

# Project SEARCH Lakeland Health St. Joseph

## Intern Handbook 2018-2019



Hosted by:



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## Introduction

Welcome to Berrien County's Project SEARCH program at Lakeland Health, St. Joseph. This year is an opportunity to learn, grow and develop skills that will assist you in your job search. With your hard work and participation, you will have experiences here that will make you employable in many different careers.

While you are at Lakeland Health, you are expected to have the utmost respect for the staff, patients, and families. We expect you to have good manners and a good attitude each and every day. We expect you to follow Berrien RESA's **Code of Conduct** as well as **Lakeland Health's Policies and Procedures**. In addition, you will be expected to follow all of the expectations explained in this packet.

Together we can make this year a wonderful experience. It is up to **YOU** to make this a great year!

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## Project SEARCH Typical Day

School day: September-Mid-June, Monday-Friday, 8:30-3:00pm  
We follow the Berrien RESA school calendar.

- **8:20-8:40 - Sign In at Java City (Lobby of hospital)**
- **8:40-12:00 - Internship Sites:** students participate in non-paid job internship sites throughout Lakeland Health. They rotate through three, ten-week internship sites during the year.
- **12:00-12:30 - Lunch:** Students may purchase a lunch or bring their own lunch. Students are encouraged to eat with their co-workers and peers at Lakeland to work on social skills.
- **12:30-1:30 - Internship Sites:** return to sponsoring department to learn job specific and employability skills.
- **1:30-2:45 - Reflection/Planning/Journal writing:** Students sign out at 2:15 p.m. and if available take public transportation home.

The internships typically last 10-12 weeks and should be planned to meet the needs of the business and the students.

**Project SEARCH Lakeland Health follows Berrien RESA for any weather related cancellations and/or delays.**

## 2018-2019 Important Dates

May 22	5:30-7:00pm Intern information night at Lakeland Health
July 30-August 3	Summer Career Camp (Lakeland Health St. Joseph Drug screening and background check)
August	Intern IEP meetings at Lakeland Health
September 4	Project SEARCH Program begins at Lakeland Health - New Team Member Orientation

### **September-November - First Job Rotation**

October 24	Intern Half Day (morning only)/ EPM (afternoon)
November 2	Intern Day Off
November 28	Intern Half Day (morning only)/ EPM (afternoon)
November 21-23	Thanksgiving Break

### **December-February - Second Job Rotation**

December 21	Intern Half Day (morning only)
December 24-January 4	Winter Break
January 21	Intern Day Off - Martin Luther King Day
January 23	Intern Half Day (morning only)/ EPM (afternoon)
February 18	Intern Day Off - President's Day
February 20	Intern Half Day (morning only)/ EPM

### **March-June - Third Job Rotation**

March 15	Intern Day Off
March 20	Intern Half Day (morning only)/ EPM (afternoon)
March 29	Intern Half Day (morning only)
April 1-5	Spring Break
April 19	Intern Day Off – Good Friday
April 24	Intern Half Day (morning only)/ EPM (afternoon)
May 22	Intern Half Day (morning only)/ EPM (afternoon)
May 27	No School - Memorial Day
June 3	Project SEARCH Celebration
June 12	Half Day and Last day of Project SEARCH School Year

**Project SEARCH Lakeland Health follows Berrien RESA for any weather related cancellations and/or delays.**

# Lakeland Health Mission, Vision, and Values

## Our Mission

To enhance health and serve our community.

## Our Vision

To positively transform healthcare and the health choices of those we serve and employ.

## Our TRAITS

We are completely committed to the mission of Lakeland to provide "safe, high quality, compassionate, patient-centered care." We understand that we are a valuable part of the Lakeland team and that our role is critical to the success of Lakeland's mission. In that spirit, we aspire to be a role model of the following *TRAITS* linked to our success.

- **Teamwork**  
We value *TEAMWORK*. We recognize that highly effective and highly reliable teams are required to deliver exceptional patient care. We are committed to work collaboratively and to recognize daily the contributions of others. We will freely and promptly share information with those who need it from us or from our department.
- **Respect**  
We will treat others with *RESPECT*. We value the opinions, beliefs, and desires of those with whom we work and those it is our privilege to serve. We are committed to appreciate and learn from the rich diversity within our workplace and among our patients and their families. We will make it safe for others to speak up, disagree, share concerns, make suggestions, question decisions, admit mistakes or try new ways to improve our care.
- **Accountability**  
We will ensure *ACCOUNTABILITY*. We will take responsibility for all that happens in our area. We will not blame others but will work with our team to resolve any issue that stands in the way of taking exemplary care of our patients and of each other. We will respectfully confront those who may not be living up to Lakeland's mission and core values regardless of their role or position. We will escalate any problems that We are unable to resolve to those best positioned to help.

- **Inspiration**  
We will work to be an *INSPIRATION*. We understand that it is a privilege to be entrusted with the life and health of those we serve. We understand the difference between just showing up and being fully engaged. Each and every day, through our words and our actions, we will strive to inspire those around us to be their best and to give their best.
- **Trust**  
We will *TRUST*. We will behave in a way that earns and conveys the sense that we can rely on each other with confidence. When we don't fully understand the intent or decision of those around us we will first look for a charitable, rather than a critical, explanation. We will always assume first the good intentions of others. We will behave, and ensure that others behave, in ways that are always ethical and unquestionably honest.
- **Safety**  
We will focus on *SAFETY*. Each and every day we will remain focused on preventing harm to patients, visitors and associates. We will continuously watch for, and immediately intervene, when anyone may be at risk for physical or emotional harm. Safety is our job wherever we are and whatever we do. We will require all those we encounter to understand and behave in ways that are safe.

## **Dress Code**

All associates and interns must maintain excellent personal habits of cleanliness. Whether the approved dress is scrub attire or another form of business professional wear, everyone is required to present a well-groomed appearance. All clothing shall be appropriate in size for the interns' frame and shall be clean, pressed, and in good condition.

The standard dress code for Project SEARCH interns is designated Green collared shirt and khaki pants. Interns are expected to wear clean, non-skid, comfortable shoes, such as gym shoes. Long-sleeve shirts, sweaters and turtlenecks under your Green collared shirt are permitted. Interns are not allowed to wear jeans, shorts, sweatpants, T-shirts, sandals or sweatshirts.

Project SEARCH interns may participate in job rotations where the associates have a different uniform. For example; associates in sterile processing wear hospital owned, surgical scrubs. Interns placed in a department such as sterile processing will need to change into surgical scrubs when they arrive on campus. They will need to change back into their clothes when they leave for the day.

Please plan ahead and make sure you have enough clean clothes for the week. Don't wait until the last minute to do laundry or go shopping. "I didn't have time to wash my clothes" is not an acceptable excuse.

## **Attendance**

You are expected to come to work on time every day. You are an adult now and you should be getting yourself out of bed and ready on your own. You are expected to treat this year just like a job. If you are sick or late to work you must first call your Department Supervisor and then call Ken Fetke (269-408-4172).

After the 5<sup>th</sup> absence, a meeting will be scheduled with the Intern, Family, Instructor, Skills Trainer, and Department Manager regarding this issue and expectations moving forward.

A second meeting will be scheduled after 3 more absences (totaling 8 absences) with same parties regarding steps moving forward, which could involve exiting Project SEARCH.

We follow Berrien RESA's calendar. This is important especially when listening for weather related cancellations and/or delays.

## Transportation

If you and your family are interested in utilizing public transportation through Dial-A-Ride or Berrien Bus their contact information is below:

### **Berrien Bus**

4676 E Shawnee Rd  
Berrien Springs, MI 49103  
(269) 471-1100

### **Dial-A-Ride Benton Harbor**

275 E Wall St Benton Harbor, MI 49022  
Benton Harbor, MI 49022  
(269) 927-4461

If you or your student would like more information regarding options and familiarity with the public transportation within Berrien County, please feel free to contact:

Debra Panozzo  
Mobility Consultant  
Southwest Michigan Planning Commission  
376 West Main Street, Suite 130  
Benton Harbor, MI 49022-3651  
269-925-1137 x 1519

## Smoking/Tobacco Use

Lakeland Health is a smoke-free work environment. There is no smoking or use of tobacco, including electronic or e-cigarettes, allowed on any property owned or leased by Lakeland Health, including all off-site properties operated by Lakeland Health. The policy pertains to all patients, visitors, physicians, volunteers, contractors, and associates.

