

# University of Colorado Medicine Employee Handbook

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## **Important Information Concerning This Handbook and Your Employment**

Your Employee Handbook contains valuable information and is important to your employment. Please read it carefully and use it as a reference throughout your employment with University of Colorado Medicine. One of the first responsibilities is to become familiar with these contents.

### **IMPORTANT NOTICE**

**IMPORTANT INFORMATION ABOUT THE EMPLOYEE HANDBOOK:**

THIS HANDBOOK IS DESIGNED TO ACQUAINT EMPLOYEES WITH THE COMPANY AND PROVIDE SOME INFORMATION ABOUT WORKING HERE. THE HANDBOOK IS NOT ALL INCLUSIVE, BUT IS INTENDED TO PROVIDE EMPLOYEES WITH A SUMMARY OF SOME OF THE COMPANY'S GUIDELINES AND OUR EXPECTATIONS REGARDING YOUR CONDUCT. THIS EDITION SUPERSEDES AND REPLACES ALL PREVIOUSLY ISSUED EDITIONS AND ANY INCONSISTENT VERBAL OR WRITTEN POLICY STATEMENTS ISSUED PRIOR TO THIS HANDBOOK.

**EMPLOYMENT WITH UNIVERSITY OF COLORADO MEDICINE IS AT WILL. EMPLOYEES HAVE THE RIGHT TO END THEIR WORK RELATIONSHIP WITH THE COMPANY, WITH OR WITHOUT ADVANCE NOTICE, FOR ANY REASON. THE COMPANY HAS THE SAME RIGHT. THE LANGUAGE USED IN THIS HANDBOOK, ANY BENEFIT PLAN, AND ANY VERBAL STATEMENTS MADE BY MANAGEMENT ARE NOT INTENDED TO CONSTITUTE A CONTRACT OF EMPLOYMENT, EITHER EXPRESS OR IMPLIED; NOR ARE THEY A GUARANTEE OF EMPLOYMENT FOR A SPECIFIC DURATION. NO REPRESENTATIVE OF UNIVERSITY OF COLORADO MEDICINE, OTHER THAN THE EXECUTIVE DIRECTOR OR HIS OR HER AUTHORIZED REPRESENTATIVE, HAS THE AUTHORITY TO ENTER INTO AN AGREEMENT OF EMPLOYMENT FOR ANY SPECIFIED PERIOD AND SUCH AGREEMENT MUST BE IN WRITING, SIGNED BY THE EXECUTIVE DIRECTOR OR HIS OR HER AUTHORIZED REPRESENTATIVE AND THE EMPLOYEE.**

NO EMPLOYEE HANDBOOK CAN ANTICIPATE EVERY CIRCUMSTANCE OR QUESTION. AFTER READING THE HANDBOOK, EMPLOYEES WHO HAVE QUESTIONS SHOULD TALK WITH THEIR IMMEDIATE SUPERVISOR OR THE HUMAN RESOURCES DEPARTMENT. **IN ADDITION, THE NEED MAY ARISE TO REVISE, DELETE, OR ADD TO THE PROVISIONS IN THIS HANDBOOK. EXCEPT FOR THE AT-WILL NATURE OF THE EMPLOYMENT, THE COMPANY RESERVES THE RIGHT TO MAKE SUCH CHANGES WITH OR WITHOUT PRIOR NOTICE. NO ORAL STATEMENTS OR REPRESENTATIONS CAN CHANGE THE PROVISIONS OF THIS EMPLOYEE HANDBOOK.**

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## **Equal Employment Opportunity/Unlawful Harassment**

University of Colorado Medicine is dedicated to the principles of equal employment opportunity. We prohibit unlawful discrimination against applicants or employees on the basis of age, race, sex, sexual orientation, gender identity and gender expression, color, religion, national origin, creed, ancestry, disability, genetic information, military or veteran status, marital status, pregnancy, childbirth, or related conditions, or any other applicable status protected by state or local law. Employment decisions at all phases of employment, including but not limited to, recruiting, hiring, employment, placement, promotion, transfer, demotion, reduction of workforce and dismissal, compensation, benefits, educational assistance, training, and development will be merit based and without regard to protected classes. This prohibition against discrimination includes a prohibition against unlawful harassment based on any protected classes. Unlawful harassment includes verbal or physical conduct which has the purpose or effect of creating an intimidating, hostile, or offensive work environment. Harassment does not need to be in-person and can occur over electronic media such as Teams, Zoom or other electronic platforms. This policy applies to all employees, including managers, supervisors, co-workers, and non-employees such as customers, clients, vendors, consultants, etc.

### **ADA and Religious Accommodation**

University of Colorado Medicine will make reasonable accommodations for qualified individuals with known disabilities and employees whose work requirements interfere with a religious belief unless doing so would result in an undue hardship to University of Colorado Medicine or cause direct threat to health or safety. Employees needing such accommodation are instructed to contact their supervisor or Human Resources immediately.

### **Pregnancy Accommodation**

Employees have the right to be free from discriminatory or unfair employment practices because of pregnancy, a health condition related to pregnancy, or the physical recovery from childbirth.

Employees who are otherwise qualified for a position may request a reasonable accommodation related to pregnancy, a health condition related to pregnancy or the physical recovery from childbirth. If an employee requests an accommodation, University of Colorado Medicine will engage in a timely, good-faith, and interactive process with the employee to determine whether there is an effective, reasonable accommodation that will enable the employee to perform the essential functions of their position. A reasonable accommodation will be provided unless it imposes an undue hardship on the company's business operations.

University of Colorado Medicine may require that an employee provide a note from their health care provider detailing the medical advisability of the reasonable accommodation. Employees who have questions about this policy or who wish to request a reasonable accommodation under this policy should contact Human Resources.

University of Colorado Medicine will not deny employment opportunities or retaliate against an employee because of an employee's request for a reasonable accommodation related to pregnancy, a health condition related to pregnancy, or the physical recovery from childbirth. An employee will not be required to take leave or accept an accommodation that is unnecessary for the employee to perform the essential functions of the job.

