

HUMAN RESOURCES DEPARTMENT
ORIENTATION HANDBOOK



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HUMAN RESOURCES DEPARTMENT

HUMAN RESOURCES INFORMATION

Guiding Human Resources Principles:

The government of Guam operates under the principles of a merit system in all areas of employment and personnel management, i.e., recruitment, selection and advancement of employees, training, classification and pay, job performance, discipline, grievance and all employee benefits.

Department Mission Statement:

The mission of the Human Resources Department is to ensure an adequate number of qualified competent staff to effectively respond to patient needs and to help the organization meet the Joint Commission (JC) standards by establishing a planning process and communicate staffing plan guidelines to the department in a timely and efficient manner.

The Human Resources Department identifies the staffing needs and establishes a competency system to meet the Joint Commission requirements.

TYPES OF APPOINTMENT:

1. Probational Appointment:

Is the initial appointment by an appointing authority of an employee to a class of position in which the employee will commence serving a probationary period. The probationary period is a working test period and is part of the examination process following an appointment from the certification list during which an employee is required to demonstrate fitness for the position to which appointment by the satisfactory performance of the duties and responsibilities of the position. This is a six month period and may be extended or terminated

any time during their probationary period. Employees who have satisfactorily completed their probationary period shall be appointed to permanent position. During this period, supervisors shall evaluate employees on a monthly basis in order to keep employees abreast of their status.

2. **Unclassified Appointment:** An appointment of which employees serve at the pleasure of the appointment authority and do not attain permanent status. This appointment is designated for Health Care Administrators, Physicians and part-time employees.
3. **Temporary Appointment:**
 - a) **Limited Term Appointment:** An appointment to positions which are permanent in nature, not to exceed one year
 - b) **120 day Appointment:** An appointment to positions which are permanent in nature, not to exceed 120 work days or 960 hours whichever comes first, within a calendar year.

Employees on temporary status are encouraged to apply for any permanent position they feel they may qualify for. Copies of all announcements are distributed to all departments in the Hospital and are available in the Human Resources Department at regular office hours 7:00 a.m. to 5:00 p.m. on weekdays except Holidays and is accessible through the GMHA website.

PHYSICAL EXAMINATION:

In the interest of safeguarding patients and protecting employees of the Hospital, all employees are required to have a physical examination before they begin work. Annual PPD or X-Ray for known positive reactor is required of all employees.

DRUG-FREE WORKPLACE POLICY:

It is the policy of Guam Memorial Hospital Authority that employees may be required to take a drug screen to show they are drug-free for the following reasons:

- a) Pre-employment
- b) Reasonable suspicion
- c) Random testing procedures

The Hospital is committed to a drug-free workforce to protect the safety of workers and the public. GMHA will not tolerate substance abuse or usage, which imperils the health and well-being of its employees or threatens its service to the public. The GMHA Drug Free Workplace Policy has been implemented per Executive Order No. 99-15.

SMOKE-FREE HOSPITAL (Policy #6510-7):

Smoking is prohibited in and on all Guam Memorial Hospital Authority owned or leased buildings, grounds, parking lots, vehicles, and sidewalks adjacent to Guam Memorial Hospital Authority properties.

Guam Memorial Hospital Authority has the right to establish a policy. Compliance with the policy is required, based on the scientific & real life incidents of the negated effects of smoking & second-hand smoke on the health and well-being of individuals.

For procedures and penalties please call the Human Resources Department for more information.

CONFIDENTIAL INFORMATION:

Confidential information pertaining to patient records or condition shall not be discussed with anyone who is not directly concerned with the care

and treatment of a patient. Any employee found violating this policy may be subject to dismissal. Information contained in an employee's Personnel File is also confidential.

OUTSIDE EMPLOYMENT:

Employees desiring outside employment must obtain approval from his/her immediate supervisor and the Hospital Administrator. Such work shall not be in conflict with his or her GMHA employment.

Approval of outside employment may be revoked if such employment is in conflict with GMHA employment. Please see the Human Resources Department for an Outside Employment Application form.

