Employee Handbook

You and Jefferson

Thomas Jefferson University & Hospitals
Dear Colleague,

Welcome to Thomas Jefferson University and Hospitals! In accepting your new position, you have joined a team committed to redefining healthcare. With a robust history and community roots dating back to 1824, Jefferson is a nationally influential and widely respected academic medical center. We deliver high quality, personalized and compassionate care, and you are now a vital part of our tradition of excellence.

By selecting Jefferson, you will enjoy competitive pay, a broad selection of employee benefits from which to choose, opportunity for educational and developmental growth, and a challenging and interactive work environment.

Congratulations and my best wishes as you assume your new responsibilities at Jefferson.

Sincerely,

[Signature]

Stephen K. Klasko, MD, MBA
President and CEO
Thomas Jefferson University and Jefferson Health System
About This Handbook

This employee handbook has been designed to provide you with general information about various policies, benefits, services and facilities of Jefferson which may be of interest to you in the course of your employment. Please understand that it only highlights these topics. More specific information may be obtained from your supervisor, the hospital intranet, where any specific policies cited here may be found or the Department of Human Resources at Suite 2150 Gibbon Building or Methodist Administration Suite. You are strongly encouraged to become acquainted with all Jefferson policies and procedures to make your employment as satisfying and productive as possible.

The policies, procedures and benefits described in this handbook are not all-inclusive and may be amended or rescinded from time to time at the discretion of Jefferson, with or without notice. As they occur, periodic updates to the policies, benefits and resources described in this handbook may be communicated to the Jefferson community in a variety of ways, including broadcast messages, electronic monitors, notices and handbook updates posted on intranet, communications to management, and employee mass mailings. The electronic version of this handbook is posted on the intranet, and will be updated as needed.

Neither this handbook nor any Jefferson policies and procedures constitute an employment contract or confer any contractual right; either expressed or implied, to remain in Jefferson’s employ. Similarly, they do not guarantee any permanent terms and conditions of your employment. You are an at-will employee and your employment is not for any specific time, unless otherwise provided by a written, executed contract of employment. As an at-will employee, you may be terminated for any reason, with or without cause and without prior notice. Similarly, you may resign for any reason at any time. Entitlements to paid time off accruals are addressed under Termination of Employment. To the extent that this handbook conflicts with the provisions of any collective bargaining agreement, the terms of the applicable collective bargaining agreement will govern.
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Our Beginnings

The Pennsylvania Legislature chartered the Jefferson College in Canonsburg, Pennsylvania in 1802, with full University privileges. Its Board of Trustees agreed to establish a medical school in Philadelphia in 1824. With the Board’s authority, Dr. George McClellan founded Jefferson Medical College amid humble beginnings. He held classes first in his office and later in a converted theater. He also organized a medical clinic for the poor, the world’s first such facility associated with a medical college. Combining medical education and patient care put Jefferson at the forefront of American medicine. This small infirmary eventually grew into Jefferson Hospital.

By 1828, the Medical College had a permanent building, used until 1898. In 1838, the State of Pennsylvania granted Jefferson Medical College full University privileges, making it totally independent of Jefferson College in Canonsburg. When a new 125-bed hospital opened on Sansom Street in 1877, Jefferson Hospital became one of the first large hospitals in the United States owned and operated by a medical college. Later, in 1891, the Hospital established a Training School for Nurses.

Over the years, Jefferson has produced some of the most illustrious persons in the medical field. Samuel D. Gross immortalized in Thomas Eakins’ famous painting, “The Gross Clinic,” ranks as the outstanding American surgeon of the 19th Century. Dr. John H. Gibbon first used his heart-lung machine successfully during surgery in 1953. Other Jefferson alumni have made such important contributions as the development of the first artificial tendon, and the discovery of the existence of a hormone that controls red blood cell production.

Jefferson Medical College and Medical Center became Thomas Jefferson University on July 1, 1969. At that time, the four divisions of the University were Jefferson Medical College, the Jefferson College of Graduate Studies, the Jefferson College of Health Professions, and Thomas Jefferson University Hospital.

Jefferson Today

In 1995, Thomas Jefferson University and Main Line Health signed an agreement establishing a new, nonprofit, corporate entity known as the Jefferson Health System, Inc. (JHS). The Hospital became a separate corporation from the University and established headquarters in Radnor, PA, consisting of Thomas Jefferson University Hospitals, Inc. (including Methodist Hospital Division), Main Line Health (including Lankenau, Bryn Mawr, Paoli, Bryn Mawr Rehabilitation, and Riddle Memorial Hospitals), and Magee Rehabilitation Hospital with Thomas Jefferson University serving as the primary academic affiliate of JHS. Effective July 2014, Jefferson and Main Line Health made a decision to maintain their strategic partnerships but discontinue the corporate entity of JHS.

Today, after nearly two centuries, Jefferson’s related organizations, Thomas Jefferson University, Jefferson University Physicians, and Thomas Jefferson University Hospitals, Inc., remain on the leading edge of healthcare, and continue to make significant strides in education, research and patient care.
Thomas Jefferson University Hospitals, Inc.

Begun in 1825 as the medical clinic of Jefferson Medical College, Thomas Jefferson University Hospitals, Inc. (TJUH) today has major programs with national reputations for breast cancer diagnosis and treatment, cardiac angioplasty and stents, medical genetics, treatment of joint and musculoskeletal disorders, hip replacement, treatment of skin and colorectal cancers, transplant surgery, epilepsy, headache and neurosurgical treatments. The Hospital’s Medical Staff is composed of physicians who are members of the faculty of Jefferson Medical College.

Jefferson is one of only a few hospitals anywhere in the United States that is both a Regional Trauma Center and a federally recognized regional Spinal Cord Injury Center.

The nationally renowned Kimmel Cancer Center at Jefferson is a National Cancer Institute-designated clinical cancer center. The Jefferson Cancer Network is a partnership with community hospitals in advanced cancer care. Jefferson Cancer Network hospitals offer a full range of community-based oncology services. If highly specialized services such as a bone marrow transplant are needed, patients can be referred to Thomas Jefferson University Hospitals, ranked among the best in the nation for cancer care by US News & World Report. All patients at hospitals within the Jefferson Cancer Network benefit from the advances made through research at the Kimmel Cancer Center at Jefferson, whose scientists carry out full-time cancer research.

Jefferson Hospital for Neuroscience at 9th and Walnut Streets houses one of the nation’s busiest neurosurgery programs. Our neurological surgeons in this preeminent neurosurgery program are world-renowned for the treatment of vascular brain disease, brain tumors, epilepsy, Parkinson’s disease, spinal cord injuries, spinal disease and pain. They are among the region’s first to use the new Novalis Shaped Beam™ BrainLAB technology—the world’s most advanced form of stereotactic radiosurgery for brain and spine tumors. Through a gift from The Farber Family Foundation, Inc., the Farber Institute for Neurosciences focuses on basic and clinical research in Alzheimer’s disease, amyotrophic lateral sclerosis (ALS) and other neurodegenerative disorders. Jefferson’s Department of Neurology, also located in Jefferson Hospital for Neuroscience, has moved to the forefront in a number of neurological and neuroimmunological treatment and research areas, including multiple sclerosis, epilepsy, headache, stroke and Parkinson’s disease. At Jefferson Hospital for Neuroscience, the Jefferson Geriatric Psychiatry Program also addresses the care needs of seniors experiencing dementia and other problems affecting memory. Thomas Jefferson University Hospitals has been ranked among the best in the nation for geriatric care by US News & World Report.

Methodist Hospital Division is now the sole provider of acute care services and houses the only Emergency Department in South Philadelphia. Methodist offers a full range of services including: comprehensive cardiac care, diagnostic imaging, emergency care in an expanded and renovated facility, gastrointestinal disease treatment, Healthmark – Industrial Medicine Program, home care, outpatient obstetrics services with deliveries at Jefferson Hospital and inpatient and outpatient gynecological services, outpatient pediatric services and an outpatient unit focusing on acute care for the elderly population. The hospital is home to the Jefferson Shoulder and Elbow Center of the Rothman Institute, the Philadelphia Hand Center at Methodist and the Women’s Diagnostic Center with services for mammography, urocontinence problems and osteoporosis. Methodist Hospital Division, with a historical relationship to the Methodist Church, is committed to serving the residents of South Philadelphia and surrounding communities including the area’s expanding Southeast Asian population.
Our Mission, Vision and Values

Mission
Health is All We Do

Vision
We will reimagine health, health education, and discovery to create unparalleled value.

Values
iSCORE: The following Values guide us in everything we do at Jefferson, ensuring that we serve our patients and each other to the best of our abilities and create the foundation for achieving our goals as we transform Jefferson – and health care.