Lakeland Health is also a tobacco-free work environment which means they do not hire individuals who use tobacco products. As the region's leading healthcare provider, Lakeland Health recognizes their responsibility to positively transform healthcare and the health choices of those they serve and employ within the community. It is important to model healthy behaviors and expect associates to model the same behaviors they promote to their staff.

## Meals

Project SEARCH Interns are expected to provide their own meals. Interns may either pack a lunch or purchase food in the cafeteria. You can expect to spend about \$8.00 on a meal. Each department within the hospital has a break room with a refrigerator for interns to use.

## Skills Trainer

The Skills Trainer is here to help you to be successful on your job. She will help you learn your tasks and understand what is expected of you. It is your job to ask for help when you need it. The Skills Trainer DOES NOT work side-by-side with interns all day long. The goal of this program is independence. You are expected to take directions from your supervisor and ask questions when you need help.

## Michigan Rehabilitation Services (MRS)

Michigan Rehabilitation Services is paying part of the costs for you to attend this program and receive skills trainer services. In order to receive those services, you are expected to attend required monthly meetings and complete necessary paperwork. If you do not participate, you could lose your services. **The Rehabilitation Counselor will be in contact with you during the summer. This is a crucial meeting in which the Counselor will open the case and begin funding for the school year.** Please make sure you have the required documentation ready for this meeting.

## Medications

Any Project SEARCH intern who takes medication during the work day must be responsible for taking it him or herself. Medications will not be stored in the classroom. If a special medication need arises, please let Ken Fetke know right away (269-408-4172).

## **Grades**

Grades will be given in the following areas: attendance, class participation and work evaluations. All grades are based on 100 points and rated by the following percentages: Attendance 20%, Class Participation 20%, and Work Evaluation 60%. Class participation is based on your attitude, participation and completion of assignments. The Instructor, Skills Trainer, and Supervisor complete a weekly work evaluation.

# SAMPLE Project SEARCH Vocational Evaluation

Student: \_\_\_\_\_  
Name of evaluator: \_\_\_\_\_

Date Completed: \_\_\_\_\_  
Work Site: \_\_\_\_\_

Number the appropriate column indicating student skill level for related behaviors.

**4-EXCELLENT      3-GOOD      2-KEEP WORKING      1-NEEDS IMPROVEMENT**

## WORK RELATED BEHAVIORS

### Social Behavior

1. Handles stress \_\_\_\_\_
2. Makes eye contact \_\_\_\_\_
3. Refrains from unnecessary social interaction (talking) \_\_\_\_\_
4. Admits mistakes \_\_\_\_\_
5. Accepts praise \_\_\_\_\_
6. Cooperation and courteous \_\_\_\_\_

**TOTAL: \_\_\_\_\_**

Additional Comments: \_\_\_\_\_

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### Communication

1. Listens and pays attention \_\_\_\_\_
2. Expresses personal needs (restroom breaks, doctor visits) \_\_\_\_\_
3. Respects rights and privacy of others \_\_\_\_\_
4. Asks for help or clarification when needed \_\_\_\_\_
5. Communicates adequately (initiates conversations, doesn't interrupt) \_\_\_\_\_

**TOTAL: \_\_\_\_\_**

Additional Comments: \_\_\_\_\_

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### Appearance

1. Maintains clean body hygiene \_\_\_\_\_
2. Dresses appropriately for the job \_\_\_\_\_
3. Positive attitude toward work \_\_\_\_\_

**TOTAL: \_\_\_\_\_**

Additional Comments: \_\_\_\_\_

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### Job Performance

1. Follows directions \_\_\_\_\_ -  
\_\_\_\_\_
2. Accepts constructive criticism/feedback \_\_\_\_\_
3. Follows rules and regulations \_\_\_\_\_
4. Maintain good attendance  
\_\_\_\_\_
5. Arrives to work on time and leaves on time  
\_\_\_\_\_
6. Attends to job task consistently  
\_\_\_\_\_
7. Completes task accurately  
\_\_\_\_\_
8. Works at appropriate rate  
\_\_\_\_\_
9. Initiates a new task  
\_\_\_\_\_
10. Works well with coworkers  
\_\_\_\_\_
11. Follows the proper "chain of command"  
\_\_\_\_\_

**TOTAL: \_\_\_\_\_**

Additional Comments: \_\_\_\_\_

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100-93 EXCELLENT  
92-68 GOOD  
67-43 KEEP WORKING  
42-0 NEEDS IMPROVEMENT

## **Immunizations: Documentation of Vaccination or Titer**

### **LABORATORY TESTING AND IMMUNIZATIONS**

The following immunizations and lab tests are mandatory:

- MMR (Measles, Mumps, Rubella)
- Varicella (Chickenpox)
- Influenza (Flu)
- Proof of freedom of TB (Tuberculosis)
- 5 panel urine drug screen

### **EXPLANATION:**

We must have physician documentation of 2 doses of MMR and 2 doses Varicella or a blood test (titer) indicating positive immunity. Documentation of childhood disease is insufficient.

During Influenza season we must have proof of influenza vaccination. Flu shots can be received at Lakeland Health.

A TB test must be documented within the last 12 months

## **Criminal Records Check**

Michigan Rehabilitation Services will administer background checks for each intern. The students must be free from any criminal activity to participate in the Project SEARCH program. Those students unable to pass a background check will **not** be permitted in the program.

## **What to Bring**

You will need to purchase the following items for class work:

- 2 pocket folders
- Pen or pencil,
- Notebook filler paper
- Lunch or lunch money

You are responsible for any transportation costs. If you use a cell phone you may bring it with you but it must be turned off while you are here during the school day, 8:30am-2:45pm. If your cell phone becomes a distraction you will be asked to leave it at home. If parents need to get in touch with you during the school day, they must call Ken Fetke (269-408-4172).

## Watches

It is important that each student have a watch. You cannot use your cell phone to check the time. It is best if you had a watch with multiple alarms and a timer. The Timex Ironman is a good investment. You can visit [Timex.com](http://Timex.com) for some selections. Timex is sold at Wal-Mart, Meijer, and Target. When selecting a watch, it is important to find one that works for you and meets your needs. Here is an example of what functions to look for:

### **IRONMAN\* Triathlon® 30-Lap watch**

#### **Additional Features**

- Digital Display
- Black Resin Strap
- INDIGLO® night-light
- Occasion Mode
- 3-Alarm Feature
- 30-Lap Recall
- Brushed Case
- Water Resistant to 100m
- Timer
- 3 Time Zones

## Respect

We will be talking about respect a great deal this year. When you show respect for others, you show respect for yourself. Disrespectful talk, writing, clothing, etc. will not be tolerated in Project SEARCH. Each student in this program, each patient and family member and each associate has the right to be treated with respect and dignity.

# Professional Expectations of Lakeland Team Members: Policy 40.12

**PURPOSE:** In order to support Lakeland’s mission and to enhance health and serve our community, Lakeland sets high expectations for all who support, serve and treat our patients. The purpose of this policy is to set clear, professional expectations for all of our Lakeland Team Members.

**SCOPE:** All Lakeland Team Members which include Associates, Employed and Non-Employed Physicians and other Providers, Advanced Practitioners, Residents, Students, Volunteers, Board Members, and Contract Staff.

**POLICY:** All team members are expected to meet the standards of excellence and to refrain from any behaviors that would be considered unprofessional, inappropriate and fall short of the Lakeland Professional Expectations.

