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Welcome to Moffitt Cancer Center

We're pleased you've joined the Moffitt Cancer Center team!

Inside these walls, you'll find a dedicated and proud group of people who have one mission — to contribute to the prevention and cure of cancer. And as a valued team member, your efforts will help set the expectations and standards for future team members.

You are the Cancer Center’s key link to our patients, their families, your fellow team members, our medical and research faculty, and our community. We value your service, trust your sense of responsibility, and consider you as an important member of our team.

Our organization depends on you to uphold the ethical behavior and helpful attitude that characterizes our institution. We ask that you strive for excellence in your work as you seek to reach your professional goals. We want you to share your concerns and ideas for improving the quality of your job, as well as the quality of our services.

We welcome your input and invite you to ask questions and discuss any problems or difficulties you may have. Our open-door policy gives you the opportunity to discuss your concerns with your management representative and/or a Human Resources professional.

Thank you for your contributions in helping us to achieve the Cancer Center’s mission. We are glad you’re here!

Moffitt Cancer Center Leadership Team
A Message From the President & CEO

Dear team member,

As you join Moffitt Cancer Center, I hope you will take a moment to learn about our history. The Cancer Center opened its doors in 1986 largely because of one person — H. Lee Moffitt.

A former Florida legislator and House Speaker, Lee Moffitt faced incredible odds as he sought to create a comprehensive cancer center in Tampa, seeking approval from our state Legislature. After nine years of struggle, the Cancer Center opened and was charged by the state with providing and raising the level of patient care, research and education to the citizens of Florida.

Well known for his perseverance, often you will hear Lee Moffitt say, “One person can make a difference.” I hope you will take that to heart.

Facing a cancer diagnosis is a frightening, life-changing event that creates many physical and emotional needs for individuals and their families. Since we opened our doors and accepted our first patient, the Cancer Center’s physicians, researchers and staff have worked together to establish a tradition of excellence — all in an atmosphere characterized by kindness, caring and hope. We join together not only to focus on successful outcomes for our patients, but also to bring to bear our collective strength in fighting this disease through research and education.

Our mission is to contribute to the prevention and cure of cancer. We look forward to your ongoing contribution to this important effort.

Alan F. List, M.D.
President & CEO

Mission Statement
The mission of the Cancer Center is to contribute to the prevention and cure of cancer.

Vision Statement
To transform cancer care through service, science and partnership.

Core Elements

PEOPLE - We will create and sustain a culture that promotes respect, trust, diversity, accountability, teamwork and professional growth.

GROWTH - We will support growth and financial responsibility, which are necessary for our long-term sustainability.

QUALITY - We will focus on quality of patient care, research, and education, always seeking higher standards through innovation and collaboration.

INNOVATION - We will focus on innovations that will reshape traditional models and processes, as well as pursue new breakthroughs in clinical care and research.

SERVICE - We will create and sustain a service-oriented system which promotes partnerships and teamwork across the cancer center and always supports the optimal patient experience.
Our Workforce
Moffitt Cancer Center is comprised of a dedicated team of staff members and clinical and research faculty. Throughout this Employment Handbook, you will see a variety of terms including Faculty and Staff, Staff Member, or Team Member to describe the various members of Moffitt’s workforce as a whole and to include anyone who is employed by Moffitt. Faculty members are encouraged to contact Faculty Affairs for questions or clarification on how the benefits described in this Employment Handbook relate to their position.

A Culture of Diversity and Inclusion
We promote a culture of diversity and inclusion by creating an environment where mutual respect of different cultures, communication styles, languages, customs, beliefs, values, traditions, experiences, and other ways in which we identify ourselves is expected.

Moffitt strongly believes that the diversity of our workforce makes us more effective and stronger. Hiring and retaining a diverse workforce where everyone is comfortable asking questions and sharing ideas helps us to better meet the needs of the many communities served with high quality patient care and excellent health outcomes.

The Cancer Center is fair and equitable in all efforts involving team members, faculty, applicants, and customers, as well as its policies and business practices. Equity occurs without regard to race, religion, color, age, sex, handicap, disability, national origin, veteran, sexual orientation, gender identity or expression, or marital status.

It is the policy of Moffitt Cancer Center to provide appropriate patient care and at the same time, provide an accommodation for the established and recognized cultural values, ethics, or religious beliefs of an individual patient care provider. Please notify your supervisor if you feel you need to be excused from an aspect of patient care due to a conflict with your personal values or religious beliefs. The care provider is responsible for providing appropriate treatment and care until alternative arrangements can be made. Please refer to policy ADM-S007, Patient Care Provider Rights, for more information on this topic.

Drug-Free Workplace
Moffitt Cancer Center is committed to the creation of, and adherence to, a drug-free work environment. We embrace a philosophy of zero tolerance to the unlawful manufacture, distribution, dispensation, possession, or use of illegal drugs and alcohol in the workplace. A team member who abuses drugs creates a grave risk of serious danger to the safety, security, and health of not only himself, but innocent coworkers, patients, and members of the public. We will take all reasonable steps to ensure that drug or alcohol abuse does not occur in the workplace or while working at Moffitt.

We will conduct pre-employment drug screening before a team member begins work. This will prevent us from hiring individuals who use illegal drugs or use of legal drugs may negatively affect their work. Moffitt will not discriminate against applicants for employment because of past abuse of drugs or alcohol if such applicants are undergoing or have completed a rehabilitation program and no longer use illegal drugs or abuse alcohol. We will also conduct drug screenings in cases where the team member has an accident on the job or where there is reasonable suspicion to believe the team member is under the influence of drugs and/or alcohol at work.

Moffitt is committed to providing a professional and safe work environment as well as quality health care. Consistent with these commitments, are mandates that any individual report any Licensed Independent Practitioner (LIP) e.g., M.D., R.N., etc., that the individual believes to be impaired in the manner set forth in the policy. An impaired LIP is one who is unable to practice medicine with reasonable skill and safety by reason of use of alcohol, drugs, narcotics, chemicals, or any other type of substance. Impairment can also result from mental illness or physical conditions.

Moffitt encourages impaired LIP to acknowledge their impairment and to voluntarily withdraw from practice and enroll in an approved treatment program. If you feel that a LIP is impaired, please discuss this with your supervisor, who can assist you in following the reporting procedures outlined in the Licensed Independent Practitioner Health Policy.
Employment Categories
As a team member, you will be given an employment classification. These are used to determine your benefits and hours of work.

Initial Introductory Period – Your first three months as a staff member at Moffitt is your initial introductory period. This is a “mutual evaluation period.” Your supervisor is examining your fit for the position. You also have the opportunity to decide how the job suits you. You will receive a written review from your supervisor at the end of your initial introductory period. You may or may not be recommended for regular status.

Regular Full-Time Status – To be “regular full-time,” you must have successfully finished your initial introductory period. You also must be regularly scheduled to work at least 32 hours per pay week or 64 hours per pay period.

Modified Full-Time Status – You must have successfully finished your initial introductory period. You must also be regularly scheduled to work at least 32 hours per pay week or 64 hours per pay period. In this category, you will not be eligible for group medical, dental, disability, or life insurance.