### **Sexual Harassment**

Because sexual harassment raises issues that are to some extent unique in comparison to other types of harassment, University of Colorado Medicine believes it warrants separate emphasis.

University of Colorado Medicine strongly opposes sexual harassment and inappropriate sexual conduct. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature, when:

- Submission to such conduct is made explicitly or implicitly a term or condition of employment.
- Submission to or rejection of such conduct is used as the basis for decisions affecting an individual's employment.
- Such conduct has the purpose or effect of creating an intimidating, hostile, or offensive work environment.

All employees are expected to conduct themselves in a professional and businesslike manner at all times. Conduct which may violate this policy includes, but is not limited to, sexually implicit or explicit communications whether in:

- Written form, such as cartoons, posters, calendars, notes, letters, or e-mails.
- Verbal form, such as comments, jokes, foul or obscene language of a sexual nature, gossiping or questions about another's sex life, or repeated unwanted requests for dates.
- Physical gestures and other nonverbal behavior, such as unwelcome touching, grabbing, fondling, kissing, massaging, and brushing up against another's body.

### **Pay Transparency**

University of Colorado Medicine will not discharge or in any other manner discriminate against employees or applicants because they have inquired about, discussed, or disclosed their own pay or the pay of another employee or applicant. However, employees who have access to the compensation information of other employees or applicants as a part of their essential job functions cannot disclose the pay of other employees or applicants to individuals who do not otherwise have access to

compensation information, unless the disclosure is (a) in response to a formal complaint or charge, (b) in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or (c) consistent with a legal duty to furnish information.

### **Complaint Procedure**

If you believe there has been a violation of the EEO policy or harassment based on the protected classes listed above, including sexual harassment, please use the following complaint procedure. University of Colorado Medicine expects employees to make a timely complaint to enable the company to investigate and correct any behavior that may be in violation of this policy.

Report the incident to the director of Human Resources, who will investigate the matter and take corrective action. Your complaint will be kept as confidential as practicable. If you prefer not to go to this individual with your complaint, you should report the incident to the Chief Financial Officer.

University of Colorado Medicine prohibits retaliation against any employee for filing a complaint under this policy or for assisting in a complaint investigation. If you believe there has been a violation of our EEO or retaliation standard, please follow the complaint procedure outlined above.

If University of Colorado Medicine determines that an employee's behavior is in violation of this policy, disciplinary action will be taken, up to and including termination of employment.

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## **Whistleblower Protection**

University of Colorado Medicine is strongly committed to protecting employees from interference with, or retaliation against, disclosure of improper, fraudulent or illegal activity. This includes prohibiting employees, contractors, subcontractors or other agents from discriminating in the terms and conditions of employment with respect to any employee who provides information to or assists with an investigation conducted by University of Colorado Medicine management, Federal regulatory or law enforcement agencies. Issues and concerns associated with unethical or illegal activities may be reported anonymously and confidentially via an established third-party hotline/web portal: 866-ETHICS-P (866-384-4277), [www.ethicspoint.com](http://www.ethicspoint.com) or through contacting the Director of Audit, Compliance & Education ("ACE").

All employees are required to read and abide by University of Colorado Medicine compliance plans and related policy. Please refer to University of Colorado Medicine's "Compliance Manual – Appendix A: University of Colorado Medicine Compliance Plan" link found on the intranet.

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## **Confidentiality of Information and Records**

University of Colorado Medicine employees who have access to confidential information are required to keep such information confidential. Confidential information includes, but is not limited to, patient information, employee records, computer passwords, and proprietary business information for University of Colorado Medicine, as well as its affiliates and business partners. Individual's computer passwords may never be shared. Other confidential information may be shared only with individuals who need to know the information in order to perform their jobs. Each individual must at all times act carefully, in good faith, and in a manner promoting the best interests of the organization.

Patient information, employee records or proprietary business information may be disclosed only in accordance with University of Colorado Medicine policies. If in doubt, employees should act to preserve the confidence of the information requested until University of Colorado Medicine policies can be verified. All media inquiries or other inquiries of a general nature must be referred to, and handled by, the Chief Operating Officer or a University of Colorado Medicine management designee. Disclosing confidential information in violation of University of Colorado Medicine policies will not be tolerated. There are federal and state laws which mandate that patient information be kept confidential and, in some instances, impose civil or criminal penalties for a breach of confidentiality.

Disclosing or using confidential information for personal gain is prohibited. This duty of nondisclosure and the obligation not to benefit from confidential information learned during the course of employment or while working in the organization continues indefinitely, even after the employment or business arrangement with University of Colorado Medicine ends. All employees are required to abide by HIPAA Privacy and Security policies, which can be found on the HIPAA Compliance department page of the University of Colorado Medicine intranet site.

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## **Problem Resolution Procedure**

University of Colorado Medicine provides employees with the opportunity to communicate directly with their supervisors, managers and Human Resources. Two-way communication between employees and management is necessary to maintain productive relationships. No matter how good communication systems may be, problems and complaints sometimes arise.

Employees are encouraged to use the following procedure:

1. Under normal conditions, if an employee has a work problem, question or complaint, they are encouraged to discuss the situation with his or her immediate supervisor or manager within 3-5 days, or in an otherwise timely manner. Discussions held in a timely manner will enhance our ability to resolve concerns while they are fresh in everyone's minds. The supervisor or manager will investigate and try to resolve the problem and communicate a decision or answer to the employee. The simplest, quickest and most satisfactory solution will often be reached at this level.
2. If the discussion with the supervisor or manager does not answer the question or resolve the matter, the employee then may present his or her complaint to the department head (associate director, director, VP, DFA, etc.).
3. Should further resolution be required, University of Colorado Medicine's Chief Operating Officer, Chief Financial Officer or Executive Director will make the final determination. This process will be facilitated through Human Resources.

If the issue personally involves the supervisor or manager with whom the employee would ordinarily discuss a problem, they may bypass that individual and proceed to the next person in authority. At any time, the employee may seek the advice and guidance of Human Resources.

Management decisions on problems or complaints will not be precedent setting.

Also see the EEO/Harassment Complaint Procedure section of this Handbook.