<table>
<thead>
<tr>
<th>Value</th>
<th>Behavioral Anchors</th>
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<tbody>
<tr>
<td><strong>Innovation:</strong></td>
<td><strong>Creative:</strong> Is inquisitive and thinks outside the box. Creates new and unique ideas and/or ways of doing things.</td>
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<td></td>
<td><strong>Embraces Change:</strong> Accepts change with willingness. Contributes to the implementation of new ideas.</td>
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<td></td>
<td><strong>Agile:</strong> Responds quickly and effectively to changing situations.</td>
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<td><strong>Service Excellence:</strong></td>
<td><strong>Responsiveness:</strong> Ensures customer satisfaction, timely and quality execution; maintains focus on the best interests and safety of customers.</td>
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<td></td>
<td><strong>Professionalism:</strong> Consistently demonstrates competence, good judgment and civility.</td>
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<td></td>
<td><strong>Empathy:</strong> Acknowledges and considers others’ thoughts, feelings and perspectives.</td>
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<td><strong>Collaboration:</strong></td>
<td><strong>Honest Communication:</strong> Provides candid and constructive feedback to others; settles issues directly and cooperatively.</td>
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<td></td>
<td><strong>Engages Others:</strong> Takes initiative to involve appropriate stakeholders to achieve results.</td>
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<td></td>
<td><strong>Inclusiveness:</strong> Openly shares information and resources; seeks</td>
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<tr>
<td>Ownership: Takes responsibility for achieving excellent results.</td>
<td>Accountability: Accepts personal responsibility for individual actions, job performance, and organizational outcomes.</td>
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<tr>
<td>Focus: Balances multiple and competing priorities to achieve best outcomes.</td>
<td><strong>Organizational Citizenship:</strong> Takes action to benefit the organization, even if it is not necessary to complete one’s job.</td>
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<td><strong>Respect:</strong> Demonstrate a consistently open-minded, courteous and compassionate approach to all.</td>
<td><strong>Consideration:</strong> Demonstrates awareness of and high regard for the feelings and rights of others.</td>
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<td><strong>Integrity:</strong> Demonstrates ethical behavior grounded in adherence to the Code of Conduct and organizational standards.</td>
<td><strong>Embracing Diversity:</strong> Demonstrates awareness and appreciation for the differences of others.</td>
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<tr>
<td><strong>Empowerment:</strong> Take action to control work and decision making to affect positive outcomes.</td>
<td><strong>Initiative:</strong> Seeks out and/or accepts additional responsibilities in the context of the job.</td>
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<tr>
<td><strong>Courage:</strong> Perseveres and withstands challenges and/or difficulties to achieve a better organizational result.</td>
<td><strong>Solution Oriented:</strong> Looks for solutions to problems and challenges.</td>
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Employment Procedures

Pre-Employment

If you have been offered employment, you must satisfactorily complete a physical examination, which shall include a drug screen, prior to starting work. This examination is necessary to evaluate your ability to perform the essential functions of the job. This examination is scheduled with and conducted by University Health Services or Healthmark (Methodist Campus). Up-to-date vaccination history is mandatory. Failure to complete and/or failure of the physical exam or to comply with vaccination requirements will disqualify you from employment.

Similarly, a criminal background review, including when necessary, the Pennsylvania Child Protective Services Act 73, will be conducted, and any unacceptable information, including felony convictions, which may be revealed, may disqualify you from employment. For some specific positions, state law requires a fingerprint submission in order to be cleared to work. You will be informed at the time of application or hire if you need to provide additional information.

Probationary Period

If you are a regular, full-time employee, your probationary period is ninety (90) calendar days, unless otherwise stipulated by a collective bargaining agreement. If you are a regular, part-time employee, your probationary period is six (6) months. The probationary period provides you and the department a prescribed period during which both parties may evaluate if a mutually beneficial professional relationship will develop.

If you are absent during this time, your probationary period will be extended by adding the number of days of absence to the required time. The department head may extend the probationary period for additional time equal to the length of the initial probationary period, if such an extension is deemed necessary to more fully evaluate your performance. At any time during the probationary period either you or the department may terminate employment for any reason and without notice. Discharge during the probationary period is not subject to the grievance process described elsewhere in this handbook.

Continuation of employment after satisfactory completion of your probationary period should in no way be interpreted to mean that Jefferson has contracted to offer you a lifetime or otherwise specified term position. It is intended to suggest only that your performance during this period would meet the minimum expectations set by your supervisor and department. You will continue to receive periodic performance evaluations as outlined by your supervisor and/or department head. Jefferson still maintains the right to terminate any employee at any time.

Work Schedule

Your supervisor will arrange and inform you of your work schedule. If you desire time off, you must request it in advance so the work schedule can be adjusted. Schedules for holidays depend entirely on the routine and requirements of each department. If you have an emergency or you become ill, contact your supervisor directly in accordance with the procedures outlined by your department.

Because of the critical nature of your work, Jefferson expects your attendance on regular workdays and during emergencies such as storms, transportation strikes or similar situations. You may also be classified as a department “designated employee” to work during these or other emergencies. Information during weather related emergencies may be obtained by calling 1-800-858-8806.

Personnel Records

To help us maintain complete and accurate records, you should promptly report any changes in your, address, telephone number, and tax exemptions by using the PeopleSoft/Employee Self Service technology available through the intranet. Submit documentation of changes in name, number of dependents, and marital status to Human Resources Service Center, Suite 900, 833 Chestnut Street.
Copies of educational updates should be sent directly to the Human Resources Service Center, Suite 900 at 833 Chestnut Street, for inclusion in your personnel file. It is important to keep your personnel records up to date for tax and group insurance plan purposes, as well as for promotional and transfer consideration. A Personal Data Form is available upon request to update any changes in military, education and visa status. This form can be obtained from the Human Resources Service Center, Suite 900, 833 Chestnut Street.

Termination of Employment

After completion of your probationary period, if you choose to voluntarily terminate your employment, you must give appropriate written notice of termination that is at least equal to your annual ETO or vacation accrual rate. Failure to do so will result in the forfeiture of applicable accrued ETO or vacation time, as a terminal benefit.

Terminated employees are not entitled to payment for personal holidays, if applicable, not taken prior to the date of termination nor entitled to payment of the Extended Illness Bank (EIB), if applicable, at time of termination.*

* Final paychecks for terminating employees will be available on the next regular pay day following termination. You must complete all administrative procedures, including return of all Jefferson property, such as equipment, photo identification card, keys, and uniforms.
Safety and Security

Photo Identification Card

Photo identification cards are issued to all Jefferson employees and must be worn visibly at all times while at work. Security personnel have the right to inspect your identification card upon request. In addition, patients have a right to confirm who is providing service to them, and the photo identification provides for that.

The initial identification card is provided at no charge. If the need arises for a replacement card, a fee may be assessed for the card based upon the circumstances.

The Photo ID Center is located in the Jefferson Bookstore. Call 215-955-7942 for more information or for hours of operation. For replacement ID badges on Methodist Campus, please contact the MHD Security Office at 215-952-9218.

Campus Safety

Jefferson is committed to promoting safety and security in our workplace surroundings. As employees, we have a role in assuring our own protection and the protection of others while on Jefferson’s campus, as well as safeguarding property on campus, both yours and Jefferson’s. You can help in this effort by doing the following:

• Wear your photo identification card visibly and at all times while at work.
• Keep doors locked; assure doors are secured after you enter or exit.
• Be observant of your surroundings and take notice of any unfamiliar behaviors.
• Report any unusual circumstances that you encounter to your supervisor or other appropriate individuals.
• Call the twenty-four (24) hour Security Response Center (SRC) at 215-955-8888 and report anything or anyone that seems “out of place.” At Methodist Campus, contact Security at 215-952-9238.
• Know your role in an emergency.

Security Department

At Jefferson, the dedicated staff of the Security Department care about your well-being and safety. The Jefferson Security Department is staffed with skilled and trained security officers. It operates twenty-four (24) hours a day, seven days a week, and our officers use advanced security technology and equipment to help prevent crime and ensure your safety while on our campus.

The daily security operational plan requires that all security personnel create an environment of relative safety, and possess a demeanor of good will and service. Our security officers are here to preserve your safety and the security of our buildings. Officers are posted in buildings, and officers also regularly patrol buildings. The Jefferson campus is also guarded by foot and bike patrols. Security supervisors are on duty at all times.

All of our security staff are experienced with campus and hospital security concerns. All officers have been certified and trained under Pennsylvania Act 235. Under this act, officers learn essential aspects of criminal and civil law. They are also skilled in conflict resolution and self-defense techniques.

The Jefferson Security Department is supported by local, state, and federal law enforcement agencies. We work closely with the leadership and officers of the Philadelphia Police Department and the Philadelphia Center City Business Improvement District. Together we all work to keep our campus safe.
**Keeping You Safe With the Latest Equipment**

Jefferson is one of the largest and busiest medical centers in the city. Our property covers several acres and city blocks. Our Security Department relies on special equipment and proven safety methods to protect you and our property.

**Closed-Circuit Cameras:** Closed-circuit cameras monitor various areas of the campus, and these images are digitally recorded in the twenty-four (24) hour Security Response Center, located on the 2nd floor of the Gibbon Building. Other internal video cameras also help protect a range of sensitive areas around the campus.

**Personal Property:** Protect your personal property by not leaving it unattended. Your individual attention to your personal property is the best security. The Security Department suggests that employees keep a written list of their valuable belongings. Record the brand name, model, serial number and brief description of each item. This record will help when reporting losses and filing insurance claims.

**Employee Cards:** Jefferson has more than 16,000 employees and students. We treat thousands of patients annually, and more than one million people visit our campus each year. With so many people on our grounds, our Security Department must be able to recognize Jefferson personnel. For this reason, all employees and students receive photo ID cards during their first week at Jefferson. The photo ID card also serves as a library card for Jefferson’s Scott Library.