Regular Part-Time Status – You have completed your initial introductory period. You are regularly scheduled to work 20 – 63 hours per pay period.

Temporary Status – You are hired for a limited, set period of time. Your job is to replace or support regular staff. This period of time is less than six months. Temporary team members do not participate in Moffitt’s group benefits program.

Time-Limited Status – You are hired for a limited period of time. The time period is determined by a specific money source (i.e., grant, stipend, or residency program). You may participate in the benefit program. This will be based on your scheduled hours for either full-time or part-time status.

PRN Status – You work on an “as-needed” basis, which usually is less than 20 hours per pay period. PRN team members do not participate in the group benefits program.

Employment Status
All jobs are classified as either exempt (salaried) or non-exempt (hourly). These terms describe which jobs will get overtime pay. This is based on the Federal Fair Labor Standards Act. If your job is non-exempt, you are able to get overtime pay. Exempt team members are paid on a salaried basis and are not generally eligible for overtime.

Employment of Relatives
You and a relative may both work for Moffitt as long as there are no conflicts of interest. This ensures that no staff member can positively or negatively affect the work, salary, or promotion of his or her relative.

A faculty or staff member may not manage or be managed by a close relative. At times, members of the workforce become related after they have been hired. They may continue working for the Cancer Center, but the conflict of interest rules will apply.

Hours of Work
The payroll workweek for all team members begins at 12:01 a.m. each Sunday. It ends the following Saturday at midnight. A workweek is 40 hours long. In certain areas of the Cancer Center, workdays and hours may be changed to help staff a unit or department. Your “hours worked” for the Cancer Center includes all time spent doing the job you are paid to do.

Job Posting
A current list of job openings can be found on Moffitt’s career website. The Vacancy Review Council meets regularly to review all new and unbudgeted positions. If approved, the position is posted on this website. The job posting includes job title, employment status, shift, duties, responsibilities, basic qualifications, and physical requirements. Once a position is filled, the posting will be closed within 24 hours.
Performance Review
It is important that you and your supervisor speak regularly about your job performance, including your personal goals and needs. If you are a staff member, your first written evaluation is during your three-month initial introductory period. This will help determine whether you are meeting the basic standards for your job.

You will receive performance reviews using the Cancer Center’s performance management system. Merit adjustments are based on job performance. Performance standards are determined by both the team member and his or her supervisor.

Personnel Files
All employment records for faculty and staff are kept in the Human Resources information system called Lawson. You are responsible for keeping your personal information up to date. The names and addresses in this system are used to mail important papers such as income tax, retirement program, and insurance forms. They are also used for emergency contacts.

If you change your address, marital status, name, telephone number, or other information, you should change the information in the Lawson Self-Service System. All team member files are private. They are the property of Moffitt. Under normal circumstances, only the following people can view your personnel file:
1. You
2. The Human Resources Department staff
3. Your supervisor and department head
4. The interviewing supervisor or department director if you apply for another job within the organization

However, under limited circumstances, staff from legal, compliance and risk management may have access as part of an audit or investigative process.

The information in your file is private. It is disclosed only to people outside Moffitt for three possible reasons:
1. You provide written permission
2. To meet laws, rules and regulations
3. To process benefits

Promotions and Transfers
Moffitt Cancer Center wants to make the best use of staff resources. This enables us to offer and provide quality services. You have opportunities to move up or change positions to support your personal and work goals, if it will also benefit the Cancer Center. Transfers and promotions are based on qualifications, experience, and past performance. Promotions and/or professional changes depend on several factors, such as your current work record, attendance, previous training, and experience. The most skilled candidate is always hired for open positions. Faculty are considered for promotion according to the Promotions & Tenure Guidelines.

All open positions are posted in a glass display case in the main cafeteria and on the internal and external career websites. After completing six (6) months in your current position, you may apply for open positions by completing a job application form on the Intranet. You will be required to provide a résumé and attach it to the online application. You may apply for more than one job at a time. The hiring manager will review your file if Human Resources has identified you as a possible candidate. If you are not offered the job you applied for, you may apply again when a new position opens.

You are not required to tell your supervisor that you have applied for a position until you are offered the new job. At that time, you must tell your current supervisor that you applied for and were offered the new job. A team member who changes jobs will be released from his or her current position as soon as possible. The current supervisor and the hiring manager must agree to a start date that keeps the team member’s best interest in mind. This is normally no longer than two weeks. It may be three weeks for professional/exempt positions and four weeks for manager positions. It may be earlier if the department managers agree.

Specific job and patient care needs will always help decide transfer dates. Promotions and transfers will always begin the first day of a pay period.

Recruitment and Selection
Our continued success depends on hiring and retaining high-quality faculty and staff. An organized approach is used to attract, select, and keep the best faculty and staff. Our recruiting and hiring process is always used consistently and it will not discriminate. It will promote fairness, diversity, and integrity at all times.

All persons applying for jobs will be treated in a prompt, courteous, and consistent manner. This is true when applications are from currently employed faculty and staff or from those seeking their first position at Moffitt. We are committed to providing equal chances to all persons. We welcome applications for our open, posted positions.

Moffitt only accepts applications and resumes/CVs for current openings. The Human Resources Generalist decides which applicants are most qualified for current job openings. This is done by evaluating applications and resumes/CVs. If a person is qualified for the position, the HR Generalist may call and set up a phone interview and/or in-person interview.
Code of Ethics & Professional Conduct

The Code of Ethics & Professional Conduct is the foundation for all policies and guidance regarding workforce conduct. It provides the following guiding standards:

1. Provide high-quality care and services.
2. Conduct research ethically.
3. Promote fair employment practices and open communication.
4. Obey the law in all business practices.
5. Protect and safeguard confidential information.
6. Code, bill, and collect in an ethical and legal manner
7. Avoid conflicts of interest.
8. Safeguard assets and property.
9. Maintain a safe environment.
10. Promote a culture of respect.

The Code of Ethics & Professional Conduct is available on Moffitt.org and in the Moffitt.net Policy Library. It is the responsibility of all faculty, staff, contractors and members of the workforce to familiarize themselves and abide by these standards. Questions regarding the Code should be directed to the Compliance Office at 813-745-1869.

Confidential Information

Moffitt Cancer Center is committed to protecting the privacy of its patients, faculty, and staff. Medical records of our patients, faculty, and staff are confidential. Transmitting paper or electronic versions of these records, including pictures of patients or patient information, to your home or personal email accounts is prohibited.

Under Moffitt’s Code of Ethics & Professional Conduct, all faculty, staff, and workforce members are required to:

1. Honor the privilege of access to patient information by using and sharing it according to applicable guidelines for treatment, payment, healthcare operations, and research purposes and
2. Access specific patient records, whether written or electronic, only when the information in the record is needed to carry out your job responsibilities. Limit the use and sharing of patient information to the minimum necessary or smallest amount needed.

The appropriateness of medical record access is subject to regular review and audit. Inappropriate access to patient information may result in discipline, up to and including termination.