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## Employee Classifications

Employees are classified as either exempt or nonexempt under federal and state wage and hour laws, and are further classified for administrative purposes. The following terms are to be used to describe the classification of employees and their employment status.

**Exempt Employee** - Exempt employees are employees whose job assignments meet specific tests established by the federal Fair Labor Standards Act (FLSA) and state law and who are exempt from minimum wage and/or overtime pay requirements. Exempt employees must be paid on a salary basis. This means exempt employees will regularly receive a predetermined amount of compensation each pay period. University of Colorado Medicine is committed to complying with salary basis requirements which allows properly authorized deductions. If you believe an improper deduction has been made to your salary, you should immediately report this information to Human Resources. Reports of improper deductions will be promptly investigated. If it is determined that an improper deduction has occurred, you will be reimbursed promptly.

**Non-Exempt Employee** – Non-exempt employees are employees whose job positions do not meet FLSA or applicable state exemption tests, and who are not exempt from minimum wage and overtime pay requirements. Overtime pay (overtime must be pre-approved) is paid at one and one-half (1 ½) times an employee's regular rate of pay for hours worked in excess of forty (40) hours in one workweek. University of Colorado Medicine also pays overtime to employees according to all applicable state or local laws.

The established workweek begins at 12:00 a.m. on Sunday and ends at 11:59 p.m. on Saturday. For purposes of calculating overtime payments, only hours actually worked are counted.

**Full-time Employee** - Employees who regularly work or average forty (40) hours or more per week.

**Part-time Employee** - Employees who are regularly scheduled to work fewer than forty (40) hours per week.

**Temporary Employee** - Temporary employees are those who are employed for short-term assignments. Temporary employees are generally hired to temporarily supplement the workforce, assist in the completion of a specific project, or as part of an apprentice program. These temporary employment assignments are of limited duration. Temporary employees may be classified as exempt or non-exempt on the basis of job duties and compensation.

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## **Background Investigations When Seeking Promotion**

University of Colorado Medicine strives to maintain a safe and productive employment environment. Current employees seeking promotional opportunities may be required to consent to, and pass, a background investigation prior to any promotion decision. The type of background investigation varies by position and is intended to protect the assets, employees, and guests of University of Colorado Medicine.

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## **Personnel Records and Employment Verifications**

Human Resources maintains individual personnel records on all of its employees. These records, which are the property of University of Colorado Medicine, contain and help maintain each employee's employment history with University of Colorado Medicine.

Current active employees may review their personnel records and request copies of items. If you would like to review your personnel records, please contact Human Resources to schedule an appointment.

Employees may need to have their employment with University of Colorado Medicine verified by various outside agencies (i.e. banks, mortgage companies, etc.). Verifications relating to employment must be directed to Human Resources.

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## **Supplemental Employment**

Employees involved in or contemplating outside work should discuss the issue with their supervisor. Despite any outside employment or business venture, employees are still required to perform their duties with University of Colorado Medicine.

Any conflicts with a second job will not be acceptable excuses for not meeting expectations or attendance requirements, including any overtime work.

Any outside work must not create or appear to create a conflict with University of Colorado Medicine's business interests. For example, any outside work must not compete with any current or planned products or activities at University of Colorado Medicine. Nor should any such outside venture involve working for a competitor of ours. Employees are not permitted to use any of University of Colorado's equipment for purposes related to an outside job.

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## **Employment of Relatives**

The Company may employ relatives of current employees except in the following situations:

- Relatives would be in a position to supervise another relative.
- Relatives audit, verify, receive, or are entrusted with money handled by the other relative.

In cases of marriage or the formation of a civil union between two employees, if the above guidelines apply, one must transfer.

These guidelines apply to all categories of employment, including full-time, part-time, and temporary classifications. They also apply to all relatives and individuals who are not legally related, but who reside with another employee.

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## Reporting of Injuries

**It is important that work-related injuries, however minor, be reported to your supervisor or manager and Human Resources immediately following the incident.** Human Resources will facilitate the completion of a “First Report of Injury.” Upon notification, Human Resources will issue an authorization for examination with one of the designated care providers.

**In a life or limb-threatening emergency, dial 911 or go directly to the nearest emergency room. In all other situations, you must coordinate care through University of Colorado Medicine’s designated providers,** otherwise the employee may be responsible for the cost of medical treatment.

Human Resources should be contacted regarding any questions related to the reporting of injuries.

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## **Disciplinary Action**

When management finds an employee's performance is unsatisfactory or an employee's conduct is unacceptable, disciplinary action may be taken. The discipline may range from informal discussion with the employee to immediate discharge, depending on management's opinion of the seriousness of the situation. Any action taken by management in an individual case should not be assumed to establish a precedent in other circumstances.

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## **Separation of Employment**

If an employee desires to end their employment relationship with University of Colorado Medicine, it is requested they notify management or Human Resources as soon as possible of the intended termination. Notice generally allows sufficient time to collect company property, process monies to which the employee may be entitled, convert insurance, and correctly calculate a final paycheck.

All University of Colorado Medicine property in an employee's possession must be returned to the company prior to separation.

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## **Drug and Alcohol Guidelines**

University of Colorado Medicine is strongly committed to maintaining a safe environment free from the effects of substance abuse for all employees, patients and visitors. Alert and rational behavior is required for the safe and adequate performance of job duties. Therefore, working after the apparent use of alcohol, a controlled substance or abuse of any other substance is prohibited. This includes working after the apparent use of marijuana, whether or not the employee is a lawfully registered user. Furthermore, the possession, purchase, consumption (use) or sale of a controlled substance or alcohol on University of Colorado Medicine premises or while conducting business is prohibited.

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## **Smoking Guidelines**

To promote a healthy, smoke-free and safe working environment, tobacco use is prohibited on all University of Colorado Medicine property. This prohibition includes all forms of tobacco and e-cigarettes. This ban includes University of Colorado Medicine parking areas, sidewalks, and interior roadways designated as University of Colorado Medicine property. University of Colorado Medicine's affiliates also prohibit tobacco use on their respective campuses.