## Key Lakeland Professional Expectations

Standard	Examples
<b>Ethical</b>	<ul style="list-style-type: none"> <li>• Respect and abide by federal, state and local laws.</li> <li>• Respect the property and belongings of Lakeland, Team Members and Patients.</li> <li>• Be truthful in all that you say, do, document and share.</li> <li>• Demonstrate uncompromising integrity at all times.</li> <li>• Treat all patients, family members, visitors and team members with the highest level of respect regardless of race, culture, ethnicity, religion, weight, body type, looks, gender identity, transsexualism, sexual orientation, age, gender, disability, intelligence, role or economic status.</li> </ul>
<b>Conduct</b>	<ul style="list-style-type: none"> <li>• Bring your heart to work every day.</li> <li>• Be mindful that you are a representative of Lakeland within the community and on social media.</li> <li>• Demonstrate all of the “TRAITS” which include <u>T</u>eamwork, <u>R</u>espect, <u>A</u>ccountability, <u>I</u>nspiration, <u>T</u>rust and <u>S</u>afety.</li> <li>• Demonstrate constant professionalism through your words, actions, reactions, gestures, emotions and tone.</li> <li>• Demonstrate patience, kindness, compassion, politeness, gentleness and self-control toward all patients, family members, visitors and team members at all times through your words, actions and body language.</li> <li>• Maintain the highest level of confidentiality respecting the HIPAA laws.</li> <li>• Demonstrate professionalism with what you wear to work. Be respectful of the dress code for your role and personal hygiene.</li> </ul>
<b>Performance</b>	<ul style="list-style-type: none"> <li>• Accomplish the duties and expectations of your job on time, consistently and with a high standard of excellence.</li> <li>• Be accountable for what you are responsible to do or deliver.</li> <li>• Be positive, helpful and demonstrate great team work.</li> <li>• Comply with the essential requirements of your position in a timely manner relative to licensing, certifications, registrations, immunizations, competencies, learning and evaluations.</li> <li>• Be mindful of excellent attendance. Be punctual and ready to begin your job duties at your scheduled start time.</li> <li>• Be open to feedback received for your ongoing improvement.</li> </ul>

## Examples When Coaching and Notices Should Be Used

Listed below are examples of ethical situations, conduct or performance that would be appropriate for coaching and progressive notices.

Ethical Examples	Conduct Examples	Performance Examples
<b>Intentionally damaging or destroying Lakeland property or equipment.</b>	Speaking in a threatening or demeaning manner toward anyone.	Failure to follow performance standards for TRAITS (Teamwork, Respect, Accountability, Inspiration, Trust and Safety).
<b>Being convicted of a misdemeanor and/or felony that are deemed by Lakeland to place residents, patients, team members or visitors at a higher safety risk.</b>	Engaging in conflict that is disruptive and disrespectful to others.	Failing to follow the attendance policy, including the call-in procedure.
<b>Illegal gambling on corporate property.</b>	Use of profanity anywhere on Lakeland property which includes staff break rooms and private offices.	Failure to meet the essential functions of the job with or without accommodations which may include neglect of duty and not following work instructions.
	Social media posts including comments, pictures and videos that could be potentially damaging to the organization's image, a patient's privacy, a team member's professional reputation or could create an uncomfortable or hostile work environment.	Willful disregard or misuse of corporate property or resources including inappropriate use of electronic communication and other electronic devices and internet accessing. (see Lakeland policy <a href="#">Electronic Mail and Internet Usage - 40.14</a> ).
	Any conduct unbecoming to the job or any act or conduct which may cause potential harm, intimidation or fear to patients, visitors or team members.	Not being found on the unit, work area or reachable on Vocera when on duty.
	Throwing or mishandling instruments, equipment, tools or other items that could cause harm, create fear or incur damage.	Not getting work done on time or not meeting quality standards.
	Intentionally invading another's "personal space" in a threatening, intimidating or aggressive manner.	Misuse of meal and rest breaks.
	Creating a hostile or uncomfortable work environment through examples such as words, actions, inappropriate humor, inappropriate touching, mean spirited conversations that negatively impact a department or team member, story-telling, viewing or sharing inappropriate pictures and/or videos.	
	Not following the dress code	
	Not adhering to the smoke free/ tobacco free environment policy.	

*Note: These lists are intended to be illustrative, representative examples of scenarios. Lakeland reserves the right to impose notices with respect to other scenarios that are viewed as unsafe, unprofessional or in violation of the Professional Standards of Excellence and escalate the type of discipline if the behavior has been repeated despite previous efforts at coaching.*

## Serious Deviations from Professional Expectations

While we trust that all Lakeland Team Members come to work each day wanting to give their very best, there are times when they fall short of the Professional Expectations. Listed below are examples that are considered serious deviations from the expectations and may lead directly to termination without requiring progressive coaching or notices.

Ethical Examples	Conduct Examples	Performance Examples
<b>Dishonesty, including but not limited to falsifying information on employment records, applicant information, timecards, personnel records, patient records or other Lakeland records.</b>	Any act, conduct or lack of action which may be detrimental to the well-being of a patient, another team member, resident or visitor.	Failure to produce a valid license, certification or registration as required per the team member's job description or any other Lakeland policies within a required timeframe.
<b>Making false accusations about a team member, not being truthful in an investigation or dishonesty in any business conversation or communication.</b>	Engaging in or initiating workplace violence which may include grabbing, striking, hitting, pushing, pulling or otherwise inappropriately touching another team member or patient.	Insubordination which is defined as refusal to carry out requested duties, scheduled shifts or displaying disrespect toward a leader through negative words, actions or behaviors.
<b>Displaying discriminatory behavior toward anyone in the workplace.</b>	Sexual harassment, harassment or bullying which includes examples such as speaking to anyone in a threatening manner, humiliating or intimidating words or actions, sabotage and verbal abuse.	Sleeping on the job or assuming the position of sleep on the job.
<b>Using another team member's Login ID, password or badge to access computer, voicemail, equipment or facilities.</b>	Sexual misconduct on Lakeland property.	Actions which may set other team members up for failure or a safety risk.
<b>Stealing, or attempting to steal Lakeland property including examples such as drugs, the personal belongings of others in the workplace or time through misuse of timecards or badge readers. Being in possession of stolen property.</b>	Social media posts including comments, pictures and videos that have seriously damaged the organization's image, a patient's privacy, a team member's professional reputation or created an uncomfortable or hostile work environment.	
<b>Unauthorized possession, sale, use, or consumption of any controlled substance including alcoholic beverages or being under the influence of such substances while on Lakeland premises or while on duty.</b>	Retaliating against a team member or patient for reporting an issue or concern.	
<b>Sexual relationship between a leader and a member of their team.</b>	Carrying or concealing a firearm or weapon within Lakeland facilities.	
.	HIPAA or Privacy Violation which violates Privacy Policy Corp -191 which includes accessing one's own medical record, a family member's medical record or anyone that is not under the team member's care without authorization from Health Information Management or Physician (through the official release form provided by HIM.)	

*Note: These lists are intended to be illustrative, representative examples of scenarios. Lakeland reserves the right to impose notices with respect to other scenarios that are viewed as unsafe, unprofessional or in violation of the Professional Standards of Excellence and escalate the type of discipline if the behavior has been repeated despite previous efforts at coaching.*

## Procedures for All Team Members

If noted or observed that a team member has not met professional expectations, you should report the concern immediately to the team member's Leader or Human Resources. Prior to reaching any conclusion, the matter must be investigated and the team member's version of what transpired will be obtained.

### Investigations

Not all coaching or notices require an investigation. When serious matters, allegations or complex issues are brought forward however, Lakeland has a responsibility to look into all reports thoroughly through an investigation with a sense of urgency to ensure a safe and respectful workplace.

**Listed below are the steps taken to investigate a case:**

Step	Action	Who
1	Allegation/finding goes to Manager or HR	Any Team Member
2	Conduct investigation	Leader and HR
3	Allow team member to share their input	Leader and/or HR and Team Member
4	Summarize findings	Leader and/or HR
5	Recommend and agree on outcome	Leader and HR
6	Communicate outcome to associate	Leader and/or HR

Note: If the final outcome is termination, approval from the HR Executive Director and Service Line VP is required prior to notification. This applies to all terminations for any reason.

### Suspended Pending Investigation

When serious matters arise that could threaten the safety and well-being of patients, residents, team members or visitors, HR and Leaders may immediately remove a Team Member from the workplace and "suspend pending investigation" until an investigation can be completed.

The Leader and HR will inform any team member involved that he/she is "suspended pending investigation" and retain their badge (and laptop if applicable). While on suspension the team member will be prohibited from being present on hospital premises except for a medical reason.

