

# ASA MANUAL – Hospital Supplement

Date: 1/2025

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**Note:** Employees may obtain a copy of the Collective Bargaining Agreement (CBA) from the 1199 SEIU. The policies and procedures described in this manual will apply where the CBA is silent.

# **100: WELCOME TO THE DEPARTMENT OF FOOD & RETAIL SERVICES STONY BROOK UNIVERSITY HOSPITAL - BE OUR GUEST!**

Food Service employees play a significant role in the care of patients and serving customers at our retail venues. Just like medicine, food is a vital part of the healing process. We are very proud of our innovative room service program for patients, known as "Distinguished Dining." This program allows patients to order their meals from a menu individualized by diet order.

Right from the beginning of your career, it is important to let you know that you are here to serve the customer. The customer may be the patient or their family or friends. We also serve in-house customers, such as your fellow employees, the medical, clerical, and support staff, and students.

Throughout the year, you will attend various in-service education programs to enable you to be well versed in the tasks assigned to you. Compliance training is a requirement of Stony Brook University Hospital as well as outside governing agencies, such as the Joint Commission, the New York State Department of Health, and the Center for Medicare/Medicaid Services.

The orientation/employee manual provides an overview of our department and Stony Brook University Hospital. It manual includes important policies and procedures that you need to know. All employees must attend the mandatory Stony Brook Hospital orientation program and attend recertification classes once a year.

Food service personnel and operations are always highly visible. We strive to do our best to please our patients and customers because we directly impact how our community perceives Stony Brook University Hospital.

A week after a patient is discharged, they receive a "Press-Ganey" survey from Stony Brook Hospital about their stay. The Press-Ganey survey ranks us nationally and has a multitude of questions on a variety of topics. For example, food service topics include:

- The temperature of the food
- Taste/quality of the food
- Courtesy of the Ambassador

Think about the last time you were on vacation. Where did you stay? Where did you eat? Were you treated well? Would you go back there again? At Stony Brook University Hospital, patients are entitled to the very best service we can provide. If they do not receive the best care we can offer, they will choose another hospital the next time they need care.

As an integral part of the Healthcare Team, the Department of Food & Retail Services provides a well-balanced nutritional diet that meets the needs of each patient, as well as a diverse and nutritionally balanced menu for all cafeteria patrons.

Welcome to our team! Remember, you hold the keys to success!

Michael D. West  
Director of Dietary & Retail at SBUH

## **101: ASA EMPLOYEE MANUAL DISCLAIMER**

Employees are responsible for reading the ASA Employee Manual (“Manual”) in its entirety, familiarizing themselves with its contents, and adhering to all of the policies and procedures of the Auxiliary Services Association at Stony Brook University, Inc. (“ASA”), whether outlined in this Manual or elsewhere.

This Manual is designed to summarize and acquaint you with ASA’s current personnel policies and practices and should be used as a reference only. The policies, procedures and practices described in the Manual are not terms or conditions of employment. This Manual shall not be construed as granting or creating any rights and does not create an express or implied contract between ASA and any of its employees. ASA adopted all policies, procedures and practices contained herein and supersedes any previous conflicting policies.

This Manual, in its entirety or in part, may be modified, amended, suspended, discontinued, canceled, or otherwise changed at any time, with or without notice to employees, at ASA’s sole discretion. No individual supervisor, manager, or representative of ASA, other than the Executive Director, has the authority to change this Manual, in whole or in part, or any ASA policy or procedure at any time. In its sole discretion, ASA reserves the right to interpret and clarify any policy or procedure stated in this Manual, in whole or in part, at any time, with or without notice to employees. Any modification, amendment, suspension, discontinuation or cancellation, interpretation or clarification, or any other change to this Manual or ASA policy or procedure will be effective on the date ASA determines. After such effective date, any superseded Manual, or portion thereof, policy or procedure will be null and void.

Unless otherwise provided for by law or in a separate written contract or collective bargaining agreement, all ASA employees are terminable at-will. The contents of this Manual shall not constitute or in any way be construed as a promise of continued employment or as a contract of employment between ASA and any of its employees. No individual supervisor, manager or representative of ASA, other than the Executive Director, is authorized to enter into any employment agreement on behalf of ASA, and any such agreement, if made, shall not be enforceable unless it is a formal written agreement signed both by the employee and ASA’s Executive Director.

This Manual supersedes all previous personnel policies that may have been issued occasionally on the subjects covered in this manual.

## **102: ABOUT STONY BROOK UNIVERSITY HOSPITAL**

**Original Date:**

**Revision Date(s): 1/2025**

Stony Brook University Hospital (SBUH) is Long Island's premier academic Hospital. With 624 beds, SBUH serves as the region's only tertiary care center and Regional Trauma Center and is home to the Stony Brook Heart Institute, Stony Brook Cancer Center, Stony Brook Children's Hospital, and Stony Brook Neurosciences Institute. SBUH also encompasses Suffolk County's only Level 4 Regional Perinatal Center, state-designated AIDS Center, state-designated Comprehensive Psychiatric Emergency Program, state-designated Burn Center, the Christopher Pendergast ALS Center of Excellence, and Kidney Transplant Center. It is home to the nation's first Pediatric Multiple Sclerosis Center.

Peter Igarashi, MD  
Carol A. Gomes, MS, FACHE, CPHQ  
Gary E. Bie, CPA

Dean, Renaissance School of Medicine  
Chief Executive Officer and Chief Operating Officer  
Chief Financial Officer, Vice President for Health System  
Finance and Strategy

**Our Mission**

We transform lives through scientific discovery, education, and healthcare.

