UNC HEALTH CARE FREQUENTLY ASKED QUESTIONS

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What is UNC Health Care?

UNC Health Care was created through legislative action to allow us to compete more effectively in the health care marketplace, and to address the need for a more integrated clinical operations structure.

Management flexibility enables UNC Health Care to meet market demands for human resources and to make adjustments in its practices to attract and retain good employees.

UNC Health Care must compete for business. The UNC Health Care legislation gives our management the flexibility to offer and support the best services.

What makes up UNC Health Care?

UNC Health Care is affiliated with many health care agencies and providers, such as:

- UNC Hospitals (N.C. Cancer, Children's, Memorial, Neurosciences, UNC Hillsborough Campus, and Women’s Hospitals)
- UNC School of Medicine
- UNC Faculty Physicians
- UNC Physicians Network
- Chatham Hospital
- Caldwell Memorial Hospital
- High Point Regional Health
- Pardee Hospital
- Rex Healthcare

Are UNC Health Care employees state employees?

Yes, UNC Health Care employees are state employees. This is specifically addressed in the statute that created UNC Health Care. UNC Health Care employees are exempt from most, but not all, of the State Personnel Act. The UNC Health Care Board has the authority to develop policies for UNC Health Care employees, and has flexibility with state compensation guidelines and regulations. UNC Health Care employees participate in the TSERS (Teachers' and State Employees’ Retirement System) and the Teachers’ and State Employees’ Health Insurance Program.

A friend works at a primary care office affiliated with the UNC Health Care System. Is she a UNC Health Care employee?

UNC Health Care employees include only those who are on the UNC Health Care payroll. If the employee is paid by a private physician’s group, a private medical practice, by another affiliated agency he/she is not a UNC Health Care employee, regardless of affiliation.

What is Performance Management?

UNC Health Care's Performance Management Program recognizes the importance of each individual’s work and the necessity of continuous communication between employees and their supervisors. The purpose of the program is to ensure that all employees

- receive timely feedback about their performance;
- have opportunities for education, training, and development; and
- are rated and rewarded in a fair and consistent manner.

The purpose is realized through a Performance Plan containing as many as seven primary organizational (core) behaviors and up to eight job-specific functions for each employee, ongoing coaching and tracking of
employee performance, formal annual reviews of employee performance, and career development opportunities.

In light of obtaining flexibility from state compensation guidelines and regulations, the current salary structure and method of determining compensation is continuously reviewed and updated.

**Where can I go to find out more about the employee performance review?**

More information about the employee performance review and process can be found online at the Human Resource Web site, [http://hr.intranet.unchealthcare.org](http://hr.intranet.unchealthcare.org), click on “Programs & Information” tab, and then click the “Taleo System Information” link in the center column.

**What is the Learning Made Simple (LMS) and what does it do?**

The Learning Made Simple (LMS) provides a place for an employee to view both instructor-led and online course catalogues and class schedules, as well as assigned curricula, and transcript. Some classes are automatically assigned as UNC Health Care required courses. For example, HIPAA and annual Health and Safety Training courses are required for JCAHO purposes. These courses must be completed each calendar year. Other classes are assigned by the supervisor based on an employee’s job functions. Employees can select and enroll in a variety of classes and online courses of interest.

In addition to instructor-led and online classes, business and technical books are available through LMS’s Books 24/7.

**How do I find the Learning Made Simple Web site?**

There are several ways to find the LMS Web site:

- From the Human Resource Web site at http://hr.intranet.unchealthcare.org, click on “Programs & Information” tab to select “Learning Made Simple” in the right column.
- From the Intranet@Work Web site at http://intranet.unchealthcare.org/, click on “LMS” icon in the top middle section.
- The “Help Desk” is available to help with questions or concerns at 984-974-4357.

**ADVANCEMENT AND PROMOTION**

**What is the policy for internal promotion?**

The Transfer/Promotion System is in place to promote employee career development and encourage qualified employees to move to new positions within UNC Health Care.