In the event there is a serious breach of policy or behavior that warrants immediate action during a time when the team member's formal Leader or HR is not available, the acting Leader (Supervisor, Lead, Charge, and House Supervisor) may suspend pending investigation, retain the badge and report the matter to Management/HR appropriately. Paying the team member while suspended pending investigation will be determined based on the outcome of the investigation.

### Progressive Coaching For All Team Members

A coaching conversation is advised before a formal notice to allow the Team Member time to correct behavior or performance. The intent is to guide the team member back to professional standards and avoid notices, however, leaders may move directly to formal notices based on the situation or when coaching has not impacted the trend or the situation has clearly fallen short of professional expectations.

Coaching sessions must be documented and dated by the leader on a Leader Note to File template and retained with the leader. To address more than one coaching topic or a trend of concerns, Leaders may use the Focused Feedback Form to clearly document the areas of concern requiring coaching and articulate the measures of success. Leaders may move directly to a formal notice when the behavior greatly deviates from the professional expectations that have been set for all Lakeland Team Members.

When professional expectations continue to fall short or are of serious concern, the following levels of coaching will be administered for Team Members.

Level	Action	Documentation/Storage
<b>First Notice</b>	Leader presents <u>First Notice</u> of Professional Expectations that have not been met and describes improvement expectations for team member.	Documented First Notice Form (Original sent to HR for Team Member File.)
<b>Final Notice</b>	Leader presents <u>Final Notice</u> of Professional Expectations that have not been met and describes improvement expectations for team member. Communicates that termination may occur as the next step.	Documented Final Notice Form (Original sent to HR for Team Member File.)
<b>Termination</b>	Employment with Lakeland ends based on attempts to provide feedback and notices without required improvement. Approval by VP of Service Area and HR Required prior to termination.	Documented Termination Notice (Original sent to HR for Team Member File.)

If a notice is administered, the associate must receive a copy and be invited to sign and make comments on the form. The original must go to HR to be placed in the team member's file. In determining the appropriate level of notice, all of the surrounding circumstances may be considered including:

- the seriousness of the offense
- honesty throughout the investigation
- length of service
- desire to improve
- potential and willingness to improve
- time between incidents
- prior record of notices, coaching and feedback
- attendance record

Prior notices occurring within the preceding 12 months will be given the greatest weight, however the team member's entire record will be taken into account in determining an appropriate level of notice. As noted earlier, steps may be skipped based on the seriousness of the concern.

Providers may have additional steps leading to the PCC (Professional Conduct Committee) for matters that may impact their credentials.

## Transfer or Promotion

Team members who have received a notice or final notice within the previous six (6) months will not be eligible for a transfer or promotion. Any exception to this rule must be approved by the current leader and HR.

## Reservation of Rights

This policy is only a guide and is not intended to be inclusive of absolute. Failure to enforce these rules in any past or future situation does not preclude their enforcement in any other situation. Lakeland reserves the right to alter, amend, modify or eliminate this policy/procedure at any time without prior notice in accordance with HR Policy 40.09 – Human Resources Policy Administration. Lakeland also reserves the right to deviate from these guidelines when appropriate in its judgment. Nothing in this policy is intended to alter the at-will employment relationship. Lakeland reserves the right to terminate the employment relationship at any time, with or without cause.

## Definitions

Terms	Meanings
Professional Expectations	Desirable actions, behaviors, communication and outcomes of all Team Members that create a safe, respectful and collaborative work environment that is focused on excellent patient care and builds up a positive reputation for Lakeland overall.
Ethical Expectations	Acting in ways consistent with what society, individuals and Lakeland typically think are good values. Ethical behavior tends to be good for business and involves demonstrating respect for key moral principles that include honesty, fairness, equality, dignity, diversity and individual rights.
Conduct Expectations	Behaviors that team members express through actions, reactions or inaction. This could include the use of words, tone, body language, gestures and treatment of each other.
Performance Expectations	The work related activities expected of a team member and how well those activities are completed. This includes work ethic which is how committed and diligent a team member is in addressing the expected duties of their role.
Notice	A formal written summary that documents a concern, policy shortfall or a professional expectation that has not been met and that requires a change in behavior or practice. Notices are placed in the team member's HR file and the team member receives a copy.
Coaching	Communication between the leader and the team member that shares feedback and helpful input to help a team member to grow, improve and succeed.
Leader	Any level of management or associate serving in a formal supervisory role (e.g. Director, Manager, Charge Nurse, House Supervisor, Lead, Supervisor)

# Berrien County Project SEARCH Student Code of Conduct

## Grounds for Restorative Practice, Suspension, Expulsion, Emergency Removal or Other Disciplinary Action

Violation on the part of a student of any one or more of the following rules shall constitute misconduct and may result in restorative practice, suspension, expulsion, emergency removal, or other discipline of a student.

These student code of conduct regulations are applicable to conduct while school is in session, at school sponsored activities or events whether on or off the training site, in any vehicle arranged by the school, or at any time the student is subject to the authority of the Board of Education or school district personnel or training site personnel. In addition, a student may be subject to disciplinary action, including suspension or expulsion, for harassment, vandalism, physical abuse or other harmful or disruptive behavior toward school personnel or training personnel during non-school or non-training hours.

The offenses listed below include suggested discipline. However, the suggested discipline guidelines are not, in any way whatsoever, binding on school district personnel assigning discipline to a student for violations of the Code of Conduct. A student may, at any time, for any violation of the Code of Conduct, be suspended, removed, and/or expelled from school, and/or be subject to other disciplinary action or referral to law enforcement or other officials.

The following mitigating factors will be considered as part of any disciplinary proceedings:

- pupil's age;
- disciplinary history;
- whether the pupil has a disability;
- the seriousness of the violation;
- whether the violation threatened the safety of any pupil or staff member;
- whether Restorative Practices will be used to address the violation; and
- whether a lesser intervention would properly address the behavior

## Restorative Practices

“Restorative Practices” means practices that emphasize repairing the harm to the victim and the school community caused by a student’s misconduct. The school will consider restorative practices to remediate offenses such as: interpersonal conflicts, bullying, verbal and physical conflicts, and harassment and cyberbullying – before imposing discipline under this policy. Such practices include but are not limited to, victim-offender conferences that are initiated by the victim (and approved by the victim’s parents or legal guardian), are attended by the victim, a victim advocate, the offender, members of the school community and supporters of the victim and offender. This is the “restorative justice team.”

The purpose of this conference is for the offender to accept responsibility for the harm caused to those affected, and to participate in setting consequences to repair the harm.

### **Outcomes of restorative practices:**

An opportunity for the offender to accept responsibility for the harm caused to those affected, and to participate in setting consequences to repair the harm, such as any combination of:

- apologizing
- participating in community service
- restoring emotional or material losses, or counseling
- paying restitution

## **Section 1 – Suspension for 10 days with recommendation for expulsion**

A student committing any offense in Section 1 will be suspended from school for ten days and will be recommended for expulsion from school. The matter may be referred to law enforcement or other officials.

### A. Alcoholic Beverages and Drugs

A student shall not possess, use, sell, offer to sell, conceal, transmit, give, attempt to purchase, or be under the influence of any alcoholic beverage or illegal or illegally used drug including steroids, counterfeit (look-alike) drugs, or controlled substances. "Possession" includes, but is not limited to, retention on the student's person or in a purse, wallet, locker, desk, or vehicle. A student shall not possess, use, sell, offer to sell, conceal, or transmit any drug-related paraphernalia. A student shall not have the odor of illegal or prohibited substances, such as alcohol, marijuana, etc., on or about their person.

It is not a violation of the Code of Conduct if a substance used for medical purposes in accordance with directions for use, in accordance with a valid prescription (If the substance is a prescription drug.) Such a validly used/possessed substance must be (1) if a prescription drug, authorized by a medical prescription by an authorized health-care professional and kept in the original container, which shall state the student's name and directions for use and expiration date; or (2) if an over-the-counter drug, kept in the original container, which shall state directions for use.

### B. Arson/Unauthorized Use of Fire

A student shall not cause or attempt to cause any flame, spark or other form of fire to be ignited.