**Our Vision**

We bring together innovative research, advanced education, and extraordinary healthcare expertise to set the standard for how healthy communities thrive.

**Our Values (iCare)**

Integrity:	We are honest and ethical in all of our interactions.
Compassion:	We are empathetic and committed to understanding how to serve individuals best.
Accountability:	We take responsibility for our actions, decisions, and behaviors and their impact on the global community.
Respect:	We value equity, inclusion, and diversity, treating all with dignity, courtesy, and consideration.
Excellence:	We achieve the highest standards in quality, safety, and service.

**103: DEPARTMENT OF FOOD & RETAIL SERVICES**

**Original Date:**

**Revision Date(s): 1/2025**

The Department of Food and Retail Services is part of the Patient and Guest Services here at Stony Brook University Hospital. We are a seven day a week operation. Our department can be roughly divided into three areas: Patient Services, Retail Services, and Production.

Patient Services: This operational area is responsible for ensuring that all the patients here at Stony Brook University Hospital eat during their stay. Patients are able to partake in our "Distinguished Dining Program," or "Room Service," as it is more popularly known. Employees who work in this area will routinely interact with patients by taking their orders, setting up trays for delivery, and delivering trays. They are known as the "Ambassadors" of the department and take great pride in making sure patients are well taken care of. *Job titles for individuals working in this area include Dietary Aide, Diet Clerk, and Porter.*

Retail Services: This operational area is responsible for retail food services for all patient visitors, guests, faculty and staff members, and students. At present, we have four retail locations: The Marketplace Café, Twisted Treats, Skyline Deli, and a small café in the Ambulatory Care Pavilion. The retail operation also runs a very extensive catering program. Employees who work in this area interact with the public and are renowned for their customer service skills. *Job titles for individuals working in this area include Cafeteria Aide, Cashier, Porter, Grill Cook, Cook's Helper, Prep, and Catering Aide.*

Production: This operational area produces all of the food & meals prepared for Patient Services, Retail Services, and Catering. On any given day, we have at least ten or eleven cooks who are all overseen by our certified Executive Chef. Employees who work in this area have extensive experience and expertise. Their hard work allows us to excel and broaden the culinary experience here at the Hospital for both patients and customers. *Job titles for individuals working in this area include Storeroom Worker, Prep, Cook's Helper, Baker, Specialty/Secondary Cook, Sous Chef, and First Cook.*

## **PATIENT SERVICES - CUSTOMER SERVICE**

### **"SERVICE WITH A SMILE"**

When a patient is admitted to the hospital, they are often very ill, and they may undergo many tests and procedures that can be frightening to them. The patient is in an unfamiliar place without the comfort of their home and family members.

Sometimes, food service personnel can be the brightest part of a patient's day. A pleasant smile and a warm, cheerful greeting from us can sometimes make a patient's stay more bearable. People will remember whether or not you were pleasant and courteous when they fill out their Press-Ganey survey.

Before entering a patient's room, make a friendly announcement. Patients have enough anxiety about their health issues and do not need to feel as if they do not have any control or privacy. They need friendly, supportive people around them. A greeting gives the patient the opportunity to ask you to wait or enter. Always wait for a response. If you do not hear one, cautiously enter the room, again announcing your presence. If the patient's door is closed, please knock first.

If the patient asks questions about his/her meal that you are unable to help them with or do not have an answer for, let them know that you will inform your supervisor as soon as you return to the kitchen. If they ask you questions outside of our department that you are unable to answer, let them know that you will stop by the nursing station and speak to the nurse in charge.

These few simple steps go a long way in making sure a patient knows that they are important.

## **RETAIL OPERATIONS - CUSTOMER SERVICE**

### **"SERVICE WITH A SMILE"**

Our department's retail operation is extremely busy. We are the only food service on this side of campus serving both Stony Brook University Hospital and the adjacent Health Sciences Center, where the School of Medicine, Nursing, and Social Work are located. Our customer base includes the families and friends of patients, fellow employees, doctors, nurses, administrative, clerical, and support staff, as well as professors, scientists, and students.

There are four locations associated with the retail operation. On the Lobby Level (Level 5) of the Hospital are the *Market Place Café*, *Skyline Deli*, and *Twisted Treats*. In the new Ambulatory Care Pavilion building (ACP), there is a small café.

We take great pride in the professionalism of our food service personnel. Many of the customers only have a limited amount of time for their lunch break, and they do not like spending most of it standing in line waiting to be served. Our personnel realize this and strive to make the waiting time as short as possible while ensuring that each customer is treated courteously and with respect.

Retail customers have the opportunity to fill out department questionnaires. Our managers take every complaint or compliment very seriously as we continually try to enhance our service. Any suggestions for improvement of our retail operation are welcomed and encouraged.

## 200: IDENTIFICATION BADGES

Original Date: 7/2021

Revision Date(s): 1/2025

University Hospital personnel are required to wear identification badges above the waist on their outermost garment in the Hospital or while on Hospital business in order to maintain security and conform to the requirements of the Joint Commission and regulatory agencies. Ornaments, stickers, pins, or other material must not cover the name and picture on the badge.

- A photograph is required for all identification badges. The badges also indicate the employee's name and position.
- Replacement identification badges where no new photo is required (changes in name, department, etc.) will be processed through the East Campus ID Office in conjunction with the Hospital Human Resources Department. There is a \$25 fee when retrieving a replacement identification badge.
- All identification badges are and remain property of the State University at Stony Brook and must be returned to the Human Resources Department at the termination of employment.

