Student Handbook

2026-27

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ABSENCE FROM WORK

Absenteeism not only hurts the patient and fellow employee but the absent intern as well. If it is necessary to be absent because of illness, accident or for any other reasons, the intern should call or see their supervisor and Project SEARCH (PS) staff as soon as possible before the start of the assigned shift in order to find a replacement worker if possible. At the time the intern gives notice of their absence, the reason and approximate length of time the intern is going to be gone should be indicated.

The Intern shall not be absent from duty without permission of the department manager, immediate supervisor and Project SEARCH staff. Any intern absent without approved leave will be subject to corrective action including suspension and/or termination. Please make every effort to schedule appointments outside of the workday.

Interns found to have excessive absenteeism or tardiness may be evaluated to determine if any level of corrective action is necessary. Five or more incidents of absenteeism/tardiness in any internship (12-week period per internship) are considered excessive. Interns unable to attend should call the Project SEARCH instructor no later than 7am at 507-476-5246 and leave a voicemail message.

APPEARANCE

While on duty at the medical center, proper dress and personal hygiene will be expected of all employees and interns to ensure a positive impression by our patients and visitors. Hair must be clean, cut, combed, groomed and maintained, antiperspirant, deodorant, and products that eliminate body odor MUST be used. Bathing and teeth-brushing should occur daily. Approval of facial hair is at the discretion of the department.

BREAKAGE

It is not the medical center's policy to charge employees for breakage unless there is evidence of repeated carelessness or intentional abuse.

LUNCH

Generally interns will be allowed a 30-minute lunch break. Each department will establish appropriate staffing levels and schedule breaks accordingly. Interns are encouraged to eat with their department.

CAFETERIA

All interns are invited to take their breaks and meals in the cafeteria. Line service will be available from 7:30am to 6:30pm. Hot food is available at the following times:

- Breakfast: 7:30am to 10am
- Lunch: 11am to 1:30pm

Other items, such as coffee, milk, rolls, desserts, juice, toast, salad, sandwiches, etc. will be available at other times as well. Vending machines are available throughout the

building from 6am – 7pm. Charging meals is not permitted. Students are welcome to bring a lunch.

COMPUTER/TECHNOLOGY GUIDELINES

All Project SEARCH interns will be issued a laptop at the start of the year. The intern in whose name a system account and/or computer hardware is issued will be responsible at all times for its appropriate usage.

Electronic mail, network usage, and all stored files shall not be considered confidential and may be monitored at any time by staff to ensure appropriate use. Project SEARCH will cooperate fully with local, state or federal officials in any investigation concerning or relating to violations of computer crime laws.

All Interns agree to abide by the following:

1. Interns will have access to all available forms of electronic media and communication that support the educational goals and objectives of the Project SEARCH Program.
2. Interns are responsible for their ethical and educational use of the technology resources of the Project SEARCH program.

CORRECTIVE ACTION

Avera Marshall reserves the absolute right to determine corrective action.

An employee or intern shall be subject to corrective action for inadequate performance as well as abuse or disregard of facility rules and policies.

Avera Marshall reserves the absolute right to determine the process to be used and the nature and extent of corrective action required.

The following are illustrations of corrective action options to be applied at the sole discretion of Avera Marshall.

- Verbal warning may be given in the case of minor one-time offenses. A team meeting will be held at this time to determine corrective action steps.
- Written warnings will be issued for more serious situations or repeat offenses. These warnings will become a permanent part of your records.
- Suspension: If the intern fails to improve after written warnings or if the incident requires a more severe initial action, the intern may be suspended. This action will be documented and will become a permanent part of your records.
- Termination may occur as the initial form of corrective action or after any or all of the preceding steps have been taken and required improvement has not occurred. The following are examples of behavior that may warrant immediate suspension or termination: Theft, use of mood-altering chemicals or controlled substances, unauthorized repeated absences, sleeping or the appearance of sleeping on the job, falsification of records, and abusive behavior.