Incidents that raise concerns about the privacy and security of confidential information should be immediately reported to the Compliance Office.
**Attendance**
You are part of our team. Because you are in a health care and research environment, regular attendance is required. If you are unable to work, you must call your supervisor or department management immediately. Each department will have specific rules for this. If you are ill, you should call your supervisor or department manager each day you are absent from work.

If you miss work two days in a row without calling your department manager, it will be determined that you have quit your position without notice.

Attendance standards for all team members are as follows:

**Unscheduled Absence/ Unavailability for Work**
*One occurrence is:*
- One unscheduled and/or unapproved absence from work.
- Absences of two or more consecutive days for the same reason (e.g., illness) will be considered one occurrence. If a team member is absent one day, returns for one day or more, and is absent again, this would count as two occurrences.
- One episode of tardiness 60 minutes or greater.
- One episode of short-time 60 minutes or greater.
- Two episodes of tardiness and/or short-time less than 60 minutes.
- Two episodes of forgetting to clock in or out in one pay period.
- Any absence related to the untimely renewal of licensure, certification or registration required by the team member’s position.

**Conduct Guidelines**
The operation of Moffitt Cancer Center depends on proper conduct by all faculty and staff. It is in the best interest of our patients. Negative behavior or performance may result in disciplinary action.

The following list, though not all inclusive, gives examples of behaviors which are not permitted:
- Violation of or failure to follow the Center’s and/or departmental policies and procedures
- Failure to fulfill job requirements or standards of efficiency and productivity
- Falsification, misrepresentation or misrecording of timekeeping or other records
- Recording the time of another team member and failing to use one’s own time record or badge
- Excessive absenteeism or tardiness
- Possession, distribution, diverting, purchasing, sale, transfer, or use of alcohol or illegal or non-prescribed drugs in the workplace, while on duty or while operating employer-owned vehicles
- Reporting to work or working under the influence of alcohol or illegal drugs and/or refusal to consent or submit to testing for the presence of alcoholic beverages and/or the illegal use of drugs when requested by the Center
- Unlawful or unauthorized possession, display, or use of a dangerous or deadly weapon in the workplace or on Center property
- Fighting, creating a disturbance, or threatening behavior in the workplace or on Center property
- Negligence or other unsafe conduct
- Inattention to duties, sleeping on duty, loitering, loafing, idleness, or unauthorized absence from an assigned work area
- Presence in an unauthorized area
- Behavior that is insubordinate, rude, disrespectful or inappropriate toward patients, visitors, fellow team members, volunteers, physicians or anyone associated with the Center
- Gambling in any form, including lotteries and games of chance on Center property or during working hours
- Theft of any form or type
- Improper dress or appearance
- Engaging in harassment, discrimination or retaliation
- Failure to make a proper and timely report of an incident, such as injury, safety concern or defective equipment, etc.
- Unacceptable use of information system resources or electronic equipment
- Failure to maintain confidentiality and privacy of patients
- Failure to follow the Center’s Parking & Transportation policy
- Illegal or immoral conduct on or off the Center premises
- Loss or failure to obtain and maintain all necessary licenses, registrations, certifications or the suspension or limitation of such
- Smoking in non-designated areas
- Bringing children into the workplace while on duty

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<th>Number of Occurrences</th>
<th>Time Frame</th>
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<td>Documented Verbal Counseling</td>
<td>Three occurrences of unscheduled absence/unavailability for work</td>
<td>Within six months</td>
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<td>First Written Counseling</td>
<td>Two occurrences of unscheduled absence/unavailability for work</td>
<td>Within six months of verbal counseling</td>
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<tr>
<td>Final Written Counseling</td>
<td>Two occurrences of unscheduled absence/unavailability for work</td>
<td>Within six months of first written counseling</td>
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<tr>
<td>Termination</td>
<td>One occurrence of unscheduled absence/unavailability for work</td>
<td>Within six months of final written counseling</td>
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STANDARDS OF CONDUCT
Employee Non-Fraternization
Moffitt recognizes the importance of each team member's personal life and privacy. As long as we are not negatively affected, the Cancer Center will not interfere in the private life of a faculty or staff member.

Work relationships must be professional and ethical. Dating relationships between team members may result in many at-work problems including:

- Arguments
- Conflicts
- Real or seeming favoritism
- Compensation
- Job evaluations
- Promotions and job changes

Dating relationships between team members may also create other problems that cannot be predicted. If a personal dating relationship between members of our workforce creates any of the problem(s) listed previously, we will address the concern. Two key factors are kept in mind.

- The business and moral concerns of Moffitt.
- The people who are or were involved in the relationship in question. It is our goal to reach a solution that takes everyone involved into account.

Team members may have concerns about how a personal relationship may have, or may have had, an effect on their work. If so, they should confidentially bring their concerns to the Human Resources Department.

Guest Relations
We all share the common goal of serving patients, their families, and the community. We take pride in what we do and are responsible for the results of our efforts. We know that our work is a reflection of ourselves.

Moffitt Cancer Center supports the concept of “Patient- and Family-Centered Care” (PFCC). It is an innovative approach to the planning, delivery, and evaluation of healthcare that is grounded in mutually beneficial partnerships among healthcare patients, families, and providers. The key principles of PFCC are Dignity and Respect, Information Sharing, Participation and Collaboration. PFCC is based on the belief that family plays a vital role in ensuring the health and well-being of patients of all ages. The word “family” refers to two or more persons who are related in any way – biologically, legally, or emotionally. Patients define who they consider family.

Whether you interact with internal or external customers, excellence is our standard. Each faculty and staff member contributes to creating this environment.

Appearance
While on duty, our behavior and appearance shows how much we care about our work. Visitors also look at the condition of Moffitt as a sign of the quality of services provided.

Team members are expected to support a positive image appropriate for a healthcare and research institute environment, express confidence and respect for the Cancer Center and maintain the health and safety of patients, visitors, faculty, and staff. Team members will dress in a manner that is appropriate for their position and work performed. Your department manager will discuss your department's dress code with you.

Many team members are required to wear uniforms. Team members who are provided with hospital scrubs are not expected to wear these scrubs outside of Moffitt and must return them at the end of each shift. Team members who are in specified positions and required to wear uniforms that are of a designated style and color will have two (2) uniforms provided by Moffitt at the time of employment. Team members are responsible for purchasing additional uniforms and replacements. All other team members are required to provide their own uniforms.

Identification Badges
We want to maintain a safe workplace for you, our patients, their families, and others at the Cancer Center. To do this, identification badges must be worn at or above the waist with photo ID visible from the front at all times while on duty so that the team member’s name can be easily read by members of the workforce, patients, and visitors.

Non-exempt (hourly) team members will use their identification badge to clock in at the start of the workday and to clock out at the end of the shift.

Lost or damaged badges should be reported to the Human Resources Department as soon as possible. Replacing a lost identification badge will cost $5.00.

Licensure
You may need a license, certification, or registration to do your job in the state of Florida. If so, it is your duty to keep your credentials current and valid. You must renew your license, certification, or registration in a timely manner so that Human Resources can verify your credentials through primary source verification on or before the expiration date.

Personal Business, Mail, Email, and Telephone Calls
Anything related to personal business should be taken care of outside of the Cancer Center. All personal mail should be sent to your home. We cannot be responsible for personal mail or packages. Management or security may check any package that is taken from the Cancer Center.