Stony Brook University Hospital identification badges are non-transferable. They are to be used only by the individual to whom they are issued. Misuse of the badge will subject the original holder to the appropriate disciplinary action.

## 201: DRESS CODE AND APPEARANCE

Original Date:

Revision Date(s): 7/2021, 1/2025

Personal cleanliness and a neat appearance are essential for food service workers. This policy intends to be in compliance with Sanitary and Safety regulations and to provide a very professional appearance. Food Service employees are expected to adhere to the procedures set forth below.

**Uniforms:** Black pants (not jeans), black polo, and black nonslip shoes.

Employees will receive pants and shirts (**5 each for part-time employees and 11 each for full-time employees**). Employees in the probationary period will receive a set of 3 of each uniform item. ASA will launder your uniforms.

Employees must return all Company provided uniforms at the termination of their employment. If you do not return your uniforms, you will be financially responsible for their replacement.

1. Shower/bathe daily. Use deodorant. Do not use perfumes or other heavily scented lotions.
2. Loose fitting garments such as sweaters may not be worn (ASA/FSA Fleece and vests are acceptable.)
3. Wear the approved uniform in a properly fitting size. Wear appropriate undergarments. (Example: Black polo, black dress pants, etc.)
4. Uniform shirts with tails are to be tucked in. A plain white, black, or gray long-sleeve undershirt may be worn for warmth if desired.
5. Wear a clean uniform daily. Replace soiled aprons as often as necessary.
6. Wear the approved hair net restraint when on duty. Hair nets, hair coverings, hats, beard restraints, and clothing that covers body hair, which are designed and worn to effectively keep their hair from contacting

exposed food, are required. Elaborate hairstyles are not suitable for food service work. Decorative beads and other hair ornaments that may come loose and fall into the food may not be worn. Sweatbands are prohibited.

7. Brush teeth prior to reporting to work.
8. Wear slip-resistant safety shoes in black.
9. Fingernails must be clean and neatly trimmed. Nails are to be natural (not artificial) and no longer than ¼ inch. The following are prohibited: artificial nails (press-on or salon), gel nail extenders, wraps, and press-on/adhesive nail polish strips (e.g. Color Street). If worn, nail polish is to be free of chipped polish or any glued-on ornamentation (chipped nail polish promotes the growth of microorganisms on fingers). The use of gloves does not affect the restriction on long or artificial nails. If a more stringent departmental policy regarding fingernails exists, it supersedes this policy.
10. Approved gloves must be worn according to health regulations.
11. Excessive/offensive jewelry is prohibited. While preparing food and while engaged in food service, food employees may not wear jewelry, including medical information, on their arms and hands. This part does not apply to a plain ring such as a wedding band.
12. Do not chew gum during assigned work hours.
13. Smoking is **not allowed** on campus. Hospital/University rules must be followed.
14. Never eat or drink while on duty, regardless of location.
15. Clean all cuts and abrasions using soap and disinfectant. Show your supervisor, and then bandage and cover with a waterproof protector, such as a tight-fitting waterproof glove. Never work with an infected cut or abrasion.
16. No employee who is sick is allowed to work with food. Notify the supervisor immediately when ill with diarrhea, vomiting, or other illness.
17. Handkerchiefs or facial tissues may not be carried into the food service area. If a tissue is needed, use the ones at the hand sink where hands can be washed after use.
18. All health codes and regulations are to be strictly observed.

If you require an accommodation due to religious reasons or a disability, please contact Human Resources.

## **202: ATTENDANCE STANDARDS**

**Original Date:**

**Revision Date(s): 7/2021, 1/2025**

Non-compliance with the following procedures will result in disciplinary action.

### Patient Services and Production Staff:

- All call-ins must be made to 631-444-8083 one hour prior to the start of the shift during regular business hours (Monday-Friday, 8:30 a.m. - 4:30 p.m.). Employees must ask to speak to the on-duty supervisor in their respective work area. If the supervisor is not available, you must leave a message that indicates why you are calling in (sickness, emergency, personal day) and give a telephone number where you can be reached. Your supervisor will call you if further clarification is necessary.

- If your shift starts before a supervisor comes on duty (4:30 a.m. Diet Office, 5:00 a.m. Patient Services Tray Line, 5:00 a.m. Production, etc.), you must call 631-444-8083 one hour prior to the start of your shift and leave a message that indicates why you are calling in (sickness, emergency, personal day) and gives a telephone number where you can be reached.
- Employees will not be eligible for benefits under Article 17 of the CBA

#### Retail Operation Staff:

- All late-night employees (12:00 a.m. and 12:30 a.m. shifts) must call-in to 631-444-2588 by 7:00 p.m. the previous night. In an emergency, you must contact your respective supervisor. All other shifts must call at least one hour prior to the start of their shift at 631-444-2588. Employees must ask to speak to the supervisor on duty. If the supervisor is not available, you must leave a message that indicates why you are calling in (sickness, emergency, personal day) and give a telephone number where you can be reached.

#### All Staff:

**Leaving Early:** Employees are expected to work their entire shift. If you need to leave early, you must get permission from your supervisor. **Leaving early without permission will result in disciplinary action.**

**Shift Changes:** If an employee wants to switch their shift once a schedule is posted, employees must use the proper form ("Request For Change In Scheduled Time, Shift or Day Form") and submit it to their respective area manager or supervisor. Completing the form does not guarantee approval of the request. Please remember that reasonable advance notice is needed for changes. Employees are not permitted to "give away" hours.

**Unauthorized Schedule Changes:** Under no circumstances can employees change their scheduled hours without approval from management, including coming in early or staying late for their shift. In addition, employees may not change their break time without approval.