DRUG FREE WORKPLACE

It is the policy of Avera Marshall to maintain a work environment, which is free of alcohol and drug use. Use of such substances poses a danger to the health and safety of each employee and intern as well as to the patients and property of the facility. The following policies are therefore applicable to all employees and interns of Avera Marshall.

- Coming to work under the influence of alcohol or other mood altering, substances is prohibited.
- Using or taking alcohol or other mood-altering substances during work hours (including break time) is prohibited.
- The illegal sale of alcohol or other mood-altering substances on or off Avera Marshall property at any time is prohibited.
- Avera Marshall reserves the right to require an employee to submit to drug or alcohol testing pursuant to state law.
- Any employee or intern violating these rules will be subject to immediate corrective action up to and including termination.

ELEVATOR

Elevators should be used primarily for the movement of patients, visitors, supplies, and food carts. Employees and interns are encouraged to use stairways whenever possible to eliminate congestion. A good rule to follow is to walk up one floor and down two floors.

EQUAL OPPORTUNITY EMPLOYER

Avera Marshall is an equal opportunity employer. Equal employment opportunity policies are exercised in recruitment, employee selection, transfers, promotions, and other advancements on a basis of personal qualifications, experience, and seniority without regard to age, sex, marital status, race, color, national origin, religion, handicap, or status regarding public assistance.

ETHICS - STANDARDS OF CONDUCT

Work rules and rules of conduct are necessary to maintain productive and harmonious relationships in the work setting. We expect you to always conduct yourself properly and in the best interest of Avera Marshall. The rules that follow are based on common sense, are simple to observe, and are fair to everyone.

- Insubordination: Refusal to carry out work assignments or inappropriate behavior may result in immediate termination.
- Patient Confidentiality: Every employee of Avera Marshall is exposed to confidential patient information. The confidentiality code of ethics applies to every employee. It is essential that all patient information, including names of our patients and their condition be kept confidential. You should not share patient

information with anyone other than a colleague and only on a need-to-know basis.

- Personal Conduct: At all times you are expected to work and act in such a manner that will favorably reflect on you and Avera Marshall. This includes maintaining a positive and cooperative attitude in performing your work and displaying a courteous and helpful manner to all patients, visitors, and fellow employees.
- Records and Information: The intentional falsification of any record or information pertaining to your employment or to patient information may result in immediate termination.
- Theft: Reports of theft of Avera Marshall, an employee, Project SEARCH intern or patient's property will be investigated thoroughly. Employees or interns found to be guilty of theft will be immediately terminated and the proper authorities will be notified.

FIRE AND DISASTER

Follow procedures outlined in the Safety, Fire and Disaster Manual available in your work area. Learn from your supervisor the operation of the alarm and disaster system in the facility.

All fire doors are to be closed at all times. Elevators are not to be used during fires.

GRATUITIES

Individual employees may not accept any type of gift or gratuity from patients or residents. If offered, please express your gratitude, and explain that it would not be appropriate to accept.

Gifts of a general nature (such as candy or snacks) for a group of employees (department or unit) may be acceptable.

Acceptance of personal gifts of any type may be grounds for immediate termination.

IDENTIFICATION - PICTURE ID BADGE

Picture ID badges are provided to all interns. Employees are required to wear them at all times while on duty. ID badges are provided free to new employees and at time of a change in job title, name, significant changes in appearance, and those requested changes by Avera Marshall. The cost of a replacement is paid by the employee/intern for all other replacements.

INQUIRES FROM THE MEDIA

All inquiries and questions from the media regarding the institution must be transferred to Administration. Inquiries regarding patient status should be transferred to the charge nurse.

JOB OPPORTUNITIES

The purpose of this policy is to provide all employees and interns job opportunities at Avera Marshall appropriate to their ability, work performance and/or education.