UNIFORM:

It is the responsibility of every employee to uphold a professional appearance and promote healthfulness within the Hospital environment. Employees must at all times, be neatly attired and in proper uniform when required.

IDENTIFICATION BADGE:

All employees are required to wear their identification cards affixed to the upper **right or left** side of their body their photo, name and job title clearly visible at all times while on duty.

A Temporary ID Badge is available for employee use when they do not have their ID Badge on them at the Human Resources Department during regular business hours and at the Security booth located at the first floor lobby after regular business hours. Temporary ID Badges must be turned in at the end of each shift to HR during regular business hours and to Security after regular business hours.

Issuance of a Temporary ID Badge more **than 3 times** in a month shall be cause for disciplinary action for failure to follow policy.

Replacement of lost ID Badge will be charged \$20.00 and paid to the Hospital's Cashiers office. Verification of payment with a receipt must be presented to the Human Resources Department upon re-processing of an ID Bade.

When an employee resigns, retires, or is separated from the Hospital, ID Badge **must** be surrendered to the Human Resources Department for clearance purposes.

ANNUAL LEAVE:

An employee occupying a permanent position on a full time basis accrues **four (4) hours** annual leave for each complete pay period with less than five years of service; **six (6) hours** annual leave for each complete pay period for employees with more than five (5) years of service; **eight (8) hours** annual leave for each complete pay period for employees with fifteen (15) years or more years of Government Service. Employees must be on full pay status to accrue annual and sick leave.

Employees entitled to annual leave hereunder may accumulate up to three hundred twenty (320) hours. Any annual leave earned by eligible employees in excess of three hundred twenty (320) hours shall be credited to such employee's accumulated sick leave, provided, that no more than one hundred (100) hours shall be credited to sick leave at the end of each fiscal year. The determination of accumulation of annual leave, and crediting of excess hours sick leave, shall be done at the end of each fiscal year.

Annual leave is a privilege granted for the mutual benefit of the employee and the government to assure frequent refreshment of the employee, so that he/she may more effectively perform his/her duties.

Minimum leave-charge shall be one (1) hour and multiples of one (1) hour.

All annual leave must be approved in advance and are subject to the discretion of the Department Head or supervisor. Request for annual leave is subject to approval and may be disapproved.

Note: Please check with your Department Head on the reporting or requesting of annual and sick leave. Each department may have their own policy.

For Registered Nurses (RN) :

Accumulation of accrued annual leave an excess of five hundred eighty (580) hours of annual leave shall be granted a lump sum payment at their regular hourly wage for each hour of excess annual leave exceeding five hundred eighty (580) hours; provided, that said lump sum payment shall be made only if such a nurse cannot be granted such excess leave within sixty (60) days of its accrual.

SICK LEAVE:

Four (4) hours of sick leave is accrued for each full bi-weekly pay period. An employee is required to furnish certification by a licensed physician because of illness or injury in excess of three (3) consecutive days or the day before or after a holiday, weekend or day off. Employees may be required to furnish certification for other periods as deemed necessary by immediate supervisor or Hospital Administrator.

If the certification required is not furnished, all absences which would have been covered by such certification shall be indicated on the payroll as leave of absence without pay.

Accrual of sick leave hours remains at four (4) hour throughout employment.

All employees returning to work after an illness and/or disability will report to the Employee Health Nurse for clearance before returning to their work place.

Employee may be absent with pay provided they have sufficient sick leave for the hours required when:

- a. employee receives medical, dental, optometric examination or treatment or any mental health examination, counseling or treatment;
- b. employee is incapacitated from duty because of sickness, injury, pregnancy, and/or confinement in a hospital;
- c. employee would jeopardize others' health by his/her presence at work because due to exposure to a contagious disease.
- d. Compelled to be absent from duty to provide health care for a member of the employee's immediate family as a result of a serious illness or injury. Serious illness or injury is defined as an urgent condition that is certified by the attending physician as requiring hospitalization, institutionalization, or extended home care in which the person needs the constant administration of special medical care or support

PREGNANCY RELATED LEAVE:

Pregnancy Related Medical Leave shall be granted to an eligible female (full-time classified or unclassified) employee as a result of pregnancy, childbirth, or medical conditions related to pregnancy or childbirth. Pregnancy related medical leave shall consist of paid administrative leave not to exceed ten (10) working days, encompassing the date of childbirth.