To be eligible for a transfer or promotion, employees must have successfully completed their nine-month probationary period, have a current performance evaluation that meets or exceeds their work plan expectations (after at least 12 months of employment), and be in good standing (not in disciplinary action). Employees are also expected to notify their immediate supervisor of their intent to enter the Transfer/Promotion System.

**How do employees find out about vacant positions within UNC Health Care?**

If an employee is regular status, with at least one year of employment, and has been in his/her current position for at least six months, he/she may apply for any current or anticipated vacancy for which he/she qualifies.

To see a complete and up-to-date listing of all job opportunities and to apply, please visit the Jobs Online section of the Human Resources Web site at [www.unchealthcarejobs.com/jobs](http://www.unchealthcarejobs.com/jobs). This posting is updated daily. A paper copy of the Jobs Listing is available each week in the Nurse Employment Office, on the sixth floor of the East Wing.

This listing also can be accessed through the Human Resources Web site at [www.unchealthcarejobs.com](http://www.unchealthcarejobs.com). If an employee applies for a job, his/her online application will be automatically routed to all hiring managers who have a vacancy in the job class for which he/she applies.

If an employee has questions about the application process for non-nursing positions, call the Employment Office at 984-974-1090 during business hours. For nursing positions, call the Nurse Employment Office at 984-974-1160.

**What is being done about the recruitment of minorities to professional positions?**

UNC Health Care has an Equal Employment Opportunities Office to identify and develop employment opportunities for all employees and potential employees. The recruitment of a specific category of employees frequently depends on the talent and skill level available within that category. UNC Health Care abides by current employment law and will identify opportunities to develop job skills whenever feasible.

For more information, call the Employment Office at 984-974-1090, Nurse Employment 984-974-1160, or the Equal Employment Opportunities Office at 966-0698.
**Frequently Asked Questions**

*If an employee leaves UNC Health Care, can he/she request an exit interview?*

Employees may request a personal and confidential interview with a member of the UNC Health Care Employment Office staff by calling 984-974-1090 prior to his/her last day of employment.

*Once an employee is hired for a job, can work assignments be changed?*

In the ever-changing health care industry, hospitals must be able to change quickly to remain competitive. These changes may involve restructuring work assignments. To meet operational needs, an employee may be required to assume new work assignments either on a temporary or permanent basis. Supervisors have the authority to change employee work duties and reassign work schedules to meet the needs of the Hospitals.

Subsequent to any changes in work assignments, departments are expected to revise the employee’s job description, work plan, and training plans. The job description should be forwarded to the Compensation Management in the Human Resource Service Office for review of possible reclassification or an in-range adjustment. Position reclassification depends on the extent of change, divisional priorities, and/or available funds.

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**SALARIES AND RAISES**

*What is the minimum starting salary at UNC Health Care?*

The current minimum starting salary for qualified full-time employees is $20,800 per year, or $10 per hour.

*How does UNC Health Care determine compensation?*

Employees are compensated according to the policies approved by the UNC Health Care Board of Directors through delegated authority. The various positions at UNC Health Care fall within the established compensation plan.

Positions are grouped and classified by taking into account the primary purpose, duties, and responsibilities of the job as well as the education and experience necessary to successfully perform the work. Each classification is assigned to a salary zone; each zone includes a target rate, which represents the market value for the work and a minimum and maximum rate.

Salary information from respective labor markets is used to position job classifications into the appropriate salary zones.

*How are jobs classified?*

Several job evaluation factors are taken into account when classifying positions, including the variety and scope of work, analytical requirements, the types of decisions the individual is responsible for in the job, and the knowledge, skills, and abilities required to successfully perform the work.

Other factors considered when classifying a position are the type of education or training required to do the job, and the amount of related work experiences. Classification is also based on the qualitative processes involved in the job.

