be addressed with an IS Specialist. Personal software and personal technology equipment will not be maintained or financially supported by the College.

Copier

Copiers are located within the College buildings and require a code for use. Employees should obtain the appropriate code from their supervisor. The copier in the lower level of the College academic building is restricted to student use and is coin operated. Excessive or inappropriate use of office copiers will be addressed as necessary.

Fax

Copiers with fax capabilities are available for College business purposes and are located in the following areas: 410 N. Lime Street, 430 N. Lime Street, 434 N. Lime Street, 549 N. Lime Street, Burle Academic Facilities and in the Division of Corporate Education at LGH.

Volume Document Reproduction

Employees are asked to make reasonable efforts to send high-volume print jobs (more than 99 pages) to the Intelliprint. Printing requests can be submitted electronically using an e-form.

Telephone Access

Employees of the College are encouraged to keep personal use of the telephone system to a minimum. Personal telephone calls that will result in long distance charges to the College are acceptable only in the event of an emergency.

403.4 ROOM RESERVATIONS

Reservation requests for facilities, room scheduling and outside room requests are granted in accordance with the priorities of the designated area. These requests may be made via email after checking room availability. The request form is available in the public folders under Microsoft Outlook College Rooms folder. The posting includes the rooms available and the seating capacity of each. Confirmation of the room reservation will be sent via electronic mail. Employees may only change the room from the one assigned through the above process. When a

room reservation is no longer needed, the appropriate individual should be notified to release the room.

403.5 ROOM ARRANGEMENT

Facility furniture and all equipment should be restored to their original locations and appearance after use. Classroom chalk/white boards should be erased.

403.6 PRESENTATION TOOLS AND EQUIPMENT

College presentation tools and equipment not already present in the room require prior reservation before use. Reservations are to be documented in the public folder of Microsoft Outlook College Equipment folder. If any tool or equipment malfunctions, please inform an IS Specialist. It is the responsibility of the person using the overhead projector to change bulbs. The bulbs are located on the shelves in storage area 112. The empty bulb box should be returned to a secretary so the supply can be replenished.

403.7 CUSTODIAL AND MAINTENANCE SERVICES

Any custodial and maintenance needs should be communicated to the Director, Facilities. (ext. 41303)

404 PARKING AND SHUTTLE SERVICES

Parking for College employees is available at the Burle Industries site ([Map of 1000 New Holland Ave Lancaster, PA by Map Quest](#)).

Shuttle service to and from the Burle site is provided from 6:00 a.m. – 12:00 a.m. from Monday through Friday. There is no shuttle service on weekends; therefore, employees are permitted to park in the Park Avenue lot on Saturdays and Sundays. Additional assigned parking is utilized in selected areas surrounding the College. Parking on any street surrounding the College is prohibited and will be addressed through the disciplinary system.

Vehicle make, model, color, and state license plate number of all vehicle(s) used by employees must be kept current and on file through notification to Security and the Director, Facilities. Any violation of the parking policy may result in the vehicle being towed at the owner's expense.

SECTION V: FINANCE

500 BUDGET

At the end of the fall semester, budget preparation begins for the upcoming July 1 to June 30 fiscal year. Requests for anticipated expenses for supplies, equipment, audio visuals and other items should be submitted to immediate supervisors. Management will review these budget requests for appropriateness based upon the College's goals and the financial environment, with final budget approval coming from the College's Board of Trustees.

Applicable approved budget information will then be disseminated to the employees designated with responsibility for each cost center. These employees will also have access to monthly budget versus actual reports, in addition to other detail reports in the EPSi system, to help them manage their departments throughout the fiscal year.

501 EMPLOYEE BUSINESS EXPENSES

Within certain budgetary limitations employees shall be reimbursed for reasonable out of pocket expenses incurred on behalf of the College, including purchases; conferences; lodging; travel; meals and entertainment; and/or other miscellaneous expenses. Expenses may not be reimbursed unless approved in writing in advance by the appropriate supervisor. Questions concerning acceptable reimbursable expenses should be directed to the employee's supervisor.

Reimbursement for any expenses requires completion of an [Employee Reimbursement Form](#) by the 15th day of the month following the incurrence of the expense. Employees should also refer to the Finance and Administration page of the College intranet for up to date policies, procedures and forms.