After all adjustments of current department staff have been made, remaining job opportunities will be posted on the employee bulletin board for a minimum of seven calendar days and should include the following information: job title/department; hours/shift; job requirements and duties; date of posting and date to apply by; and the contact person. If a position is posted that you are interested in, please contact the Project SEARCH instructor. Established positions that are experiencing an increase in scheduled hours will not necessarily be posted house wide but will be discussed with those individuals currently working in the department.

Outside advertisement and searches for candidates may be done in conjunction with this posting.

LIABILITY

Interns will be responsible for all work related injuries. SWWC Service Cooperative, Avera and the intern’s home district are not liable for work related injuries. All new interns of Avera Marshall will have a pre- employment health screening. The purpose of this screening is to provide a baseline of health information on all prospective new interns to determine their ability to perform the physical requirements of the job, and to ensure they are free from infectious disease.

LOSS/THEFT

Avera Marshall and Project SEARCH cannot be responsible for an employee's or intern’s personal property, which may be lost, stolen or damaged while on duty. You are encouraged to report any loss to your Project SEARCH instructor.

LOST AND FOUND

The Housekeeping department, located on the ground floor, is responsible for maintaining the Lost and Found. All articles recovered by staff should be sent there and all inquiries about lost items should be directed to them.

ORIENTATION

Project SEARCH - Avera Marshall provides a comprehensive orientation program. A general and departmental orientation session will be provided to each student.

You will be notified of the date of the orientation session. Attendance at the orientation session is mandatory and is a condition of the Project SEARCH Program.

PERFORMANCE REVIEW

Your supervisor and the Project SEARCH staff will evaluate your work performance. Evaluations will be in writing, and you will be given the opportunity to give verbal feedback. Evaluations will be conducted a minimum of twice per internship.

POLICY AND PROCEDURE MANUALS

The following manuals and reference materials regarding Avera Marshall policies and procedures are available in the work area for employee and student use.

Employee Right to Know Hazards Manual: The State of Minnesota and the federal government have enacted legislation to protect your safety in the workplace. "The Employee Right to Know Act" legislation gives employees certain rights. Avera Marshall offers appropriate training related to this legislation. "HazCom" manuals are located in work areas. They list information regarding any hazardous substances located in the area as well as how to deal with spills and controlling the substances. Please refer specific questions to your supervisor.

Infection Control Manual: Employees and students are given the Employee Infection Control Policy at the general orientation session. "Infection Control" is a team effort and all have a responsibility to prevent the transmission of infections.

Please refer any specific concerns to the Infection Control Nurse or Infection Control Committee. Their purpose is to institute and maintain measures of prevention and control of infections for patients and employees.

Safety, Fire and Disaster Manual: Follow the procedure outlined by the Safety, Fire and Disaster Manual available in your work area. Learn from your supervisor the operation of the alarm and disaster system at Avera Marshall which refers to your work area. In the event of fire or disaster, never panic.

Fire drills are held on a regular basis. The first person to the scene of a fire or fire drill is responsible for implementing the R.A.C.E. procedure.

The steps to take if you are first on the scene of a fire are:

- R - RESCUE (move anyone in danger to a safe area)
- A - ALERT (sound the alarm; call the switchboard)
- C - CONFINE (close all doors)
- E - EXTINGUISH (fight the fire if safe to do)

Disaster drills: Be prepared to do your part. Any questions should be directed to Project SEARCH staff.

SEXUAL HARASSMENT

Avera Marshall does not tolerate sexual harassment in the work environment. Sexual harassment is defined as:

- Unwelcome sexual advances;

- Request for sexual acts or favors;
- Other verbal or physical conduct of a harassing nature, when:
    a) Submission to such conduct is made a term or condition, either explicitly or implicitly, of an individual's employment;
    b) Submission to or rejection of such conduct by an individual is used as a factor in decisions affecting that individual's employment or;
    c) Such conduct has the purpose or effect of substantially interfering with an individual's work performance or creates an intimidating, hostile, or offensive working environment and the employer knows or should have known of the existence of the harassment and fails to take timely and appropriate action.