*Will positions submitted for reclassification have a quick turnaround?*

Since November 1998, UNC Health Care no longer needs to seek Office of State Personnel approval for classification decisions, and this has resulted in an expedited turnaround. Reclassifications are done on a priority basis established by managers and directors. The Human Resource Services Compensation Management Department staff will process reclassification actions as quickly as possible.

*How are salary increases determined?*

UNC Health Care Board of Directors approves salary increase provisions. Salary increases and bonuses are expected to focus on individual, team, and organization performance and may take into consideration one or more of the following:

- Comparable market-based pay for classified positions
- Performance management
- Variable pay – cash bonuses
What types of increases are there?

Market Adjustment – As approved by UNC Health Care, management market salary adjustments may be granted to employees in regular positions in order to recognize and/or to respond to labor market conditions. A market salary adjustment is a change in an employee’s current salary within the current position classification band/zone. The adjustment can be a percentage of the current salary or a fixed amount added to an employee’s base salary.

Performance Pay Increase – Performance pay increases and/or performance bonuses are available to employees with a regular appointment who have completed 12 months of creditable UNC Health Care service. Performance pay increases may be awarded as a base pay adjustment or a one-time lump sum payment awarded at the designated effective date of the employee’s performance payout. All performance-based pay increases are subject to the availability of salary funds. For more information on performance pay increases, refer to the Human Resources Policy and Procedures Manual online at http://hr.intranet.unchhealthcare.org/hr_policy.

Longevity Pay – This one-time, lump-sum annual payment recognizes employees with 10 or more years of total state service. The amount is based on the employee’s annual base salary and length of service. EPA and unclassified employees are excluded from Longevity Pay. For more information, an employee should talk to his/her supervisor, refer to the Human Resources Policies and Procedures Manual online at http://hr.intranet.unchhealthcare.org/hr_policy, or call the Employee Records Office at 966-3056.

EMPLOYEE BENEFITS

How much will be deducted from an employee’s first check for health insurance coverage?

The amount deducted from the employee’s first paycheck for health insurance depends on the effective date the employee chooses. An employee may choose the first of the first month following his/her hire date or the first of the second month following his/her hire date.

For example, if the employee starts on June 11, he/she may choose either a July 1 or an August 1 effective date for his/her health insurance.

Health insurance is paid in advance of the coverage date, so depending on the effective date you choose, and how far from your hire date you decide, you could pay for 3 months of premiums from your first check, plan accordingly!!

Is there a category for employee/spouse coverage for health insurance?

All health plans offer coverage for employees and their spouses.

If an employee wants to cancel health insurance coverage, may he/she do so at any time other than annual enrollment?

An employee may cancel his/her coverage at any time; however, the employee may only re-enroll if he/she has a valid family status change. If the employee does cancel coverage, and it is not a valid family status change, and then re-enrolls, waiting periods for pre-existing conditions will be applied.

May an employee remove dependent(s) at any time from their health insurance coverage?

Employees may remove their dependent(s) only in the event of a qualifying status change (e.g., marriage, divorce, death, etc.). For a list of qualifying events, please visit the Web site at http://www.shpnc.org. To remove a dependent, go online within 30 days of the qualifying event to https://unch.hrintouch.com/.

May an employee insure a 23-year-old full-time student who is his/her dependent?

Yes, the employee may insure unmarried dependents who are full-time students of age 26 or younger on all benefits. Disabled adult children may also be covered with supporting documentation.

Is there a separate dental plan that will allow employees to cover their families?

Yes, there is a separate dental plan that will allow employees to cover dependents. UNC Health Care offers two dental options through the NCFlex Benefit Program. Both options allow employees to enroll themselves, and cover a spouse and dependent children.

What types of flexible spending accounts does UNC Health Care offer?

UNC Health Care offers two types of pretax flexible spending accounts through the NCFlex Benefit Program. We offer a health care flexible spending account to cover medical and dental expenses that may not be covered by insurance. We also offer a dependent daycare flexible
spending account for either child or dependent adult care expenses.