**Voluntary Quit:** An employee who does not call in and who fails to report to work for three consecutive scheduled days has "Voluntarily Quit Without Notice."

**Walking Off the Job:** Any employee who walks off the job may be terminated immediately for job abandonment.

**No Call/No Show:** If you don't call and don't report for a shift, that is a No Call/No Show. The employee will be subject to discipline and may be sent home. Accruals will not be charged for this absence. An employee who has not called in and has not arrived for work two (2) hours past their scheduled shift start time will be subject to progressive disciplinary action and may be sent home. Accruals will not be charged for this absence.

When an employee is a No Call/No Show, they will be issued a final warning. A second No Call / No Show is subject to dismissal.

**Clocking In/Out:** If an employee fails to clock in or out for the day on one of the official Company time clocks, they will not be paid until the supervisor on duty at that time verifies that the employee worked the shift in question. Employees may clock in no more than five (5) minutes prior to the start of their shift

**Tardiness:** "Tardiness" occurs when an employee is late clocking in. When an employee clocks in, they must be in the proper Dietary uniform, adhering to dress code guidelines, and ready to work. A seven\* (7) minute grace period will be in effect at the beginning of an employee's shift for cases of emergencies when the employee can't get to work on time. The department time clocks will be the official time clocks for each respective work area. **Three (3) instances of tardiness (outside the 7-minute grace period) in a thirty (30) day period will result in disciplinary action, unless otherwise provided by an applicable law.**



- To clarify: Any fraction of time over seven (7) minutes is considered tardy. For example, a punch of seven (7) minutes and one (1) second is "over" seven and therefore considered tardy.

**Improper/Patterned Call-Outs:** The following may result in disciplinary action, **unless otherwise provided by an applicable law:**

- Improper call-outs (for example, not calling in one (1) hour prior to the start of the shift, having someone else call out on your behalf, not indicating why you are calling out, etc.).
- Patterned call-ins (for example, calling in the same day every week, calling in before days off, calling in every weekend, etc.)

**Medical Documentation:** Employee sick leave requires physician documentation when an employee is sick for more than three consecutive days.

There are also times when management may request an employee provide their physician's documentation for sick time taken. For example, employees who call out sick on a weekend or holiday are required to provide medical documentation for their absence. Calling out sick on a day that was previously requested as vacation may require medical documentation.

## **203: DISCIPLINARY PROCEDURE**

**Original Date:**

**Revision Date(s): 7/2021, 1/2025**

ASA endorses a policy of education, coaching, and progressive discipline in which it provides employees with notice of their deficiencies and an opportunity to improve upon them. Based on the seriousness of an offense, progressive disciplinary steps may be elevated, such as cases of serious misconduct.

The following are possible applications of progressive discipline. It is to be emphasized that this is a guideline, and there may be times when the guideline will be deviated from to allow for management discretion. ASA may proceed directly to termination and is not obligated to follow this procedure.

1<sup>st</sup> Warning: If an employee is not meeting Company standards of behavior or performance, the employee's supervisor will inform the employee of the nature of the problem and the action necessary to correct it.

2<sup>nd</sup> Warning: If there is a second occurrence within one year of the 1<sup>st</sup> warning, the supervisor will issue a 2<sup>nd</sup> warning. The employee is given a copy of the disciplinary notice.

3<sup>rd</sup> Warning/Suspension: If there are additional occurrences within one year of a 2<sup>nd</sup> warning, the supervisor will take one of the following actions, depending on the severity of the conduct:

- a. Issuing a 3<sup>rd</sup> Warning in lieu of suspension or:
- b. Suspend the employee.

Termination: Termination is the final step in the disciplinary process.

The 1<sup>st</sup> warning remains active for twelve (12) months, and all subsequent progressive disciplinary actions remain active for a period of one year from the date of issue. If the employee does not receive any additional disciplinary action in that period, they will return to the beginning of the process.

**Misconduct:** In cases involving serious misconduct or any time the supervisor determines it is necessary, such as a significant breach of policy, violation of regulatory policies, or violation of law, the procedures warnings described above may be disregarded. Human Resources, along with the supervisor, may suspend the employee immediately without pay, pending the outcome of the investigation. An investigation of the incidents leading up to the suspension will be conducted to determine what further action, if any, should be taken.

**Investigations:** Investigatory interviews are sometimes conducted for the purpose of determining the facts involved in any suspected violation of Company policies and procedures; the following guidelines will apply:

- Before the interview, the employee who is suspected of violating Company rules and regulations should be told, in general terms, what the interview is about.
- The employee has the right to have a union representative (or delegate) present at the interview.
- Employees are encouraged to cooperate with investigations whether they are the subject of the investigation or a possible witness to an incident.

## **204: 1199 EMPLOYEES MEAL PLAN**

**Original Date:**

**Revision Date(s): 7/2021, 1/2025**

### **Auxiliary Services Association Daily Meal Plan Agreement Department of Food and Retail Services**

The meal plan you have been given is a privilege paid for by Stony Brook University Hospital. Your allowance is for \$7 per day. It must be used in accordance with the following stipulations.