Personal use of email must not: (1) interfere with the user’s work performance or another user’s work performance; (2) have a negative impact on the operation of Moffitt’s email system or network; or (3) violate the policy.

Personal telephone calls while on duty must be limited. To protect you, we do not give out your home phone number. We also do not put calls through to you at work unless the caller knows your phone extension or department.
Personal Property
Moffitt will provide desks, lockers, or other facilities for team members to store personal items. You should keep valuables out of sight and in a locked desk or locker. If you are going to be away from your work area — even for a short time — take your valuables with you or lock them up. We are not responsible for and does not replace lost or stolen personal property.

Smoking
No smoking or tobacco use (including e-cigarettes) will be allowed anywhere on Moffitt Cancer Center property, including all of the off-site areas and offices. USF property is also non-smoking. We want to provide a healthy environment for all patients, visitors, volunteers, faculty, and staff. We are committed to a tobacco-free environment as part of our mission “to contribute to the prevention and cure of cancer.” Any person found smoking or using tobacco will be asked to stop and will be referred to resources that can assist with quitting tobacco use. Patient and family consults for smoking cessation are available through the smoking cessation program.

Solicitation/Selling
Moffitt has a non-solicitation (selling) policy. This means that you are not allowed to hand out reading materials, sell products, or solicit our guests, faculty or staff in any way during working time in any work areas. If you are not on working time (lunch or break), you may not sell for any cause or hand out readings of any kind to a faculty or staff member who is on working time. At times, we will support certain programs to help the community and help promote our mission. Examples include the United Way program and American Cancer Society events.

Telephone Etiquette
Often the first (and sometimes the only) impression people will have of the organization is from a telephone call. Use courtesy and polite manners when communicating over the telephone. It will make the experience more pleasant for the caller and will create a positive workplace environment. When using the telephone, please follow these rules:
- Answer within one to two rings whenever possible.
- Answer in a polite, professional way.
- State your name and department.
- Speak clearly.
- Listen carefully.
- Ask how you can help when you answer.
- Give clear and careful answers.
- Always give your phone number, including area code and prefix.
- Be ready to take notes.
- Repeat key information to be sure that it is correct.
- Ask questions to make sure information is correct.
- At the end of every call ask, “Is there anything else I can do?”
- If you must place a caller on hold, politely tell him or her before doing so.
- Thank the caller for holding when you pick up the line again.
- Check with callers who are on hold for a continuous length of time. Ask if they want to continue to hold.
- Keep voicemail short and speak clearly.
- Change your voicemail message when you are out of the office.
- Return calls in a timely manner.
- When transferring a call, give the caller the correct number in case the call is dropped.
- Use a helpful and kind voice at all times.
- A smile on your face puts a smile in your voice!

Tips and Gratuities
Quality patient care is very important to Moffitt. You should not accept any money or gift cards from patients, their families, or their visitors for the services you provide. If a patient is especially pleased with his or her care, you may suggest that he/she donate through the Grateful Patient Program. Information on this program is included in the Patient Handbook. It is also available in many “I Made A Difference” displays located throughout the clinic and hospital and in the Moffitt Foundation offices.
Attractions and Discounts
Smart Savings is a member-only discount marketplace that provides Moffitt team members with access to hundreds of brand name retailers and local merchants — all in one online marketplace. Simply log in to https://moffitt.benefithub.com. Referral code is DDK3YA. Stamps and reduced movie tickets are available in the Gift Shop. Additional flyers and brochures are located outside Staff & Faculty Services.

Banking Services
Certain banks in the area offer services, including free checking, for team members who use direct deposit for the payroll checks. Please contact the HR Answer Center for information on participating banks.

C.A.R.E. Program
The C.A.R.E. (Catastrophic Aid for “R”) Employees Program provides assistance to team members in the event of a crisis. Examples include house fires, long-term illnesses or hospital stays, accidents, or acts of nature such as hurricanes or tornadoes. Faculty and staff support the C.A.R.E. Program. It is coordinated through Staff & Faculty Services.

The C.A.R.E. Committee oversees and approves all applications for help. C.A.R.E. money may be used to pay for shelter and utilities. Funds are limited and do not need to be repaid by the team member.

All full-time and part-time team members who have worked six months at the Cancer Center are eligible for C.A.R.E. assistance. PRN team members may apply if they have worked 1,040 hours during the prior two years. Application forms are located in Staff & Faculty Services.

Cafeteria
The cafeteria offers one free small cup of coffee or hot tea between 6:30 and 10:30 a.m. for day shifts or after 4 p.m. for those working evening/night shifts. Please show your ID badge. The Cafeteria Payroll Deduction program allows team members to purchase food through payroll deduction. All team members receive a 10 percent discount for cafeteria purchases.

Convenience On-site Services
Convenience On-Site Services provide team members with a better work/life balance. These services include dry cleaning and auto detailing. For more information and a complete listing of team member discounts, contact Staff & Faculty Services.

Lori's Gift Shop
Lori’s Gift Shop is open from 7:30am-7:30pm Monday through Friday and on weekends from 11:00am-5:00pm. The Gift Shop is located in the main lobby (red valet lobby). Merchandise at the shop includes balloons, candy, cards, gifts, toiletries, logo merchandise, reduced movie tickets, and stamps. Payroll deduction is available.

Lost and Found
Please submit lost and found items to the red or gold valet lobby desks. The items will be documented in the centralized database and submitted to Security Safety Services. The Cancer Center is not responsible for lost or stolen personal items. Please refrain from bringing valuables to work.

Medical Library
The Medical Library is open Monday through Friday from 9 a.m. to 4 p.m. The library’s focus is clinical oncology, research, administration, and management. Services include computer searches, references, and library loan services.

Notary Service
A notary public is available on all shifts for patients, faculty, and staff. A current listing of notaries can be found on MoffittNet.

Pharmacy
Publix manages the retail pharmacy located on the first floor of the main hospital and can be used by the Moffitt staff to fill their personal prescription needs. In addition to filling prescriptions using the Moffitt medical plan benefits, Moffitt team members can choose instead to use the Publix Associate discount. The Publix discount provides many generics at a cost of $9 for a 90 day supply and other drugs at a discounted rate. This discount is available to all Moffitt team members (even those not on the Moffitt medical plan) and their families at any Publix pharmacy, by showing their Moffitt badge or providing their Lawson Employee number. Team members may drop off new prescriptions in the Pharmacy drop box and pick them up between 3:00 - 6:30 p.m. the same day. Refills can also be dropped off or called into 813-745-8484, and they will be filled within 24 hours.

Volunteers
Volunteers enhance the services of our staff in a variety of ways. They contribute valued time and talents and are considered to be an essential part of our health care team.

Team members may also volunteer for Moffitt’s Volunteer Program or for the S.T.A.R.S. Community Service Program. S.T.A.R.S. stands for Strengthening the Tampa Bay Area through Resources and Service. Moffitt encourages participation in community service by providing team members with eight (8) hours of Volunteer Time Off (VTO). For more information, contact STARS@moffitt.org or visit Staff & Faculty Services.
You must work effectively and efficiently in your job. Moffitt Cancer Center is committed to providing a positive environment that encourages your happiness and well-being. Moffitt praises team members for outstanding work and counsels or disciplines team members for poor performance or conduct.

