



Temporary Employee Handbook

Children's of Alabama Community



Children's
of Alabama®



To the Children's of Alabama Community

Welcome to Children's of Alabama (COA) where "Children are the center of our lives." Here at COA, we strive for an environment of cooperation to achieve improved patient outcomes and satisfied customers.

All temporary staff assigned to work will observe COA rules and regulations in addition to and in conjunction with any rules and regulations of your temporary service employer. We are providing you with our handbook which contains information about policies and practices for our organization. Please review the following information:

- General Information
- Security Numbers and Locations
- Patient and Employee Safety
- Equal Employment Opportunity
- Rule Infraction
- No Harassment
- Confidentiality and Nondisclosure
- Social Media and Photography

Please return a signed copy of the following documents (which may be found on the last page of this booklet) to Human Resources:

- COA Temporary Employee Handbook Acknowledgment
- Code of Conduct Acknowledgment

All signed copies are required before the temporary employee may begin work.

We hope your temporary job assignment at COA will be an enriching and satisfying experience. If you have any questions, please contact COA Human Resources.

Sincerely,
Human Resources Children's of Alabama
205-638-9181

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The mission of Children's of Alabama is to provide the finest pediatric health services to all children in an environment that fosters excellence in research and medical education. Children's will be an advocate for all children and work to educate the public about issues affecting children's health and well-being.

General Information While Working at Children's of Alabama (COA)

Appearance

As temporary staff who has been assigned to work at COA, you are expected to meet the dress code for your area and always project a clean, professional appearance. Remember that your appearance makes a statement about COA to our patients, families and visitors.

Attendance

COA expects temporary staff to report to work on time for their scheduled shift. Repeated incidents of arriving late to work, unscheduled absences or leaving work early on an unscheduled basis, regardless of the reason, may result in termination of your job assignment.

Clocking In/Clocking Out

All temporary staff will complete training to know where and how to report their time worked. If you are unaware or have concerns within your first week regarding your time, speak to your Department Manager or COA Work Force Management Human Resources Representative.

Conduct

We expect all temporary staff assigned to work at COA to conduct themselves in a professional manner. Your conduct reflects on our organization and influences how patients, parents, visitors, physicians and the community perceive COA.

Discipline

As with any organization, policies are necessary to establish professionalism by COA and are intended to facilitate productivity and positive working relationships. The Human Resources Policy entitled "Infraction of Health System Rules" outlines many of the expectations of COA. Although this policy is not all-inclusive, it provides examples of the types of offenses for which termination of your job assignment may occur.

Health Assessment

All temporary staff who are assigned to work at COA are required to successfully complete a Drug Screening and TB Skin test prior to employment.

Identification

Name badges are provided by COA for each temporary employee. You are required to wear your name badge while on duty to identify yourself to patients, parents, visitors and other employees. Unauthorized use of a COA name badge is grounds for immediate termination of job assignment.

Lost and Found

The Security Department maintains a lost and found area. Contact Security if you have lost an item, or if you find an item, Security's Phone Number is 205-638-4444.

Parking

COA does not provide parking for temporary staff who are assigned to work at COA. Parking fees are paid directly to Security. For any questions, you may contact Security at 205-638-4444.

Press Release

Due to the nature of our business and the types of patients we serve, we frequently receive requests from the media (newspaper, TV, and radio) for information. All requests for information are to be referred to the Strategic Communications and Marketing Department.

Security

Security officers are employed by COA to provide protection for employees, physicians, volunteers, patients, families, visitors, and vendors. They also investigate incidents involving theft, destruction, etc. The officers conduct a periodic search of packages, purses, and coats of employees and temporaries as they leave our facilities. Failure of temporary staff who are assigned to work at COA to comply with a search may result in termination of job assignment.

Signage

All signs within Children's of Alabama are ordered and installed by the Engineering Department to ensure accuracy and consistency. No posting of unauthorized signs on walls, elevators, doors, etc., is allowed.

Smoking

Smoking and tobacco are prohibited in COA buildings. Temporary staff who are assigned to work at COA are expected to adhere to this expectation.

Solicitation

Solicitation during designated work time is prohibited. Solicitation is prohibited at all times in COA work areas and patient/visitor access areas (example: the cafeteria).