**Property Passes:** You may need to take Jefferson property off campus at some time. You must first ask your supervisor for a property pass which confirms that you are allowed to remove this item from campus. The pass is also a record of what property has been removed.

**Other Security Programs:** Jefferson’s Security Department sponsors several programs to teach Jefferson employees and students about personal safety. Talk with your supervisor or call the Security Department to learn about the many programs it provides.

**Contact Information**

- For Security Emergencies from any campus phone: 811 (On Methodist Campus, dial 77)
- Security Department twenty-four (24) hour Response Center: 215-955-8888 (On Methodist Campus, dial 215-952-9238)
- Security Department Administrative Office: 215-955-6182 (On Methodist Campus, dial 215-952-9218)

**Fire Emergencies**

A Code Red signals a fire or fire drill. Both require the same response from personnel. It is important that you know where fire exits are. These include the ramps that connect buildings. During a fire, never use elevators to leave the building. Know where fire alarm boxes and fire extinguishers are on the floors where you work.

**What to do in Case of Fire in Patient Areas**

**Rescue**
Remove patients from immediate danger.

**Alarm**
Pull nearest fire alarm box. Dial 811 (Methodist Campus Dial 77). Report Code Red and say where the fire is.

**Confine**
Close doors.

**Extinguish**
If you have received training, use the proper type of extinguisher to extinguish or control the fire. If you choose to use a fire extinguisher, always stand between the fire and the exit. This will keep an escape path open.

**Evacuate**
Know the location of all fire exits should evacuation become necessary.
What to do in Case of Fire in Non-patient Areas
Pull the nearest fire alarm box. Dial 811 (Methodist Campus Dial 77). Report Code Red and say where the fire is. If you hear a fire alarm, move to the nearest fire tower. Close doors behind you.

Occupants of Jefferson Alumni Hall, Scott Library, Clinical Office Building, Martin Building, or 925 Chestnut (On Methodist Campus: Hunter Building, Eisenlohr Building, 1328 Ritner, 1317 Wolf, 2422 S. Broad) must evacuate the building upon activation of a fire alarm. Occupants of other non-hospital buildings should enter the nearest or primary fire tower and wait there for the silencing of the fire alarm bells, which indicates all is clear. In buildings with a public address (PA) system, there will be an announcement of “Fire Alarm, All Clear” following the silencing of the bells. In buildings which do not have a public address (PA) system, the silencing of the bells will serve as the “all clear.”

What to do in Case of Fire in Non-Jefferson Owned Buildings
Follow the procedures of the fire evacuation plan developed by the owner of the building.

How to Help Prevent Fires
• Report fire safety hazards to your supervisor or the Fire Marshal at 215-503-7153.
• Observe “No Smoking” Policy.
• Maintain good housekeeping. This is most important in closet and storage spaces.
• Turn off all appliances when leaving the premises.

Hazardous Materials
Many hazardous materials are used at Jefferson. These materials are used in research and patient treatment and can be found even in common products such as cleaning liquids. We need these materials for the work we do; and, when handled correctly, they are safe.

There are laws that protect workers from hazardous substances. The Pennsylvania Worker and Community Right to Know Law and the Federal Occupational Safety and Health Administration (OSHA) Hazard Communication standard require that employers advise employees about hazardous substances in the workplace. The OSHA Laboratory Standard also establishes guidelines for safe work practices for all persons who work in clinical and research laboratories.

Employee Health and Safety
Hazardous Substance Surveys: We survey areas throughout Jefferson where hazardous substances are used. Information from the surveys is shared with departments and employees.

Clear Labeling: Any containers holding hazardous substances are clearly labeled. The labels list health and safety information about the substance. This includes the name of the chemical and what is in it. The labels also warn employees about storage and handling, and they give the manufacturer’s name and address. Employees should report any missing, incomplete or torn labels to a supervisor. The labels should then be replaced promptly.

Safety Data Sheets: A complete file of Safety Data Sheets (SDS), formerly known as Material Safety Data Sheets (MSDS), is kept in the Department of Environmental Health and Safety in 1630 Edison Building. The ability to look up any SDS is available online through the Employee Intranet under the Emergency/Safety Tab, Important Links, Safety Data Sheets (SDS). An SDS provides detailed information for each hazardous substance used at Jefferson. It lists health and safety information, and it recommends how to handle and store the material safely. It also explains what to do in case of an emergency. Any employee may ask to see the SDS file. Employees will be given a copy of any SDS they request.

Employee Training: Jefferson provides an annual training program for employees who work where hazardous materials are used. The program teaches employees what hazardous substances are. It explains how to handle them safely and how they can be harmful. The program also covers what to do in case of a hazardous material emergency.
Employees’ Rights: Employees should know their rights regarding hazardous materials. Notices listing these rights are posted throughout Jefferson. If employees have any questions about their work with hazardous materials, they should contact a supervisor. They can also call the Department of Environmental Health and Safety at 215-503-6260 (On Methodist Campus, call 215-952-9935).

Community Health and Safety

Community Information: Jefferson is also concerned about how hazardous materials affect the community. Anyone with a question about hazardous materials at Jefferson should contact the Department of Environmental Health and Safety. The staff will provide the information needed as quickly as possible.

Emergency Response: Firefighters, police and other emergency workers often handle emergencies involving hazardous materials. Jefferson provides important information to help them handle campus emergencies quickly and safely.

Bloodborne Pathogens

Jefferson has developed written Bloodborne Pathogen Exposure Control Plans for the hospital, which are designed to eliminate or minimize employee exposure to blood and body fluids. Employees can access these control plans posted on the Policies and Procedures sections of the hospital intranet.

Exposure Determination

Employees are assigned bloodborne pathogen exposure classifications based on their occupational exposure to human blood and body fluids, tissues, or diagnostic/therapeutic materials of human origin. The bloodborne pathogen exposure classification is identified on employees’ job descriptions, and employees receive appropriate training in accordance with that exposure classification.

Workers’ Compensation Program

Workers’ Compensation is a statutory form of insurance, provided by your employer, that covers your medical bills and lost wages if you suffer an injury during the course and scope of your employment. Medical benefits and wage payments are for treatment expense and wage loss solely due to the work injury.

Reporting an Accident

If an accident occurs or you have a condition that you believe is a direct result of your employment, you must notify your immediate supervisor as soon as possible. Your supervisor will assist you to complete an Accident Report via Employee Self Service and, direct you for treatment to one of the posted physicians.

Your Rights and Duties

The state law requires that if you are injured in a work-related accident, an approved physician must treat you for a period of ninety (90) days from the date of the first visit. The names of those physicians are listed on a notice posted on departmental bulletin boards located throughout campus. If a physician not on this listing treats you during that time period, your employer will not be responsible for the expense incurred; that will be your responsibility.

After ninety (90) days, a physician of your choice may treat you. However, you must notify your employer within five days of the first visit that you are seeing a physician of your choice. If you fail to notify your employer within five days, your employer will not be responsible for the medical expenses incurred until appropriate notice is given.
You are required to report within thirty (30) days any employment, self-employment or wages while receiving, or seeking, Workers’ Compensation benefits.

In accordance with Jefferson policy and state law, Workers’ Compensation disability leave is covered under the Family and Medical Leave Act and will be counted towards the twelve (12) weeks of the leave to which you are entitled under the act.

Falsification of a work related disability could lead to immediate termination and possible criminal prosecution.

Administration of the Workers’ Compensation Program

Thomas Jefferson University, Thomas Jefferson University Hospitals, Inc. and Jefferson University Physicians are self-insured for Workers’ Compensation. For further information about program administration, contact the Workers’ Compensation Office at 215-955-3600 (On Methodist Campus, dial 215-952-9935)

Weather Emergencies

As an academic healthcare center, Jefferson has a unique responsibility to the community. During periods of extreme inclement weather, Jefferson’s primary objective is to maintain essential operations, especially in Thomas Jefferson University Hospitals, which may encounter increased demands. Therefore, in the event of a weather emergency, Jefferson shall implement procedures which ensure adequate staffing levels.

A toll-free Weather Emergency Hotline (800-858-8806) will provide a recorded message with complete weather emergency information, including staffing requirements, class cancellations, and schedule changes for special events. On Methodist Campus, dial 215-952-1212 for the Weather Emergency Hotline. Weather Emergency information is also available on the TJUH intranet site.

In the event of a declared weather emergency, the following shall apply:

a) Designated personnel are required to report to work in the event of an announced weather emergency.

b) Designated non-exempt personnel who do not report to work will not be paid and will be charged with an unscheduled absence.

c) Non-designated personnel who encounter transportation or other weather-related problems will be paid ETO if available for time taken off during weather emergencies.

Employees are directed to contact their immediate supervisor prior to potential inclement weather to determine their designation status.
Jefferson Code of Conduct and Related Policies

Code of Conduct

Please click here to view the Code of Conduct for Thomas Jefferson University Hospitals

Please click here to view the Code of Conduct for Thomas Jefferson University

Employee Relations

Equal Opportunity

Jefferson is committed to providing equal educational and employment opportunities for all persons, without regard to a person’s sex, age, race, color, religion, creed, sexual preference or orientation, marital status, pregnancy, national origin, ancestry, citizenship, military status, veteran status, handicap or disability or any other protected group or status. Please see 200.90 Policy on Equal Employment Opportunity and Diversity. Jefferson has established monitoring, review, and grievance procedures to ensure affirmative action matters receive the attention of appropriate personnel at all levels up to and including the Senior Officers. If you feel that you have been discriminated against, first follow the established grievance policy. If the issue is not resolved through this process or if you need more information on equal opportunity matters and the EEO grievance procedure, then contact your department head or your HR Business Partner. To be connected to your HR Business Partner, you may contact the HR Service Center at (215)503-4772.