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## **Personal Appearance**

Every employee is expected to maintain a high professional standard of appearance, avoiding extremes. Careful attention should be given to appropriate dress, shoes, hair, beards, scents/odors, etc., remembering that, regardless of the type of work involved, neatness and cleanliness are very important in promoting safety, professionalism, and a sense of trust from the patients and others we serve.

If you have specific clothing requests or questions about appropriate dress, please discuss them with your supervisor or manager.

Various departments may have different expectations depending on the amount of patient or visitor contact and the type of work performed in the area. Additionally, employees must abide by University of Colorado Medicine affiliate guidelines should their work area be located on an affiliate's premises.

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## **Threats and Violence**

Employees must not engage in intimidation, threats or hostile behaviors, physical abuse, vandalism, arson, sabotage, use of weapons, bullying, carrying weapons onto University of Colorado Medicine property, or any other act, which, in management's opinion, is inappropriate to the workplace. In addition, employees must refrain from making bizarre or offensive comments regarding violent events and/or behavior. Also prohibited is the carrying of weapons onto University of Colorado Medicine property, regardless of whether the employee possesses a concealed carry permit.

Employees should immediately report any such occurrences to their supervisor or to Human Resources. We will investigate complaints. When employees are found to have engaged in the above conduct, management will take action it believes is appropriate.

Employees should directly contact law enforcement, security, and/or emergency services if they believe there is an imminent threat to the safety and health of themselves or coworkers.

If you are a victim of domestic violence, please contact Human Resources for assistance.

Workplace bullying is repeated mistreatment through verbal abuse, offensive conduct/behaviors and work interference. If you feel are subjected to workplace bullying please contact Human Resources.

### **Searches**

We reserve the right to conduct at any time, without notice, searches and inspections of employees, employees' personal effects, or employer-provided material on University of Colorado Medicine premises. This may include, but is not limited to: lunch pails, boxes, thermoses, purses, lockers, desks, personal computer files, cabinets, file drawers, packages, or vehicles. Management may specify a storage location for personal belongings.

Any illegal and unauthorized articles discovered may be taken into custody and will be turned over to law enforcement representatives. Any employee who refuses to submit to a search will be subject to disciplinary action, up to and including termination.

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## **Conflicts of Interest**

Employees must conduct business without creating any conflict of interest. A conflict of interest can arise when an employee is involved in activity for personal gain, which for any reason is in conflict with University of Colorado Medicine's business interests.

Employees cannot solicit or compete with University of Colorado Medicine's product or service offerings. Outside work cannot be performed on University of Colorado Medicine's time. Employees cannot use University of Colorado Medicine's equipment, materials, resources, or "inside" information for outside work. Employees should not solicit business or clients or perform outside work on University of Colorado Medicine's premises. Employees and their immediate family must be free of any significant investment or association with competitors or suppliers that might interfere or appear to interfere with University of Colorado Medicine interests.

Employees should notify Human Resources regarding any possible conflicts of interest.

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## Computer/Communication Systems

During your employment, you may have access to University of Colorado Medicine's computer systems through desktop and laptop computers, while on or off University of Colorado Medicine premises. All company-issued equipment must be returned to University of Colorado Medicine upon termination of employment in an acceptable working condition. Use of University of Colorado Medicine's computer resources is intended for business use. Therefore, documents or files created thereon are the property of University of Colorado Medicine. University of Colorado Medicine may monitor employee computer files, software use and web sites that are visited. Therefore, employees should not assume their files are confidential or that access by the employer or its designated representative will not occur.

All software is to be authorized and purchased through University of Colorado Medicine. Software installations, including Internet downloads, are to be authorized and performed by the Information Technology Services Department. **User account identifiers, personal access codes and passwords are not to be shared with others.**

University of Colorado Medicine utilizes several communication systems allowing us to communicate effectively with our associates and consumers. These communication systems are intended for business use, and may not be used for commercial ventures, religious or political causes, outside organizations, or other non-job-related solicitations.

### Software and Copyright

University of Colorado Medicine fully supports copyright laws. Employees may not copy or use any software, images, music, or other intellectual property (such as books or videos) unless the employee has the legal right to do so. Employees may not use unauthorized copies of software on personal computers housed in University of Colorado Medicine facilities.

### Phone Systems

Several factors have contributed to the growing practice of recording or monitoring telephone conversations in the workplace. A few of these factors include; call center growth and corresponding expansion of business done by telephone, the need to ensure consumer satisfaction, the ability to effectively train and supervise staff, achieving quality targets, and having a record of what was said in the event of a subsequent consumer dispute. Many University of Colorado Medicine business phones, including direct business lines, are on a recorded network. While we respect your privacy, you should not expect your calls on a recorded network to be personal or private. To ensure privacy, we suggest you utilize a break room phone or cell phone when appropriate.

### Email

Although employees are able to use personal access codes and passwords, we maintain the ability to access and monitor messages transmitted over these systems. Therefore,

employees should not assume messages are confidential or that access by management or its designated representative will not occur.

### **Unauthorized Use**

Employees may not access another employee's email messages or send a message under someone else's name without the latter's express permission. Employees are strictly prohibited from using University of Colorado Medicine's communication systems in ways that management deems to be inappropriate. If you have any question whether your behavior would constitute unauthorized use, contact your immediate supervisor before engaging in such conduct.

### **Internet**

Some employees need to access information through the Internet in order to do their job. Use of the Internet is for business purposes during the time employees are working. Regardless, University of Colorado Medicine prohibits the display, transmittal, or downloading of material that is in violation of University of Colorado Medicine guidelines or otherwise offensive, pornographic, obscene, profane, discriminatory, harassing, insulting, derogatory, or otherwise unlawful at any time.

### **Telephones/Mobile Phones & Devices**

Employee work hours are valuable and should be used for business. Excessive personal phone calls or texting can significantly disrupt business operations. Employees should use their break or lunch period for personal phone calls or texting. University of Colorado Medicine telephone lines should not be used for personal long-distance calls.

Phones and mobile devices with cameras should not be used in a way that violates other University of Colorado Medicine guidelines such as, but not limited to, EEO/Sexual Harassment and Confidential Information.