Telephone Usage/Courtesy

Telephones within COA are for business purposes. Any personal phone calls made by staff should be limited in length and number and should not interfere with the performance of his or her work. All temporary staff who are assigned to work at COA are expected to exercise telephone courtesy at all times. Personal communication devices should only be used during authorized breaks except in the case of emergency. If an emergency requires your attention and you are giving patient care, you must request relief.

Valuables

All staff are encouraged to leave valuables and personal items at home. Purses and other items should be kept in a locker or secured area while at work.

Visiting

Temporary staff should not receive personal visitors within their work area during assigned shifts.



Security Information

Code Blue Emergency Call Phones/Towers

Code Blue Emergency Phones are available at all levels of all parking decks, in addition Code Blue Emergency Towers are strategically located throughout the campus.

Security Escorts

Contact the Security Department at **205-638-4444** if you need a physical escort to or from your vehicle. This is not for routine shuttle transportation to and from the Parking Decks. This service is provided twenty-four (24) hours a day.

Firearms

Firearms are prohibited in a Children's of Alabama Building. Absolutely no employees, parents, visitors, or outside Security Agencies are to bring weapons into a Children's of Alabama Building. The only exceptions are Children's of Alabama Security Officers, properly credentialed City, County, State, or Federal Law Enforcement Officers working in an official capacity. If you see someone with a firearm other than the above, please notify Security immediately by dialing **205-638-4444**.

Missing Child Alert

In the event of an Infant Abduction/Elopement call Security **205-638-4444**.



The vision of Children's of Alabama is to be nationally recognized as a comprehensive regional and national pediatric healthcare center providing one class of excellent patient care through innovative and proven clinical care, education and research.

Safety Guidelines

Fundamental Rules of Safety

- Use approved procedures for all job functions.
- Know and comply with Safety Rules.
- Use designated Personal Protective Equipment.
- Report all incidents, unsafe conditions, and unsafe equipment.
- Know and use the proper way to lift and move objects.
- When working with chemicals, make sure you are familiar with the Safety Data for them. (Material Safety Data Sheets)
- Keep work areas clean.
- Adhere Safety Signs and Notices.
- Know your responsibilities in an emergency.
- When in doubt, ask the person in charge.

Incident Reporting for Non-Employees

Document all incidents/accidents no matter how minor it may seem. A "Childrens 360°" should be completed by the person who discovered the incident or who has the best knowledge of the incident. This report should be completed immediately, within 24 hours after the incident is discovered.

Product Recalls

All product recalls received by any Department, must be brought to the immediate attention of The Risk Manager on call. Please refer to the Administrative Policy Manual for specific information or contact Risk Management.

Medical Shut-Off Valves

In an emergency, call 205-638-9103 to have Medical Gases turned off by Maintenance. In the event that Maintenance are not available, Nursing or Unit Assigned Respiratory Therapists can turn off Medical Gases.

What Should be Reported?

Any event or problem involving an instrument, apparatus, or other article that is used to prevent, diagnose, mitigate, or treat a disease or to affect the structure or function of the body. Examples of causes of medical device related events include: failure, malfunction, improper or inadequate design, manufacturing defects, labeling, or user error.

What is a Medical Device?

Examples are catheters, infusion pumps, hospital beds, patient restraints, suture materials, syringes, defibrillators, etc.

Overhead Paging

Severe Weather Warning/Alert

Severe weather can include tornadoes, thunderstorms, snow and ice. In the event of severe weather, contact your supervisor for information.

Lock Down Effect

Depending on the nature of the threat it may be necessary to lock down an area, shelter-in-place, or evacuate. Examples include:

- Unauthorized person in the hospital
- Missing person
- Armed threat in the hospital
- Bomb threat
- Fire
- Biologic or Pandemic

Active Shooter

When an active shooter is in your vicinity:

RUN

- Have an escape route and plan in mind
- Leave your belongings behind
- Keep your hands visible

HIDE

- Hide in an area out of the shooter's view
- Block entry to your hiding place and lock doors
- Silence your cell phone and/or pager

FIGHT

- As a last resort and ONLY when your life is in imminent danger
- Attempt to incapacitate the shooter
- Act with physical aggression and throw items at the shooter



NOTE: The "Overhead Paging" list does not include all emergency codes used at this site. Refer to COA Policies and Procedures or check with your supervisor for additional code-words and numbers.