Policy Prohibiting Unlawful Discrimination, Harassment and Retaliation; Policy on Reasonable Accommodations

Individuals and Conduct Covered

These policies apply to all of Jefferson’s officers, managers, supervisors, employees, faculty and applicants. All such individuals are both protected under and restricted by these policies.

Conduct prohibited by these policies is unacceptable in the workplace and in any work-related setting outside the workplace, such as during off-site presentations or seminars, business trips, business meetings and business-related social events. Please see 200.79 Policy Prohibiting Unlawful Discrimination, Harassment and Retaliation; Policy on Reasonable Accommodations.

Resources Available for Advice and Assistance Include but are not Limited to the following:

- Human Resources Department
  833 Chestnut Street, Suite 900
  215-503-4772 (HR Service Center)

- Office of Student Affairs
  Jefferson Medical College
  Jefferson Alumni Hall, Room 157
  215-503-6988

- Office of Student Affairs and Services
  Jefferson School of Health Professions
  Edison Building, Room 708
  215-503-8189
Grievance Procedure

To maintain a productive work environment, you need clear and open communication with your supervisor. If you have any work-related questions or problems you should contact your supervisor immediately. Most problems can be resolved in this manner.

If an informal discussion does not solve the problem and you wish to submit a grievance on a disciplinary action, you should follow these steps:

Step One: Discuss the matter with the appropriate supervisor to attempt to reach a satisfactory agreement within seven working days of its occurrence. If the matter is not satisfactorily resolved within five (5) working days thereafter, you may proceed to Step Two.

Step Two: Submit the complaint in writing to your department head. The department head will meet with you to discuss and review the grievance and conduct an investigation, if necessary. The department head will respond to you in writing within five (5) working days. If the matter is not satisfactorily resolved, you may proceed to Step Three.

Step Three: Within five (5) days of receipt of the step two response, submit the written grievance and the department head’s written reply to the Chief Human Resources Officer or his or her designee. An investigation will be conducted and a hearing held regarding the grievance. The decision of the Chief Human Resources Officer or his or her designee is final in all cases.

Your Conduct

Your conduct not only reflects on Jefferson’s reputation, but may also affect the lives of our patients. The following behavior represents the types of behavior that may result in disciplinary action, including suspension or immediate termination:

- Insubordination
- Willfully accessing or divulging confidential and/or controlled information, including but not limited to medical and personal information without authorization
- Falsifying or providing false records, reports or information of any nature
- Theft, misappropriation of monies, unauthorized possession or use of property belonging to the institution or to any patient, visitor, employee or student
- Unauthorized use or possession of drugs and/or intoxicating beverages on the premises or reporting to work under the influence of either
- Drug diversion or any effort to sell or profit from the institution’s inventories
- Failure to notify supervisor of a reason for absence within forty-eight hours, except as excused under the FMLA
- Multiple violations of mandatory job requirements and applicable policies (i.e. Healthstream, Influenza Vaccination, Verification of Licensures/Certifications/Registrations and/ or PPD and Tuberculosis Screening)
- Willfully violating applicable Code of Conduct/iSCORE Values

Substance Abuse Policy

It is Jefferson’s policy to maintain an environment free of drug and alcohol abuse and to comply with all laws and regulations which prohibit or control the manufacture, sale, distribution, use, and possession of drugs and alcohol. The following are important aspects of this policy:

Illegal Drugs

An illegal drug is defined as any drug not legally obtainable, or one which is legally obtainable
but has not been legally obtained. This includes prescription drugs not legally obtained and prescription drugs that were prescribed for someone else.

Disciplinary action up to and including discharge can result when (a) an employee reports to work under the influence of illegal drugs; or (b) an employee uses, possesses, manufactures, sells, or distributes illegal drugs on Jefferson property or while on Jefferson business.

Disciplinary action including discharge, or job reassignment, can also occur when employees are unlawfully involved with drugs or controlled substances on their own time, if that involvement has the potential for adverse effect on Jefferson.

Jefferson will review any known cases of arrest or conviction of employees for violating any criminal drug statute.

**Medications**
Controlled substances prescribed by physicians, as well as certain other medications, can influence performance. When there is a potential for impairment from taking such medications, employees should obtain physician information regarding the medication’s effects, and inform their supervisors.

**Alcohol**
No employee will: (a) report to work under the influence of alcohol; or (b) use, sell, distribute, or possess open containers of alcohol on Jefferson premises or during working hours (with the exception of consumption of alcoholic beverages at Jefferson-sponsored events).

For additional information, refer to Jefferson Policy 200.75 Drug and Alcohol Policy which is available on the Jefferson intranet.

**Weapons Policy**
Jefferson prohibits all persons who enter any Jefferson property from carrying a handgun, firearm, or prohibited weapon of any kind on to any Jefferson property regardless of whether or not the person is licensed to carry the weapon.

This policy applies to all Jefferson employees, contract and temporary employees, visitors on Jefferson property, and customers and contractors on Jefferson property, regardless of whether or not they are licensed to carry a concealed weapon. The only exceptions to this policy will be on-duty law enforcement officers, or other persons who have been given written consent by Jefferson to carry a weapon on the property. Please see Jefferson Policy 119.07 Weapons.

**Attendance Policy**
In order to fulfill its obligations in patient care, education, and research and maintain effective operations, Jefferson must rely on a dependable workforce. Employees are expected to work as scheduled and to minimize unscheduled absences, latenesses and early departures. While it is recognized that absences will occur for any number of valid reasons, it is the expectation of Jefferson that employees will adhere to the Attendance Management Policy (HR Policy #200.34, [click here for a link to the policy]). All unscheduled absences will be handled in accordance with the policy.

**Absence**
A chargeable absence is any unscheduled time lost from work. The following are considered excused absences and are not chargeable under this policy, provided appropriate approvals as may be required have been obtained, and appropriate procedures have been followed:

- Scheduled ETO or Vacation Time
- Holidays (unless scheduled to work)
- Jury duty
- Funeral leave
• Military service
• Disciplinary suspension
• Work-related illness/injury
• Absences covered under the Family and Medical Leave Act (FMLA)
• Leave of Absence

Solicitation

In order to prevent disruptions in the operation of Jefferson, interference with patient treatment and care, and inconvenience to our patients and their visitors, the following rule will apply to solicitation, the sale of items and distribution of literature on Jefferson premises.

Persons not employed by Jefferson may not, at any time, solicit, sell items or distribute literature on Jefferson property for any purpose. Solicitation for charitable institutions of which Jefferson is a beneficiary, or for certain work-related and operational matters, is permitted with the approval of the Vice President for Human Resources, and without prejudice to this policy.

Solicitation for any purpose is prohibited during an employee’s working time. Furthermore, solicitation at any time (working or non-working time), for any purpose, is prohibited in immediate patient care areas, which include places where patients receive treatment, as well as any other areas in which solicitation would disrupt healthcare operations or disturb patients. Distribution of literature is prohibited during an employee’s working time and at any time in working areas.

“Working time” is the time employees are engaged, or should be engaged, in performing their work tasks for Jefferson. It is prohibited activity for the employee doing the solicitation, sale or distribution as well as any employee being solicited or to whom the literature is being distributed to participate in solicitation. “Working time” does not include the time when employees are properly not performing their work duties, e.g., scheduled meal times and breaks. For more information, see Solicitation Policy (HR Policy #200.39).

Tips

No Jefferson employee may accept tips or gifts from patients or visitors. If a patient or visitor insists on tipping you, contact your supervisor.

Care of Property

Because they are vital to teaching, research, and patient care, supplies and equipment should always be handled with care. If your equipment is not working properly, report it to your supervisor immediately.

Uniforms

If you are required to wear a uniform, your department head will explain how to acquire and maintain it.

Jefferson expects all employees to maintain proper grooming, dress, and behavior standards in keeping with Jefferson standards. Good personal hygiene is essential.

Hats, buttons, or other decorations and insignia may not be worn at any time on uniforms or clothing in immediate patient care areas of the hospital, unless they are part of the employee’s official uniform or clothing. Furthermore, the wearing of hats, buttons or other decorations and insignia may not be worn in non-immediate patient care areas of the hospital if special circumstances exist justifying their prohibition. Such special circumstances could include, by way of example only, instances where the hats, buttons, or other decorations and insignia: interfere with health care services or operations; disturb patients; express inflammatory, offensive or derogatory messages or meanings; or create safety or discipline issues.
Lockers
Your department head will let you know what lockers are available for your use in your department. They should always be locked to protect your property. Lockers are hospital property and may be inspected at any time.

Telephones
Jefferson telephone exchange must always be open for official calls. Personal telephone calls, therefore, are not allowed except in emergencies, or with your supervisor’s approval. Personal cell phones and smartphones, pagers personal digital assistants, e-readers and tablets are not permitted to be used during work hours unless otherwise approved by your supervisor for work-related responsibilities and cannot interfere with delivering patient care and/or completing job assignments.