PARENTAL RELATED LEAVE:

Parental Leave shall be granted to an eligible employee occupying a permanent position upon the birth of his or her child or the adoption of a child five years old or younger. This is paid administrative leave not to exceed twenty (20) working days encompassing the date of childbirth or adoption. If an employee is eligible for Pregnancy Related Medical Leave, that form of leave shall be used immediately prior to Parental Leave.

Subsequent to the use of paid administrative Pregnancy Related Medical Leave (as applicable) and Parental Leave, an eligible employee is permitted to take additional leave that, in combination with the two types of leave, does not exceed a total of one hundred thirty (130) work days of total leave surrounding childbirth. After pregnancy related medical leave (as applicable) and/or parental leave is exhausted, employees shall then use sick leave, annual paid leave, compensatory leave, and leave without pay, in that order. If employees have exhausted all of the previously stated forms of leave, they may then use any donated sick leave obtained through the leave sharing program.

Approval of Pregnancy Related Medical Leave and Additional Leave Surrounding Childbirth. The employer shall approve up to one hundred thirty (130) total work days of leave, comprised from the various leave sources as listed and pursuant to the order provided above. Leave surrounding childbirth that is requested in excess of one hundred thirty (130) working days may be approved on a case-by-case basis at the discretion of the employee's appointing authority.

Eligible female employees who take pregnancy related medical leave and additional leave surrounding the birth of a child(ren), while on a probationary status, will have their probationary status increased by the number of work days they miss during the leave period.

An employee has the responsibility to provide the supervisor no less than ninety (90) days notification of intent to use pregnancy related medical

leave and additional leave surrounding birth of a child(ren). If less than ninety (90) days is available, then notice shall be given as soon as is reasonably practical.

JURY LEAVE:

An employee, who is called for jury duty in any court in the Territory of Guam, shall be excused from duty with full pay and without charge to leave for all hours required for such duty, not to exceed the number of hours in the employee's normal work day. However, if the jury duty does not require absence for the entire work day, the employee shall return to duty immediately upon release by the court.

Employee is to show the Jury Duty Call notification to his/her supervisor: the employee shall waive jury duty compensation (except allowances for travel) to the Chief Financial Officer (CFO). Jury leave for which employees fail to submit an attendance certificate or pay the CFO, shall be charged against annual leave, if annual leave is insufficient, such excess shall be charged as leave without pay.

FAMILY MEDICAL LEAVE ACT (FMLA):

Leave of absence, for a maximum of twelve (12) weeks during any twelve (12) month period under the Family and Medical Leave Act, shall be approved for an employee for one of the following reasons:

1. The birth of a child of the employee and the care of such a child.
2. The placement of a child(ren) with the employee for adoption or foster care.
3. The care of a spouse, son, daughter or parent with a serious health condition.

4. A serious health condition of the employee.
5. Service member family leave is applicable for spouse, parent, child or next of kin of “covered service member”.

For criteria, eligibility, and other pertinent requirements, please contact the Human Resources Department for more information.

LEAVE SHARING PROGRAM

This program is to provide assistance to employees who need to take extended period of absence from work for personal or medical reasons. Absence must be for a minimum of ten (10) consecutive work days for medical emergency, and a minimum of five (5) consecutive work days for other personal reasons. Please see the Human Resources Department for more information

CREDIT FOR MILITARY SERVICE:

An employee may be eligible for three years of credit for active years of service in the Armed Forces of the United States for leave accrual purposes based on the following.

1. The employee must have had honorable service.
2. The employee is not receiving a retirement annuity or pension as a result of such military services.

Employees are requested to furnish a copy of their DD-214 to the Human Resources Department for certification to payroll for military service.