### C. Assault

A student shall not cause, attempt to cause, or threaten to cause physical injury to any person.

### D. Dangerous Weapons

A student shall not possess, transport, transmit, conceal or attempt to possess, transport, transmit, or conceal a dangerous weapon, firearm, knife, fireworks, explosive device or dangerous instrument, or "look-alike" counterfeit weapon, firearm, knife, explosive device, or dangerous instrument. "Look-alike" weapons, firearms, knives, fireworks, explosive devices, or instruments include, but are not limited to, any object a reasonable person might consider under the circumstances a dangerous weapon, firearm, knife, fireworks, explosive device or dangerous instrument.

As used herein, "firearm" shall include, but not be limited to, any weapon (including a starter gun) which will or is designed to or may readily be converted to expel a projectile by the action of an explosive or other propellant; the frame or receiver of any such weapon; any firearm muffler or firearm silencer; or any destructive device. The definition of destructive device includes, but is not limited to, (1) any explosive, incendiary, or poisonous gas including, but not limited to, a bomb, grenade, rocket having a propellant charge of more than four ounces, missile have an explosive or

incendiary charge of more than one-quarter ounce, mine, or a device similar to any of the devices described herein or (2) any combination of parts either designed or intended for use in converting any device into any destructive device described herein and from which a destructive device may be readily assembled.

As used herein, "knife" shall be defined as any instrument that possesses a pointed or sharp-edged blade of metal or other rigid material and that is designed or can be used for cutting, slicing, or stabbing; this definition shall include, but is not limited to, straight razors, utility knives, box cutters, ice picks, pocket knives, switchblades, and buck knives.

Nothing in this provision is intended to, nor shall it, preclude the Superintendent from suspending, expelling or removing a student in accordance with Michigan law for otherwise possessing, transmitting, or concealing a weapon, explosive device, or other dangerous instrument that is not defined herein.

#### E. False Alarms/Inducing Panic

No student shall induce panic, cause the evacuation of any building or otherwise cause serious public inconvenience or alarm by:

Initiating or circulating a report or warning of an alleged or impending fire, explosion, crime, or other catastrophe, knowing that such a report or warning is false. Examples include, but are not limited to, pulling a fire alarm when the student knows there is no fire or making a bomb threat when the student knows that there is no bomb, or making a false or true "hit list" or "enemies list."

Threatening to commit an offense of violence includes, but is not limited to, threatening to kill, assault, kidnap, rape, or rob someone, to commit extortion, to provoke a riot, to commit arson, or to discharge a firearm at or into a school or work site.

Committing any offense with reckless disregard of the likelihood that its commission will cause serious public inconvenience or alarm includes, but is not limited to, conduct that is likely to cause serious public inconvenience or alarm, and/or being heedlessly indifferent to the effects on others of the action taken by the student.

#### F. Indecent Exposure

A student shall not expose their person in an indecent manner or engage in any act of public indecency.

#### G. Unauthorized Entry

A student shall not enter a closed or restricted building, vehicle, or other work site owned or leased property that has been locked or otherwise secured or prohibited from student use or access without administrative or staff approval.

## **Section 2 – Suspension with possible recommendation for expulsion**

A student committing any offense in Section 2 may be suspended from school for one to ten days. Serious and/or repeated violations may result in a recommendation for expulsion from school.

### **A. Abuse of Computer Hardware, Software, and/or Internet**

A student shall not abuse the school district's or company's hardware or software including, but not limited to the following: tampering with computers or computer programs (whether such programs are commercially prepared or belong to another student or faculty member); using equipment to make unauthorized or illegal duplicate copies of computer software; damaging or destroying computers, computer hardware or software; or using computer phone or computer mail network facilities of the school district for purposes unrelated to the instructional program of the district unless written permission from the Superintendent designee has been obtained. A student shall not use the Internet or computer in violation of any policies or rules established for internet use.

### **B. Defiance/Insubordination**

A student shall not disregard or refuse to obey reasonable requests or directions given to the student by school or work site personnel. A student shall not refuse to identify himself/herself when asked.

### **C. Destruction to Private Property**

A student shall not knowingly or with reckless disregard cause or attempt to cause damage to private property.

### **D. Destruction to Classroom or work site property**

A student shall not knowingly or with reckless disregard cause or attempt to cause damage to or deface the classroom or work site property including, but not limited to, buildings, grounds, equipment, materials, or computers or other technology. In accordance with state law, parent(s) may be liable for payment for the cost to repair or replace any such property damage caused by the acts of their children.

### **E. Use of Profane, Vulgar or Abusive Language or Gestures**

A student shall not direct toward a Berrien RESA or work site Employee or other student(s) profane, vulgar, abusive, obscene, or other words or gestures which, under the circumstances, are offensive to the sensibilities of ordinary people in the community or which disrupt normal activities. A student shall not direct toward a Berrien RESA or work site employee, or student(s) any derogatory words or gestures. Such prohibitions include, but are not limited to, use of computers or other technology or communications.

### **F. Disruption of Educational and/or work Environment**

A student shall not knowingly or with reckless disregard act or urge other students or persons to act in such a way as to cause by use of violence, force, noise, threat, intimidation, fear, passive resistance, or any other conduct, the substantial and material disruption or obstruction of any lawful mission, process, or function of the educational process of the school or production process of the work site including, but not limited to, curricular and extracurricular activities or the normal operation of the school.

### **G. Disruptive Demonstration**

A student shall not participate in demonstrations or other similar behavior that has the effect of disrupting the educational process or production process of the work site or endangering the safety of others.

### **H. Endangering the Health and Safety of Others**

No student shall purposefully expose employees of the work site or Berrien RESA or other students to unsafe conditions.

I. Extortion

A student shall not gain or attempt to gain any money or thing of value from any person unless both parties agree freely and without the presence of an implied or expressed threat.

J. Failing to Follow Directions in an Emergency

A student shall not refuse or fail to follow directives of safety or law authorities or work site or school personnel including, but not limited to, evacuation of any building or property in the time of an alarm.

K. Fighting

A student shall not engage in physically hostile bodily contact with another person.

L. Frightening or Intimidating Acts

A student shall not engage in any act or conduct which, under the circumstances a reasonable person would believe does or is intended to frighten or intimidate the person toward whom the act or conduct is directed. Students are expected to be tolerant of individual differences. A student shall not knowingly or with reckless disregard engage in any act or conduct which causes another person to reasonably believe that such student will cause physical harm to the person or property of such other person.

M. Harassment and Intimidation or Other Degrading, Disgraceful, discriminating and/or Racists Acts

A student shall not harass, intimidate, degrade, disgrace, disparage, incite, provoke, threaten, or discriminate against any other person or otherwise disrupt the school or work site environment. For this purpose, harassment or intimidation includes, but is not limited to: slurs, profanity, written information, denigrating remarks or actions, obscene gestures, the wearing or display of insignia, signs, buttons, clothing or apparel, or other verbal, nonverbal, or physical conduct including, but not limited to, those based on race, color, national origin, ancestry, citizenship, religion, sexual orientation, handicap, age or sex. Harassment is defined as acts that have the purpose or effect of (1) causing or intending to cause any other student or employee to be reasonably placed in fear of his or her personal safety (2) causing or intending to cause a hostile, intimidating, or offensive educational or work environment for any other student or employee, (3) causing or intending to cause material disruption of the educational process or work site production (4) unreasonably interfering with a student's curricular, co-curricular, or work site performance or (5) otherwise adversely and unreasonably impacting upon a student's educational or employment opportunities.

N. Records

A student shall not alter, destroy, or falsify any school or work record, form, or other data. A student shall not remove any record from its official place of deposit.

O. Search

No student shall refuse, impede, hinder, obstruct, or otherwise interfere with any search authorized by law.

P. Sexual Harassment

No student shall engage in any sexual harassment. Prohibited sexual harassment includes by way of example, but is not limited to: unwelcome sexual advances and requests for sexual favors, solicitation of sexual activity, displaying sexually suggestive objects, making sexual remarks or gestures, displaying sexual pictures or cartoons, making derogatory comments or slurs based on sex, making sexual comments about a person's body or clothing, touching a person, blocking their exit or assaulting a person, or other verbal, nonverbal, or physical conduct of a sexual nature which

the offender knows or should know is offensive to the listener or observer. A student shall not wear or possess clothing, jewelry, personal possessions, publications or other items or materials, which are sexually suggestive.