Employee Relations assists team members and management in creating a workplace that is exciting and creative. It also helps team members perform their best and ensures that policies and procedures are applied fairly to all team members.

**Disciplinary Process**

*Disciplinary Procedure* – The disciplinary procedure is an action plan for your supervisor to use when problems occur on the job. Examples are poor job performance, poor attendance, or poor behavior. Rule breaking will be dealt with firmly and fairly.

This is a tool to help and encourage team members to improve their performance and/or behavior. It may also help team members meet or exceed their work standards.

The following steps may be used, beginning with verbal counseling and ending with termination. If the situation is serious, the speed of progressing through the steps below may increase.

The steps below are designed to help team members develop and improve performance and/or behavior while maintaining accountability:

1. **Coaching**- In most cases, your supervisor will have an informal conversation with you about standards and expectations before formal disciplinary action is taken. It is the Center’s hope that most problems can be fixed at this level.

2. **Verbal Counseling**- Your supervisor will talk with you. Together you will discuss specific actions that you must perform to correct the problem. A written record of the verbal counseling will be included in the team member’s personnel file.

3. **First Written Counseling**- Your supervisor will talk about the problem with you. Actions needed to fix problems will be made clear. You will be asked to sign a written report of this counseling meeting to show that the report has been discussed with you. Your supervisor will give you a copy of the report and another copy will be placed in your personnel file.

4. **Final Written Counseling**- When more serious rules are broken or problems continue in performance, attendance, or conduct, you will receive a final written counseling report. Again, you will be asked to sign the written report to show that the report has been discussed with you. Your supervisor will give you a copy of the report and another copy will be placed in your personnel file.

5. **Termination**- If the above steps have been taken and poor performance, attendance, or conduct problems continue, your employment may be ended. Your employment may be ended without steps 1-4 for serious failures in job performance or for major conduct problems.

**Employee Improvement Plan**

An Employee Improvement Plan will be used when a team member’s work falls below standards. Management will identify what needs to be improved and will set performance levels that must be met. Management will help team members who are on an Employee Improvement Plan. A timetable will be given for the team member to reach the expected performance level.

An Employee Improvement Plan process is different from the Disciplinary Process. It is to be used when an employee has a pattern of below-standard work. The Employee Improvement Plan provides an opportunity for improved job performance by giving the team member clear performance goals to meet.

The Employee Improvement Plan will provide the following:

- A description of the work concerns
- Steps for improving quality of work
- Goals for improvement that can be measured
- Dates by which each goal must be met
- Description of how management can help the team member reach the goals
- Feedback and evaluation at specific times to check the team member’s improvement
- Length of the Plan (30, 60, or 90 days)
Employee Problem Review Procedure

The Cancer Center wants to make sure that problems that might affect your job are handled professionally. The Cancer Center uses the Employee Problem Review Procedure to give you the chance to be heard. There are steps that you should follow and time frames for each part of the process. The Vice President of Human Resources & Organizational Development (or their designee) will help you with any of the problem review steps.

Step One: You must describe the problem in writing. This should be given to your management representative within five workdays of the problem. The management representative must give a written answer to you within five workdays.

Step Two: If you are not satisfied with how the problem was handled in Step One, you should describe the problem in writing to your department manager/director within five workdays. You should describe why you feel the action taken was not acceptable. You should also describe what action you believe should be taken. Members of the Human Resources staff are available to assist team members throughout the procedure.

Step Three: Your management representative will answer the written statement within five workdays after receiving it. If you are not satisfied with how the problem is addressed, you should provide a written statement and all supporting documents to the Vice President of your area. This must happen within five workdays after your management representative's response. The documents must describe the complaint and why the solutions reached in the first two steps are unsatisfactory.

A member of the Human Resources staff can help both you and the management representative in this process. The Vice President of Human Resources & Organizational Development (or their designee) must be told of the concern process by management. This will help him or her support and help with the problem review procedure.

Step Four: If you are not satisfied with the decision of the Vice President, you will have five workdays to ask for a meeting with the Executive Vice President/Chief Operating Officer. This hearing will be scheduled within five workdays of the request. The Executive Vice President/Chief Operating Officer will then issue a final written decision.

Faculty Complaints and Grievances

The Faculty Complaints and Grievances policy sets forth the informal and formal procedures to be used by Moffitt, its faculty members, and others to address complaints and grievances raised by faculty members. For more information, refer to policy number ADM-G005.

Sexual Harassment

The Cancer Center wants to provide a professional workplace for everyone. This environment will provide team members with fairness, dignity, and respect. The Board of Directors and management of the Cancer Center do not and will not allow sexual or any other forms of harassment. This policy applies to team members, faculty, volunteers, vendors, patients, guests, and Board members.

Internal Complaint Procedure

If a team member believes he or she has been harassed by another team member or a patient, contractor, consultant, customer, vendor, or other third party, the team member must file a complaint with the Human Resources Department or the Compliance Office. Any other compliance concerns should also be reported to Human Resources or the Compliance Office. Should you wish, you can also report your concerns anonymously twenty-four (24) hours, seven (7) days a week, by using the toll-free Compliance Hotline (1-888-441-CODE) or Compliance Reporting website at Moffitt.alertline.com.

The matter will be discreetly and thoroughly investigated. Employee Relations and/or the Compliance Office may include other units in the investigation as needed to assure an effective assessment of the report. Moffitt will then take immediate steps to stop any behavior that violates this policy and ensure that it is not repeated. Disciplinary action, up to and including termination, will be taken, when appropriate, against the offender(s).

Any person utilizing this complaint resolution process will be treated courteously, and the problem will be handled swiftly and confidentially as possible in light of all the circumstances, with appropriate corrective action being taken. A complainant’s request for confidentiality and anonymity will be honored, when possible, provided that such request does not impede or hamper the investigation process. The registering of a complaint will in no way be used against that individual, nor will it have an adverse impact on the individual’s employment status.
Exit Interview
Moffitt offers an exit interview for all team members who leave their job for any reason. The interview helps to improve the work environment and address team member concerns.

What you need to know about the exit interview:
• If you leave your job you will be offered an exit interview.
• Exit interviews are reviewed. This information is used to improve our workplace.
• Exit Interviews are done by a 3rd party via phone.

Re-Employment
Hiring former team members again will be based on several factors. They include previous work performance, previous supervisor’s recommendation, work record, and other job-related factors. Veterans will be re-employed in agreement with any laws that apply.

Resignation
In order to maintain the best staffing levels, Moffitt must replace team members in a timely manner who resign. You therefore must give written notice if you choose to leave your job at the Cancer Center. Most jobs require two calendar weeks’ notice before you leave. Some jobs may require more notice. You can get the details about the notice time for your job from your supervisor or department manager/director.