501.1 CONFERENCES

Employees should complete a [Travel Request Form](#) prior to attending any conference. The College will pay advances for registration fees of \$50 or greater (see section 502 Payment of Advances). Registration fees of less than \$50 should be paid initially by the employee and then submitted for reimbursement. In addition to the registration fee, when completing the request form the employee should include estimates for all other reimbursable expenses associated with attending the conference in order for management to make informed approval decisions. This may include travel, lodging, meals, and/or other expenses. Expenses typically will not be reimbursed prior to the date of the event, even if the employee has documented evidence of the incurrence of the charge.

501.2 TRAVEL

When employees must travel for business reasons, the College will typically reimburse for all necessary mileage traveled in excess of the employee's normal commute to and from the College. For approved travel, reimbursement will be calculated using a predetermined standard rate per mile as established by the College.

502 PURCHASING

The College expects each employee to follow its purchasing guidelines for all acquisitions and distribution of goods and services. Information regarding how employees can purchase materials for their department can be found on the College intranet under the Finance and Administration tab. Under Materials Management, employees will find information regarding the purchasing policies, order forms, storeroom catalog and contact information. Employees should continue to refer to the website for ongoing changes in procedures and policies. All purchases are made through the Coordinator, Materials Management on the appropriate [Order Request Form](#). All forms must be approved by the appropriate levels of management prior to ordering.

SECTION VI: GENERAL INFORMATION

600 COLLEGE STORE

The College offers College logo merchandise for purchase on the website. The link is on the main College page under Student Life or at the [College Online Store](#). Items ordered online are delivered to the College Office at 410 every Friday. To avoid shipping costs when placing orders online, please write in the comments section that delivery should be to the College. Individuals wishing to use items from the College Store for employee recognition and College events must complete an [Order Request Form](#).

601 COMMUNICATION

The College uses a variety of communication modalities to disseminate information. It is the responsibility of every employee to access the major communication modalities (email, voice mail and employee mailbox) at least every two to three days for announcements, policy changes, events or activities and other items of importance. Other modalities such as the Website, Blackboard and Datatel should be accessed as appropriate for job responsibilities.

601.1 COLLEGE NEWSLETTER

Information is sent to employees via the electronic College Newsletter. Employees are encouraged to submit information and announcements to the [editor](#).

601.2 EMPLOYEE FORUMS

The President will conduct an Employee Forum for all employees at least twice a year. The President will update employees on College events, policy changes and other topics of interest to employees. Questions from employees are encouraged.

602 FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT (FERPA)

Access to Education Records ----- Notice to Employees

Lancaster General College of Nursing and Health Sciences fully complies with the Family Educational Rights and Privacy Act (FERPA) of 1974, as amended. This law is sometimes referred to as the Buckley Amendment.

The Act grants students specific rights and protections with regard to their education records. It governs access to, release of, and corrections to the records kept by the College on current and former students. These rights do not extend to individuals who never actually attend the College.

Students wishing to review or correct their education records should submit a written request to the registrar indicating which records they wish to review or what corrections they believe are necessary. If the records in question are not in the control of the registrar, the request will be forwarded to the appropriate College official. While prompt attention is given to all such requests, the College reserves the right to respond no later than 45 days after receiving a request.

Education records are available to College officials and agents with legitimate educational interest. Such interest exists when access to the records is necessary for the official or agent to perform his/her professional duties. An agent may include a person or company (including

contractors and consultants) with whom the College has contracted to provide a service that the College would otherwise perform and may include a communication and data service, an attorney, an auditor, a collection agent, etc. This also may include officials at other educational institutions with which LGCNHS has a partnership agreement for student enrollment. Personally identifiable information from a student's education record is only released, other than to College officials and agents, upon a specific written and dated request from the student or as provided for by federal or state law.

The following information related to a student is considered "Directory Information," and the College reserves the right to disclose it to anyone inquiring without the student's written consent, unless the student informs the registrar in writing, that any or all such information about him/her is not to be released without his/her written permission: the student's name, address, e-mail address, telephone number, day and month of birth, major field of study, participation in officially recognized activities and sports, dates of attendance, enrollment status, photographs, degrees and awards received and names of previously attended educational institutions.