**Will employees lose money by participating in flexible spending accounts?**

Employees will not lose the money they set aside as long as they estimate conservatively what their health care/dependent daycare expenses will be through December 31 of each year. NCFlex sends reminders so that each employee knows how much he/she must use by March 15 of the following year. Any funds not used by March 15 of the following year are forfeited to the State of North Carolina. Claims for reimbursement may be submitted through April 30 of the following year.

**Can an employee transfer his/her retirement funds from a previous employer into a supplemental pension plan at UNC Health Care?**

Employees may be able to roll over contributions from a previous employer. The employee will need to consult with the vendors for the supplemental retirement plans. Employees cannot roll over retirement contributions from a previous employer to the Teachers’ and State Employees’ Retirement System.

**Does UNC Health Care offer group term life insurance?**

Yes, with the Metropolitan Life Insurance Plan. Employees may choose up to five times their annual salary, with one- or two-times guaranteed issue. Also through the NCFlex program we offer term life in $10k increments up to $500k. Both plans offer some level of coverage for family members as well.

**How does an employee have money deducted from each paycheck for the State Employees’ Credit Union?**

The employee will need to contact the State Employees’ Credit Union (SECU) to establish the deduction. SECU will forward this information to the UNC Health Care Payroll Office.

**If an employee transfers to UNC Health Care from a local government/county agency in NC, how does he/she transfer his/her Local Government Employees’ Retirement System account?**

The employee will need to complete a Form 5TR. This form is available from the Teachers and State Employees Retirement System at 1-877-627-3287.

**How often are benefit premiums deducted?**

Most premiums for benefit deductions are deducted from the employee’s check 24 times a year. In the months when the employee receives three paychecks, no benefit deductions will be taken from the third paycheck.

**Are employees eligible for health insurance during retirement?**

Yes. Under the current law, employees hired prior to October 1, 2006 who retire with five or more years of state system membership service will receive individual coverage. An employee first hired on or after October 1, 2006 must retire with 20 or more years of retirement service credit; if the employee has more than 10 but less than 20 years of retirement service credit, he/she will have to pay 50% of the cost for his/her coverage, and with five to 10 years of service, he/she will have to pay the full cost of his/her coverage.

**What workplace childcare programs are available?**

UNC Health Care and UNC Chapel Hill jointly operate a state-of-the-art daycare center serving up to 120 children of faculty, staff, or students. The 10,500-square-foot center is located near the Friday Center and Hedrick Building, off Highway 54.

In addition to the joint operation of this center, UNC Health Care offers pretax dependent childcare deductions. Employees can save money by paying for their childcare needs with pretax dollars. For more information about this benefit, contact NC Flex Dependent Care at (866) 916-3475 or visit the Web site at www.ncflex.org.
How are parking spaces assigned? Why are employees not able to park closer to their work location?

Parking assignments are administered by the UNC Department of Transportation and Parking, which operates the parking franchise for both the University and UNC Health Care. Parking permits are allocated to UNC Health Care and the University. The Hospital Parking Office allocates permits to UNC Health Care employees based on the allocation of the Hospital Parking Policy for that current year. The majority of permits issued for on-campus parking are based upon length of service. As the institution has grown, there are more employees for fewer spaces. One of the benefits of long-term employment is acquiring parking privileges closer to your work site. Unfortunately, this makes it difficult for newer employees to obtain permits for the closer lots.

In addition, construction on the campus often means disruption of the parking situation. Parking is free in the Park and Ride, and the city buses that service the Park and Ride are free to ride.

For more information about specific parking situations, employees should contact the Parking Coordinator for their department.

What if an employee in the Park and Ride lot has a personal emergency?

If an employee has a personal emergency situation that requires him/her to get to his/her vehicle quickly, he/she should call the valet between 7:30 a.m. and 7:30 p.m. at 966-7596, to arrange transportation directly to the vehicle. After 7:30 p.m., the employee should call Hospital Police at 966-3686.

How safe is it to walk alone to the parking area at night?