Personal Protective Equipment (PPE)

- Equipment designed to help reduce the exposure of risks to health and/or safety while doing a specific task. Examples: Gloves, gowns, masks, protective eye wear, hard hats, foot protection, etc.
- Always use the necessary PPE to perform your job safely. If unsure, ask your supervisor.
- Know when and under what conditions PPE must be worn.
- Know how to put on, adjust, wear, and remove PPE properly.
- Know the limitations of the PPE you use.
- Know how to store, maintain, and dispose of the PPE you use.
- All facial hair must be removed before placing PPE on.



Electrical Safety

Extension Cords for permanent use are prohibited.

The Maintenance/Engineering Department may issue extension cords on a temporary basis. Multiple outlet strips (must have built-in circuit breaker) are allowed in non-patient care areas.

Adapters, which convert three (3) prongs to two (2) prongs, are not allowed.

Portable Space Heaters are not allowed.

Fire Safety

In the event of a fire or fire alarm staff shall RACE.

R Rescue anyone in immediate danger

A Alarm: Pull the alarm pull station, call the operator at 0, call 911

C Contain the fire by shutting doors and windows

E Extinguish or Escape: Extinguish the fire with a fire extinguisher, if possible, or escape/leave the area if the fire is too big to extinguish.

If the fire is small use a fire extinguisher using the PASS method.

P Pull the pin

A Aim the nozzle at the base of the fire

S Squeeze the handle

S Sweep the nozzle from side to side

Emergency Power Supply

There is a campus wide emergency power system.

- Emergency Power outlets are identified by one of two ways at Children's of Alabama:
 1. Outlets are the color **Red**.
 2. The cover plate on the outlet has "**Emergency**" on it.
- When a "Normal Power" outage occurs, our Back-up Generator System should restore emergency power within ten (10) seconds.

Fire Alarm Pull Stations (Pullbox)

Children's of Alabama has several types of Pull Stations. Make sure you know the location of the nearest Pull Station for your work area and how to operate it. Operation instructions are located on the Pull Station.

You should know the location of your nearest Fire Extinguisher, nearest Fire Alarm Pull Station, and two escape routes from your area.

While on assignment at COA a fire drill may be conducted.



NOTE: Do NOT ride an elevator during a fire.

Material Safety Data Sheets (MSDS)

All product recalls received by any Department, must be brought to the immediate attention of Risk Management at 205-638-9877. Please refer to the Administrative Policy Manual for specific information or contact Risk Management.

Material Safety Data Sheets provide

- Critical information on how to use, transport, and store chemicals properly.
- Information about what to do in case of emergencies and /or over-exposure.

Information on a Material Safety Data Sheet

- The chemical's names or names and its ingredients.
- The name, address, and phone number of the manufacturer.
- How to safely handle, store, and dispose of the chemical.
- When conditions or other substances will cause the chemical to catch fire, explode, melt, or turn into dangerous gases.
- How the chemical usually looks and smells.
- How to put out a fire involving the chemical and what to do if it spills or leaks.
- Safe exposure levels and how to prevent dangerous exposure.
- Symptoms of over-exposure and what to do if you are over-exposed.
- The date the MSDS was prepared.

Material Safety Data Sheets Location

Hard copies should be available in your work area for products commonly used. Information on MSDS is also available by clicking on the MSDS Info icon on the desktop of any campus computer. Offsite locations also have MSDS in the department. If you're not sure or don't understand the information on a MSDS, ask your Supervisor.

Hazardous Chemicals

Hazardous Materials and Waste:

Any chemical, material agent or gas, which is a physical or health hazard.

Physical Hazard:

Any chemical that can cause physical harm.

Health Hazard:

Any chemical that has significant evidence that acute or chronic health effects may occur in exposed employees.

Exposure:

When a temporary is subjected to a hazardous chemical in the course of a job assignment through any route of entry. (Inhalation, ingestion, skin contact, absorption, etc.)



Equal Employment Opportunity Policy

It is the policy of Children's of Alabama (COA) to pledge its full support to equal employment opportunity for all persons, regardless of race, sex, sexual orientation, gender identity, gender expression, religion, color, national origin, age, genetic information, pregnancy, disability, citizenship, status as a disabled veteran or member/veteran of the uniformed services or any other factor protected by law with respect to recruitment, hiring, training, promotion and other terms and conditions of employment, provided the individual is qualified to perform the work available.

Accordingly, all employment decisions shall be consistent with the principles of Equal Employment Opportunity (EEO). All promotion decisions shall be consistent with the principles of EEO, and only valid qualifications will be required for promotion.