Information will be made available to the parents of a student only when written permission is received from the student for release of any official information from his or her records.

A copy of the College's policy in compliance with FERPA can be obtained upon request from the Registrar's Office. All questions regarding FERPA should be directed to the registrar. Information is also available from, and students have a right to file a complaint regarding compliance with, the Family Policy Compliance Office, US Department of Education, 400 Maryland Avenue, SW, Washington, DC 20202-5920.

All members of the LGCNHS community play a role in ensuring the College remains in compliance with FERPA. One means for you to help accomplish this is to ensure that all personally identifiable student information that is copied, faxed, printed, scanned or otherwise used is returned to its secure location. Educational records such as bills, awards, transcripts, test scores, grade sheets, etc. are not to be left out for others to see them.

Some additional security measures to practice are to close any student information screens that may be on your computer before leaving your office or meeting with someone else and to put any confidential student information that you may be working on in your workspace in a secure location when done working with it.

One final note is to emphasize that non-directory information should not be given out over the phone or in an e-mail that is not a LGCNHS college e-mail address. Callers should be referred to the Office that has custody of the records for an answer or the process to receive the information. Please call the Office if you are uncertain or need additional information. Together we can prevent identity theft as well as protect the educational records of LGCNHS students.

603 INFORMATION SERVICES

Information Services at the College provides computing services to faculty, staff, administration, and students, including support for all academic and administrative software used at the College, support for all computer hardware and classroom technology used at the College, and computer labs with networked computers for students and faculty to use in their academic work. The Computing Resources document can be found on the College L: drive and accessed by the following link: [Computing Resources](#). Information Services at the College should be contacted with requests for computing services not currently provided, requests for assistance with computing services not working properly and requests for assistance with computing services for which training is required. Information Services is also responsible for the College website and should be contacted for requested updates or additions. Information Services can be contacted via email at collegeit@lancastergeneralcollege.edu, telephone, or if an emergency situation by individual pagers.

Due to supportive services received from Information Services at LGH, all users are required to follow the Information Services policies and security regulations of LGH. A complete list of relevant policies and regulations can be accessed through the "Policies" link on the intranet site.

603.1 SONISWEB

The Scholastic Online Information System for the Web [SONISweb](#) is the College's database of prospects, applicants, students, faculty, staff, administration, and alumni. This system is available on the Intranet and is accessed via Internet Explorer at the web address "sonisweb". This system can also be accessed outside of the LG network via a web browser and navigation to <https://sonis.lancastergeneral.org>. SONISweb is used by Academic Affairs to track potential students through the applications and admissions process, to register students for courses, to record official grades and produce transcripts, and to manage billing and financial aid. SONISweb is used by program chairs and faculty to manage course rosters, record grades, and to monitor the progress of academic advisees. Resource materials on SONISweb may be found on the College L: drive ([L:\All College\Information Technology\Sonis\Documentation Users](#)

604 LIBRARY

The Health Science library is located adjacent to the lobby of the LGH James Street entrance. The library has a collection of more than 8,000 books and holds subscriptions to 400 journal titles. Core subject areas include medicine, nursing, healthcare administration, consumer health, allied health, and general education. Faculty and staff are encouraged to offer suggestions for additional resources. Please access the [library homepage](#) for additional information on services and resources available to staff and faculty.

605 LOST AND FOUND

Items found on campus should be returned promptly to the Security office.

606 MAIL

Internal and external office mail can be placed in the mail bins located in the College administrative office (549 North Lime Street) and at 410 and 430/432 North Lime Street. Mail is picked up daily in the afternoon. Personal mail must be stamped prior to placing in the pick-up bin. All mail will be delivered to employee mailboxes.

SECTION VII - APPENDICES

APPENDIX A

DRUG FREE WORKPLACE POLICY

Policy

The unlawful manufacture, distribution, dispensation, possession or use of a controlled substance is prohibited at Lancaster General College of Nursing & Health Sciences. The unauthorized possession, use or distribution of alcoholic beverages on LGCNHS property or as part of any of its activities is also prohibited. Unauthorized use or distribution of alcoholic beverages refers to any function that is not specifically authorized by the President of LGCNHS and sponsored by LGCNHS.

Scope

This policy applies to all employees and students of LGCNHS.

Purpose

To achieve a drug free workplace throughout LGCNHS.