- Meal plan purchases can only be used during your shift for food to be consumed here on the premises during or just prior to the start of your shift.
- No food is to be taken home or to leave the building for any reason.
- Each employee is the only one permitted to use their identification badge.
- The employee must pay for any purchase that exceeds the \$7.00 meal allowance at the time of sale.
- You may not ask other employees to purchase food for you.
- You may not use your card to buy food for other employees, family members, guests, vendors, or anyone. If you would like to request an exception for a specific person, contact the Director of Dietary & Retail Services and the Assistant Director of Dietary & Retail.
- All items to be purchased by employees must be brought to the Cashiers, rung into the register, and paid for.
- No employee can leave their ID badge with a cashier to be rung up later. You **MUST** pay for your food prior to consumption (IOUs are not permissible).
- Food purchased is for the employees' consumption. Meal purchases are limited to hot and cold entrees and side items and individual-sized prepackaged items only. (As opposed to whole pizzas, family-style bags of snacks or sweets, whole cakes...)
- Fountain soda and juice, coffee, and tea are free of charge to all employees.
- Meal cards cannot be used to purchase bottled drinks or multiple-serving packaged items.

- No employee is allowed to make, prepare, or serve their meals. Each employee must join the customer line and wait to be served by another employee.
- Employees cannot use department equipment to make or prepare home meals.
- Cakes and pies cannot be purchased on your meal cards.
- Employees interested in catering must place an order with the Catering Manager and must pay via cash or credit card. No meal cards.
- No employee can purchase wholesale items such as cases of food or supplements from this department.
- The only person authorized to add funds to any card is the Student Services Department at ASA.

Your cooperation in this matter is essential to ensure that everyone has the privilege of using a meal card. Failure to adhere to these procedures may result in the revocation of the meal card privileges for yourself and the staff as a whole and may also result in disciplinary action up to and including termination.

## **205: SEVERE WEATHER**

**Original Date:**

**Revision Date(s):**

All members of our department are considered "essential" personnel. Employees who are not on Hospital grounds when there is severe weather or local disasters are to report to work as scheduled. Any employee who does not report to work as scheduled may be subject to disciplinary action under the provisions of the attendance policy.

## **300: 1199 UNION INFORMATION**

**Original Date:**

**Revision Date(s): 1/2025**

The Department of Food and Retail Services at Stony Brook University Hospital is a union shop:

1199 S.E.I.U.

New York's Health and Human Service Union

100 Duffy Avenue, Suite 300 W

Hicksville, NY 11801

Dominique Roberts, Organizer

Cell #: 917-868-7970

Fax: 516-542-0919

Dominique.roberts@1199.org

Employees will be sent the 1199 Union Enrollment link via email prior to attending their department orientation by a member of the ASA SBUH Human Resources Department. A representative from the 1199 SEIU will be on location every month to enroll newly eligible union members. This representative's name is Claire Fong-Sam, and her telephone number is. 347-835-1921 (mobile) or 646-473-6930 (office) and email address Claire.Fong-Sam@1199funds.org. If you do not meet with Claire when she is here and you do not use the enrollment link, you **must** report to a union office within the first 30 days of your employment (please see the letter from the union, which denotes your responsibilities).

There is an initiation fee of \$200 when an employee joins the union. It is deducted through payroll starting the 60<sup>th</sup> day of employment. \$20 will be deducted every regular pay run until the \$200 requirement is met. Union dues are deducted through payroll starting the 30<sup>th</sup> day of employment and are deducted every regular pay run. The calculation for the amount deducted is 2% of monthly gross wages, with a minimum of \$20 per month and a maximum of \$100 per month. If the employee has not reached the \$20 minimum prior to the last pay of the month, the difference will be deducted at the last pay of the month to ensure the monthly minimum is met.

The union offers health, dental, and disability benefits for employees after the probation period. The level of benefits varies according to the average gross dollar amount earned and average number of hours worked. Delegates have complete information about the benefits. A union representative is available on the fourth (4<sup>th</sup>) Tuesday of every month for newly eligible members to enroll in the benefits. The schedule is posted on the union bulletin board located on level 1 of SBUH.

Employees are entitled to time off benefits under the Collective Bargaining Agreement (vacation, sick, personal, and holiday time). The amount of time an employee receives is based on the average number of hours an employee works per week. The entitlement is pro-rated and calculated when the employee reaches six months of service and then annually after that. For more information about these benefits, please see the Assistant Director of Human Resources at SBUH.

The union offers a tuition reimbursement program for members. Please see a delegate for more information. Union delegates can be located in the following work areas: Patient Services, Production, and Retail Services.

As per Article 7 of the Collective Bargaining Agreement (union contract), the probation period for a new employee is listed as 480 productive hours or 60 days worked. Until the end of probation, employees are not entitled to union representation.

Seniority: An employee's seniority shall commence after the completion of their probationary period and shall be retroactive to the date of his or her last hire.

- "Bargaining Unit Seniority" is defined as the length of time an employee has been continuously employed in any capacity with the employer.
- "Classification Seniority" is defined as the length of time an employee has worked continuously in a specific job classification within a department.

## **301: PAY INFORMATION**

**Original Date:**

**Revision Date(s): 7/2021, 1/2025**

The pay period for employees runs from Sunday through Saturday. Employees are paid weekly, every Thursday.

Employees use finger scanners in their respective work areas to punch in and out. If there is a problem using the finger scanner, employees should notify their supervisor at the time of the problem.

When there is a problem with a paycheck, employees should reach out to Human Resources with a copy of the earning statement for the paycheck in question. Human Resources will confirm with the employee's supervisor and make the necessary changes for processing and reimbursement in the next pay date if applicable.

Employees are able and highly encouraged to sign up for direct deposit during their day two (2) orientation session. Employees may also sign up for direct deposit or change their direct deposit details at any time using the Dayforce self-service.

## **302: TIME OFF FROM WORK (1199)**

**Original Date:**

**Revision Date(s):**

The union contract allows employees vacation, sick, personal, holiday, and other paid time off.