All other personnel actions or programs such as compensation, benefits, transfers, layoffs, recalls, COA sponsored training, education, tuition assistance and social and recreational programs will be administered in a non-discriminatory manner with respect to minorities, women, disabled persons, member/veterans of the uniformed services and disabled veterans provided the individual is qualified to perform the work available.



Infraction of Children's of Alabama Rules

Children's of Alabama (COA) expects that all temporary staff assigned to work at COA facilities will observe COA rules and regulations in addition to and in conjunction with any rules and regulations of your temporary service employer. COA rules and regulations are designed for our common protection and benefit as well as the benefit and safety of all persons present at COA facilities. This list is not to be construed as all-inclusive, and not every possible infraction is listed here. This list is provided only as a reference for consistent application and to communicate expectations.

- Loitering or loafing during work hours on COA premises during duty or off duty.
- Repeated failure to be at workstation or in other work area for non-business reasons during scheduled work time.
- Smoking, except in designated areas and at designated times.
- Creating or contributing to unsanitary conditions.
- Failure to prevent or report any accident occurring on COA property.
- Disregard concerning personal appearance, hygiene and uniform.
- Excessive use of cologne/perfume.
- Unauthorized use of assigned parking areas.
- Abuse of break or meal periods.
- Misuse of assigned time clock and/or clock in location/method.
- Failure to perform the standards of the job requirements.
- Failure to maintain COA annual mandatory in-services and healthcare screenings, licensure and required certifications.
- Failure to adhere to posted work schedule
- Use of obscene language.
- Horseplay or throwing things.
- Gambling, lottery or any other games of chance on COA property.
- Mistreatment of patients/parents or inattention to patient care.
- Lack of cooperation or failure to show respect and consideration in medical staff relationships, management relationships, employee relationships, or patient relationships.
- Intentional or repeated violation of safety rules or safety practices.
- Improper use of another employee's identification badge or computer login access codes.
- Failure to follow departmental call-in procedures.
- Solicitation of COA staff or posting of signs of electronic solicitation without proper authorization.
- Excessive use of non-work related computer usage (internet, personal graphics).
- Failure to follow work instructions as assigned by supervisor.
- Failure to maintain COA annual mandatory in-services and healthcare screenings, licensure and required certifications.
- Failure to notify COA of absence for a scheduled work day.
- Sleeping while on duty or not appearing awake or alert while on duty.

No Harassment Policy

I. Purpose

This policy describes the circumstances and procedures that relate to the No Harassment Policy at Children's of Alabama (COA).

II. Policy

COA and your temporary company does not authorize and will not tolerate any form of harassment of or by any employee (i.e. supervisory or non-supervisory) or non-employee based on race, sex, sexual orientation, gender identity, religion, color, national origin, age, genetic information, pregnancy, disability, citizenship, status as a disabled veteran or member/veteran of the uniformed services or any other factor protected by law.

For COA's policy against harassment to be fully effective, it is essential that each temporary employee comply with this policy and take affirmative measures to assist management in maintaining a work environment free of harassment. You can do so by doing the following: Report any violations; and cooperate with any investigation by providing complete and truthful responses to questions.

COA takes very seriously its prohibition against harassment. It is also a violation of policy for anyone to retaliate, threaten or seek any type of reprisal against an individual acting in good faith who reports harassment or who participates or cooperates in an investigation regarding harassment. If a temporary employee believes that reprisal, intimidation or retaliation has occurred, it should immediately be reported to your supervisor/manager or Human Resources Consultant. Further, anyone who believes that COA has not adequately investigated and/or responded to his or her report of alleged harassment within a reasonable time should escalate his or her report to their next level supervisor or Director of Employee Relations to ensure that COA has an adequate opportunity to investigate and remedy any alleged harassment.

III. Procedure

An employee, regardless of position, who has a complaint or concern relating to any form of harassment, abusive, taunting or demeaning behavior, including concerns about such conduct from non-employees, should immediately report the conduct to the person designated by the employee's temporary company to receive such reports attention. If the employee is uncomfortable making the report to his or her immediate supervisor or another manager for any reason, the report should be made to the COA Human Resources Consultant or COA Director of Employee Relations. An employee should report the behavior or concern even if the behavior complained is not directed towards the employee who reports it.