UNC Health Care operates a shuttle bus (a 15-passenger van) every day from 5:30 p.m. – 6 a.m. to transport employees to the various parking lots. The shuttle picks up patients, visitors, and employees at the Children’s Hospitals entrance on a continuous basis. Employees should allow up to 20 minutes, due to construction.

Why are employee parking fees so high? Can UNC Health Care provide free or reduced-cost parking for patients and visitors?

UNC Health Care has a vote on the Campus Parking Advisory Committee, but has no direct control over fees. The parking lots must pay for themselves, since no state money is allocated for this purpose. The biggest single cost is in construction.

The cost of parking has been eased somewhat, thanks to the 1997 Taxpayer Relief Act, which allows the parking expenses of electing employees to be treated as a pretax salary deduction item. Those employees who pay for parking through regular payroll deductions can choose to have the deduction sheltered from both federal and state taxes, thereby reducing the amount of tax withholding and increasing their take-home pay.
How is information disseminated from management to all employees throughout UNC Health Care?

There are many ways that information is communicated to UNC Health Care employees, depending on the timeliness and complexity of the information. They include:

- Employee News Online, a weekly e-mail to all UNC Health Care employees
- News for Managers, a weekly e-mail to all UNC Health Care managers and supervisors
- Department head meetings, which convene monthly
- Staff meetings, as established within departments
- Glad You Asked, Online High Five and Executive Rounding
- Face-to-face communications with supervisors
- Information shared through the UNC Health Care Web sites:
  - www.unchealthcare.org
  - http://hr.intranet.unchealthcare.org
  - http://intranet.unchealthcare.org

If an employee feels that information does not reach him/her regularly, he/she should talk with his/her supervisor, or contact the division head.

Is there a formal suggestion program for employees who have ideas for improvements?

“Glad You Asked” is an online Q&A forum that provides all UNC Health Care employees with the opportunity to share their concerns with senior management and fellow employees. Every week “Glad You Asked” features responses from senior management to questions submitted to this site. “Glad You Asked” can be found on the main web page for the UNC Health Care IntraNet@Work. Whether you’re an employee, volunteer, administrator or student, we are... Glad You Asked! Glad You Asked is proudly sponsored and managed by the staff of Employee Relations, UNC Health Care.

If employees have knowledge of or suspect that something is illegal or unethical, how do they report this information?

There are several options available to employees. Employees should either discuss the matter with their supervisor or report the problem to the UNC Health Care Compliance Officer or the Compliance Helpline at (800) 362-2921. Remember that when calling the Compliance Helpline, employee confidentiality will be protected whenever possible, and no retaliation will be tolerated. Employees may call anonymously if they wish.

What is the Corporate Compliance Program all about?

UNC Health Care has a comprehensive Corporate Compliance program centered around the Code of Conduct document. The program is intended to help employees, patients, vendors, and all our other constituents to better understand and adhere to our values, commitments, and ethical code of conduct.

The Compliance Office is headed by Compliance Officers, whose task is to manage the overall Compliance Program as well as respond to employee requests for assistance or reports of misconduct. To obtain a copy of the Code of Conduct, please contact the Compliance Office or the UNC Health Care President’s Office.

OPERATIONAL ISSUES

What is the Attendance and Tardiness Policy?

The Attendance and Tardiness Policy provides a uniform method of addressing chronic tardiness and absenteeism among staff. When an employee is chronically tardy or absent, it affects the work flow of co-workers as well as customer service. The Attendance and Tardiness Policy provides uniform guidelines for addressing issues of attendance and tardiness, including corrective action progression and, when warranted, dismissal. To review the Attendance and Tardiness Policy in detail, please go to http://hr.intranet.unchealthcare.org/hr_policy.

Employees are required to clock in and clock out at their work station, which provides management with an accurate record of daily attendance. For auditing and legal purposes, department files must reflect accurate timekeeping and attendance records for all employees.

Employees should address any concerns regarding their assigned work schedules or attendance records with the appropriate supervisor.