Each employee's schedule is posted by each department at least two weeks in advance. Requests for time off should be submitted prior to the posting of the new schedule. There is also an opportunity for employees to switch shifts, one for one, if time off is needed after a schedule is posted. See your supervisor for additional details.

**Holidays:** Employees shall be entitled to the following paid holidays within each year:

- New Year's Day
- Martin Luther King Jr.'s Birthday
- President's Day
- Memorial Day
- Juneteenth
- Independence Day
- Columbus Day
- Labor Day
- Veteran's Day
- Thanksgiving Day
- Christmas Day

If a holiday falls within an employee's first thirty (30) days of employment, then such employee shall receive pay for the holiday only upon the completion of twelve (12) months of employment. The employer shall have the right, at its sole discretion, to require any employee to work on any of the holidays herein specified. However, the employer agrees to distribute holidays off on an equitable basis.

In the event of an employee being required to work on any of the legal holidays named in Section (a) above, they shall be paid at the rate of time and one-half of their regular pay for all hours worked on the holiday, and shall receive an additional day off with regular pay within thirty days of the holiday, or an extra day's regular pay in lieu thereof, as determined by the employer.

If a legal holiday falls on an employee's regular scheduled day off, the employee shall receive an additional day's regular pay or a day off with regular pay within thirty (30) days of the holiday.

If an employee is absent their scheduled work day before or after a paid legal holiday or day in lieu thereof, the employer may demand proof of illness. The employer may deny pay for said holiday if such proof is not given.

**Personal Days:**

Employees shall accrue four (4) personal days prorated and amassed on a quarterly basis. Personal days shall be scheduled in advance and with the approval of the employer. Once scheduled, personal days shall not be canceled except in an emergency. Personal days can be used for emergency purposes, and management may request documentation, except for the first two personal days.

**Vacations (1199):** Employees shall be entitled to accrue vacations each year with pay as follows:

<b>Period of Continuous Employment</b>	<b>Amount of Paid Vacation</b>
One (1) Year	Two (2) Weeks
Three (3) Years	Three (3) Weeks
Five (5) Years	Four (4) Weeks (In the 5 <sup>th</sup> year, employees can be paid up to one week of vacation without taking same upon mutual agreement between the employee and the Director of Operations)
Twenty (20) Years	Five (5) Weeks

Vacation schedules shall be established, taking into account the wishes of the employees and the needs of the employer. When there is a conflict in the choice of vacation time among employees, those with Classification Priority take precedence.

The vacation eligibility year begins exactly one year after the employee's date of hire. No part of an employee's scheduled vacation may be charged as sick leave. Vacations shall be taken each year and may not be accrued from year to year. Employees are not compensated for vacation time not used. Vacation pay is based on the employee's regular salary.

**Sick Leave**

Please see CBA Article 17 for your sick leave procedures

**303: SHOE REIMBURSEMENT**

**Original Date:**

**Revision Date(s):**

Dietary employees are required to wear slip-resistant shoes at all times. The ASA will reimburse employees for one pair of shoes per anniversary year, up to \$40.

**Eligibility:** employees are eligible for up to \$40 towards the purchase of shoes per anniversary year. Each year, on the hire anniversary date, employees will be eligible for another pair.

The **ORIGINAL RECEIPT** must be submitted with the request for reimbursement. Reimbursement will be included in the employee's pay. Reimbursement forms can be obtained from the ASA SBUH Human Resources Department.

## 304: PARKING

Original Date: 1/2025

All hospital employees who utilize the parking lots on hospital property must pay for parking. The ASA has partnered with SBUH to offer employees the option to have a monthly parking fee deducted from the first paycheck of each month to secure access for the following month. Parking in an assigned parking lot is \$22.72 per month. Employees also have the option to make the monthly payment themselves at the parking office located in the Hospital Garage. All employees must complete the "Authorization for Parking Deduction" form to notify Human Resources and Payroll of their decision. Employees may change their election at any time by going to the Human Resources office located on level one and completing a new "Authorization for Parking Deduction" form. All parking access is attached to the employee's identification badge.

## 400: INSTRUCTIONS TO FOOD HANDLERS IN PUBLIC EATING PLACES

Original Date:

Revision Date(s):

### Preparation Before Work:

Before entering the kitchen or dining area:

- Have good hygiene and make sure you are wearing clean clothes.
- Brush hair and arrange it neatly so you don't have to adjust it while working; head coverings (hairnets or hats) are mandatory.
- Change to a clean uniform or working clothes. Use your locker to hang your non-work clothes in.
- Clean and trim your fingernails.
- Keep combs, brushes, files, etc., in your locker.
- Scrub hands and nails with hot water and soap.

Keep hands clean while working:

- Do not touch your nails, hair, face, mouth, etc. while working. Do not rub or scratch the skin.
- If you must handle papers, packages, boxes, etc. that have been soiled or touched by others whose hands may not have been clean, rewash your hands before handling food items.
- After using the restroom, wash your hands before handling food items.
- Keep your fingers out of glasses and cups. Cutlery should be handled by the handles. The bowls of spoons, tines of forks, and the blades of knives are for food, not fingers or hands. Hold glasses and cups by the bottom and not around the rims. Plates should be handled so that only thumbs touch the outside rim.

Keep food service area clean:

- Do not wash your hands in dishwater or the food prep sink.
- Do not talk, sneeze, or spit over food. Be wary of any droplets from your mouth and nose that may contaminate the food.
- Do not chew gum or smoke while on duty.
- Do not eat or drink in kitchen prep or serving areas.
- Tell your supervisor if you have open sores, boils, skin eruptions, colds, sore throat, or are otherwise ill.  
Do not handle food items if you are sick.
- Do not cough or sneeze into towels.