IV. Definitions

The term "harassment" includes, but is not limited to, offensive language, jokes, or other verbal, graphic, electronic or physical conduct, or intimidating, threatening or offensive behaviors relating to an employee's race, sex, sexual orientation, gender identity, gender expression, religion, color, national origin, age, disability, citizenship, status as a disabled veteran or member/ veteran of the uniformed services or any other factor protected by COA's Equal Opportunity Policy Statement which would make the reasonable person experiencing such harassment uncomfortable in the work environment or which could interfere with the person's job performance.

Sexual Harassment

Although it is not the only type prohibited, one form of prohibited harassment is sexual harassment. Specifically, no supervisor may threaten or insinuate, either explicitly or implicitly, that an employee's submission to or rejection of sexual advances will in any way influence any personal decision regarding that employee's employment, evaluation, wages, advancement, assigned duties, work hours, or any other condition of employment or career development.

Sexual harassment may be overt or subtle. Some behavior which is appropriate in a social setting may not be appropriate in the work place. Sexual harassment does not refer to behavior or occasional compliments of a socially acceptable nature. It refers to behavior that is unwelcome, offensive, and affects an individual's employment or work conditions.

Some examples of conduct that may constitute sexual harassment include: (a) making unwelcome sexual flirtations, advances, requests for sexual favors, or other verbal, visual or physical conduct of a sexual nature a condition of employment; or (b) creating an intimidating, hostile or offensive working environment by such conduct as:

1. sexual innuendo or sexually suggestive comments – including but not limited to – sexually oriented "kidding," "teasing," or "practical jokes;" jokes about gender specific traits, foul or obscene language or gestures.
2. subtle or direct pressure or request for sexual activities;
3. unnecessary touching of an individual, such as pinching, patting or brushing up against another's body;
4. graphic comments about an individual's body or appearance;
5. sexually degrading words used to describe an individual;
6. the reading or displaying in the workplace of sexually suggestive or revealing words, objects, images or pictures;
7. sexually explicit or offensive jokes;
8. physical assault; or
9. other explicit or implied conduct of a sexual nature which relates to or affects an individual's employment.

No employee, supervisor, manager or other person, whether employed by COA, or not, shall threaten or suggest that an employee's refusal to submit to sexual harassment will adversely affect that person's employment, work status, evaluation, wages, advancement, assigned duties, hours of work or any other terms or conditions of employment.

Similarly, no employee—regardless of job title—shall promise, imply or grant any preferential treatment in return for another employee's acceptance of conduct which is sexual harassing.

Other Harassment

Employees may occasionally make statements or display or use of words, objects, images or pictures that others could interpret as being insulting or derogatory as well as slurs toward persons based upon their race, sex, sexual orientation, gender identity, religion, color, national origin, age, disability, citizenship, status as a disabled veteran or member/ veteran of the uniformed services or any other factor protected by law are prohibited by this policy. Also prohibited are statements or actions that are threatening, intimidating, vulgar, or hostile. Such conduct may make a reasonable person uncomfortable in the work environment or could interfere with an employee's ability to perform his or her job, regardless of whether the actions are from a fellow employee, supervisor, customer or visitor.

Comments or actions of this type, even if intended as a joking matter among friends, are always inappropriate in the work place and will not be tolerated. The conduct forbidden by this policy specifically includes; but is not limited to:

- epithets, slurs, negative stereotyping, kidding, teasing, joking, or intimidating acts that are based on a person's protected status, and
- written or graphic materials circulated within the workplace that shows hostility or are degrading toward a person or a group because of that person's protected status or characteristic(s).

No supervisor or manager should participate in such behavior and must take immediate action to stop those who are known to be or suspected of being involved in such conduct. The supervisor must also contact and report the information to their manager and Human Resources Consultant or Director of Employee Relations.

V. Process

COA takes its prohibition against harassment very seriously. Complaints of discrimination or harassment will be promptly investigated by COA. The investigation will be conducted as impartially and confidentially as possible.

However, although each investigation will be tailored specifically to the particular alleged facts, such an investigation will oftentimes include (A) interviews with the complaining employee, the subject of the complaint, and others who may have knowledge of the situation; and (B) review of relevant files and other tangible evidence. The investigator will reasonably attempt to rationally and objectively resolve any questions of credibility between the complaining party and the accused. Individuals who make false statements during the course of an investigation may be subject to discipline, which may include separation of employment. All employees are expected to cooperate fully with such investigation. Failure to cooperate fully may lead to discipline, which may include separation of employment. If it is determined that a complaint is valid, COA will take appropriate disciplinary action against the offender based on the severity of the harassment and the individual's employment history. Disciplinary action may include a written warning, suspension, demotion, separation of employment, and/or other measures pursuant to COA's disciplinary policies. In the case of non-employees such as customers or suppliers who violate this policy, they will be warned that their conduct violates COA's policy and potentially will be asked to leave the premises and not return and their conduct will be reported to whomever else COA determines has a need to know.