Q. Sexual Misconduct

No student shall engage in any sexual conduct or sexual contact at school or the work site.

R. Stealing

A student shall not take nor receive, or attempt to take or receive into his/her possession, property of the school district or work site or the property of another student, teacher, visitor or employee without consent of the owner to do so.

S. Tobacco or Non-Tobacco Products

A student shall not smoke, use or possess tobacco, tobacco products in any form, clove cigarettes, or any other substance that may be used for smoking. This includes a prohibition on smoking or otherwise using tobacco, tobacco products, clove cigarettes, or any other non-tobacco substance that may be used for smoking when on the worksite property.

The following penalties are general guidelines for violation of the above rule related to prohibited use of tobacco. However, these are just general guidelines. A student is subject to suspension, expulsion, or any other discipline at any time for any violation of this Code of Conduct provision.

First offense – 2 days out of school suspension

Second offense – 10 days out of school suspension reduced to 5 days after a conference and enrollment in a cessation program, at the student's/family's expense.

Third offense – 10 days out of school suspension

T. Unauthorized Touching or Hitting

A student shall not engage in any unwanted or unwelcome touching, hitting, or physical contact with another person.

### **Section 3 – Alternate Disciplinary Actions with Possible Suspension**

Instructors and/or administrators may be involved in assigning alternative discipline to a student for violations of Section 3.

A student committing any offense in Section 3 may be suspended from school for one to ten days. Repeated violations may result in a recommendation for expulsion from the Project SEARCH program.

A. Absence, Class Cutting, Tardiness, Truancy

A student shall not be late, absent, or fail to comply with compulsory attendance laws for all or any portion of a school or work day, or any assigned activity without proper authorization.

B. Cheating

A student shall not obtain by fraudulent, dishonest or deceptive means and use as his or her own (or provide to another student) the work, work product, questions on or answers to examinations, or any like matters or violate the reasonable requirements of a teacher with respect to the conduct and taking of examinations or the completion of other assignments.

C. Disrupting Class or Work Environment

A student shall not behave in a way that interferes or disrupts or attempts to interfere or disrupt any curricular or extracurricular activity of the normal operation of the classroom or work site.

D. Distribution or Sale of Unauthorized Materials

A student shall not sell, distribute or attempt to sell or distribute any material, object or substance which has not been properly authorized by the Superintendent, Project SEARCH Administrator or their designee for sale or distribution to any person on school premises. This includes, but is not limited to, pamphlets, leaflets, buttons, insignia, or petitions.

E. Dress

A student shall not violate classroom or work site regulations regarding uniforms or student dress.

F. Electronic Devices

Students are not to use or play electronic or telecommunications devices such as, but not limited to, MP3 players, I-PODs, tape players, CD players, radios, video games, cellular/portable phones, or pagers without the approval of the Project SEARCH Instructor or designee.

G. Gambling

A student shall not engage in any form of gambling.

H. Leaving School or Work Site Premises

A student shall not leave the classroom or work site premises before the time of dismissal without first obtaining the consent of the Project SEARCH Instructor, the work site supervisor or designee.

I. Misrepresentation, Forgery and Plagiarism

A student shall not, orally or in writing, use or sign the name of another person or falsify times, dates, grades, addresses or other data on school records, in correspondence, or in other written material. A student shall not use the written work of any other person or parts or passages of such other person's writings, or the ideas of such other person and hold them out as or represent them to be the product of his or her own mind.

A student shall not give or assist in giving false or fictitious information to any police department, fire department, or other person acting in an official and lawful capacity.

J. Profane, Vulgar or Abusive Language or Gestures

A student shall not use profane, vulgar, abusive, obscene, or other words or gestures which, under the circumstances, are offensive to the sensibilities of ordinary people in the community or which disrupt normal school or work activities. Such prohibitions include, but are not limited to, use of computers or other technology or communications.

K. Unauthorized Locations

Students are not permitted to be in any area for which they are not scheduled or are permitted to be in, without the permission of school or work site authorities.

## Section 4 – Miscellaneous Code of Conduct Violations

A student committing any offense listed in Section 4 is subject to suspension, expulsion, or any other discipline.

### A. Aiding and Abetting

A student shall not, in any way, aid or abet another student or person in violating the Code of Conduct. A student who commits this offense will be disciplined according to the consequences given for the code of conduct offense that was violated by the other student.

### B. Other Conduct

In recognition that any list of prohibited conduct cannot, with specificity, encompass every conceivable action which may properly be subject to discipline, the Project SEARCH Supervisor shall have the authority to suspend or expel a student for conduct not specifically set forth herein and which substantially and materially disrupts or interferes with the good order, discipline, operation, academic or work process taking place in the work environment or which substantially and materially is or poses a threat to the safety of persons or property. A student may be suspended, expelled, or otherwise disciplined for the violation of rules in the code of conduct, or in any department in the work environment.

## Section 5 – Permanent Exclusion

### Acts Subject to Permanent Exclusion

A student may be permanently excluded from attending any Michigan public school or Project SEARCH program if the student is convicted of, or adjudicated a delinquent child, for committing, when 16 years of age or older, one of the following criminal offenses:

- a. Illegal conveyance or possession of deadly weapons or dangerous ordnance.
- b. Carrying or being in possession of concealed weapons.
- c. Selling or offering to sell or possessing a controlled substance.
- d. Committing murder, voluntary manslaughter, involuntary manslaughter, felonious assault, aggravated assault, felonious sexual penetration, rape, gross sexual imposition
- e. Complicity in any of the above-described violations. Complicity is defined as soliciting or procuring another to commit an offense; aiding, abetting or encouraging another to commit an offense, conspiring or agreeing with another to commit an offense, or causing an innocent or irresponsible person to commit an offense.

# Lakeland Team Apparel (Dress Code) Policy 40.16

## Purpose

To promote a positive and professional image and assist with identification for patients, visitors and co-workers. This policy has been established to enhance the patient experience, assist with way finding and help promote an environment of patient safety. Lakeland Health always reserves the right to determine what is acceptable or not acceptable in terms of professional image.

## Associate Responsibility

We trust that each associate will follow a dress code that is appropriate for their specific work environment. Associates will adhere to professional business attire instead of apparel that is considered fashion for home and casual events. Associates must exercise good judgment in attire selection and hygiene and understand that appearance at work reflects pride in one's role at Lakeland and helps promote a positive image of Lakeland Health. It is the associate's responsibility to familiarize themselves with this policy and the clothing established for their work area / position and to request clarification from departmental management or a management designee if they have any questions about what is acceptable.

## Policy Enforcement

If an associate reports to work improperly dressed or groomed, the department manager or management designee is responsible for instructing that associate to return home to change. Non-exempt associates subject to wage and overtime requirements will be required to clock out when leaving the premises and clock in when returning to work and will not be compensated for any work time missed because of failure to comply with this policy. Repeated violations of the Dress Code Policy will result in progressive corrective action.

## General Guidelines

Associates must maintain excellent personal habits of cleanliness. Whether the approved dress is scrub attire or another form of business professional wear, everyone is required to present a well-groomed appearance. All clothing shall be appropriate in size for the associate's frame and shall be clean, pressed, and in good condition.

## Practice

- a. All legal requirements must be adhered to per departmental requirements (i.e. film badge and exposure rings).
- b. Associates must be in their approved Dress Code by their first day of work / orientation in the department where they were hired. Associates must be in their new apparel or professional dress when attending their New Associate Orientation.
- c. Associates may wear casual dress when attending departmental meetings, in-services where there is no patient contact (i.e., skills fairs, life support training), or Lakeland Forums. At a minimum, professional dress should be worn to off-site conferences and either professional dress or team apparel attire needs to be worn during in-services where patient interaction will occur.
- d. Individuals receiving clinical privileges are required to adhere to the general guidelines in this policy and can either wear the dress standards chosen by their university / college, or wear professional dress, as described in this policy.
- e. Contract staff working at Lakeland on a regular, ongoing basis for greater than a four-week duration is required to be in the apparel assigned to Lakeland associates who fall within the same Dress Code category. All contract staff is expected to adhere to the general guidelines of this policy.