Procedure

- A. The illegal possession, use, sale or purchase of narcotics, drugs (including alcohol), drug paraphernalia, or controlled substances while on any College campus or education setting, may result in the filing of criminal charges. Illegal substances will be confiscated and the appropriate law enforcement agencies notified. An employee who is arrested for or convicted of a drug offense which involves the off duty sale, possession or purchase of illegal drugs must promptly inform their immediate supervisor of the arrest, the nature of the charges and the ultimate disposition of the charges. Failure to do so is grounds for disciplinary action, up to and including separation of employment. Such arrest or conviction may subject the employee to discipline, including release from employment depending upon the circumstances of the case. Employees are required within five days of a conviction involving a controlled substance to report that conviction to the President who will document the report in the employment file.
- B. The President will initiate disciplinary action pursuant to the reported incident in paragraph A (above). The President will, if required, take appropriate action to notify any related grant making, licensing or contracting agencies of the incident within the required notification period.
- C. Employees are required to report to the immediate supervisor the use of any prescribed drug, or other substance, which can impair safe job performance. The employee must also provide written documentation from the healthcare provider that it is safe to work while taking the medication.
- D. The College reserves the right to search any employee when there is reasonable suspicion of illegal possession, sale or purchase of drugs or controlled substances, or the possession

or use of alcohol. The President (or designee) must approve any search. Searching an employee and his/her property may include, but is not limited to, work areas, personal belongings, and private vehicles if parked on a College (or LGH) property. An employee who refuses to submit to such a search may be subject to disciplinary action up to and including termination of employment.

- E. When an employee exhibits impaired work performance and reasonable suspicion exists that he/she is under the influence of alcohol and/or drugs while on duty, the immediate supervisor or College administrator shall:
1. Arrange, if practical, to have another supervisor or College administrator observe the impaired performance.
 2. Conduct a confidential meeting with the employee to discuss the behavior and observations. The employee may explain why he or she was not in a condition to adequately perform the assigned duties. Should reasonable suspicion remain that the employee is under the influence of alcohol or drugs, the employee will be escorted by security personnel directly to the appropriate Occupational Medicine or Emergency Department for testing.
- F. The College reserves the right to request a blood or urine sample. The employee will be requested to sign a consent form to perform medical examination and drug/alcohol testing, authorizing the College to perform alcohol and drug testing and to release the results to the President. Should the employee refuse to sign the authorization form, the employee will be suspended immediately with notification to the appropriate personnel. During the investigation, the employee may be suspended. Upon completion of a full investigation, the employee may be subjected to disciplinary action, up to and including termination from employment.
- G. Upon signing the Consent Form, the following procedure will apply:
1. The employee will be tested for the presence of drugs and alcohol at any LG facility where properly trained and equipped healthcare workers provide this service. All specimens will be sealed and transported directly to the laboratory by an assigned employee. The Medical Legal Specimen Chain of Custody report will be used to document all transfers of the sealed container.
 2. The supervisor, College administrator, or designee will make immediate arrangements for transporting the employee home after samples are collected, including providing an escort for the employee if necessary. The employee is to be instructed not to return to work until contacted by the President.
 3. An employee found to have a detectable concentration of alcohol shall be suspended for a minimum of 5 days.
 - 4.
 5. An employee found to have a detectable concentration of other drugs including but not limited to marijuana, amphetamines, barbiturates, benzodiazepines, methadone, cocaine metabolites, methaqualone, opiates, phencyclidine, or

propoxyphene, may be subject to discharge on first offense depending upon the circumstances of the case. If not discharged, the employee will be subject to disciplinary action.