HOLIDAYS

Pursuant to Public Law 26-157 the following days are paid Government of Guam holidays:

1. New Years Day – January 1st
2. Martin Luther King- 3rd Monday of January
3. Guam History and Chamorro Heritage Day-1st Monday of March
4. Memorial Day – Last Monday in May
5. Independence Day – July 4th
6. Liberation Day – July 21st
7. Labor Day – 1st Monday in September
8. All Souls’ Day – November 2ndV
9. Veterans’ Day November 11th
10. Thanksgiving 4th Thursday in November
11. Our Lady of Camarin – December 8th
12. Christmas – December 25th

*Other days as appointed by the President of the United States or the Governor of Guam.

MEDICAL/DENTAL INSURANCE:

Medical and Dental insurance is offered to all full time employees desiring coverage. New employees have thirty (30) days from their date of hire to elect for coverage. If no election is made by the thirtieth (30) days, the employee will have to wait until the next open enrollment.

When an employee goes on **leave without pay** it is the employee’s responsibility to seek guidance from the Payroll Department to cover cost of their share and Government’s share of the premium for insurance coverage to continue.

Should you have any questions or would like to see the current available providers, please see the Human Resources Department.

LIFE INSURANCE:

The government offers a life insurance plan under the Standard Company to all full-time employees. All full-time new employees will have to complete a six (6) month probationary period to be eligible. Please see the Human Resources Department for more information.

RETIREMENT:

The **Define Benefit (DB) Retirement Plan** is compulsory for all employees hired prior to October 1, 1995. Employee's contribution rate is 9.5% of all regular pay.

The **Define Contribution (DC) Retirement Plan** is compulsory for all employees entering the government of Guam after September 30, 1995. Member's contribution shall be 6.2% of base pay.

Employees terminating their employment with the Hospital and are members with the Retirement Fund may withdraw their contribution. (For more information, contact the Retirement Office)

SALARY INCREMENT:

Permanent employees who performed satisfactorily may be advanced to the next higher step to which he/she is assigned. Step one (1) through step seven (7) – one step increment is every year; Step seven (7) through Step ten (10) – one step increment every eighteen (18) months; Step ten (10) through step eighteen (18) - one step increment every two years. Salary increments are not automatic and are subject to satisfactory performance evaluation and the availability of funds.

Pursuant to Government of Guam Competitive Wage Act of 2014 Policies and Procedures, Section XVII. General Provisions Relating to

Salary Increment Increases, the following Personnel Actions **do not** affect increment anniversary dates:

1. Reassignment of pay grade for a class or classes of positions.
2. Pay adjustments from statutory amendments to the pay grade schedule.
3. Detail appointment.
4. Transfer from one position to another of the same or related class of position while retaining the same salary rate upon reasons.
5. Involuntary demotion for other than adverse or disciplinary reasons.
6. Reclassification to a class of the same pay grade or lower while the employee retains the same salary rate.
7. Salary increment freeze
8. Voluntary demotions within the same class provided that the work performed prior to demotion is satisfactory.
9. Merit-step increases pursuant to Subsection € of §15906, Article 9, Chapter 15, Title 17 Guam Code Annotated
10. Other situations as may be determined by the Civil Service Commission.

PROMOTIONS:

Employees are encouraged to apply for promotional positions for advancement in the hospital. Promotions are not automatic and employees desiring a promotional position must submit an application within an announcement period and must meet qualification requirements, and have satisfactorily completed their original probationary period.

In a promotion, the incumbent's salary shall be increased by two steps within their current pay range and then slotted closest to but no less than the salary within the target pay range.

OVERTIME:

All overtime hours must be approved by the department head and the Hospital Administrator before it is incurred. Compensation for overtime work is equivalent to one and one half (1½) of the employee's hourly rate of pay.

In the event that an employee is scheduled overtime, the overtime hours must be worked.