## **Clothing/Associates:**

### **Non-Clinical:**

- a. Associates must wear shoes with non-skid soles.
- b. Bare legs/feet with footwear are acceptable for associates who do not regularly work in direct patient care areas.
- c. Individuals working in non-clinical areas should follow the Professional Dress category if a designated dress code is not required for their job category.
- d. Embroidered Lakeland logos that have been approved by the Marketing department will be acceptable on approved clothing

### **Badges**

- a. Jewelry, pins, buttons, stickers and other attachments are not to be secured to the identification badge or the badge backer.
- b. All associates will wear Lakeland-approved identification name badges during working hours, at organizational events, during work-related meetings, and while participating in in-service / educational programs held on Lakeland property.
- c. Identification badges are intended to promote customer service as well as safety and security. A Lakeland issued badge holder will be used to secure ID badge to clothing and / or lanyards.
- d. Associates are expected to remove their Lakeland identification when not working.

### **Grooming**

- a. Personal hygiene must be adhered to, for example, daily bathing, use of deodorant, and neat and well-groomed facial hair.
- b. Out of courtesy to coworkers and patients, we ask that associates refrain from:
  - a. Use of colognes, perfumes and body fragrances
  - b. Gum chewing in public areas, during direct patient care activities or while participating in any hospital activities
  - c. Extreme hairstyle or unnatural color (i.e. blue, green, pink)
- c. Clothing worn during work hours must be free of the odor of tobacco or smoke.
- d. Hair is to be clean and not distracting. Hair must be styled or secured to present a professional appearance and to prevent interfering with job duties and responsibilities. Extreme hairstyle or unnatural color (i.e., blue, green, pink) is not appropriate within the professional work setting.
- e. Facial hair, including beards, side burns and mustaches shall be clean and neatly trimmed. In direct patient care areas, or areas with dangerous machinery, beards should be appropriately trimmed to ensure safety for patients and self.
- f. Hands and fingernails must be clean and well groomed. If nail polish is worn, it needs to be in good repair. Adhesive decorations and/or nail jewelry should not be worn while at work.
- g. Piercings in visible body parts, other than the ear, and a small stud in the nose, are not permissible.
- h. We respect individuality and an associate may be asked to cover up tattoos while on duty, pending whether or not the tattoo is deemed inappropriate for the healthcare setting and based on courtesy of our patients.

# Lakeland Electronic Mail/Internet System Use Policy 40.14

## Purpose

Lakeland Regional Health System (LRHS) provides electronic mail and internet systems to its associates for their use in performing job duties and responsibilities. LRHS has established a policy which sets forth the guidelines for proper use of electronic mail (e-mail), internet, and personal computer systems.

## Applies to

All LRHS associates

## Policy

E-mail and internet communications (hereafter referred to as electronic communications) provide many benefits to LRHS and its staff. As such, the use of the electronic communications system is reserved for the conduct of **business and associates' educational development** at LRHS. Associates are expected to use sound judgment when utilizing the electronic communications for personal use.

All electronic systems, hardware, software, temporary or permanent files and any related systems or devices used in the transmission, receipt or storage of electronic mail and internet communications and transactions are the **property of LRHS**. Therefore, associates should have no expectation of privacy when using these systems. To ensure proper use of the electronic communication systems, activity will be monitored. The Management Information Services (MIS) department and / or management have the authority to monitor the contents of any equipment files, calendars, or electronic communications in the normal course of their responsibilities.

LRHS reserves the right to retrieve and review any message or file composed sent or received. It should be noted that although a message or file is deleted or erased, it is still possible to recreate the message. Therefore, ultimate privacy of messages cannot be assured to anyone. Although electronic mail and voice mail may allow the use of passwords for security, confidentiality cannot be guaranteed. It is possible for messages to be retrieved and viewed by someone other than the intended recipient. Furthermore, all passwords are known to LRHS as the system may need to be accessed by LRHS in the absence of an associate.

1. When utilizing e-mail, etiquette is important. The strategies for effective e-mail communication are as follows:
  - Communicating urgent matters for immediate response, to communicate with several people quickly or any other time sensitive matter;
  - Keeping all messages as brief as possible will minimize reading time for recipient, thereby keeping communication efficient;
  - Be as complete as possible by using the simple rules of who, what, when, where and why to answer any anticipated questions;
  - Avoid communicating through e-mail on a sensitive subject that should be addressed in person; if possible,
  - Communicate confidential information in another form other than e-mail;
  - Check for accuracy and apply all good business writing, using correct grammar, spelling and punctuation;
  - Follow up if a response has not been received in a timely manner;
  - Read all messages and respond regularly;

- Avoid the use of typing a message in all capital letters; and
- Be careful not to use the 'Reply All' function when not necessary or intended, i.e. system wide distribution
- Ensure that messages are deleted or saved; the server should not be used to permanently store messages

2. While LRHS encourages associate use of the Internet, the following actions are prohibited:

- Dissemination or printing of copyrighted materials, including articles and software, in violation of copyright laws.
- Sending, receiving, printing or otherwise disseminating proprietary data, trade secrets or other confidential information of LRHS.
- Offensive or harassing statements or language including disparagement of others based on their race, national origin, sex, sexual orientation, age, disability, religious or political beliefs.
- Sending or soliciting sexually oriented messages or images.
- Operating a business, usurping business opportunities or soliciting money for personal gain.
- Gambling or engaging in any other activity in violation of local, state or federal law.
- Circulating jokes, comics or non-job related computer graphics.

3. Associates who violate this policy will be subject to corrective action up to and including separation.

Lakeland HealthCare reserves the right to alter, amend, modify or eliminate this policy/procedure at any time without prior notice in accordance with HR Policy 1.04 - Human Resources Policy Administration.

# Freedom of Information Act Procedures and Guidelines

## Introduction

As a public body under the Freedom of Information Act, the District has developed procedures and guidelines to implement and assure compliance with FOIA. The District has also created the following written public summary of the specific procedures and guidelines explaining how to submit written requests to the District and how to understand the District's written responses, deposit requirements, fee calculations, and avenues for challenge and appeal.

## How to Submit Written Requests

FOIA requests must be submitted in writing to the District. The request can be sent by email or mail to:

Email: [kevin.ivers@berrienresa.org](mailto:kevin.ivers@berrienresa.org)

Berrien RESA  
Attn: FOIA Coordinator  
P.O. Box 364  
Berrien Springs, MI 49103

Requests must sufficiently describe a public record so as to enable the District to find it. Requests should also include a contact telephone number to allow a District employee to make contact to resolve issues, clarify the scope of a request or help identify a specific document containing the information sought.

## How to Understand the District's Written Responses to FOIA Requests

The District must respond to a FOIA request within five business days. In some cases, the District may extend the time period by 10 business days to fulfill a request completely. A response does not necessarily mean the records are provided within five days. The District can grant the FOIA request, deny the request, or grant it in part and deny it in part. Fees are calculated according to the District's FOIA procedures and guidelines and documented in a detailed fee itemization form. The fee must be paid before a public record is made available. And, in some cases, the District will require a good-faith deposit before it processes a public records request.

If the request is denied, the District will provide the basis for its denial in a written notice. The District will also provide notice of an individual's rights to appeal the denial to the Board of Education and/or to file a lawsuit against the District in circuit court.

## **Family Educational Rights and Privacy Act (FERPA)**

The Family Educational Rights and Privacy Act (FERPA) is a federal law that requires the school district, with certain exceptions, to obtain your written consent prior to the disclosure of personally identifiable information from your child's educational records. However, the school district may disclose some student information without written consent when the information is designated "Directory Information" unless you have completed and returned an "Opt Out Form", located at the back of this handbook, to the Project SEARCH Instructor, Ken Fetke.