What is Administrative Leave?

Administrative Leave is a leave category that is not covered
by vacation, sick, holiday, education, or PTO and is used by management to record and approve specific periods of non-worked time for compensation.

**What is Administrative Leave used for?**

This leave category is used at management’s discretion in situations such as investigatory suspension, communicable disease exposure, and emergency closures.

For more information regarding Administrative Leave, see the Human Resources Policies and Procedures Manual online at [http://hr.intranet.unchealthcare.org/hr_policy](http://hr.intranet.unchealthcare.org/hr_policy).

**What is PTO?**

PTO, or Paid Time Off, is a flexible leave program for UNC Health Care employees. PTO combines all traditional leave categories into one. The program is based on an accrual process and includes time for holidays, vacations, employee illness, family emergencies and illnesses, volunteer work, child involvement activities, or simply personal time.

**How do I request PTO leave?**

PTO leave must be requested and approved in advance by management whenever possible. In the event of unplanned, unscheduled absences, the current Attendance and Tardiness Policy applies.

**What is PTO Sell-Back?**

If an employee chooses to take part in the quarterly PTO Sell Back option, he/she must first fill out the PTO Sell Back Form during the designated enrollment period to the sell back period.

To be eligible for the sell-back options, employees must have at least 148 hours of PTO available at the time they submit the online PTO Sell Back Election form. Employees are eligible to automatically receive a sell-back based on their election of 25%, 50%, 75% or 100% of all hours over 140 with a minimum of eight hours required for distribution.

If the employee does not meet the eligibility criteria for participating in the sell back program, the excess hours will remain in the employee’s PTO balance.

**What is the Long-Term Sick Leave Bank?**

The Long-Term Sick Leave Bank can only be used for an employee’s illness or injury or credited toward retirement in computing years of service. An employee’s PTO balance must be 96 hours or less in order to use the Long-Term Sick Leave Bank hours. It may also be used for maternity leave.

**How are staffing levels determined?**

The administrative director responsible for each area works with department and unit heads to determine individual staffing levels.

For more information about staffing levels, an employee should speak with the supervisor or the administrator in charge of his/her area.

**What is the Family and Medical Leave Act?**

The Family and Medical Leave Act of 1993 (FMLA) was passed by Congress to balance the demands of the workplace with the needs of families; to promote the stability and economic security of families; to promote national interests in preserving family integrity; to minimize the potential for employment discrimination on the basis of sex by ensuring generally that leave is available for eligible medical reasons (including maternity-related disability), and for compelling family reasons; and to promote the goal of equal employment opportunity for men and women.

**Eligibility:** An employee who has been employed with UNC Health Care for 12 months and who has worked at least 1,050 hours (part-time) during the previous 12-month period is entitled to a total of 12 work weeks of leave (paid or unpaid) during a 12-month period for one or more qualifying reasons. For the specific qualifying reasons or other information related to FMLA, call CareWorks, USA at 1-888-436-9530.

**What is the Americans With Disabilities Act?**

The purpose of this federal legislation is to bring those persons with disabilities into the mainstream of American life. The Americans with Disabilities Act (ADA) accomplishes this with two basic mandates to employers, public facilities, and providers of goods and services.

First, individuals with disabilities must be given an equal opportunity to gain access to employment and public accommodations. Second, public accommodations and employers must furnish persons with disabilities a reasonable amount of assistance (accommodation) that will allow equal participation.

UNC Health Care is firmly committed to the principles of the Americans with Disabilities Act. If employees have reason to believe that the conditions of this act apply to them or any of their co-workers at UNC Health Care, they may contact the Equal Employment Opportunity Officer at 966-0698 for additional information.