For safety reasons, employees should avoid the use of cell phones and mobile devices to make calls while driving. Employees must park whenever they need to use a cell phone. Generally, stopping on the shoulder of the road is not acceptable. Employees are prohibited from using a cell phone or other device to text while operating a motor vehicle. Texting is permitted only where the vehicle is at rest and lawfully parked.

### **Personal Use of Social Media**

Personal use of social media is never permitted on working time by means of University of Colorado Medicine's computers, company-issued mobile devices, networks, and other ITS resources and communications systems. Use of personal mobile devices during work time should be kept to a minimum.

Nothing in this guideline is meant to interfere with employees' right under federal law to engage in protected and concerted activity, including employees' ability to discuss terms and conditions of their employment.



### *Specific Guidelines:*

Public communications concerning University of Colorado Medicine, employees of University of Colorado Medicine, and any other affiliates of University of Colorado Medicine must not violate any guidelines set forth in this handbook, especially as it relates to discrimination, unlawful harassment, and illegal activities.

Your personal or anyone else's blog, wiki, or social networking site is not the ideal place to make a complaint regarding alleged discrimination, unlawful harassment, or safety issues. University of Colorado Medicine encourages complaints regarding these issues to be made consistent with the complaint procedures in this Handbook so that University of Colorado Medicine can address them.

Blogs, wikis, chat rooms, and other forms of social media communications are individual interactions, not corporate communications. All postings on a blog, wiki, chat room, or social networking site on behalf of University of Colorado Medicine must be pre-approved and sent by authorized employees.

If you post any comment that promotes or endorses University of Colorado Medicine products or services in any way, you must disclose that you are employed by University of Colorado Medicine.

You must comply with all applicable laws including copyright and fair use laws. You may not disclose any sensitive, proprietary, confidential, or financial information about University of Colorado Medicine. Confidential information includes trade secrets or anything related to the University of Colorado Medicine's inventions, strategy, financials, or products that have not been made public, internal reports, procedures or other internal business-related confidential communications. Further detail is provided in the "Confidentiality" section of the Handbook.

When you use social media, use good judgment. We request you be respectful of the University of Colorado Medicine, our employees, customers, partners and affiliates, and others. Avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene or threatening, that defames or libels our employees, customers, partners and affiliates, or that might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment.

Please consult with your manager if you have any questions about the appropriateness of publishing information relating to University of Colorado Medicine, its employees or any of its affiliates.

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## **Employee Benefits Summary**

University of Colorado Medicine offers its employees a comprehensive package of benefit programs. University of Colorado Medicine's benefit package currently includes the following benefit plan options:

- Medical Insurance
- Dental Insurance
- Voluntary Vision Insurance
- Optional Life and Voluntary AD&D Plan Options
- Short-Term Disability
- Long-Term Disability
- Retirement Plans
- Health Care and Dependent Care Flexible Spending Accounts
- Health Savings Account

This Handbook does not contain complete terms and conditions of any of University of Colorado Medicine's current benefit plans. The Human Resources Department maintains complete terms and conditions of the employee benefit plans.

For more information, such as eligibility and waiting periods, contact Human Resources. Additional information is also conveniently located on University of Colorado Medicine's website.

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## **Personal Accumulated Leave (PAL) Time**

Personal Accumulated Leave (PAL) time is an all-purpose time off plan for full-time and part-time employees to use for vacation, illness or injury, and personal business. PAL time should be planned and scheduled in advance whenever possible. PAL should be scheduled to interfere as little as possible with the normal operation of business and to avoid excessive workloads for other employees during peak periods. Typically, PAL must be scheduled with and approved by your immediate supervisor. Employees may take PAL in no less than 15-minute increments.

PAL is paid at the employee's base pay rate at the time of absence. It does not include overtime or any special forms of compensation such as incentives, commissions, bonuses, or shift differentials. PAL time is not counted as hours worked in the computation of overtime.

PAL time is accrued on a monthly basis. Accrual begins on the first day of the first full calendar month of employment, and continues through the last day of the last full calendar month of employment. PAL time accrual rates are based on length of continuous employment with University of Colorado Medicine, as outlined below:

1. New-hire through completion of third (3<sup>rd</sup>) year of service – This accrual equates to ten (10) hours per month or fifteen (15) days per year for full-time employees\*.
2. Third (3<sup>rd</sup>) year anniversary through end of employment – This accrual equates to 13.36 hours per month or twenty (20) days per year for full-time employees\*.

Unused PAL carries over year to year. An employee's PAL accrual may not exceed 240 hours at any point in the calendar-year. Once an employee reaches the maximum PAL accrual, the employee ceases accruing any additional PAL time. If the employee later uses enough PAL to fall below the maximum, the employee begins accruing PAL again from that date forward until again reaching the maximum. Accordingly, employees are encouraged to keep track of their PAL accruals in order to avoid reaching the maximum.

The above listed monthly accrual rates may be adjusted in the event the employee has reached or is nearing the maximum annual accrual of 240 hours.

Employees receive pay for earned, unused PAL upon separation.

\*Accrual is prorated based on regularly scheduled hours for part-time employees.

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## **Extended Illness (EI) Time**

Extended Illness (EI) time provides an employee paid time off in the event of their own extended illness. Full-time and part-time employees are eligible for paid EI time. Accrual begins on the first day of the first full calendar month of employment, and continues through the last day of the last full calendar month of employment. This accrual equates to 4.66 hours per month or seven (7) days per year\*.

In the event of extended illness, EI time may be used as follows:

1. When an employee has a health condition requiring an absence of greater than two (2) consecutive workdays\*\*, the first two (2) workdays are drawn from the PAL bank and workdays thereafter may be drawn from accrued EI time. In the event an employee does not have accrued PAL time available, the first two workdays will be processed as leave without pay.
2. The EI bank may be drawn upon immediately if the employee is admitted to the hospital, requires medically necessary surgery or is on a medical leave of five (5) consecutive workdays or more. Documentation from a health care provider will be required to substantiate all medical leaves.

University of Colorado Medicine may require a “Certification of Health Care Provider” to substantiate EI occurrences.

\*Accrual is prorated, based on hours worked for part-time employees.