6. The employee found to have detectable concentrations of drugs and or alcohol may be subject to random drug and alcohol testing for one year. If the employee is found to have positive test results for alcohol or drugs during that period, he/she may be immediately terminated from employment.
- H. The employee is to be informed by the immediate supervisor that any suspicion of being at work under the influence of drug or alcohol will be documented, fully investigated and added to the personnel file.
- I. Hourly employees will be paid for the actual hours worked on the day of the incident. If all test results are negative and the concern is determined to be without foundation, pay may be reinstated for regular assigned hours lost during suspension.
- J. Employees found to have positive test results for drugs or alcohol may be instructed to contact the Employee Assistance Program for consultation regarding prescribed treatment. If the employee is not released from employment, the College will work with the employee in the rehabilitation process including counseling and admittance to an approved rehabilitation facility, if necessary. Where a program of rehabilitation is required, failure to follow the prescribed course of treatment during or following the rehabilitation program may result in release from employment. The employee is responsible for all expenses related to such treatment.
- K. If the employee is not released from employment, the employee may be required to successfully meet certain criteria including completion of a chemical dependency rehabilitation program, as a condition of continued employment. Where a program of rehabilitation is required, failure to follow the prescribed course of treatment during or following the rehabilitation program may result in release from employment.
- L. Alcohol and drug testing will be conducted during all pre-placement physicals. Candidates with test results indicating illegal use of drugs or inappropriate use of alcohol will not be eligible for employment.
1. All job applicants will be asked to sign the Consent to Perform Medical Examination Form and to complete Drug/Alcohol Testing upon submitting an application for employment. This acknowledges Lancaster General Health's authority to perform a medical examination and alcohol and drug testing in order to maintain a safe environment for patients and employees, and authorizes the release of results to Employee Health Services and Human Resources.
 2. To ensure the authenticity of blood samples, the blood will be drawn and placed in a collection tube, sealed with evidence tape and sent to the Laboratory following the procedures for Medical Legal Chain of Custody.

[Consent to Perform Medical Examination Form](#)

APPENDIX B

CONFLICT OF INTEREST POLICY

Policy

It is the policy of Lancaster General College of Nursing & Health Sciences that no employee or trustee shall enter into any business relationship with another person or entity which may create a conflict between that relationship and their duties to LGCNHS. Further, no employee, officer or trustee should place himself or herself in a position in which personal interest, financial or otherwise, might influence or may reasonably be perceived to influence, any action he or she may take, or advice he or she may render, on behalf of LGCNHS.

Scope

This policy shall apply to all employees, officers and trustees of LGCNHS.

Procedure

The existence of any actual or potential conflict of interest must be judged by the facts and circumstances of each particular case. However, each employee, officer and trustee (hereinafter “individual”) must bear in mind the importance of avoiding conflicts of interest or the perception of conflicts of interest in handling personal and family affairs as they may relate to their duties to LGCNHS. The following principles should serve as a guideline. A conflict exists when an individual has a personal or financial interest on both sides of the transaction and stands to personally gain based upon the results of a transaction to the potential detriment of LGCNHS. Direct or indirect participation by an individual or a member of his or her immediate family in any arrangement, agreement, investment, employment, consultation, contract or other activity which could result in personal benefit at the expense of LGCNHS’s interest must be avoided. In addition, a conflict exists when, due to an individual’s relationship with another business entity, there is a question as to whether that person can act solely and totally in the best interests of LGCNHS.

The following examples of situations which must be disclosed as they arise:

- Taking a leadership or fiduciary position in an organization which currently competes or is a potential competitor of LGCNHS or an affiliate.
- Engaging in outside employment with a competitive educational program.
- Entering into a business relationship with another person or business entity which may cause him or her to disclose information which is considered confidential or proprietary to LGCNHS.
- Becoming involved in another business relationship which requires such personal time or commitment that the performance of his or her duties to LGCNHS is compromised.
- Utilizing College property, facilities, services and equipment for private teaching, consulting and like activities for personal gain.
- Failure to assign appropriate credit and recognition to the College for any aspect that advances the success of the outside activity.
- Entering into a business relationship with any person or business entity providing goods or services to LGCNHS or an affiliate, such as a consultant or a vendor.

- Accepting gifts from clients, vendors, etc., except for those of low value and consistent with common business courtesies.
- Extending to or accepting from, a client, vendor or other person or entity doing business with or wishing to do business with LGCNHS, excessive entertainment.

Disclosure

Any employee who is in doubt regarding whether a situation creates an actual or potential conflict should bring the situation to the attention of his or her manager, who will consult with the department Vice President and President. When, in the opinion of LGCNHS, a conflict or an unacceptable perception of conflict has been identified, the individual will be expected to terminate the business relationship or practice giving rise to the conflict, sever their relationship with LGCNHS, or take such other action as may be recommended by LGCNHS. With regard to employees and officers, if such action is not forthcoming, LGCNHS may take such action as is outlined in the LGH Corrective Action policy.