Giving notice includes successfully completing your job responsibilities during the notice period. This means that you must work your regular schedule during the entire notice period. Use of PTO during the notice period will be limited to emergencies (documentation required) or holidays that occur during the period. Proper notice also is needed to be qualified for re-employment.

Return of Company Property
If you leave your job at Moffitt, you must return all items assigned by or belonging to Moffitt. This includes parking permits, pagers, cell phones, ID badges, key(s), and any other property assigned to you. Moffitt may withhold the fair market or replacement value from wages or payments due to you if any items are not returned.
Emergency Plan
Moffitt provides emergency services to the community in the event of a disaster. Should a disaster occur, you must be available if/when needed. Team members are required to be familiar with the Emergency Plan, which is located on MoffittNet. Each department should keep a printed copy in the event that the Intranet is not available. When the Emergency Plan is put into action, all departments will begin their assigned duties. The Emergency Plan will be updated on the Intranet as needed.

Emergency Codes
For any emergency, the emergency telephone extension is 44.

When the operator answers, be ready to state what the emergency is and where it is occurring. The following codes are used in emergencies:

<table>
<thead>
<tr>
<th>CODE</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>CODE A (ALBERT)</td>
<td>POTENTIAL DISASTER</td>
</tr>
<tr>
<td>CODE BLACK</td>
<td>BOMB THREAT</td>
</tr>
<tr>
<td>CODE BLUE</td>
<td>MEDICAL EMERGENCY</td>
</tr>
<tr>
<td>CODE BROWN</td>
<td>SEVERE WEATHER</td>
</tr>
<tr>
<td>CODE GREEN D (DAVID)</td>
<td>MASS CASUALTY-DISASTER</td>
</tr>
<tr>
<td>CODE GREY</td>
<td>VIOLENCE/SECURITY ALERT</td>
</tr>
<tr>
<td>CODE ORANGE</td>
<td>HAZMAT/BIOTERRORISM</td>
</tr>
<tr>
<td>CODE PINK</td>
<td>INFANT/CHILD ABDUCTION</td>
</tr>
<tr>
<td>CODE RED</td>
<td>FIRE</td>
</tr>
<tr>
<td>CODE WHITE</td>
<td>HOSTAGE</td>
</tr>
<tr>
<td>CODE YELLOW</td>
<td>LOCKDOWN</td>
</tr>
</tbody>
</table>

An emergency calling process is used at off-site locations. Please refer to the Emergency Plan in your department or on MoffittNet.

Fire Prevention and Training
Preventing a fire is very important in a hospital. The Cancer Center has fire prevention plans in place to protect team members, patients, other personnel and property. There should be an Emergency Plan located in each department and the plan is on MoffittNet. This plan details the duties that you must use in case of a fire.

Required safety meetings will tell you about your duties in case of fire. Instructions for all fire and emergency procedures are placed in areas for your use.

Employee Health Services
Moffitt provides a variety of services to promote a safe and healthy work environment.

Occupational Health Services, located in the basement of Moffitt Cancer Center, provides the following services:
- Pre-placement health screenings for new team members
- Immunizations including influenza, DT, Tdap, and Hepatitis B vaccines
- Tuberculosis screenings
- Respiratory fit testings
- Workplace injury education and follow-up

All work-related injuries must be reported to Occupational Health Services.

Acute Care Clinic, located on the first floor of the Moffitt Research Center, is available to provide:
- Primary care services
- Preventive services
- Assessment and treatment for work-related injuries/illnesses
- Treatment of minor personal injuries/illnesses
- Wellness and health education programs

To make an appointment, please call 813-745-6899.

Wellness Programs:
- An annual Wellness Fair provides team members with health and wellness education supporting Moffitt’s Culture of Wellness
- Weight Watchers at Work
- On-site fitness classes
- Education classes supporting emotional wellness such as stress management, financial management, and nutritional information

For additional Wellness Program information, please email employewellness@moffitt.org

Parking
Parking paperwork can be picked up from Human Resources or the Parking & Transportation Department. Return the completed paperwork to the manager of Parking & Transportation. Depending on your employment status and the shift you work, you will be issued a parking permit at cost or no cost. For specific information as it relates to the permit issued, please contact the manager of Parking & Transportation. You may also consult the Parking Policy on MoffittNet for additional information regarding parking.
Safety

The responsibility of keeping a safe and healthy workplace falls mainly on you and your coworkers. Safety programs and procedures are in place.

Moffitt has two major groups that address safety: the Environment of Care Committee and the Quality Committee. Team members from various departments sit on both committees, with goals of identifying and correcting unsafe conditions and making team members aware of safety rules. All workers must complete Culture of Safety training. All areas have safety officers who help make the workplace safe. They also help determine and fix safety issues.

You are asked to help keep Moffitt safe by following these rules:
1. Know the fire rules.
2. Know the locations of fire alarms and pull stations.
3. Know your duties in a fire or a disaster.
4. Avoid problems by eliminating hazards.
5. Immediately report all accidents, injuries, and/or any concerns you have about safety to your supervisor.
6. Tell your supervisor if you become ill or are hurt on the job.

Security

Security personnel provide service for team members, patients, visitors, faculty, students, and volunteers at each of the Cancer Center facilities on a 24-hour basis, seven days per week.

You must wear your ID badge at all times at the Moffitt Cancer Center. Badges help identify people who are not supposed to be at Moffitt. This is policy and a Red Rule.

Moffitt is open at all times. You should be aware of people who should not be in your area. If you see someone who is not wearing an identification badge and does not appear to be an authorized visitor, offer to help. You should call Security if you are suspicious. Video cameras are located in several areas throughout the facility. These cameras are used to discourage crime. The cameras, as well as a number of alarms, monitor and record activity.

Your help is needed to keep theft to a minimum. Be sure supplies and equipment are stored securely in proper locations. Make sure maximum-security measures are in place. Do not bring valuables or large sums of money to work. We are not responsible for loss or theft of personal items. Property belonging to the institute is not to be taken off the premises unless you have written permission from your department director.

Security personnel will walk faculty, staff, students, volunteers, patients, and visitors to the parking lot after dark. For any security related question, please call the Security Department.

Weapons

You cannot use, show, or carry firearms or other weapons in your possession while at Moffitt. Breaking this rule will result in disciplinary action, up to and including employment termination.
Moffitt Cancer Center is committed to maintaining the integrity of its billing practices by eliminating fraud, waste, and abuse. Moffitt has established written policies for all team members (including management, contractors, and/or agents). These policies support federal and state laws regarding detection and prevention of fraud, waste, and abuse in federal and state health care programs and the corresponding whistleblower protections laws. These policies are available on Moffitt.net within the Policy Library and upon request from the Compliance Office.

Moffitt policies, the Federal False Claims Act, the federal administrative remedies for false claims and statements, and the Florida False Claims Act prohibit the submission of false claims and other fraudulent activity. These laws provide for penalties, damages, and assessments against anyone who submits or causes the submission of a false or fraudulent claim for payment by the United States or Florida State Government.

We rely on periodic audits and quality assurance reviews to detect fraud, waste, and abuse in billing and related practices. Faculty, staff, and members of the workforce are also responsible for reporting possible wrongdoing or fraudulent activity to Human Resources or the Compliance Office.