\*\*A workday is defined as eight (8) scheduled work hours. Employees not working a traditional eight (8) hour workday will be eligible for EI after sixteen (16) consecutive scheduled work hours.

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## **Colorado Healthy Families and Workplaces Act (HFWA)**

### **Paid Leave Under HFWA**

University of Colorado Medicine offers paid time off to all employees that can be used for various sick or safety-related reasons. If paid time off has not yet accrued through PAL and/or EI that is sufficient to satisfy the HFWA at the time an employee seeks to take paid leave under the HFWA, University of Colorado Medicine will provide all additional paid time off necessary in order to satisfy the HFWA. University of Colorado Medicine's policies, including PAL and EI, provide paid time off in an amount of hours and with pay sufficient to satisfy, and for all the same purposes covered by, HFWA and applicable rules (including but not limited to accrual, use, annual carryover of unused accrued leave, notice and documentation requirements, and anti-retaliation and anti-interference rights). Additional HFWA leave will not be provided if an employee uses all of their available PAL for non-HFWA-qualifying reasons (e.g., vacation), except when a public health emergency is declared after usage of PAL, requiring supplemental leave.

### **Supplemental Paid Leave Under Colorado Public Health Emergency Leave (PHEL)**

On the date a public health emergency is declared, the Company will provide employees with an additional grant of leave up to a combined maximum of 80 hours for full-time employees (prorated for part-time employees). Supplemental paid leave under PHEL is not part of PAL or EI.

This leave may be used when an employee:

- (1) needs to self-isolate due to either being diagnosed with, or having symptoms of, a communicable illness that is the cause of a public health emergency;
- (2) seeks diagnosis, treatment, or care (including preventive care) of such an illness;
- (3) is excluded from work by a government health official, or by an employer, due to the employee having exposure to, or symptoms of, such an illness (whether or not actually diagnosed with the illness);
- (4) is unable to work due to a health condition that may increase susceptibility or risk of such an illness; or
- (5) is caring for a child or other family member who is in category (1), (2), or (3), or whose school, child care provider, or other care provider is either unavailable, closed, or providing remote instruction due to the public health emergency.

Employees must notify the Company of their need for leave as soon as it is practical when the need for leave is foreseeable and the Company's place of business has not been closed. Supplemental leave is granted one time during the entirety of public health emergency. Unused supplemental leave is forfeited four weeks after the termination or suspension of the public health emergency. Supplemental leave is not paid out to employees upon separation.

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## Holidays

University of Colorado Medicine currently recognizes ten (10) designated holidays. The following days are considered paid holidays for full and part-time employees.

1. New Year's Day
2. Martin Luther King Jr. Day
3. President's Day
4. Memorial Day
5. Independence Day
6. Labor Day
7. Thanksgiving Day and;
8. The Day after Thanksgiving
9. The Day before or after Christmas and;
10. Christmas Day

In addition, employees receive one (1) floating holiday on June 1<sup>st</sup> in recognition of Juneteenth as well as one (1) on July 1<sup>st</sup> of each year. Floating holidays will be added to PAL balances and may be used at the employee's discretion with prior approval from their Supervisor or Manager.

Employees are currently eligible to be paid for University of Colorado Medicine holidays if they have worked at least one regular workday prior to the holiday and one regular workday following the holiday.

Generally, when a holiday falls on a Saturday, it is observed on the preceding Friday. When the holiday falls on a Sunday, the following Monday is observed.

Holiday time is not counted as hours worked in the computation of overtime. Full-time employees receive eight hours of holiday pay at their regular rate of pay. Holiday pay for part-time employees is prorated based on their regularly scheduled work hours. Employees who work on a designated University of Colorado Medicine holiday will receive PAL time equivalent to the number of hours they work on the holiday in addition to pay for the hours worked. Maximum number of PAL hours received for working a holiday may not exceed eight (8).

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## Leaves of Absence

Separate from occasional absences and disabilities are various types of leaves an employee may be granted.

They are:

1. **Funeral Leave** - In the event of a death in an employee's immediate family (includes husband, wife or registered domestic partner (RDP), parents or guardian of employee or spouse/RDP, sister or brother of employee or spouse/RDP, children of employee or spouse/RDP and grandparent of employee or spouse/RDP), a maximum of up to five (5) leave days, with pay, may be given to allow the employee to grieve or attend funeral activities. Up to one (1) day of leave, with pay, may be given to allow the employee to grieve or attend funeral activities for the death of the following relatives of employee or spouse/RDP: aunts, uncles, first cousins, nieces or nephews, great aunts and uncles.
2. **Jury Duty** - Employees are excused from work while serving on jury duty. Employees should immediately notify their Supervisor or Manager when they receive a jury duty summons. A copy of the jury certification report should be submitted to Human Resources. Please speak with Human Resources regarding the details related to compensation and other specific information while serving on jury duty. Employees are expected to return to work if they are dismissed early from jury duty.
3. **Witness Duty** - Employees are excused from work if subpoenaed to appear in court during regularly scheduled work hours. A copy of the subpoena should be submitted to the Human Resources Department. Employees subpoenaed to appear in court concerning a non-University of Colorado Medicine related matter, must substitute PAL time for time missed. Employees are expected to return to work if they are dismissed early from witness duty.
4. **Voting Time** - In most cases, employees should be able to vote before or after work. If this is not possible, please speak with your Supervisor or Manager if it is necessary to arrive late or leave work early to vote in any election.
5. **Military Leave** - Employees granted a military leave of absence are re-employed and paid in accordance with the laws governing veterans' re-employment rights.
6. **Domestic Abuse Leave**  
Employees subjected to domestic abuse may be eligible for a leave of absence. Please contact the Human Resources Department for more information.

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Last updated May 2025

## **Family and Medical Leave Act (FMLA)**

University of Colorado Medicine provides up to 12 weeks of unpaid, job-protected leave to eligible employees for the following reasons:

- Incapacity due to pregnancy, prenatal medical care, or child birth.
- To care for the employee's child after birth, or placement for adoption or foster care.
- To care for the employee's spouse/RDP, eligible son or daughter, or parent, who has a serious health condition.
- Serious health condition that makes the employee unable to perform the employee's job.

