



Caring for New Teammates

Welcome to Carolinas HealthCare System

Your Journey to a Fully Engaged Teammate Experience Begins Here!



Carolinas HealthCare System

Caring *Commitment* *Teamwork* *Integrity*



Welcome Letter

Dear New Teammate,

Hello and congratulations! I am pleased to welcome you to Carolinas HealthCare System.

At Carolinas HealthCare System, we are One Team, sharing One Mission, guided by One Belief and providing care as One System.

As a new teammate, you are about to embark on a remarkable professional development journey. Along the way, you will learn and grow, and have lasting impact on the lives of many of the millions of patients we treat each year. And the best part is; you will not be on the journey alone. As a Best Place to Work, Carolinas HealthCare System will be there to support you at every step.

Please know – this is the true spirit behind our comprehensive New Teammate Onboarding program. Our people are our greatest resources, and we want you to have everything you need to make the most of your talents with us.

Carolinas HealthCare System will assist you with your entire onboarding process, from the time you receive your offer letter through your first three months, and beyond.

It all begins with your New Teammate Orientation, a day-long experience designed to introduce you to our mission, vision, Core Values and more. This Welcome Pack will help you hit the ground running, providing valuable information and forms as you prepare for your New Teammate Orientation.

In your offer letter, you were given access to our New Teammate Onboarding Portal (CarolinasHealthCare.org/newteammateportal). This website gives you early access to information you need to best prepare for your first 90 days at Carolinas HealthCare System and valuable tools to make your first 90 days an even better experience.

Please read this Welcome Pack in its entirety, and visit the New Teammate Onboarding Portal. **Make sure to review and complete as much of your pre-orientation paperwork as possible prior to New Teammate Orientation.**

Welcome again to the start of your rewarding professional journey at Carolinas HealthCare System. We look forward to seeing you at New Teammate Orientation.



Debra Plousha Moore
System Chief of Staff
Executive Vice President



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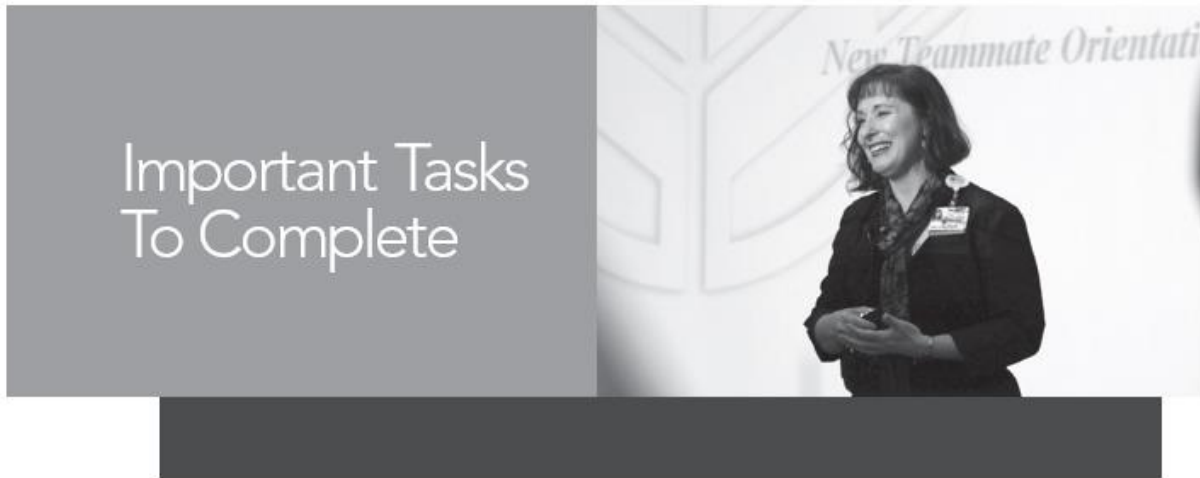
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Your Guide During New Teammate Orientation

Get informed. Get engaged. Get started on your journey!

Your success with Carolinas HealthCare System begins before you even come to work.

Beginning a new job can be challenging. There is always a lot to learn and plenty of turns in the road along the way. That is exactly why we created our comprehensive New Teammate Orientation Program – your guide on the journey to becoming a fully engaged member of our team.

At the very core of our program, there is an understanding of just how valuable you are to us; how much your experience, skills, insight and talents add to the important work we do. Our goal is to provide exceptional care for patients, in a culture of caring that creates a Best Place to Work for every-One of our teammates.