Reporting
A team member with knowledge of false claims or fraudulent activity should immediately report the concern to the Compliance Office at 813-745-1869. Team members who wish to remain anonymous may also use the Cancer Center’s toll-free Compliance Hotline (1-888-441-CODE) or the Compliance Reporting website at Moffitt.alertline.com. Team members who lawfully report false claims or fraudulent conduct or who participate in a civil action for false claims or fraudulent activity are protected from retaliation as whistleblowers under both federal and state laws.

Non-Retaliation Policy
Moffitt is committed to promoting open communication so that team members and other members of the workforce understand (1) Their obligation to report compliance concerns and (2) The Center’s commitment to protect them when doing so. It is Moffitt’s position that positive working relations and morale can be best achieved and maintained in a working environment that promotes ongoing open and candid communication between supervisors and workforce members. This includes good-faith discussions of workforce member problems and concerns on any issue.

Supervisors may not take any unfavorable action (e.g., employment actions, discrimination, or any other actions which are likely to deter a reasonable person from reporting violations of law, rule, or cooperating in an internal investigation) solely in retaliation for reporting, in good-faith, a violation of any federal or state law or regulation or policy.

Moffitt will not tolerate retaliation against any team member or workforce member who in good faith reports suspected wrongdoing, participates in an internal investigation related to alleged wrongdoing, or who assists the appropriate authorities in investigating possible wrongdoing. Retaliation related to the good faith raising/reporting of problems will not be tolerated and will result in disciplinary action, up to and including termination of employment.
The Moffitt Cancer Center is among the best cancer research and treatment facilities in the world as a result of its talented and dedicated faculty and staff. To maintain this level of excellence, we must attract and retain high performing team members. These team members should want to work in a rewarding, results-driven workplace. These team members also require personal and career development, as well as financial growth.

We conduct research in the marketplace on a regular basis to make sure our pay and benefits programs reflect the marketplace standards (50th percentile) or higher. This depends on the position classification and other factors (candidate availability, turnover, etc.).

Your starting pay rate is determined by your relevant work experience. The job responsibilities in the position description are also used to set the pay rate. Pay changes are checked by Human Resources staff for consistency and fairness at the Cancer Center. They do this by comparing pay for team members with similar positions in comparable institutions.

**Market Adjustments**
Changes in the market for a specific job may require a change in the pay/pay rate. This is done to stay competitive with other businesses. This type of market review is done on a regular basis by the Human Resources Department.

**Merit Pay Adjustments**
Performance/merit changes are based on your performance review. The merit increase guidelines help your supervisor determine the amount of merit pay you will receive. These guidelines are reviewed each year by the Human Resources Department.
Break Privileges
One 15-minute break is allowed for each four-hour period worked. Breaks are taken only if the quality care is maintained. Breaks should not get in the way of the services provided in your area. Your department director or supervisor schedules the breaks. Break periods are not automatic. Workloads on any given day may reduce or cause you to lose breaks. If you are on break, do not go into other work areas for things not related to the Cancer Center. This can disturb or distract the staff who are working.

Breaks should be taken separately. Do not combine breaks, add breaks to meal periods, or use breaks to shorten the workday.

Call-Back Pay
From time to time, team members in certain hourly positions may be called back to perform duties after their regular workday has ended. The call-back payment schedule is used to determine your pay. Call-back pay is paid for a minimum of two hours or, if greater.

On-Call Pay
Departments requiring coverage for emergencies during or after normal working hours may assign hourly team members to an “on-call” schedule. If you are on-call, you will need to be able to come back to work within 30 minutes or as determined by department policy. You may be given a pager for the length of your on-call shift. You will get a special on-call rate of pay for the shift even if you are not called to report to work.

Pay Day
The bi-weekly pay period begins on Sunday and ends two weeks later on Saturday. Paycheck statements are available online through Lawson Self-Service on Thursday before the Friday pay date. Checks are mailed to your home address unless you have enrolled in direct deposit.

Payroll Corrections
Moffitt does its best to avoid errors in your paycheck. If an error does occur, notify your supervisor. Depending on the payroll correction, payments may be added to the next payroll cycle or a manual check may be processed on Wednesday of a non-pay week. Manual checks may be picked up in Human Resources after 2pm on Wednesday.

In the event the error resulted in an overpayment, money may be deducted from your next paycheck or through an approved payback schedule.

Moffitt follows the salary rules of the Fair Labor Standards Act (FLSA) and does not allow managers to make improper deductions from salaries that would violate the FLSA. If you believe that an improper deduction has been made to your salary, you should immediately report this information to the director of Compensation and Benefits or to the Payroll manager.

Direct Deposit of Paychecks
Team members may sign up for direct deposit through Lawson ESS. You will need to have your routing and account number to sign up. A pre-note process is performed at 2pm Wednesday of a non-pay week to verify the bank information entered into Lawson is correct. The direct deposit may take up to two pay cycles to implement depending on sign-up date.

As a full- or part-time active team member, you may be able to participate in the benefits program. This program is used to keep you and your family healthy. It also protects your family during times of potential financial risk (such as illness, disability, death and retirement).
Lost Paychecks
For team members who do not sign up for direct deposit, paychecks are mailed on Thursday of pay week. If you have not received your paycheck in the mail by the following Tuesday, please email the payroll department (DeptAcct-Payroll) by 10am Tuesday, to have your check reissued.

Overtime Pay
You may have to work overtime. If so, your supervisor will try to assign any overtime with consideration of your needs, as well as Moffitt’s responsibility to patients. Overtime pay is one and one-half times the normal rate of pay for hours worked past the normal 40-hour workweek. Paid Time Off (PTO) and other types of paid leave hours (i.e., Bereavement, Floating Holiday) do not count as hours worked and are not used to calculate overtime. The department director must approve overtime in advance. Salaried faculty and staff are not eligible to receive overtime pay.

Shift Differential
Non-exempt (hourly) team members who work evenings, nights or weekends may receive a shift differential. Shift differential is used only for time actually worked on the job. It does not apply to PTO or any other non-productive time. Please see your supervisor for more information on the pay guidelines.

Time-Keeping System
All hourly team members are required to accurately record all their hours worked in the automated time and attendance system. Salaried team members are not required to clock in at any time during their shift.

Each team member is responsible for clocking in at the beginning of the shift and clocking out when the shift ends and making adjustments to standard lunch time as needed. Team members are not allowed to clock in or out for each other or perform work before clocking in or after clocking out. Any planned adjustments to time worked that could result in working more than 40 hours in a week must be approved in advance by the team member’s manager.

The time and attendance system should also be used to assign hours to multiple departments for areas that float and/or transfer hours.

Hours for PTO and other paid time off programs are to be recorded by means of the automated time and attendance system and reviewed by the department management.

Foreign Nationals
A team member, who is not a U.S. Citizen or a U.S. permanent resident, may be subject to different tax withholding and reporting regulations. A Foreign National Information Form (FNIF), available in the Human Resources Department (HR), will need to be completed and returned to HR to determine whether the team member is eligible for payroll tax exemptions. Exemptions will not be applied retroactively.