The College recognizes that participation with other organizations can be beneficial in terms of an individual's personal and professional development. The above is not intended to discourage employees from participating with other non-profit organizations or engaging in other employment. It is understood that not all such participation or outside employment will result in a conflict of interest.

Appendix C

EMPLOYEE COMPLAINT PROCEDURE

Policy Statement

Lancaster General College of Nursing & Health Sciences is committed to a policy of respect and courtesy among employees and advocates professional and business-like behavior consistent with our core values. Recognizing that there may be differences of opinion or disputes between and among employees, LGCNHS has established a Complaint Procedure whereby individuals may seek redress from progressively higher management for resolution of concerns dealing with or affecting the employee's terms and conditions of employment.

Scope

This procedure shall apply to all non-management employees of LGCNHS. Faculty members are covered by the Faculty Grievance Process found in the Faculty Supplement.

Purpose

It is LGCNHS's purpose to establish a privilege of a complaint resolution procedure. This privilege to employees is established in order to provide an orderly mechanism for conflict resolution.

Procedure

Step 1: The employee should discuss the complaint, charge or problem with his/her supervisor. If after a full open and honest discussion, the conflict is not satisfactorily resolved between the parties the employee may take advantage of the privileges established in the complaint procedure by filing a "Request for Review." (Step 2)

Step 2: Request for Review – the employee may within five (5) working days of the decision in Step 1 file a written request to the Department Dean or Director to review the Step 1 decision. This Request for Review should detail the issues, concerns or alleged violation of the policy or procedure which gave rise to the complaint.

The College President or designee shall designate an employee of the College to serve as the Employee Advocate. The Employee Advocate is available at the employee's request. The Employee Advocate will review, investigate and prepare the presentation as the designated representative of the employee at the Step 2 meeting with the Dean/Director and will maintain the [Employee Complaint Procedure Tracking Form](#) throughout the process. The meeting with the Dean/Director should be held within five (5) work days of the "filing." The Dean/Director is expected to respond in writing within five (5) work days of the meeting to the Employee Advocate and the employee.

If the employee opts not to be represented by the Employee Advocate at any or all of the steps, he/she may present his/her own case. In no event may the employee be represented by someone not employed by LGCNHS.

Step 3: If the employee is not satisfied with the Step 2 decision he/she may file a written “Request for Review” of the Step 2 decision with the Division Vice President within five (5) work days of the Step 2 decision. The employee will furnish a copy of the document to the Employee Advocate who will schedule the step 3 meeting within five (5) work days of the Step 3 filing. The Vice President shall respond in writing within five (5) work days of the meeting to the Employee Advocate and the complainant indicating the decision.

Step 4: If the employee is not satisfied with the Step 3 decision he/she may within five (5) work days file a written “Request for Final Review” with the College President. The employee will furnish a copy of the document to the Employee Advocate who shall, if employee-appointed, present the employee’s position. The President is final arbiter and shall within five (5) work days of the hearing respond in writing to the complainant with a copy to the Employee Advocate. All decisions at Step 4 are consider final and binding upon the parties.

Assistance

The Employee Advocate is available to provide the complainant with counsel, advice and assistance, and if employee designated, act as representative of the complainant in Steps 2-4. The Employee Advocate shall ensure the timely response and time bar requirements in each step and will maintain the [Employee Complaint Procedure Tracking Form](#) throughout the complaint resolution process.

Extending the Schedule

The Employee Advocate as complainant advocate and the President shall be vested with the authority to extend the time between the steps when requested by the complainant or management.

Short Circuit Complaint Process

The following process will prevail for all complaints filed for matters regarding non-conformance to Wage & Hour and/or other Statutes, acts, regulations and ordinances, etc.

Step 1: The employee shall bring the concern/complaint directly to the College Human Resources Director for a complete investigation.

Step 2: The HR Director, upon completion of the investigation, will communicate the information to the employee’s manager. The Manager will have two working days to respond to the HR Director and employee with an action plan.

Step 3: If the employee is not satisfied with the Step 2 decision, the decision may be appealed within two (2) work days to the President. The President shall have one (1) work day to render a decision. This decision will be considered final and binding.