Two federal laws require school districts that receive assistance under the No Child Left Behind Act of 2001 to provide military recruiters, upon request, with three Directory Information categories – names, addresses, and telephone listings – unless parents have notified the district that they do not want their child's information disclosed without their prior written consent. If you do not want the district to disclose Directory Information about your child without your prior written consent, you must complete the "Opt Out Form" located at the back of this handbook.



## Project SEARCH Code of Conduct

I have read the attached "Berrien RESA Project SEARCH Code of Conduct" and I have been offered the opportunity to ask questions to clarify any parts therein.

I understand the Code of Conduct applies at my work site, classroom, or any off-site location related to Project SEARCH, Berrien RESA, and my partner organization.

I understand that all references to "student" apply to me if I am a High School student or an Adult Student.

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Intern Name (Printed)

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Intern Signature

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Date Signed

---

Parent/Guardian Signature (if High School Student) Witness Signature (if adult student)

---

Date Signed



# Student Dress Code Acknowledgement Form

I have read the attached “Lakeland Health Dress Code” and I have been offered the opportunity to ask questions to clarify any parts therein.

I understand the policy applies at my work site, classroom, or any off-site location related to Project SEARCH, Berrien RESA, and Lakeland Health.

I understand that all references to “associate” apply to me if I am a High School student or an Adult Student.

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Intern Name (Printed)

---

Intern Signature

---

Date Signed

---

Parent/Guardian Signature (if High School Student) Witness Signature (if adult student)

---

Date Signed



# Lakeland: Publicity Release Form

I hereby grant Lakeland Health permission to interview me and/or to use my likeness in photograph(s)/video in any and all of its publications and in any and all other media, whether now known or hereafter existing, controlled by Lakeland Health, in perpetuity, and for other use by Lakeland Health.

I specifically agree to the use of my likeness and any medical information disclosed by me in the interview. I understand my full name, photograph and self-disclosed medical information may be used in publications and other media, including but not limited to YouTube, billboards, posters, Health Currents, and newspaper ads.

I will make no monetary or other claim against Lakeland Health for the written use of the interview and/or the photograph(s)/video.

Name of Intern:

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—

Name(s) of  
Parent  
(s):

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Address:

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—

Phone:

---

—

Email:

---

—

---

Requested by

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Print name

---

Subject/Patient/Legal representative/signature

---

Print name

---

Witness signature

---

Print witness name

---

Date

---

Time



# Student Internet System Use Acknowledgement Form

I \_\_\_\_\_, recognize and understand that the electronic communication systems of LRHS are to be used for conducting the corporation's business only. I understand that use of this equipment for private purposes is strictly prohibited. I agree not to access a file or retrieve any stored communication other than where authorized unless there has been prior clearance by an authorized representative.

I am aware that the corporation reserves and will exercise the right to review, audit, intercept, access and disclose all matters on the corporation's e-mail systems at any time, with or without notice, and that such access may occur during or after working hours. I am aware that use of a corporation-provided password or code does not restrict the corporation's right to access electronic communications. I am aware that violations of this policy may subject me to corrective action, up to and including discharge from employment.

I authorize that I have read and that I understand the corporation's policy regarding electronic communications, located in the Human Resources Policy Manual. I authorize that I have read and that I understand this notice.

\_\_\_\_\_  
Intern's Name/Authorized User (PLEASE PRINT)

\_\_\_\_\_  
Intern's Name/Authorized User Signature

\_\_\_\_\_  
Date



# Student/Observer Orientation Completion Form

## Orientation Agreement Form

In consideration of receiving educational privileges at Lakeland Health facilities I understand it is my responsibility to read the self-study student/observer orientation handbook. I understand the orientation handbook contains information that hospital employees, volunteers, and students are required to know per organizational regulations.

I have read the student/observer orientation handbook and acknowledge understanding of the material contained within.

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### Culture of Patient Safety Commitment

It is Lakeland's mission to be the leader in safe, high-quality, patient-centered compassionate, health related service. Lakeland is committed to strive for a culture where there is always a safe environment, always compassionate care which is supported by evidence based practice guidelines when available. A culture where there is never a medication error, never a hospital acquired infection, never an avoidable death. To promote this culture, I will report and respond to any condition or event that puts patient, associate, physician, volunteer or visitor safety at risk, regardless of whether there was actual harm.

I will demonstrate my commitment to promote a culture of patient safety and will always be accountable to answer for the results of my actions and behaviors regardless of how things turn out. I will focus on how to solve the safety concern rather than blaming and emphasize learning and process improvement.

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### Performance Commitment

Teamwork	Respect	Accountability	Inspiration	Trust	Safety
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These performance standards have been developed by the associates of Lakeland Regional Health System to establish specific behaviors that all associates are expected to practice. By incorporating these standards as a measure of our overall work performance, we make it clear that as associates and volunteers of Lakeland, we will practice and live up to these standards of performance.

I acknowledge I have received, read and understand the High Performance Culture handbook and I agree to comply with and practice the standards outlined within.

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### Confidentiality Statement

I understand that I am working with information considered by Lakeland Regional Health System to be confidential. I agree to follow Lakeland's rules about need to know, looking at, getting, sorting, handling and releasing such information. I understand that by giving out confidential information to, talking about such information with or allowing the viewing or hearing of such information by people who do not need to know is against the law. Improper release or disclosure of information is considered a misdemeanor pursuant to Michigan Compiled Law (MCL) 750.410. Violators of this law may be subject to civil and/or criminal prosecution.

**CONFIDENTIAL information may be, but not limited to the following:**

- (1.) Patient information or any information about the patient's situation.
- (2.) Any information the department calls confidential.
- (3.) Associate information, such as wages, insurance, and information in an associate's personnel file.
- (4.) Computer data security.
- (5.) Information important to the success of the organization.
- (6.) Any information about Physician's and/or their practice.

The signature below is verification that all of the above information has been presented, read, and will be upheld at all times.

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature



# Student Acknowledgement of Project SEARCH Expectations

I, \_\_\_\_\_, understand that I have been accepted into the Project SEARCH program and must abide by the following terms and conditions:

- I will complete at least three unpaid job rotations within the host business.
- I will attend the program every day from 8:30am-2:45pm, Monday through Friday.
- I understand that the Project SEARCH program is a **one-year** work experience training program.
- I understand that this is my last year of eligibility for school services.
- I understand that the Project SEARCH program correlates with the Berrien RESA school calendar.
- I will dress appropriately and wear required attire.
- I will call my Instructor and departmental supervisors when I am absent or tardy.
- I will make up any time missed due to excused absences.
- I understand that I am responsible for transportation to the host site.
- I will follow all the rules established by the program and host business.
- I will attend monthly meetings with my rehabilitation counselor, parents, teachers, and business staff.
- I will be an active participant and communicate any issues at our monthly meetings.
- I will actively pursue employment.

I have read the above terms and conditions and agree to accept my placement in the Project SEARCH program. I understand that I may be asked to leave Project SEARCH if I fail to follow the terms and conditions.

\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Guardian

\_\_\_\_\_  
Date



## Student Directory “Opt Out Form”

The primary use for Directory Information by the district is to include this type of information in certain school publications. It is generally not considered harmful or an invasion of privacy if released. Examples of school publications are:

- a playbill or program, showing your child’s roles in a drama or music production
- the annual yearbook
- honor roll or other recognition lists published at school or in newspapers
- graduation programs
- sports statistics listed in programs, such as football which may include height and weight of team members
- school or district website

Directory information can also be disclosed to outside organizations without a parent’s prior written consent. Outside organizations include, but are not limited to:

- Other schools the student is seeking to attend (transcripts, etc.)
- Class ring manufacturers
- State or federal authorities auditing, evaluating programs or enforcing state or federal laws
- A court by order of a subpoena

The school district has designated the following as Directory Information:

- Student name
- Address
- Telephone number
- Email address
- Degrees, honors and awards received
- Most recent educational agency or institution attended
- Participation in school-sponsored activities and sports
- Weight and height of members of athletic teams
- Major field of study
- Dates of attendance
- Photograph
- Date and place of birth
- Grade level

I, \_\_\_\_\_, have chosen to “Opt Out” of releasing all Student Directory information.

\_\_\_\_\_  
Intern’s Name/Guardian’s Signature

\_\_\_\_\_  
Date