WORK COMPENSATION:

Pursuant to 4 GCA, §6229.7 Work Compensation, the following is applicable;

The following work compensation shall apply to all nursing and other healthcare professionals essential to the delivery of patient care services:

- a) The workweek shall consist of any combination of straight time, overtime, and holiday time to a total of forty (40) hours. All nursing and other healthcare professionals essential to the delivery of patient care services are hereby exempted from those provisions of the government of Guam compensation laws covering accumulated straight time hours required prior to compensation at overtime rates.
- b) All work performed between the hours of 12:00 midnight on any Friday night and 12:00 midnight of the following Sunday shall be compensated at a rate of one and one-half (1 ½) times the regular straight time rate of the nurse or any employee who is responsible for direct delivery of patient services.
- c) All work performed on any legal holiday, in addition to the regular holiday pay, shall be compensated at a rate of one and one-half (1 ½) times the nurse's and other health care professional's straight time rate.
- d) After a nurse and other health care professional have worked a complete shift in any given twenty-four (24) hour period, the next four (4) hours worked shall be at a rate of one and one-half

- (1 ½) times the nurse's or other healthcare professional's straight time hourly rate. Any work in excess of the additional four (4) hours in the same twenty-four (24) hour period shall be compensated at two (2) times or double time the nurse's or other healthcare professional's regular straight time hourly rate.
- e) For the purpose of computing annual leave and sick leave for nurses and other healthcare professionals, any combination of eighty (80) hours or work, inclusive of work at overtime or double time compensation, shall accrue sick leave at the rate the nurse and the other healthcare professional are entitled to because of time in service.
 - f) Nurses and other healthcare professionals who are not allowed leave time due to shortage of staff shall be given monetary compensation at the end of the fiscal year.

WORKER'S COMPENSATION (WORK INJURY/ILLNESSES):

The Hospital carries Worker's Compensation insurance for employee injuries sustained on the job. All employees are asked to report all injuries to the immediate supervisor and be seen at the Emergency Room. Any follow up medical visit(s) due to work injury must be approved by the Worker's Compensation Commission (visit HR Office for more details).

Please ensure that an accident report is completed for such injury (GWC Form 201 & 101). Failure on the employees' part to report work related injury/illness may result in the employee not receiving benefits.

RESIGNATIONS/SEPARATION CLEARANCE:

Employees separating from the hospital are required to give ten (10) working days advance written notice to the Hospital Administrator via the immediate supervisor. All employees are required to clear from the hospital and other government of Guam Agencies. Employee's final check will not be released until properly cleared. Employee should

report to Human Resources Department as soon as they know they are resigning so that they can be advised of what must be done.

DISCIPLINARY ACTION:

The following are some of the reasons for which an employee may be dismissed, demoted, suspended without pay, transferred to another position in the same class or reprimanded:

Authorized Causes for Adverse Action: The following conditions constitutes cause for discipline of an employee:

- a. Fraud in securing appointment.
- b. Incompetence.
- c. Inefficiency.
- d. Inexcusable neglect of duty.
- e. Insubordination.
- f. Dishonesty.
- g. Drunkenness on duty.
- h. Intemperance.
- i. Addiction to use of narcotics or habit-forming drugs.
- j. Inexcusable absence without leave.
- k. Conviction of a felony or misdemeanor involving moral turpitude.
- l. Discourteous treatment of the public or of other employees.
- m. Improper political activity.
- n. Willful Disobedience.
- o. Misuse of government property.
- p. Refusal to take and subscribe to any oath or affirmation required by law in connection with employment.
- q. Other failure of good behavior either during or outside of duty hours which is of such nature that it causes discredit to **GMHA**.

The above stated causes for disciplinary action are in addition to those established by law.

EMPLOYEE DISCLOSURE-DUTY TO REPORT CRIMINAL CHARGES OR CONVICTION:

Pursuant to 4GCA §4202.1 mandates that all employees in the classified service who is charged by indictment, information or magistrate's complaint with any crime in any court or who is convicted of a crime in any court except Traffic Court shall provide the department head or Hospital Administrator with written notice of the charges or the conviction within seventy-two (72) hours thereof. Failure to provide the notice required is grounds for a separate Adverse Action.

GRIEVANCE PROCEDURE:

Effort on the part of responsible persons shall be made to uncover and correct employee grievances as they arise. Employees whether temporary, permanent or part-time shall be encouraged to voice complaints and to make problems known to their immediate supervisor. In all cases, employees shall be assured freedom from restraint, interference, discrimination or reprisal.