Any employee or intern who has a complaint of sexual harassment at work about anyone, including supervisors, co-workers, or visitors, must bring the problem to the attention of responsible facility officials and Project SEARCH staff. If the employee or intern does not feel comfortable talking to their immediate supervisor about the complaint for any reason, then the employee or intern may go to the Vice President of Human Resources with the complaint.

All complaints of sexual harassment will be promptly investigated. Special safeguards will be applied in handling sexual harassment complaints wherever possible.

If sexual harassment is determined to have occurred, appropriate corrective action will be imposed, up to and including termination of the harasser. Harassment by non-employees will be turned over to their employer or legal authorities.

TARDINESS

Excessive tardiness for whatever reason reflects poorly on your overall contribution to Avera Marshall. Frequent and repeated problems in this area will be taken into consideration and may be grounds for corrective action.

TECHNOLOGY

Personal cell phone use (phone calls and texts) is not allowed during classroom or work time. All cell phone ringers must either be on silent or vibrate. Project SEARCH staff strongly discourage interns from bringing electronics and personal items to work. Should an intern choose to bring such items to work, it is at the intern's risk. Project SEARCH and job site staff are not responsible for personal items that become lost, misplaced, damaged, and/or stolen. Unless otherwise specified and approved, personal email, cell phones, and electronic devices may not be used, except during breaks.

TOBACCO-FREE CAMPUS

Because Avera Marshall is concerned for the health and well-being of everyone on our campus, Avera Marshall has an obligation to eliminate the hazards of both first and secondhand smoke from Avera Marshall Regional

Medical Center's buildings and surroundings. Effective October 1, 2002, smoking or the use of tobacco products is prohibited in or on all Avera Marshall-owned or leased buildings, grounds, parking lots and vehicles.

UNIFORM/DRESS CODE

Project SEARCH uniform includes polo with Project SEARCH logo, khaki pants and non-skid athletic shoes. The polo will be ordered through Project SEARCH Promotions with Project SEARCH staff by August 1 and will be worn every day. Uniforms and clothing must be neat, clean, pressed and in good repair. Extremes in dress, hairstyles and jewelry are discouraged.

TRANSPORTATION

Transportation is the responsibility of the intern's home district. Interns will follow the Project SEARCH Calendar; but will follow home district policy for weather related transportation. Parents should arrange transportation through their home district with assistance from their Special Education Teacher and district administration.

ACCIDENT REPORT

An accident report must be filled out for each accident/injury which occurs during any school activity.

School: Project SEARCH, Marshall, MN

Date: _____

Injury Reported to HR Office: (☐) Yes (☐) No

Injured Person: _____

Activity or Class: _____

Date and Time of Injury: _____

Name of Injury: _____

Place of Accident: _____

Equipment: _____

Description of How Injury Occurred: _____

Who witnessed the injury? _____

Position _____

First Aid Given (☐) Yes (☐) No By: _____

Parent/Guardian Notified: _____ Time: _____

Relationship: _____

Follow-up: _____

Ambulance called (☐) Yes (☐) No Emergency Room (☐)Yes (☐)No

Doctor (☐) Yes (☐ No

Doctor Name and Medical Facility: _____

Student went to: (☐) Doctor (☐ Home (☐) Back to Class/Work (☐) Other

Signed by Injured Person: _____

Date:

Signed by Adult Witness: _____

Date:

Signed by Avera Medical Center Liaison: _____

Date:

Signed by Project SEARCH Teacher: _____

Date:

SIGNATURE PAGE

I have received and understand the Avera Marshall Project SEARCH 2026-27 Student Handbook.

_____

Intern Signature
Date

_____

Parent Signature
Date

_____

Project SEARCH Coordinator Signature
Date