- Do your part to keep the washroom clean. If there are no paper towels or soap, ask for them

Wash your hands before work, after using the restroom, and after:

- Working with raw food
- Touching your hair, face, or body
- Sneezing or coughing
- Smoking or eating
- Cleaning
- Taking out garbage
- Touching anything that might contaminate your hands

## **401: POPULATION-SPECIFIC CARE**

**Original Date:**

**Revision Date(s):**

At various stages of our lives, each of us has unique needs in our care and nutritional needs. Here at SBUH, we offer a wide range of food choices to reflect the care that different individuals need.

### Examples of Age-Specific Food Choices

- Two-month-old infant: Infant formula
- 11-year-old adolescent: Peanut butter and jelly sandwich
- 16-year-old teenager: Hamburger and French fries
- 25-year-old adult: Grilled chicken sandwich
- 50-year-old with high blood pressure: Low sodium meal
- 92-year-old with no teeth/dentures: Regular pureed meal

Just as there are age-specific food choices for individuals, there are also population-specific food choices. Any of the above examples could be modified for individuals who need additional care, such as a 25-year-old adult who might have high blood pressure or who might have experienced an accident/incident in which their teeth were compromised. This individual may fare better with a low-sodium meal or pureed food.

### Therapeutic Diets

SBUH offers many types of therapeutic diets based on a patient's individual needs. Some examples of these diets include:

- Unrestricted diet
- Sodium restricted (2g Na)
- Cardiac (low saturated fat/low cholesterol)
- Diabetic (carbohydrate controlled)
- Calculated (calorie-restricted, no concentrated sweets)
- Pureed
- Gluten-free
- Dysphagia (for individuals who have trouble swallowing IDDSI levels 4-6)
- Bland
- Low residue/low fiber
- High fiber



- Clear liquid/Full liquid
- Brat diet
- Renal
- Neutropenic (for immuno-compromised patients)

## **402: HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPAA) OF 1996**

HIPAA is a federal law governing the healthcare industry. This law is designed to ensure that health care providers protect a patient's "Protected Health Information" (PHI) and the patient's "Individually Identifiable Health Information (IIHI) in any form (oral, paper, verbal, or electronic). PHI includes information such as a patient's name, diagnosis, blood type, and medical test results. IIHI includes the patient's name, telephone number, email address, fax number, social security number, medical record number, health plan beneficiary number, account numbers, all elements of dates (except year), geocodes, full face photo, biometrics, any license or certificate number, or any unique ID.

A patient's PHI and IIHI will only be accessed within the healthcare facility on a strict need-to-know or right-to-know basis. Only those individuals dealing directly with the patient's care, treatment, or payment who have a need or right to know will be granted access to a patient's PHI or IIHI.

A patient's PHI or IIHI will be protected from all types of disclosure. Methods of the disclosure include fax and phone, email, patient lists and exposed monitors, overhead paging, "elevator consults," and passwords. Under this new law, patients will be able to maintain greater control of their medical records.

Certain conditions exist for permitting the disclosure of PHI and IIHI without the patient's consent. They include reporting incidents of abuse, neglect, or domestic violence to avert a serious threat to health or safety, law enforcement or research purposes, disclosures about deceased persons, and worker's compensation.

Healthcare employees need to maintain the security of patients with PHI and IIHI. This is accomplished by:

- Limiting access to the information based on a need-to-know or right-to-know basis. Including but not limited to restricting access to patient materials on the units and in clinics and refraining from conversing about patients in non-confidential areas.
- Restricting computer access and emailing patient information.
- Using security codes on telephones and fax machines when discussing or transmitting patient information.
- Disposing of patient information in secure confidentiality bins.

Prior to treatment in a healthcare facility, patients will fill out consent forms with respect to who will have access to their PHI or IIHI. Patients have the right to restrict access to their information and a right to know who is accessing their information and why.

Penalties for healthcare facilities and individual employees who do not comply with this new law are severe. There can be a maximum fine of \$25,000 per person, per violation, per year, as well as a ten-year jail sentence. Unintentional disclosure is not an acceptable defense.

## 403: CORPORATE COMPLIANCE PLAN

The Corporate Compliance Program defines the conduct expected of Stony Brook University Hospital representatives, provides guidance on how to resolve questions regarding legal and ethical issues, and establishes a mechanism for reporting possible violations of law or ethical principles within the Hospital.

The Code of Conduct provides standards by which the representatives of Stony Brook University Hospital will conduct themselves to protect and promote the hospital's integrity while enhancing our ability to achieve our mission. These standards apply to all Hospital employees, medical staff, faculty members, independent contractors, vendors, and any other individual or individuals representing the hospital.

### The Standards of Conduct

- Ethical Business Practices
  - Refrain from misrepresentations
  - Submit accurate billings and financial reports
  - Maintaining proper use of Hospital assets
  - Ensure facility certification
  - Obtain certificates of need/licensure
  - Avoid unfair trade practices
  - Use appropriate political participation
  - Assure proper use of Hospital information
- Avoid Referrals and Kickbacks
  - Adhere to tax-exempt requirements
  - Avoid conflicts of interest
- Safeguarding Our Assets and Environment
  - Prevent theft
  - Ensure environmental health and safety
  - Avoid accepting inappropriate gifts and entertainment
  - Engage in appropriate fundraising
- Quality Care
  - Ensure a well-balanced nutritional diet that meets each patient's individual needs.
  - Provide a diverse, nutritionally balanced menu to all cafeteria patrons that maximizes quality and value.
- Human Resources
  - Commit to fairness
  - Comply with labor and employment laws
  - Comply with immigration requirements.