It is suggested that you give your department’s phone number to your family in case of emergencies.

Smoking
Jefferson is a Smoke-Free Campus. As a healthcare organization, we are committed to improving the health and well-being of our patients, visitors, volunteers and employees. For more information, please reference the Tobacco-Free Environment and Hiring Policy (HR Policy #200.88, click here for a link to the policy).
Performance Appraisals

All hospital employees are required to have annual, written performance appraisals. Timeframes and guidelines for these appraisals will be communicated by the Department of Human Resources.

Promotions and Transfers

Transfers Within Jefferson

Jefferson is committed to developing the skills of our employees and encouraging promotions from within. To be eligible for a career development opportunity, you must have a continuous year of satisfactory service in your present job. This includes an effective performance appraisal, no written disciplinary actions within the last 12 months, and a satisfactory attendance record within the guidelines of Jefferson’s Attendance Policy.

Job Opportunities within Jefferson can be accessed through PeopleSoft/Employee Self-Service website. This website may be viewed using the following:

- Log into PeopleSoft using your campus key and password
- Click on ‘Recruiting Activities’
- Click on ‘Careers’

All available positions within Jefferson (including Thomas Jefferson University Hospitals, Inc., Thomas Jefferson University and Jefferson University Physicians) are listed in one system by job category. The system offers an interactive, animated tutorial that clearly explains the step-by-step process of applying online. On successful completion of the application, you will receive notification of its successful transmission via e-mail.

If you wish to pursue a job opening, you must apply on-line through the PeopleSoft/Employee Self Service website. Career counseling services are available by calling the Office of Employee Selection and Placement at 215-503-7701 to schedule an appointment with a Talent Acquisition Specialist.

Bargaining Unit positions are posted in accordance with prevailing collective bargaining agreements.

If you transfer among Jefferson companies (TJUH/TJU/JUP), all Jefferson applicable service is included in the service date at your new company. This service will apply to benefit waiting periods, vesting credit in applicable pension plans, service awards, vacation accrual calculations and seniority.

Employee Referrals

Applicants referred by our employees are always welcomed by the Office of Employee Selection and Placement. Consideration is given to qualified referrals for positions that become available. A cash bonus award is offered to employees who refer applicants hired into specific, designated positions as described on the Jefferson Job Opportunities website (http://employment.tju.edu).
Jefferson values our employees. That’s why we are pleased to offer you a variety of services and resources. Information about these services, and more, are available at the New Employee Orientation session and at the Human Resources Service Center, Suite 900 at 833 Chestnut Street.

**Activities Office and Jefferson-Independence Blue Cross Wellness Center**

The Activities Office coordinates social, cultural, and recreational programs for the entire Jefferson community, including movie nights, entertainment programs, and co-curricular programs and workshops. The Activities Office also offers a variety of ticket sales to professional sporting events, amusement parks, museums, performing arts and cultural attraction sold at the Commuter Services Office in the Jefferson Bookstore located at 1009 Chestnut Street.

The Activities Office also manages Jefferson’s multipurpose recreation and fitness facility (Jefferson IBC Wellness Center) and its many programs and services. The facility offers members the use of a swimming pool, gymnasium, racquetball court, cardio and weight rooms, group exercise studio, spinning room, dry heat sauna and men’s and women’s locker rooms. Recreational programs and services including group exercise classes, fitness testing and exercise prescriptions, personal fitness training, massage therapy, intramural sports (volleyball, basketball, softball, racquetball and squash), and co-curricular courses such as dance lessons, Pilates, SCUBA certification, swim lessons, and golf instruction are also available. Employees may pay for membership to the facility through payroll deduction. Family memberships are available for spouses, domestic partners, and/or children.

The Activities Office and the Jefferson IBC Wellness Facility are located in the lower level of Jefferson Alumni Hall, 1020 Locust Street. The Activities Office is located in Room M41 and the Wellness Center is located in the Lower Level; please call 215-503-7743 for more information.

**Banking Services**

Direct Deposit: As a Jefferson employee, you can enjoy the convenience of having your paychecks deposited directly into your checking or savings accounts. Sign up for direct deposit by obtaining a form from the Human Resources Service Center, Suite 900 at 833 Chestnut Street or through PeopleSoft/ Employee Self Service technology available on the intranet. It will take approximately two pay periods to activate this service.

Credit Union: Jefferson also offers membership in the Freedom Credit Union, which provides employees a full range of banking services. Brochures and forms to join the credit union can be obtained from the Human Resources Service Center, Suite 900, at 833 Chestnut Street.

**Blood Donor Program**

The Blood Donor Center collects blood from patients for surgical procedures, from directed donors, and from volunteer donors, and also performs therapeutic procedures on outpatients and inpatients. All blood donated at Jefferson stays here for our patients. They need all types every day, and all employees receive three hours of paid time off each time they donate. To give blood, call the Blood Donor Center at 215-955-7791 to schedule an appointment.

**Bookstore**

The Jefferson Medical and Health Science Bookstore is operated for the service and benefit of faculty, employees and students. The store provides a convenient source for all medical and health science text and reference books, consumer health, best seller and local interest titles; diagnostic instruments; stationery and computer supplies; Jefferson clothing and gift items; and newspapers, magazines, and snacks. Commuter Services and Photo ID Center are also located within the bookstore. For more
information and store hours, call 215-955-7922.

Campus Communications
There are numerous ways to keep up to date on Jefferson news, events and announcements. Among these are:

- **JeffNEWS** is published quarterly and covers items of interest to all members of the Jefferson community. Each issue includes important campus news, employee accomplishments, significant research initiatives and a calendar of events. Pick up a copy at special JeffNEWS stands in buildings throughout campus, or go online at the following intranet address: www.jefferson.edu/jeffnews/

- Intranet sites are available for accessing information online through the following addresses. These sites are updated daily.
  
  - For TJUH: (http://tjuh.jeffersonhospital.org)
  
  - Broadcast Messages are sent to all campus e-mail addresses as needed to announce important organizational information.

  - TJUH offers additional access to information, including:

  - **JeffToday**, which is a closed circuit TV system located throughout campus that is updated daily.

  - **Target Quality**, which covers Continuous Survey Readiness and Performance Improvement subjects, and is distributed monthly with paychecks

Carebridge
Carebridge is an employee benefit which offers consultation and informational services on issues such as child care, eldercare, college planning, financial planning, parenting and adoption. Carebridge counselors have extensive experience in specific family care fields. Upon request, they will research issues of concern and provide literature on all care options available. In addition, Carebridge offers help with accessing personal convenience services, such as pet care, home improvement, weight loss and travel resources. Contact Carebridge directly at 1-800-437-0911, or call the Human Resources Service Center, 9th floor, 833 Chestnut Street at 215-503-HRSC (4772 or HRquestions@jefferson.edu for further information.

Chaplain
The non-denominational Chaplaincy Program is coordinated through the hospital’s Department of Pastoral Care and Education. Chaplaincy services, spiritual/emotional support and counseling may be requested by calling Pastoral Care at 215-955-6336(Center City) or 215-952-9547 (Methodist) during normal business hours, or contacting the page operator at 215-955-6060 after hours.

Chinese Health Information Center
The Center’s mission is to improve healthcare access and services for the nearby Asian community. With a staff fluent in Mandarin, Cantonese and Vietnamese, the Center offers a variety of services that assist Chinese community members in obtaining appropriate healthcare information, health screenings and referrals. Jefferson can obtain translation help for their Chinese-speaking patients by contacting the Center. Call 215-955-8282 for more information.
Commuter Services

The Commuter Services Office (CSO) provides mass transit and parking information and savings on those services to eligible Jefferson employees. Benefits include maps and schedules of bus and rail line routes; discounts on SEPTA, New Jersey Transit, and PATCO transit passes, tickets, and tokens; as well as discounts with selected local parking garages services include the following:

Mass Transit items provided at discount prices include:
- SEPTA tokens (10-packs); Monthly Trans/Trail passes (by mail); 10-trip Regional Rail Tickets
- PATCO Freedom Pass
- New Jersey Transit One-way tickets and Monthly Passes (by mail)

Discounted Campus Area Parking
- Restricted daily and limited monthly parking is available at several locations on or near campus.
- Remote Parking at a reduced rate is available through payroll deduction at a lot located on Columbus Blvd. (Delaware Ave.). Shuttles run to several campus locations Monday through Friday on a schedule convenient to most employees.

The Pre-tax Parking and Transportation Plan allows eligible employees to set aside pre-tax dollars to pay for qualified parking and transportation costs. Contact the CSO for information on salary reduction limits set by the Internal Revenue Service, and to obtain a brochure and enrollment form for this program.

Jefferson Commuter Services Office is located within the Jefferson Bookstore. They may be contacted by calling 215-955-6417 or by visiting the CSO website at www.jefferson.edu/cso/.