**Why is there not enough space in employee departments?**

UNC Health Care has experienced tremendous growth since the NC Memorial Hospital was created in the early 1950’s. The number of employees, patients, and visitors, and the variety and complexity of services have increased nearly every year, contributing to inadequate office and storage space in many areas.
As UNC Health Care plans and opens new buildings on campus and elsewhere, overcrowding in some areas will be relieved. Also, the 1998 Flexibility Bill, which gives UNC Health Care greater autonomy in purchasing decisions, contracting for construction, and property acquisition, has allowed UNC Health Care to develop facilities at a pace that more closely matches our growth.

**Frequently Asked Questions**

- **Are employees guaranteed two 15-minute breaks, one in the morning and one in the afternoon?**
  
  No, breaks are scheduled at the discretion of the supervisor and are not guaranteed. If breaks are scheduled then they are paid time.

- **May employees smoke on the premises?**

  UNC Health Care facilities are designated as tobacco-free. Therefore, no smoking is permitted anywhere inside or outside the facilities.

- **Why can employees not chew tobacco or gum while working?**

  The Human Resources Policies and Procedures Manual clearly states that “a neat, clean, businesslike and professional appearance is a requirement for all jobs … Supervisors will inform employees if business needs warrant additional requirements for the employee’s position. Chewing gum is not considered appropriate in the presence of patients, visitors, or guests.”

  The provisions of this policy apply to all personnel operating at UNC Health Care. Department policies may specify additional requirements as appropriate for employee and patient safety.

  Moreover, the OSHA bloodborne pathogen guidelines state, “Eating, drinking, smoking, applying cosmetics or lip balm, and handling contact lenses are prohibited in work areas where there is a reasonable likelihood of occupational exposure.” It is implied that employees should not place anything on or in the mouth while in work areas where occupational exposure is possible.

  Occupational exposure is defined as “reasonably anticipated skin, eye, or mucous membrane contact, or potential contact with blood or other potentially infectious materials that may result from the performance of an employee’s duties.”

- **If employees have a locker assigned to them, is this considered private?**

  Although a locker may contain an employee’s personal property, the locker itself is the property of UNC Health Care and should not be considered private. The Human Resources Policies and Procedures Manual states:

  “UNC Health Care declares that offices, desks, files, lockers, computers, cabinets, and other stationary containers provided by UNC Health Care are not private areas, and shall not be treated as private areas. Therefore, UNC Health Care may search an office, desk, file, locker, computer, cabinet, or other stationary container provided by UNC Health Care.”

- **Why does UNC Health Care have a dress code?**

  Before 1995, most departments had their own dress codes. The institution-wide dress code is an attempt to establish a consistent policy under one set of guidelines. Dressing appropriately shows respect for our patients and their families. UNC Health Care’s dress code policy is titled “Professional Business Attire” and is located in Chapter 3 of the Human Resources Policies and Procedures manual online.

  Employees are seen by patients and visitors every day, even if only in the cafeteria or at a vending machine, on an elevator, or in the hallway. The dress code helps us project an appropriate and professional image to all our customers at all times.

- **Why can employees not wear nice denim?**

  Patients say that seeing employees wearing denim communicates a lack of professionalism on the part of those employees. Denim is an informal fabric and does not convey the kind of professional image our patients expect.

- **What is the policy on body fragrances?**

  UNC Health Care is a health care setting, and our goal is to serve people who need treatment or clinical examinations. Our patients, visitors, and co-workers have a right to an environment free from potentially harmful odors. Examples of patients and other persons who may be particularly sensitive to such odors are those undergoing chemotherapy, pregnant women, asthmatics, others with respiratory ailments or allergies, and young children.

- **Which UNC HC polices am I responsible for knowing?**

  Every employee is responsible for having a working knowledge of all of the policies that relate to them. While very few of us can remember all of the details of every policy, we should all know how to access them either electronically or in hard copy. The best place to locate our policies and procedures is through the UNC Health Care Intranet@ work.