Confidentiality and Nondisclosure Statement

I understand my legal and ethical duty to maintain and promote the confidentiality and privacy and security of Children's of Alabama (COA) confidential patient, employee, and business information (Confidential Information). By signing this Temporary Employee Handbook I (and have my employees and agents if applicable) agree to the following:

1. I am responsible for protecting Confidential Information used or obtained in the course of my services. Confidential Information is all information regarding specific patients, employees, staff or corporate data/information obtained through any source including patient medical records, employee files, computer printouts, electronic information systems, or private conversation is confidential. It is my responsibility to maintain confidentiality of this data/information.
2. I am responsible for conducting myself in accordance with the applicable laws (i.e. the Health Insurance Portability and Accountability Act-HIPAA), standards of the applicable accreditation authorities, and the policies of Children's of Alabama (COA) governing Confidential Information that apply equally to verbal, written, or electronic information.
3. I will not misuse, misplace, or be careless with Confidential Information. I will appropriately shred Confidential Information in the authorized destruction bins and not discard it in the trash. I will only access, use, and disclose Confidential Information as authorized to perform my legitimate duties, on a role-based "need to know" basis, and never for my own advantage or for purposes other than its intended use.
4. I will not divulge, store, copy, release, review, alter, and/or destroy any Confidential Information except as properly authorized by COA. I will never sell any Confidential Information. I will safeguard and not disclose my individual authorization to access confidential information (i.e. access code or password). I accept responsibility for all activities undertaken using my individual authorization.
5. I will never post or blog any COA Confidential Information including pictures, video or anything which can identify a patient. I will never place patient information on a thumb drive or other portable media device (i.e., phone/tablet/laptop), unless I have prior appropriate written permission from my Supervisor and prior encryption from COA Information Technology (IT) Customer Support. I am responsible to contact 205.638.6568 or gethelp@childrensaL.org for encryption assistance. I am responsible to prove the portable media device received encryption acceptable to COA IT. I will not take pictures or videos with my personal portable media device while at COA. I will password protect my portable media device if it has access to confidential COA information (including, but not limited to, connection to COA email).
6. I will immediately report activities by any individual or entity that I suspect may compromise the confidentiality, privacy, and security of Confidential Information, so corrective action can be taken. Reports made in good faith about suspected activities will be held in confidence to the extent permitted by law, including the name of the individual reporting the activities. I will immediately report to: My Supervisor; COA Privacy Officer, 205-638-5959; COA Information Technology CyberSecurity, COA HIPAA Security Officer, 205-638-7878; Children's 360 Report on COA desktop folder, and/or the anonymous COA Corporate Compliance Hotline at 1-800-624-9775 or at the Corporate Compliance link at www.childrensal.org.
7. I understand my obligations under this statement continue after termination of my services with COA. Upon termination of services, I must not access, use, store and/ or disclose and must immediately return and cease to use any originals or copies of any file, document, record, and/or memorandum relating in any manner to Confidential Information.
8. I understand I have no right or ownership interest in any Confidential Information. COA may at any time revoke any access or use of confidential information.
9. During the course of performing my services and thereafter, I will safeguard and retain the confidentiality, privacy, and security of Confidential Information at all times I am responsible if I misuse, misplace, misdirect, and/or wrongfully disclose any Confidential Information. I am responsible if I fail to safeguard my individual authorization to access Confidential Information.
10. I must wear my business Identification Badge at all times. I understand it must be kept visible, in order to be readable by others, to prove my identity.
11. I understand any inappropriate access, release, or use of confidential information may subject me to disciplinary action (including grounds for immediate termination of employment/services) and/or appropriate legal action, such as prosecution with law enforcement (civil monetary fines and/or imprisonment). I understand my obligations are subject to review, revision, and renewal, as appropriate.

Social Media Policy

I. Purpose

To establish the procedures for reporting harassment, sexual or other types, and the procedure for dealing with such reports.