### **Eligibility Requirements**

Employees are eligible for FMLA if they have worked for University of Colorado Medicine for at least 12 months, for 1,250 hours over the previous 12 months, and if they work at a work site with at least 50 employees within 75 miles. An employee's worksite for the purposes of FMLA eligibility is the office to which they report or from which their assignments are made.

### **Definition of Serious Health Condition**

A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee's job, or prevents a qualified family member from participating in school or other daily activities.

Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than three consecutive full calendar days combined with at least two visits to a health care provider or one visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

### **Military Family Leave Entitlements**

Eligible employees with a spouse/RDP, son, daughter, or parent on active duty or called to active duty status in the Armed Forces, National Guard, or Reserves may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.

FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered service member during a single 12-month



period. A covered service member is: (1) a current member of the Armed Forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness\*; or (2) a veteran who was discharged or released under conditions other than dishonorable at any time during the five-year period prior to the first date the eligible employee takes FMLA leave to care for the covered veteran, and who is undergoing medical treatment, recuperation, or therapy for a serious injury or illness.\*

\*The FMLA definition of “serious injury or illness” for current service members and veterans is distinct from the FMLA definition of “serious health condition.”

### **Benefits and Protections**

During FMLA leave, University of Colorado Medicine maintains the employee’s health coverage under any group health plan on the same terms as if the employee had continued to work. Employees must continue to pay their portion of any insurance premium while on leave. If the employee is able but does not return to work after the expiration of the leave, the employee will be required to reimburse University of Colorado Medicine for payment of insurance premiums during leave.

Upon return from FMLA leave, most employees are restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms. Certain highly compensated employees (key employees) may have limited reinstatement rights.

Use of FMLA leave cannot result in the loss of any employment benefit that accrued prior to the start of an employee’s leave.

### **Use of Leave**

The maximum time allowed for FMLA leave is either 12 weeks in the 12-month period as defined by University of Colorado Medicine, or 26 weeks as explained above. University of Colorado Medicine uses a “rolling” 12-month period, measured forward from the first date an employee uses any FMLA leave.

An employee does not need to use this leave entitlement in one block. Leave can be taken intermittently or on a reduced leave schedule when medically necessary. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the Company’s operations. Leave due to qualifying exigencies may also be taken on an intermittent basis.

Employees taking intermittent or reduced schedule leave based on planned medical treatment and those taking intermittent or reduced schedule family leave with University of Colorado Medicine’s agreement may be required to temporarily transfer to

another job with equivalent pay and benefits that better accommodates that type of leave.

### **Use of Paid Leave Banks**

University of Colorado Medicine requires employees to use accrued PAL/EI time while taking FMLA leave. If the FMLA leave runs concurrently with a state-mandated Paid Family and Medical Leave (PFML) program, the employee may choose whether to supplement the PFML benefits with accrued PAL/EI. All usage of PAL/EI must be taken in compliance with University of Colorado Medicine's normal paid leave policies. FMLA leave may be without pay when other paid leave benefits are exhausted and/or not available.

### **Employee Responsibilities**

Employees must provide 30 days advance notice of the need to take FMLA leave when the need is foreseeable. When 30 days' notice is not possible, the employee must provide notice as soon as practicable and generally must comply with University of Colorado Medicine's normal call-in procedures.

Employees must provide sufficient information for University of Colorado Medicine to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the employee is unable to perform job functions; the family member is unable to perform daily activities; the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. Employees also must inform University of Colorado Medicine if the requested leave is for a reason for which FMLA leave was previously taken or certified.

Employees also may be required to provide certification to support the need for leave. University of Colorado Medicine may require second and third medical opinions at University of Colorado Medicine's expense. Documentation confirming family relationship, adoption, or foster care may be required. If notification and appropriate certification are not provided in a timely manner, approval for leave may be denied. Continued absence after denial of leave may result in disciplinary action in accordance with applicable attendance guideline.

Employees on leave must contact their Supervisor **or** Manager at least two days before their first day of return.

### **University of Colorado Medicine's Responsibilities**

University of Colorado Medicine will inform employees requesting leave whether they are eligible under FMLA. If they are, the notice will specify any additional information required as well as the employees' rights and responsibilities. If they are not eligible, University of Colorado Medicine will provide a reason for the ineligibility.

University of Colorado Medicine will inform employees if leave will be designated as FMLA-protected and the amount of leave counted against the employee's leave entitlement. If University of Colorado Medicine determines that the leave is not FMLA-protected, University of Colorado Medicine will notify the employee.

#### **Americans with Disabilities Act (ADA)**

If an employee is unable to return to work at the end of FMLA leave, the employee may be entitled to additional accommodation under the Americans with Disabilities Act or other law. The employee must supply sufficient information from their medical provider indicating that they have a covered disability and when the employee will be able to return to work with or without a reasonable accommodation. Any accommodation must not result in undue hardship to the employer. Potential accommodations will be determined in an interactive process between the employee and University of Colorado Medicine Human Resources.

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### **Paid Family and Medical Leave (PFML)**

#### **Family and Medical Leave Insurance (FAMLI – Colorado Employees ONLY)**

FAMLI is a state-run program that provides income replacement for eligible Colorado employees who are temporarily unable to work due to their or a family member's qualifying medical or legal reason. However, University of Colorado Medicine has elected and been approved to provide a private family and medical leave plan in lieu of the state-run FAMLI plan. University of Colorado Medicine's plan provides at least the same benefits and protections available under FAMLI. This includes partial income replacement for eligible employees who are temporarily unable to work due to their or a family member's qualifying medical or legal reason, specifically, for the care of a newborn, adopted child, or fostered child; to care for a family member with a serious health condition; for the employee's own serious health condition; for qualifying military exigency leave; or to address safety needs or the impact of domestic violence and/or sexual assault. Partially paid leave is available for up to 12 weeks in a benefit year or up to 16 weeks under certain circumstances related to pregnancy and childbirth. For more information regarding this important benefit, please contact Human Resources.

In the event an employee resides outside the State of Colorado and their state of residence offers a PFML program, University of Colorado Medicine will comply with all applicable requirements. The employee should contact Human Resources for additional information and guidance.