- **What is a Probationary Period for?**

  A probationary period is a set period of time (9 months at UNC Health Care) during which the prospective employee and their management will determine if there is an appropriate fit or match between the prospective employee’s expectations/skills and those of their manager. Work performance and behavior (conduct) will be closely observed and evaluated during that time. If at any time the prospective employee or the manager determines that the fit/match is not to their satisfaction, the probationary period can be ended immediately and the prospective employee shall be terminated from the probationary position.
**What is the purpose of the UNC HC Code of Conduct?**

The purpose of our Code of Conduct is:
1. To clarify the expectations governing all interactions of and between UNC Health Care employees
2. Encourage the prompt identification and resolution of all alleged inappropriate conduct
3. Encourage the identification of concerns about the well-being of a health care team member whose conduct may be in question, including referral to the UNC Health Care Employee Assistance program or the North Carolina Physicians Health Program.

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**Frequently Asked Questions**

**What food options are available at UNC Healthcare, where are they located, and when are they open?**

**Terrace Café** – First Floor, Children’s Hospital (overlooking the lobby)

- Open 24/7/365
- The Terrace Café offers many options for employees including grilled breakfast sandwiches, pancakes, and other breakfast items, sushi, grab and go sandwiches and salads, southern favorites like BBQ and fried chicken, burgers, hot dogs, milkshakes, smoothies, a rotating menu of Asian favorites, fresh pasta, pizza, and more.

**Corner Café** – Ground Floor, Children’s Hospital (at the corridor connector between the Children’s Lobby and Anderson Pavilion),

- Weekdays, 7AM-2PM
- The Corner Café has a full breakfast menu including made to order waffles and a bagel bar as well as fresh made burritos, chips and salsa, and burrito bowls as well as made to order sandwiches for lunch.

**Overlook Café** – 2nd Floor, Neurosciences Hospital

- Weekdays, 11AM-7PM
- The Overlook Café offers fresh, made to order salads and homemade dressings as well as flatbreads, NY Style Pizza, paninis, and fresh baked goods.

**Starbucks** – Ground Floor, NC Comprehensive Cancer Center

- Starbucks offers all your favorite espresso based drinks as well as grab and go options for a snack or light meal.

**Vending Machines** are located throughout the Hospitals for your convenience.

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**Do you offer special check out lines for employees?**

“Staff Only” Checkout lines can confuse or even offend our visitors and patient customers. Our retail establishments utilize state-of-the-art point-of-sale equipment to maximize efficiency. Since the vast majority of the café patrons are your fellow UNC HealthCare employees, having a separate check out line dedicated for staff only would not be effective. We encourage you to enroll in Freedom Pay to minimize your time in line.

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**Is there a discount for employees at the UNC Health Care Cafes?**

Employees are strongly encouraged to use the Freedom Pay Program when dining at work. Start packets are available at any of the café registers. Each packet contains a card and information on the program. The card can be funded using a check, credit card, or by directly linking to your checking account. You then use the card to pay at our retail cafes, and you receive a 20% discount on ALL PURCHASES!

Since no cash is needed at checkout, the transaction is faster, and the discount is automatically awarded.

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**How Much Does Freedom Pay Cost?**

FreedomPay is free to join and free to use when funding with:

- Electronic Bank Transfer (ACH)*: You can do this online or over the phone
- Automatic Replenishment with ACH: Never run out of funds again
- Via cash at the kiosk: Located at the Terrace Café

If you choose to fund your FreedomPay account with a credit or debit card, enroll in FreedomPay’s Platinum Service Program. Platinum Service allows you to fund as many times as you want via credit/ debit card for a flat rate of $2 a month.

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**How Do I Enroll?**

Visit FreedomPay on the web at [www.myfreedompay.com](http://www.myfreedompay.com) and select the “Sign Up Here” link. Can’t access the internet? No problem, simply call a FreedomPay Representative at 888-495-0222 to enroll over the phone.
The information contained in this handbook is not a contract and is subject to change without notice by the appropriate authorities. It is understood that explanations in this book cannot alter, modify, or otherwise change the controlling legal documents or general statutes in any way, nor can any right accrue by reason of inclusion or omission of any statement in this booklet.

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