Leadership and Development Opportunities

The Department of Human Resources Talent Management offers a comprehensive continuum of programs to support employee Career and Leadership Development at Jefferson. “Grow your Career” and “The Emerging Leader” are offered on a consistent basis to support and encourage employees’ career growth. Leadership Development programs such as “New Leader Fundamentals” and “Transformative Leadership” are also provided to support new and existing leaders with the education, tools and resources that they need to thrive in a changing environment. Monthly HR Masters series are informal programs that provide managers with easy access to best practices in Human Resources. “Leadership Academy” is an intensive 10-month program to prepare senior leaders for future leadership roles at Jefferson.

The complete Learning and Development Guide, with more than 50 courses offered throughout the year, is published in the Spring and Fall and can be found on the Human Resources website, jeffersonhr.org, under Learning and Development.

Upon request, Learning and Development professionals will work with your Business Partner to customize training programs for entire departments or work units, to meet your learning needs.

In addition, Learning and Development coordinates the New Employee Orientation program and a professional development library. Call the HR Service Center at 215-503-HRSC for more information.

Information Systems Training

Information Systems offers training in hospital-based software applications, such as JeffChart, as well as desktop applications, including Microsoft Office. Instructor-led classes, small group and personal training are available and may be customized to meet your needs. Participation requires supervisory approval. To view their online schedule of class offerings, class descriptions and registration information, visit them at http://is.jeffersonhospital.org/training or call 215-503-7500 for additional information.
Jeff-At-Night

Jeff-At Night is a special education program for working adults sponsored by the Department of General Studies of the Jefferson School of Health Professions. Through Jeff-at-Night you can earn an associate’s or bachelor’s degree in selected areas, fulfill pre-requisites for admission into health professions programs at Jefferson, enhance your skills by completing one of several certificate programs, or take a course for personal interest. Most classes are offered in the early evening; many are accelerated and can be completed in seven weeks. Academic advising and transcript evaluation are available and strongly encouraged.

Because of education benefits and special discounts, full-time employees after sixty (60) days of employment may be eligible to receive tuition assistance that covers 100% of Jeff-at-Night course tuition expenses. In addition, part-time employees, and dependent children and spouses of full-time employees, may also be eligible for tuition fee discounts for most Jeff-at-Night courses. Call a JCHP academic advisor at 215-503-8414 for further information.

Jeff-At-Night web site: www.jefferson.edu/jchp/gs/jeffatnight/

FirstCALL, Your Employee Assistance Program

FirstCALL is an important service offered to Jefferson employees and their dependents. Jefferson cares about employee health and well-being and recognizes that what affects employees at home can also affect them at work. This confidential, short-term counseling consultation and referral service helps people handle life’s ups and downs before relationships, jobs or health are jeopardized. FirstCALL has trained counselors who will assess problems and provide short-term counseling at no charge to the employee, spouse or dependent. If you need ongoing services, they will assist you in finding appropriate resources to help.

The FirstCALL website provides not only a wealth of valuable information, but also adds new articles and features each month. Check it out at www.firstcalleap.org. To contact FirstCALL, call 1-800-382-2377.

Dining Services

The Department of Nutrition and Dietetics manages The Atrium Cafeteria and one satellite food service operations, and also provides catering services. Food service is available on the center city campus in the following locations:

- The Atrium Cafeteria, 2nd floor Gibbon Building, has both weekday and weekend hours of operation
- Satellite Dining Services: Weekdays for breakfast and lunch -Corner Café at Jefferson Hospital for Neuroscience, 1st Floor

The daily specials offered at these locations can be accessed by calling the Food Hotline at 215-955-FOOD (1-215-955-3663), or by checking the website at: http://tjuh.jeffersonhospital.org/dining_services/

A cashless card system is available to make purchasing food items more convenient. It is called the Atrium FastPass, and has two payment options: payroll deduction or a debit card plan. Pick up a brochure in The Atrium Cafeteria for further information and to enroll in this program.

Vending services are also located throughout campus.

Gift Shop

The Jefferson Gift Shop offers a wide range of items for many occasions, including greeting cards, candy, popular magazines and gift items. They are located on the 1st Floor of the 11th Street side of the Gibbon Building and can be reached at 215-955-4738. On Methodist Campus, the Little Bistro Gift Shop is available on the first floor of the Main Building on Monday-Friday from 7am-7:30pm and can be reached at 215-952-9232.
Department of Human Resources
The Human Resources Service Center is located at 833 Chestnut Street, Suite 900.
HR Service Center
215-503-HRSC (4772) or HRquestions@jefferson.edu

JEFF NOW® Physician Referral Service
JEFF NOW® is a computerized physician referral and information service for Thomas Jefferson University Hospitals. JEFF NOW representatives match callers with physicians and programs/services to meet callers’ healthcare needs. JEFF NOW representatives can answer questions about a physician’s office hours, what insurance a physician accepts, and questions about the physician, such as his or her board certification. After a physician is selected, JEFF NOW can schedule an appointment. This service is free and confidential. JEFF NOW can be accessed by calling 1-800-JEFF-NOW, or contacting their website at www.jeffersonhospital.org and clicking on Find a Doctor. Speech or hearing-impaired callers can access JEFF NOW by calling 1-800-654-5984. JEFF NOW also has access to the AT&T Language Line Service to provide a third-party interpreter for non-English speaking callers.

Jefferson Child Care Center
All Jefferson employees and students are eligible to use the Jefferson Child Care Center, which offers child care for children ages 6 weeks to 5 years. The center is open all year, Mondays through Fridays, and observes Jefferson-recognized holidays. Visit the Child Care Center in the Barringer Residence Hall, 1st floor, or call 215-955-6556 for more information.

Jefferson Pharmacies
The Jefferson outpatient pharmacies offer special employee rates on all prescriptions. A wide variety of over-the-counter items is also offered at discounted rates. These four pharmacies are located as follows:

- **Jefferson Apothecary**
  Gibbon Building 11th Street Lobby
  215-955-8845

- **Jefferson Pharmacy**
  833 Chestnut Street Lobby
  215-955-4400

- **Jefferson Pharmacy Walnut Street**
  908 Walnut Street
  215-503-1135

- **Methodist Apothecary**
  Methodist Hospital
  2301 S. Broad St., 1st Floor
  215-952-9385

Lost and Found

**Security**
Curtis Building, Room CB 67 (Basement)
215-955-8888

MHD Security
Methodist Main Building, 1st Floor
215-952-9218
Photo ID Center

The Photo ID Center provides the Jefferson Community with the Jefferson ID Card allowing convenient, effective, and secure access to all card related services. These services include personal identification, facilities access and access monitoring, Commuter Services transactions (parking and transit), and discount ticket sales.

Identification cards must be displayed at all times on campus and in hospital facilities. Each employee must present a valid government-issued photo ID i.e. passport, driver’s license, military ID, for photo verification purposes at the time that they have their picture taken. The initial ID card is provided at no charge. If an employee’s identification card is lost or damaged, replacement cards can be obtained from the Photo ID Center. A replacement fee of $15.00 will be charged for any card that replaces the initial card. The Photo ID Center is located within the Jefferson Bookstore. They may be contacted by calling 215-955-7942 or by visiting the Photo ID website at http://www.jefferson.edu/university/customer_service/id-center.html. On Methodist Campus, replacement ID’s can be obtained in the Security Office, Main Hospital, 1st Floor and can be reached by phone at (215)952-9218.

Scott Memorial Library

The Library’s holdings include books and journals on clinical medicine, basic sciences, nursing and allied health sciences. They also have a general collection in humanities and social sciences, as well as books written by Jefferson faculty.

The knowledge-based information system, JEFFLINE, is accessible twenty-five (24) hours per day via computer workstations throughout Jefferson, as well as to all users connected to the Internet from any location including home. JEFFLINE’s address is http://jeffline.tju.edu/.

The Library is staffed with hours convenient to users. The first and fourth floors are open twenty-four (24) hours a day. The first floor hosts the browsing room collection of popular fiction and non-fiction books and magazines for all Jeffersonians. Approximately 150 public access computers are available for use through the Library. Questions about library services can be e-mailed to AskaLibrarian@jefferson.edu. You may also contact the Library by calling the Circulation Desk at 215-503-6995, Education Services at 215-503-2830, or the Reference Desk at 215-503-8150.

The Scott Memorial Library building is located at 1020 Walnut Street.

Travel Medicine

The Travel Medicine Service of TJUH can assist you when you plan a trip to an international destination. Based on your travel plans, their medical staff can prepare pre-travel needs assessment, recommend and administer immunizations, provide healthy travel tips and information, supply a list of English-speaking physicians and conduct a post-travel evaluation. Fees for travel medicine are based on the extent of services used. Appointment times are available Monday through Friday. Call 215-955-0860 for additional information.

University Health Services/Healthmark

University Health Services conducts pre-employment physicals, provides medical care for work related illnesses that occur during working hours, carries out infection control measures for all active employees of Jefferson as directed by the Infection Control Committee and provides medical care for its employees and students. Certain vaccinations are also available free of charge (e.g. hepatitis B vaccine, and influenza vaccine). Annual tuberculosis screening is provided for all employees and students as part of the mandatory testing policy and in the event of an exposure. Any exposure to blood or body fluids while on the job should be reported to University Health Services for appropriate follow-up. Employees and students can access information about UHS on the UHS website, www.jeffersonhospital.org/uhs or located on the Employee Tab of the TJUH intranet. The "Needlesticks Page", located just below the UHS link has answers to questions regarding occupational exposures. This site is edited by the UHS staff.
UHS can be reached by phone at 215-955-6835 or through the general email at jeffuhs@jeffersonhospital.org

On Methodist Campus, Healthmark performs all employee health services indicated above for Methodist and Navy Yard employees. Healthmark can be reached by phone at 215-952-9900.