II. Policy

Social Media (blogs, Facebook, Instagram, X (Twitter), CaringBridge, YouTube, TikTok, Snapchat, etc.)

1. Official Children's of Alabama/ Children's of Alabama Hospital Social Media sites and applications are authorized only be Corporate Communications and are to be maintained only by Children's of Alabama Corporate Communications staff and/or Corporate Communications designees.
2. There will be only one official social media site/page per application. Only Children's of Alabama Corporate Communications may establish an application site. No Children's of Alabama department, division or individual is authorized to create and maintain a social media application site on behalf of or in representation of Children's of Alabama. Exceptions may be made for designated entities. These entities must receive written prior approval by the Chief Communications Officer.
3. Departments, divisions, and or/individuals wishing for specific communications to be posted to the official COA social media applications should contact Corporate Communications for approval and posting. Exceptions will be made only for designated foundation and human resources representatives who are authorized to post only information of a fundraising/event or recruitment nature. These individuals must receive written approval by the Chief Communications Officer or be the designated representatives of the Foundation or Human Resources..
4. No employee of COA will represent the hospital or distribute information from the hospital to Governmental Agencies, State Agencies, Third Party Payers, or Regulatory Agencies, other than authorized communication during the normal course of business, without the express written permission from the Chief Financial Officer or the Chief Executive Officer. This pertains to all COA social media outlets (Facebook, X (Twitter), Instagram, etc.) as well.
5. Employees utilizing social media personally (on personal time from personal electronic devices) shall observe all policies regarding the confidentiality of COA and HIPAA laws and regulations. No personally identifying health information or other information that otherwise could identify Children's of Alabama patients shall be included in any social media communications on Children's of Alabama employee's personal social media sites. Employees must follow appropriate professional boundaries.
6. Use of personal cameras/video/photo taking devices is prohibited during scheduled work hours/on company time/on COA's property except for:
 - Employee photos may be taken with personal devices during personal time (such as designated break times, lunch time, etc.) in the following designated areas: office spaces, conference rooms, nurse lounges, the Motor Lobby wall, and the Benjamin Russell Window end caps if the photo meets regulations regarding the confidentiality of COA information and HIPAA laws and regulations.

7. No one at any time shall transmit inappropriate postings that may include discriminatory remarks, harassment and threats of violence or similar inappropriate or unlawful conduct. All other Children's of Alabama administrative and corporate communications policies apply to social media as with all other mediums. The policies include, but are not limited to, Children's of Alabama logo usage, Children's of Alabama Code of Conduct, HIPAA patient privacy and confidentiality, photos, media relations, employee relations and other public relations and marketing activities.
8. Personal Social Media Sites: The social media policy applies to personal activity and/or professional activity that is not a part of the official Children's of Alabama communication and activities where you identify yourself as a Children's of Alabama employee, in any manner, including a bio, comments, or by using your Children's of Alabama official email address. These guidelines have been put in place for your protection and that of our organization and patients. The following disclaimer should be added whenever you identify yourself as a part of Children's of Alabama while not officially acting on behalf: of "The view and opinions expressed here are not necessarily those of Children's of Alabama." For example, if you list Children's of Alabama or a Children's entity as your employer on your Facebook information tab, you'll need to add the disclaimer on the tab as well. If you do not identify yourself as being affiliated in any way with Children's of Alabama this requirement does not apply. Children's of Alabama employees should use a personal email address (not work email) as your primary means of identification on all personal social media activity. Information written or posted via social media is discoverable and can be used in a court of law. This includes photos, bios, comments, videos, etc.
9. Corrective Action: An employee who is responsible for a social media posting that fails to comply with the guidelines set forth in this policy or that otherwise causes harm to Children's of Alabama may be subject to discipline, up to and including termination. Employees will be held responsible for the disclosure, whether purposeful or inadvertent, of confidential or proprietary hospital information, information that violates the privacy right or other rights of a patient or other third party, or the content of anything posted on any social media site.

III. Procedure

See Policy Section.

IV. Definitions

None listed.

V. Process

Any questions or concerns regarding the use of personal devices for photos, contact Corporate Communications. Use of personal devices with the purpose of videoing or recording is prohibited on COA's property.

VI. Reference/Regulations

Children's of Alabama Code of Conduct.

Photography Policy

I. Purpose

To outline specific criteria for respecting and safeguarding the privacy of patients, families, and Children's of Alabama (COA) in regards to taking photos, videos, audio recordings, and/or otherwise publishing information of patients or other confidential information.