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## **Medical Leave (Not FMLA, ADA, or PFML Eligible)**

Employees who have not worked for University of Colorado Medicine for at least 12 months or have not worked at least 1,250 hours in the 12 months preceding the need for leave, or who are not otherwise covered by a state-mandated leave program, may be provided a medical leave of absence to be used in a block of time, in limited circumstances. Such a leave would include time off for an employee's incapacity due to pregnancy, prenatal medical care, or child birth; to care for the employee's child after birth, or placement for adoption or foster care; or the employee's serious health condition.

Medical leaves (not FMLA, ADA, or PFML eligible), will generally be limited to no longer than six calendar weeks. An employee who is ready to return to work from leave should present a medical provider's statement indicating ability to return to work.

### **Employee Responsibilities**

For a medical leave to be granted, the following conditions must be met:

- The employee notifies Human Resources as soon as possible of the need for medical leave.
- The employee submits to Human Resources a written statement from a medical provider outlining the reason for leave and the estimated time needed. (University of Colorado Medicine may require the employee to obtain an opinion from a company-selected medical provider selected.)

### **University of Colorado Medicine's Responsibilities**

University of Colorado Medicine will inform employees requesting medical leave (non-FMLA/ADA/PFML) whether leave is approved and how much leave is granted.

### **Use of Paid Leave Banks**

- Accrued Extended Illness (EI) and Personal Accumulated Leave (PAL) must be used. Medical leave (non-FMLA/ADA/PFML) runs concurrently with the receipt of PAL, EI, short-term disability, and workers' compensation, whenever applicable.

### **Americans with Disabilities Act (ADA)**

If an employee is not eligible for FMLA or any state-mandated leave programs or is unable to return to work at the end of an approved medical leave, the employee may be entitled to additional accommodations under the Americans with Disabilities Act or other law. The employee must supply sufficient information from their medical provider indicating they have a covered disability and when the employee will be able to return to work with or without a reasonable accommodation. Any accommodation

must not result in undue hardship to the employer. Potential accommodations will be determined in an interactive process between the employee and University of Colorado Medicine Human Resources.

**Benefits and Protections**

During medical leave (non-FMLA/ADA/PFML), University of Colorado Medicine maintains the employee's health coverage under any group health plan on the same terms as if the employee had continued to work. Employees must continue to pay their portion of any insurance premium while on leave. If the employee is able but does not return to work after the expiration of the leave, the employee will be required to reimburse University of Colorado Medicine for payment of insurance premiums during leave.

Because of the nature of our business, we may not be able to hold the employee's position open during the leave. In the event the employee's job is filled, they will be considered along with other candidates for any vacant position for which they are qualified. There is no job guarantee.

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## **Timesheets**

Non-exempt employees must list hours for each shift, including both time worked and time off. Employees must complete and authorize their timesheet for their Supervisor or Manager to review and electronically authorize.

Exempt employees are required to list only time off from their regular work schedule. When an exempt employee takes time off during the pay period, time must be listed and authorized by both the employee and the supervisor or manager.

Employees must be thorough in the completion of their timesheets. Their pay will be based on this documentation. Timesheets must be authorized by noon on the specified due date in order for Human Resources to process payroll. A schedule of timesheet due dates is published annually and is found on University of Colorado Medicine's intranet.

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## Paydays

Regularly scheduled paydays for all University of Colorado Medicine employees will be the first business day of each month.

Employees may elect to receive their pay through one of two methods:

1. **Direct Deposit** - Many employees find it convenient to have their regular paycheck electronically deposited to a financial institution account(s). Direct deposit information must be entered via the Dayforce website. Earning statements may be viewed on the Dayforce website.
2. **Mail Distribution** – Employees will have their paycheck mailed to their residence if they do not select the direct deposit option.

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## **On Demand Pay**

University of Colorado Medicine allows employees access to their pay as soon as it is earned, without waiting for payday. Employees can access pay through a Dayforce Prepaid MasterCard, which is managed through the free Dayforce Wallet mobile app. The maximum amount that can be loaded to the prepaid MasterCard is 75% of eligible earnings. Funds can be requested up to 4 times per month. All earnings paid through Dayforce Wallet will be deducted from the employee's normal paycheck.

Instructions for enrolling in Dayforce Wallet can be found on the University of Colorado Medicine intranet.

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## Hours of Work and Attendance

Employees are expected to work their shifts as assigned to them by their immediate supervisor or manager. Any employee absent from work, whether intermittent, recurrent or extended, affects University of Colorado Medicine's operations and results in a costly business expense. Therefore, University of Colorado Medicine maintains structured absenteeism and punctuality practices. If an employee is unable to report to work, they will be required to contact their supervisor or manager. Acceptable contact methods (email, phone, etc.) should be discussed with their supervisor or manager in advance. An employee's department will further establish attendance guidelines and expectations with them.

**Meal Periods** – Non-exempt employees who work five or more consecutive hours will be provided at least one unpaid 30-minute meal break. During the break, employees will be relieved of all duties and permitted to pursue personal activities. If the nature of the business activity or other circumstances exist that makes an uninterrupted meal break impracticable, the employee will be allowed to consume an on-duty meal without any loss of time or compensation. This may only be done with prior approval from management. Employees should speak with their supervisor or manager to obtain scheduling and approval of their meal period.

**Breaks** – Non-exempt employees will also be permitted a 10-minute rest break for every four hours of work. Breaks should be scheduled in the middle of the work period insofar as practicable and must be paid. Employees should speak with their supervisor or manager to obtain scheduling and approval of break periods.

Other than approved medical leaves, University of Colorado Medicine does not generally grant unpaid time off for additional personal leave time. Employees should manage their Personal Accumulated Leave (PAL) and Extended Illness (EI) accounts conservatively and maintain sufficient balances for future time-off needs.

Primarily, PAL time should be scheduled and approved in advance with the employee's supervisor or manager. Unscheduled time off may be disruptive to the business and should be limited. Unscheduled time off will be monitored. **Excessive unscheduled time off will not be tolerated outside of approved leaves.**

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