**Women’s Health Source**

The mission of the Women’s Health Source is to improve the quality of life for women in our community through easy access to prevention and wellness programs. This service offers health screenings, private registered nurse consultations, and educational programs, all free of charge. Program calendars are published regularly. For more information or to register for a program, call the JEFF NOW® telephone number, 1-800-JEFF-NOW, or visit the Women’s Health Source website at www.Jeffersonhospital.org/whs/
Your efforts are very important toward maintaining the high standards of Jefferson. Your attendance and punctuality are vital to efficient and effective operations. We also recognize that time off is important to your health and well-being. In this section, we explain our time off programs. You may contact the HR Service Center at 215-503-4772 or refer to the applicable Jefferson policy on the HR intranet website at www.jeffersonhr.org.

**Earned Time Off (ETO)**

Regular full-time employees and regular part-time employees scheduled to work forty (40) or more hours biweekly are eligible to accrue Earned Time Off (ETO) based on job title and length of service. ETO does not apply to full-time Faculty, Senior Administrators, House Staff and Post Doctoral Fellows, please see the Vacation and Personal Time policies on the Human Resources Website (www.jeffersonhr.org) for more information.

Employees accrue ETO from the first full pay period after the start date of your employment. You may use accrued ETO time after ninety (90) days of employment, or 180 days for part-time employees. No payment for ETO will be made at the time of termination unless you have successfully completed your probationary period have have given notice equal to your annual ETO accrual amount (two weeks, three weeks, four weeks).

Earned Time Off (ETO) may be used for a variety of reasons including but not limited to vacations, unpaid holidays, minor illnesses or time away from work for personal or family reasons. Absences should be scheduled in advance with supervisory approval. Your supervisor will consider requests for ETO time, but reserves the right to approve or deny time off requests so that business operations are not interrupted. ETO is to be used for absences related to sickness/minor illnesses and employees are encouraged to allocate for potential sickness when planning the use of ETO days.

You may accrue ETO up to the Maximum Accumulation as set forth in the ETO policy as posted on www.jeffersonhr.org.

**Voluntary Termination**

If you voluntarily terminate employment, you will be paid for any accrued/unused ETO up to the Maximum Payout Amount provided you give appropriate advance notice. Advance notice must be equivalent to or greater than your basic ETO accrual rate. ETO time during the notice period may be granted by the department head as a function of business needs.

**Retirement**

If you retire from Jefferson, at age fifty-five (55) or older with ten (10) years of service you may be paid for any accrued/unused ETO up to the Maximum Accumulated Time allowed for the position as set forth in the ETO policy.

**Position Elimination**

If your position is eliminated, and you are laid off from Jefferson, you may be paid for any accrued/unused ETO up to the Maximum Accumulation Time allowed.

**Death of Employee**

Upon the death of an employee, payment of all accrued/unused ETO hours up to the Maximum Payout Amount will be made to the employee’s estate as further described in the applicable policy.

**Long-Term Disability**

In the beginning of the seventh (7th) month of disability, you will receive payment for all ETO accumulation up to the Maximum Accumulation Time
Benefits Plus

Benefits Plus is Jefferson’s voluntary benefit program. If you are a full-time or part-time employee regularly scheduled to work at least forty (40) hours biweekly, you are eligible to purchase additional insurance products at group rates plus other valuable benefits. Visit the Benefits Plus section of the Human Resources website, www.jeffersonhr.org for more information.

Holidays

Jefferson observes the following seven legal holidays:

- New Year’s Day
- Martin Luther King, Jr.’s Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

Regular full-time employees will receive holiday pay for the holidays listed above. Regular part-time employees scheduled to work 40 or more hours biweekly receive holiday pay in proportion to hours worked.

To be paid for a holiday employees must work the scheduled work day before and the scheduled work day after the holiday unless the employee presents an excuse acceptable to Jefferson.

If a legal holiday falls during your vacation or ETO period, you will be paid for the holiday rather than using vacation/ETO pay.

Bereavement Leave

In the event of death in your immediate family, regular full-time employees and regular part-time employees scheduled to work twenty (20) hours per week or more, and who have completed probation, may take up to three days off with pay as long as one is the day of the funeral. Your immediate family includes your parent, spouse, child, step-parents, step-children, brother, sister, mother-in-law, father-in-law, grandparent, grandchild, or same-sex domestic partner. One day off without pay may be authorized for other relatives.

If your absence is necessary due to a death in the family, please notify your supervisor as soon as possible.

Jury Duty

If you are called upon to serve on a jury, you will be paid regularly scheduled normal earnings if you have completed the prescribed probationary period.

To be eligible for leave for jury duty, please submit a copy of the jury summons to your department head at least two (2) weeks in advance of the expected absence. You are expected to return to your job on those days when the jury is not in session.

Leave of Absence

A Leave of Absence is a pre-arranged period of time in excess of thirty (30) calendar days during which an employee is authorized to be absent from active employment in accordance with the procedures stated herein. A Leave of Absence, or an extension of a Leave of Absence, will be granted to eligible employees, subject to the approval of the department head and the Department of Human Resources, after determining that the reason for the Leave of Absence is satisfactory, and giving appropriate consideration to operating requirements of the department. The Leave of Absence policy
complies with the provisions of the Family and Medical Leave Act of 1993.

**Eligibility**

Employees having completed one (1) year or more of continuous full-time or part-time (40-hours biweekly) service and those called for active military service may be granted Leaves of Absence.

Regular employees who have completed the prescribed probationary period, but who have less than one (1) year of service, may be granted medical leaves of absence equivalent to the period of service.

A Leave of Absence due to a work-related compensable injury or call up for active military service is granted without regard for the requirement of one (1) year of service.

**Job Entitlement - Reinstatement**

Employees with one (1) year of continuous full-time or part-time (40-hours biweekly) service taking leaves totaling twelve (12) weeks or less in duration during a twelve (12)-month period for reasons of:

1) care of newborn or newly adopted son or daughter;
2) care of child placed with the employee for foster care;
3) care of spouse, son, daughter, parent or parents-in-law of the employee if such individual has a serious health condition (Dependent Care Leave); or
4) an employee’s own serious health condition, are guaranteed reinstatement in the same or an equivalent job.

Employees returning from a Leave of Absence for other reasons or from leaves extending past twelve (12) weeks in duration are not guaranteed reinstatement except as provided by Federal Law for military leaves.

Failure to return from a Leave of Absence on the date specified on the approval form will be considered a voluntary termination.

**Family and Medical Leave Act**

Eligible employees are entitled to a total of twelve (12) work weeks of FMLA leave during any rolling twelve (12)-month period for one (1) or more of the reasons listed below. An employee’s entitlement to FMLA leave over a rolling twelve (12)-month period is determined by calculating FMLA leave taken in the twelve (12) months prior to the date of any such leave request:

- the birth and care of the newborn child of the employee;
- placement with the employee of a son or daughter for adoption or foster care;
- to care for an immediate family member (spouse, child, or parent) with a serious health condition; or
- to take medical leave when the employee is unable to work because of a serious health condition.

An “eligible employee” is an individual who:

- has been employed by Jefferson for at least twelve (12) months, and
- has worked at least 1,250 hours during the twelve (12)-month period immediately preceding the commencement of the leave.

Applications for FMLA leave are available on the TJUH intranet site. On return from FMLA leave, an employee is entitled to be returned to the same position the employee held when leave commenced, or to an equivalent position with equivalent benefits, pay, and other terms and conditions of employment. However, an employee has no greater right to reinstatement than if the employee had been continuously employed during the FMLA leave. Military personnel and/or relations may qualify for additional entitlements which may be clarified by contacting the Department of Human Resources at (215)503-4772.
Catastrophic Leave Donation

Jefferson employees may donate up to 40 hours of non-productive time to another Jefferson employee when a catastrophic illness or injury occurs resulting in total or partial disability and the employee has exhausted all Earned Time Off, excluding one week of ETO and all Extended Illness Bank (EIB) hours and meets other eligibility requirements as outlined in the policy. (Faculty and Senior Administrative employees may donate only vacation time)
Benefits

Overview

The Jefferson Benefits Program is an innovative approach to employee benefits which lets you put together a package of benefits to suit your personal needs.

Jefferson automatically provides eligible employees with a primary level of protection through the Basic Benefits Plan. You then have the opportunity to supplement what is provided through the Basic Benefits by choosing from a variety of Optional Benefits. In addition, the Benefits Program makes available Flexible Spending Accounts through which you can pre-fund certain health and dependent care expenses in a tax-advantaged manner.

You are eligible to select benefits upon initial eligibility following date of hire and annually during the Open Enrollment for each plan/calendar year. Changes to your benefits during the plan year are permitted only if you experience a “life event” as defined by federal regulations (i.e., change in marital status, number of dependents, employment or benefit eligibility status, residence or worksite impacting benefits or, dependent change in status). You must report a life event and provide proper documentation to the Human Resources Service Center within thirty (30) days after the event in order to be eligible to change your benefits. An online benefits event must also be completed to initiate desired changes. The Life Event process can be reviewed on the Benefits section of the HR Website. You may contact the Department of Human Resources at 215-503-4772, refer to the Benefits Guidebook, or refer to the summary plan descriptions for the plans on the Benefits section of the Human Resources website at www.jeffersonhr.org for more information.