If any Department of Food and Nutritional Services staff member becomes aware of or suspects that a violation of the Hospital's Code of Conduct, the Departmental Compliance Plan, or Federal, State, or local laws or regulations may have occurred, they are required to report the violation directly to their manager or supervisor, the Hospital Compliance Office Directory, or through the anonymous Hotline (4-6666).

The Department of Food and Nutritional Services will follow the established disciplinary procedures when violations are detected. The Department will also participate in University Hospital Internal Audit activities and will act upon recommendations as appropriate.

## 404: CONTINUOUS QUALITY IMPROVEMENT (CQI) PROGRAM

The CQI program is a structured method that involves all personnel in planning and executing a continuous stream of process improvements that enable us to provide quality nutritional care that meets or exceeds expectations and requirements. Our department is always striving to make our food and service better. We constantly monitor all aspects of our operations to ensure that all of our processes run smoothly or above the expected requirements.

The CQI process is:

- Customer focused
- Process oriented
- Data-driven
- Structured in format
- Collaborative

Here at SBUH, we use the FOCUS-PDCA approach to improve our performance. It is a systematic, problem-solving method for continual improvement designed to look at processes specifically.

FOCUS:

1. **Find** a process to improve.
2. **Organize**, then improve the process.
3. **Clarify** current knowledge of the process.
4. **Understand** the sources of process variation.
5. **Select** the improvement process.

PDCA:

1. **Plan** the improvement.
2. **Do** the improvement.
3. **Check** the results.
4. **Act** to hold the gain or change approach.

## 405: TRAINING AND EDUCATION REQUIREMENTS

**Original Date:**

**Revision Date(s): 1/2025**

New employees will attend Department Orientation, Hospital Orientation, and Area Specific Orientation before they begin working on shifts. All new employees will have a partner employee/trainer for their first shifts. This employee will instruct you in your assigned duties and familiarize you with our department and the rest of the hospital. The supervisor or area manager will go over a new employee checklist to make sure you are familiar with specific area policies and requirements. The supervisor will also go over the job description and the job flows associated with that job description. Some work areas also provide an area specific employee manual to aid you in your duties.

### MANDATORY YEARLY IN-SERVICE EDUCATION AND JOB REQUIREMENTS

The department, hospital, and other regulatory agencies such as the Joint Commission of Accredited Health Organizations (JCAHO) and the New York State Department of Health (NYSDoH) require that some subject regions be repeated yearly because of their importance.

Employees will complete this Annual Required Education (ARE) online using the HealthStream Learning Management System. Employees must complete a health assessment annually by scheduling an appointment with Employee Health or completing a Self-Health Assessment Form. Employees must either complete a "Flu Vaccination Declination" form or submit proof of vaccination for the current flu season to Employee Health and Human Resources annually.

Employees not compliant with these requirements have violated this policy and are subject to discipline.

## **406: HAZARD ANALYSIS AND CRITICAL CONTROL POINT (HACCP)**

**Original Date:**

**Revision Date(s):**

HACCP is a prevention-based food safety system. The system is designed to prevent the occurrence of potential food safety problems by assessing the risks attributed to certain foods and then determining the necessary steps that will limit the risks.

The HACCP system identifies and monitors specific food-borne hazards- biological, chemical, or physical properties that can adversely affect food safety. This analysis serves as the basis for establishing essential points of control. Essential points of control identify those points in the process (receiving, storage, preparation, holding, serving) that must be controlled to ensure food safety.

The seven HACCP principles used to develop a plan for an organization are:

- *Hazard Analysis*- Identifying and evaluating potential hazards associated with food.
- *Identifying Critical Control Points in Food Preparation*- Determine steps where a hazard can be controlled.
- *Establish Critical Limits for Preventive Measures*- The minimum and maximum limits that the critical control point must meet to prevent, eliminate, or reduce a hazard.
- *Establish Procedures to Monitor Critical Control Points*- This analyzes whether critical limits are being met and tasks are being completed correctly.
- *Determine Corrective Actions when Critical Limits Are Exceeded*- Identifying what actions will be taken when food doesn't meet a critical limit.
- *Establish Effective Record-Keeping Systems*- Ensure all parameters, such as time-temperature logs and standard operating procedures, are tracked. Proper documentation lets us determine who continuously prepares and serves food safely.
- *Establish Procedures to Verify that the HACCP System is Working*- Make sure that all the procedures put in place to protect food are followed.

## **407: SDS RIGHT-TO-KNOW**

**Original Date:**

**Revision Date(s):**

According to New York State's "Right-to-Know" law, all faculty and staff have a right to any information regarding toxic substances in the workplace.

Our department, and all other departments throughout the hospital, provide a complete listing of all of the different chemicals that we have in our work areas. This listing is composed of Safety Data Sheets (SDSs)

SDSs describe the specific hazards and toxicity of chemicals, along with other important safety information. Chemical manufacturers provide SDSs for each product used here in our department.

SDS sheets are stored in blue binders in various areas of our department. For additional information, see the Department Safety Coordinator.

## **500: TERMINATION OF EMPLOYMENT (1199)**

**Original Date:**

**Revision Date(s):**

We request that employees to give two (2) full weeks' notice in writing when resigning their employment. In addition, ID badges, all Company provided uniforms, keys, cell phones, laptops, iPads, etc. must be turned in on an employee's last day of employment. Any monies owed to the Company will be deducted from an employee's final paycheck.