The following general principles shall be used to adjust difficulties:

- 1) Informal discussion between supervisor and complaining employee shall be held.
- 2) Supervisor shall inform employee of all relevant considerations and take immediate corrective action if the complaint is warranted.
- 3) If the immediate supervisor does not have sufficient authority to correct the difficulty or if he does not believe further action is warranted, the employee shall be authorized to submit a formal request within five (5)

working days for review of all actions taken to the Hospital Administrator who shall, if possible, secure a solution to the problem within five (5) working days following receipt of formal request.

- 4) The employee may refer the grievance within five (5) working days to the Board of Trustee's Human Resources (HR) Committee (BOTHRC) if not satisfied with the solution of the Hospital Administrator.

The employee, the department head involved in the dispute, and an employee of equivalent rank with the employee submitting the grievance (appointed by the BOTHRC for this hearing shall be present. Hearings shall be informal and technical rules of evidence shall not apply. The request for a hearing shall be submitted to the BOTHRC in writing, stating the nature of the grievance and/or persons complained against, and the nature of the attempted settlement.

A report and the recommendations for disposition of the grievance shall be prepared by the Board of Trustee's Human Resources (HR) Committee (BOTHRC) within five (5) working days after the hearing. Copies of such report shall be sent to the employee and the Hospital Administrator.

The employee may appeal to the Hospital's Board of Trustees within five (5) working days after being heard and appraised of the decision of the BOTHRC if not satisfied with the solution of said Committee. The Board of Trustees shall determine if a hearing will be held. The Board shall have the prerogative to refuse a hearing if it so desires. Hearings shall be held during working hours, and personnel called to attend the hearing shall do so without loss of salary. Hearings shall be held within forty-five (45) days after the Board receives an appeal. Hearings shall be informal and technical rules of evidence shall not apply.

Proceedings shall be recorded in summary form by the Board and shall contain all pertinent facts brought out during the hearing.

A report and the recommendations for disposition of the grievance shall be prepared by the Board of Trustees within five (5) working days after the hearing. Copies of such report shall be sent to the employee and the Hospital Administrator.

If the findings of the Board of Trustees are against the employee, that action shall be final, except for dismissal, demotion or suspension in which case the employee may appeal to the Civil Service Commission. The employee may, within ten (10) days after being notified of the decision of the Board of Trustees, appeal to the Civil Service Commission by filing his written answer to the charges against him.

POLITICAL ACTIVITY:

It is the policy of the government of Guam to protect employees from political interference on matters of employment. No persons, whether or not an employee, shall solicit or receive a contribution or distribute literature for any political purpose in any room or building occupied in the discharge of official duties by a person employed by the Executive, Legislative or Judicial Branches of the government of Guam. For purposes of this section, soliciting a contribution includes solicitation by letter or circular addressed to and delivered to an employee in said room or building. Any person who violates this section is guilty of a misdemeanor.

TYPHOON CONDITION DEFINED, WEATHER CONDITIONS AND TYPHOON PROCEDURE:

Is defined in Policy 302 Typhoon Preparedness Manual Policy 302 – Typhoon Cyclone Response Plan (TRP) - Weather Condition.

Employees are identified as essential personnel. Your Department Head or Supervisor may be called to identify staff to report to duty if the need arises.

RECALL LIST

All employees are required to submit to their Department Supervisor their current **telephone number and home address** and to be updated whenever there are any changes.

EMPLOYEE RULES AND REGULATIONS;

All employees must adhere to the Personnel Rules and Regulations, Administrative Manual and Departmental Policies and Procedures. Violations of these rules shall be cause for disciplinary actions as outlined in the Adverse Action policy and procedures.

For more information regarding employment or benefits, all employees are encouraged to call or visit the Human Resources Department. You may call the Human Resources Department located at the 1st floor Administration wing at 647-2409 or 647-2171. Hours of operations are Monday through Friday from 7:00 a.m. to 5:00 p.m. closed on weekends and holidays.