Health and Dental Insurances

If you are a full-time or part-time employee regularly scheduled to work at least forty (40) hours biweekly, you are eligible to select health and dental insurance coverage from a variety of plans. You will be required to contribute a portion of the cost of this insurance on a pre-tax basis. Costs are based on the insurance plan you choose, the number of dependents you choose to cover and whether you are part-time or full-time.

You become eligible for these benefits according to your benefits classification.

Continuation of Group Health and Dental Insurances

If you have been covered under one of Jefferson’s health plans and you lose coverage because of termination of employment or reduction in hours, under COBRA you may be able to continue your group health and dental insurance coverage at your expense for up to eighteen (18 months). If your spouse or children would lose their coverage because of your death or divorce, or due to the age of your child, they will be able to continue group coverage at their expense for up to thirty-six (36) months.

Life and Accidental Death and Dismemberment Insurances

All regular full-time benefit-eligible employees scheduled to work at least forty (40) hours biweekly will be enrolled in Jefferson’s group term life insurance and accidental death and dismemberment plans.

Eligibility and basic coverage amounts are determined according to benefit classification. Maximum coverages vary according to salary levels.

Regular full-time and regular part-time employees are eligible to purchase additional coverage levels for insurance on your life and lives of your eligible dependents. Medical evidence of insurability may be required.
Short-Term Disability Insurance
If you are a regular full-time non-bargaining employee scheduled to work at least eighty (80) hours biweekly, you are automatically enrolled in Jefferson’s basic short-term disability insurance on the 1st of the Month following your date of hire. You are eligible for these payments for up to 180 days if you become disabled (consistent with criteria established by Jefferson’s carrier) due to a non-work related illness or injury. Jefferson provides a basic benefit of 50 percent of salary. You may select coverage of 66 2/3 percent, depending upon benefit classification and pay the incremental cost for the higher level of coverage. Maximum benefits apply according to benefit classification. If you are a full-time Faculty member or Senior Administrator, base salary is continued for the first 180 days of illness or injury.

Long-Term Disability Insurance
If you are a regular full-time employee scheduled to work at least eighty (80) hours biweekly, you are automatically enrolled in Jefferson’s basic long-term disability insurance on the first of the month following your date of hire. You are eligible for these payments if you become totally disabled (consistent with criteria established by Jefferson’s carrier) due to a non-work related illness or injury that exceeds 180 days.

Jefferson provides a basic benefit of 50 percent of salary. You may select coverage of 60 percent, 66 2/3 percent or 70 percent of salary, depending on benefits classification, and pay the incremental cost for the higher level of coverage.

Maximum benefits apply according to benefit classification.

Flexible Spending Accounts
Jefferson gives you the opportunity to save on your taxes through utilization of flexible spending accounts. Through such accounts, you may set aside a portion of your pay on a before-tax basis to pay two (2) types of expenses – medical, dental or vision expenses not covered by your insurance and/or dependent care expenses for your child(ren) or a dependent adult while you and your spouse both work or look for work. You must sign up for this benefit when you are first eligible for benefit coverage and during open enrollment prior to each plan year.
Jefferson offers generous retirement plans for our employees. The designated administrator for our plans is TIAA-CREF. All employees are immediately eligible to make tax deferred contributions to a Jefferson Voluntary 403b Plan; you should receive that notification and enrollment instructions from TIAA-CREF via US mail soon after you receive your first pay check.

If applicable, you will also receive notification in the mail from TIAA-CREF when you are eligible to participate in any other specific defined contribution retirement plan. Please refer to your benefits summary pamphlet that identifies any additional retirement plan for which you may be eligible. For more information on Jefferson retirement plans, please review the summary plan descriptions at www.jeffersonhr.org under Retirement/Pension Plans or visit www.tiaa-cref.org/jefferson or call TIAA-CREF at 1-800-242-2888. You may also request a hard copy of any summary plan description by contacting the Human Resources Service Center at 215-503-HRSC(4772).

TIAA-CREF representatives are available via phone and online to assist you as needed with your retirement planning. Once enrolled in your retirement plan, you may also schedule a counseling session with a TIAA-CREF financial consultant at no additional charge.
Other Benefits

Adoption Assistance
The Adoption Assistance Benefit provides financial assistance toward eligible expenses incurred in the adoption of a child under age eighteen (18). Under this Plan employees may be reimbursed up to a maximum of $3,000 for the expenses of adopting an eligible child.

All faculty and senior administrators, house staff and regular full-time (non-bargaining) employees are eligible for this program after sixty (60) days of employment.

In addition, employees adopting children will be provided up to five (5) days excused paid leave to attend to activities related to the adoption.

You may contact the Human Resources Service Center at 215-503-4772, or refer to the Benefits section of the Department of Human Resources website or Jefferson Policy 200.59 Adoption Assistance through the Jefferson intranet.

Pre-Paid Legal Services
A group legal plan is available to regular full-time and part-time non-bargaining unit employees, spouses, domestic partners and dependents to the age of twenty-three (23). You are eligible for enrollment at hire or during the open enrollment period each fall for next calendar year.

This plan provides an array of valuable legal services, including preparation of simple wills, review of leases, contracts and other documents, and consultation on a variety of legal matters.

You may contact the Human Resources Service Center at 215-503-4772, or refer to the Benefits section of the Department of Human Resources website at www.jeffersonhr.org for more information.

Dependent Scholarship
Jefferson will provide scholarship awards for dependent children of regular full-time faculty and senior administrative staff who participate in the Faculty/Senior Administrators benefit program.

For more information, contact the Department of Human Resources at 215-503-6785.

Service Recognition
Each year, Jefferson’s Service Recognition Program honors regular full-and part-time employees who have achieved service milestones. Eligible employees receive a service award in recognition of each five years of continuous full-time service and are honored at a special reception. Through this program, Jefferson recognizes the many contributions of its loyal and committed employees.

Social Security
Social Security provides you with disability and retirement benefits, and provides your qualifying dependents with tax-free survivor benefits. After age sixty-five (65), or when you have received Social Security disability income benefits for two years, Social Security also provides hospital and medical benefits under Medicare. Jefferson also pays into Social Security on your behalf.

You may contact the Social Security Administration at 1-800-SSA-1213 for more information.

Tuition Assistance Programs
With its tuition assistance programs, Jefferson recognizes the importance of providing its employees with the opportunity for self-development through continuing education. We believe that continued self-development will enable employees to fulfill Jefferson’s requirement for a highly skilled,
Jefferson offers two Tuition Assistance Programs: an Internal Tuition Assistance Program for coursework at the Jefferson School of Health Professions (JSHP), Jefferson Graduate School of Biomedical Sciences (JGSBS), Jefferson School of Nursing (JSN), Jefferson School of Pharmacy (JSP) and Jefferson School of Population Health (JSPH) and an External Tuition Assistance Program for courses taken at eligible institutions other than Jefferson.

**Internal Tuition Assistance Program**
Jefferson School of Health Professions (JSHP), Jefferson Graduate School of Biomedical Sciences (JGSBS), Jefferson School of Nursing (JSN), Jefferson School of Pharmacy (JSP) and Jefferson School of Population Health (JSPH): Regular full-time (Non-bargaining) employees who have completed sixty (60) days of employment in a benefit-eligible job are eligible for tuition assistance for credited courses offered in a degree or certificate program. The start date of the course must be on or after the 61st day of benefit-eligible employment.

Benefits are provided at 90 percent of tuition charges and allowable fees, to a maximum dollar amount per fiscal year of $7,500 for graduate coursework and $5,000 for undergraduate coursework.

**External Tuition Assistance Program**
Regular, full-time, non-bargaining employees who have completed six (6) months of employment in a benefit-eligible job are eligible for tuition assistance at an external institution for courses which begin on or after eligibility date. Each course must be credited, taken in a program leading to an Associate, Bachelor, Graduate, or Doctorate degree, sponsored by an accredited institution through www.CHEA.org and related to your current job or another job at Jefferson, or required in a degree program that is required to obtain a job at Jefferson.

External Tuition Assistance payments may be remitted directly to the college or university at time of course registration (pre-payment) or reimbursed to the employee after satisfactory completion of course and grade requirements.

External Tuition Assistance is applied for undergraduate coursework at 80 percent payment of net tuition charges due, after all other scholarships, grants, or discounts have been applied, to a maximum dollar amount per fiscal year of $5,000 for graduate coursework and $3,000 for undergraduate coursework.

In order to qualify for Internal or External Tuition benefits, the student must satisfactorily complete the course and receive a grade of “C” or higher or receive a “pass” if taken on a pass/fail basis.

All employees participating in the Internal or External Tuition Assistance Program must remain in the employ of Jefferson in a regular position of 35 or more scheduled hours per week for one year following the completion of the course. If the employee fails to fulfill this requirement, reimbursement of all tuition assistance monies must be made.

You may contact Department of Human Resources at 215-503-4772 or refer to Jefferson policy 200.62 Tuition Assistance – Internal and External Programs accessible through the Jefferson intranet.