II. Policy

It is the policy of Children's that staff is prohibited from using personal cameras, cell phones or other devices to make photos and videos. Official Corporate Communications and Marketing (CC&M) staff is the official photographer (s). If a picture has already been posted to Children's public social media, then it may be shared or reposted. Any business device photography (for medical or departmental use) must be approved by Risk Management, Human Resources and CC&M and appropriate consents obtained.

III. Procedure

A. Device Usage and Prohibitions:

1. **Personal Device: Absolutely NO personal telephone or electronic devices** are allowed to be used to take pictures, videos, or otherwise publish information of patients or other confidential information. This PROHIBITION is within the Children's campus and/or other Children's locations, and ****now includes Children's lobby areas, Performance Room and Room of Magic.****
2. **Business Device:** If your Department has the legitimate business need to take images, a Children's approved device must be utilized. Your Department must have approval from Risk Management and CC&M to the issuance of the device. The Department's designee(s) must be trained and authorized as required by Risk Management and CC&M to ensure appropriate safeguards. There may be situations where you will be asked by a CC&M representative to pose for a photo or video. You are not required to do so and may decline at the time of the request with no penalty.
3. **Patient/Parents Device:** What to do if a patient/parent is requesting/taking pictures/videos/performing social media during a patient care procedure:
(An example of a patient care procedure is care being provided for which there is going to be a bill):
NOT ALLOWED. Notify the patient/parent that patient/ parents are not allowed to do so due to privacy. If the patient/parent is requesting your (staff) photo on their device or you (staff) to take a photo with their device, you are NOT required to do so. If you agree to do so, you understand that you may have no control over the use of the photo. COA Staff is prohibited from using or publicly posting and/or publishing the photo for any reason **(This includes social media/ networking such as Facebook, X (Twitter), YouTube, Instagram, Snapchat, etc.)**.

B. Consents:

Children's Corporate Communications and Marketing (CC&M) Department Staff serves as the official Children's spokesperson(s). The CC&M assigned Photographer/Videographer serves as the official photographer/ videographer for the organization and all associated activities and events. Consents coordinated by Corporate Communications (or designee) are required to be obtained for videos, photographs, and published information of patients or other confidential information (including social media/networking) PRIOR to the actual photo event. Note: documented verbal consent may be permissible to the assigned Photographer/Videographer with the actual consent signed as immediately as possible. The Corporate Communications Consent Form is required and must be on file within the Corporate Communication Department. Signed copies are retained in accordance with hospital retention procedure. Consent forms obtained by departments with an approved device should be sent to CC&M for filing.

C. Other Situations:

1. Consent for video or photo obtained as part of the patient's general admission/ registration is effective for photo/video made as part of the treatment process, including patient identification and performance improvement.
2. No Consent is required for photos/videos taken for child abuse/medical neglect purposes with a business device when the child is presented by law enforcement officers or the Department of Human Resources and notification to the patient/ legal guardian is not in the child's best interest. Contact Risk Management or Corporate Communications for any questions.

IV. Process

Contact Corporate Communications with any questions regarding photo or video policies and procedures at 205-638-6660. Should staff need photos or video for any reason call Corporate Communications at least 48 hours in advance. Should an emergency situation arise, COA staff may page the on call CC&M staff member at 205-954-6548.

Photos taken by Corporate Communications are available for use after events from the intranet/Red Wagon are posted to the website, social media outlets or on other venues. Please note that photos may be used only for the purposes as approved by Corporate Communications. Corporate Communications may approve a photo for communication in one outlet but not another (for example print but not social media).

Acknowledgements

I, the undersigned, acknowledge that I have received and read the following documents:

✓ **Children's of Alabama Temporary Employee Handbook**

- General Information
- Security Numbers and Locations
- Patient and Employee Safety
- Infraction of COA Rules
- No Harassment
- Confidentiality and Nondisclosure Statement
- Social Media and Photography Policies

✓ **Code of Conduct**

I agree that I will abide by the policies and requirements set forth in these materials and understand that my assignment may be terminated without notice for failing to abide. I further understand that I am not an employee of Children's of Alabama and, accordingly, there are certain benefits available from my employer for which a Children's of Alabama employee would not be eligible.

Temporary Employee (Printed Name) Date

Temporary Employee Signature

Witness (Printed Name) Date

Witness Signature





Children's
of Alabama®