For additional payroll information log onto http://moffittnet.moffitt.org/sites/financial_operations/finance/payrolltax.
Moffitt Cancer Center provides:

- A choice between two medical insurance plans. These plans include wellness and preventive care benefits as well as coverage for catastrophic events.
- Wellness rebates that give back up to $150 of your health care premiums on wellness programs and with other providers (smoking cessation programs, blood pressure checks, fitness center memberships, etc.).
- Dental insurance that includes orthodontia for children and adults.
- Vision insurance.
- A Short-term disability plan option that provides tax-free income replacement.
- Long-term disability that provides up to 66 and 2/3 percent of pay until the end of disability.
- Life insurance covering two times salary with another two times salary in case of accidental death.
- Employee Assistance Program for team members and their dependents.
- Adoption assistance.
- A retirement plan that provides a 100% matching contribution of your contribution to the plan, after a year of employment, on the first 3% of your savings and a 50% match on the next 4% of your savings.
- Flexible Spending Account & Health Savings Account to provide tax-free money to pay dependent/elder care and unreimbursed health care expenses.
- Access to additional plans providing extra life insurance and optional disability insurance to meet your family’s needs as well as other voluntary benefit programs.
- Moffitt Cancer Center insurance covers all preventive services and screenings at 100 percent with no co-pay or co-insurance costs other than the co-pay for an office visit. If a diagnosis is made, separate diagnostic or treatment charges may apply. If the team member does not have insurance, Moffitt’s patient discount policies will apply and screening fees may be charged to the team member.

In addition to our many health and financial benefit programs, the work environment supports our staff members’ needs for learning and achieving professional goals. Your individual development contributes to Moffitt’s goal of excellence in patient care and research plans. Because individual needs are different, we provide many opportunities including:

- Educational assistance
- Continuing professional education
- Management development
- Staff development

We recognize that work/life balance is important in today’s fast-paced world. Moffitt offers many resources to help you keep the balance that is right for you and your family. These include:

- Flexible Work Arrangements – In support of work/life balance, we support flexible work arrangements when possible. Flexible Work Arrangements include flextime, part-time, job-sharing, compressed workweeks, telecommuting, and remote work. These are based on work role and business priorities.
- Bereavement Leave – Up to three days of paid time off to attend to family matters.
- On-site Child Care – Moffitt Child Development Center.
- Back-Up, In-Home Child/Elder Care Services – Available with only a two-hour notice.
- Paid Time Off Program – Increases with the length of time you are employed as a staff member with the Cancer Center. This time can be used for taking care of personal/family responsibilities, vacations, doctor appointments, personal or family illness, school events, etc.
- Faculty Time Off Program – This time can be used for taking care of personal/family responsibilities, vacations, doctor appointments, personal or family illness, school events, etc.
- Staff & Faculty Services – Saves you time and money on products and services.
- Paid Parental Leave – Four weeks for birth or adoptive mothers and one week for fathers/partners.
Continuation of Health Insurance Under COBRA and USERRA

Under the Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA), a team member can keep using the company’s group health plan for a set period of time, usually 18 months. COBRA can be used if a team member quits working at Moffitt or loses health care coverage due to a change in job status. In some cases, such as a team member’s divorce or death, the COBRA period may be longer. COBRA coverage is not offered to team members terminated for serious misconduct.

Under the Uniformed Services Employment and Re-employment Rights Act of 1994 (USERRA), a team member who is on a military leave of absence will keep his or her health insurance coverage for the first 31 days of uniformed service. Team members on a military leave of absence longer than 31 days will be able to use COBRA benefits for up to 24 months.

If a former team member chooses to continue group benefits under COBRA or USERRA, he or she must pay the total premium plus a two percent administrative fee. Coverage will end if the former team member does not make payments as scheduled, is covered by another group plan that does cover pre-existing conditions, or becomes qualified for Medicare.

For information or questions on COBRA, team members should check with the Human Resources Department.

Family Medical Leave

The Family and Medical Leave Act (FMLA) provides eligible team members with up to 12 workweeks of unpaid leave for certain family and medical reasons during a 12-month period. During this leave, an eligible team member is allowed to continue his or her group health plan coverage as if the team member were still working. At the end of the leave, with some possible exceptions, an team member generally has a right to return to the same or equal job. Military Caregiver Leave provides an eligible team member 26 workweeks of leave in a “single 12-month period” on a per-service member, per-injury basis, in order to care for a covered service member.

To be eligible for FMLA leave, a team member must have been working at the Cancer Center for at least 12 months and at least 1,250 hours during the 12-month period.

FMLA leave may be taken for any of the following reasons, or a combination thereof:

• The birth and/or care of the team member’s child
• The placement and/or care of a child with the team member for adoption or foster care
• Care for the team member’s spouse, child, or parent (but not in-law) with a serious health condition
• The team member’s own serious health condition that makes the team member unable to perform one or more of the essential duties of his or her job
• Qualifying exigency leave and/or military caregiver leave

For more information on FMLA, please review the FMLA policy on the Intranet. You can also ask for a copy from the Human Resources Department.

Other Benefits Provided

Social Security

The Social Security Act covers all staff. As required by law, a set amount is taken from your pay each pay period. Moffitt gives an equal amount to the fund. If you are close to retiring, please call the Social Security Office to discuss your Social Security benefits.

Workers Compensation

Moffitt pays the entire cost of workers compensation to provide coverage for team members who are injured on the job. It is important for you to report all injuries immediately, no matter how small, to your supervisor. Not reporting injuries in a quick manner can affect your eligibility for workers compensation.
Phone Numbers and Resources
For questions related to job postings/recruitment, employee relations, compensation and benefits, and payroll, please call the Human Resources Answer Center at 813-745-4000.

For questions related to volunteer opportunities, please call Volunteer Services at 813-745-8434.

For questions related to faculty academic rank, USF appointments, promotion, and tenure or annual reviews, please call Faculty Affairs at 813-745-7490.

For questions related to health screenings and vaccinations, or to report an accident and/or injury as well as any exposure incident (e.g., blood and bodily fluids), please call Occupational Health at 813-745-4276.

For questions related to minor injuries/illnesses and preventive health services, please call the Employee Acute Care Clinic at 813-745-6899.

For questions related to safety or security, please call the Security and Safety Services Department at 813-745-1547.

For questions related to parking or transportation, please call the Parking & Transportation Department at 813-745-4300 or 813-745-8825.

For compliance questions or concerns, please contact the Compliance Office at 813-745-1869. The Compliance Hotline (1-800-441-CODE) and the Compliance Reporting website at Moffitt.alertline.com are also available for reporting of concerns regarding violations of laws, regulations, and policies. In the event you are unable to get issues resolved through the normal chain of command, or you need to report something anonymously, the Compliance Hotline and Compliance Reporting Website are available to you 24 hours a day, seven days a week.

To locate contact information for a team member at Moffitt, please use SmartWeb, found at http://MoffittNet.Moffitt.org.

If you are away from your desk, and don't know a team member's extension, call 8888 from any phone to access Smart Speech Directory. Speak the person's name or department and the system will transfer you. From outside of Moffitt, please call 813-745-8888.