This is why we invest so heavily in making sure you have everything you need to succeed and thrive. We want your career with us to be long and rewarding. We want you to have great pride in working for Carolinas HealthCare System, and to know you can achieve your greatest potential. Carolinas HealthCare System is here to help you become part of our One Team, sharing One Mission, guided by One Belief and delivering quality patient-centered care as One System.

Let the journey begin!



Directions to Goodwill Opportunity Campus

5301 Wilkinson Boulevard | Charlotte, NC 28208

Traveling from "Uptown" (Downtown) Charlotte or Union County:

*Union County – Take **74W**, then follow directions below:

1. Take **I-277 South** (to John Belk Frwy W.) to **Wilkinson Blvd** (Hwy 74 W).
2. Travel west on Wilkinson Blvd for **2.86 miles**.
3. Turn **LEFT** onto **Newberry Drive, making a U-TURN** to head east on Wilkinson Blvd.
4. Turn **RIGHT** immediately, into the front entrance parking lot of Goodwill Opportunity Campus.

OR:

1. Travel south on South Blvd.
2. Turn **RIGHT** onto East Blvd.
3. East Blvd. changes its name to **West Blvd** at the next intersection.
4. Travel **3.8 miles** on West Blvd.
5. Turn **RIGHT** onto **Billy Graham Pkwy** (Hwy. 521 N).
6. Travel **2.1 miles** on Billy Graham Pkwy.
7. Turn **LEFT** onto **Boyer Street**.
8. Travel **0.3 miles**. The Goodwill Opportunity Campus is located on your left, at the corner of Boyer St. and Wilkinson Blvd.
9. Turn **LEFT** into the parking lot (side entrance) just before the stoplight at Wilkinson Blvd.

Traveling North on I-77:

1. Take **Exit 6B** – Billy Graham Pkwy (Hwy 521 N). The exit ramp places you directly onto Billy Graham Pkwy.
2. Travel **4.42 miles** on Billy Graham Pkwy to Boyer Street.
3. Turn **LEFT** onto **Boyer Street**.
4. Travel **0.3 miles**. The Goodwill Opportunity Campus is located on your left, at the corner of Boyer St. and Wilkinson Blvd.
5. Turn **LEFT** into parking lot (side entrance) just before the stoplight at Wilkinson Blvd.



Traveling South on I-85:

1. Take **Exit 33** – Billy Graham Pkwy (Hwy 521). At the top of the exit ramp, be in the right of the two left turn lanes.
2. Turn **LEFT** onto **Billy Graham Pkwy**.
3. Travel **0.78 miles** on Billy Graham Pkwy.
4. Turn **RIGHT** onto **Boyer Street**.
5. Travel **0.3 miles**. The Goodwill Opportunity Campus is located on your left, at the corner of Boyer St. and Wilkinson Blvd.
6. Turn **LEFT** into the parking lot (side entrance) just before the stoplight at Wilkinson Blvd.

Traveling North on I-85:

1. Take **Exit 33** – Billy Graham Pkwy (Hwy 521).
2. Turn **RIGHT** onto Billy Graham Pkwy.
3. Travel **0.78 miles** on Billy Graham Pkwy.
4. Turn **RIGHT** onto **Boyer Street**.
5. Travel **0.3 miles**. The Goodwill Opportunity Campus is located on your left, at the corner of Boyer St. and Wilkinson Blvd.
6. Turn **LEFT** into parking lot (side entrance) just before the stoplight at Wilkinson Blvd.

Traveling South on I-77

1. Take **Exit 6B** – South Tryon (Hwy 49/Hwy 521).
2. Follow the exit ramp onto **South Tryon Street**.
3. Make an immediate **RIGHT** turn onto **Billy Graham Pkwy** (Hwy 521 N).
4. Travel 4.42 miles on Billy Graham Pkwy to Boyer Street.
5. Turn **LEFT** onto **Boyer Street**.
6. Travel **0.3 miles**. The Goodwill Opportunity Campus is located on your left, at the corner of Boyer St. and Wilkinson Blvd.
7. Turn **LEFT** into parking lot (side entrance) just before the stoplight at Wilkinson Blvd.

If you are a **Physician, Physician Assistant, Nurse Practitioner or Certified Nurse Midwife**, you will attend a different orientation session, which has been designed especially for providers.

Please reach out to your Physician Integration Specialist/Recruiter for more information.



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Pre-Orientation Tasks Checklist

Your First Steps: Pre-Orientation Checklist

Please complete and bring the following items with you to your New Teammate Orientation session:

Prepare Documents and Forms Prior to Orientation

Forms to Complete: In this Welcome Pack, you will find the following required forms to be turned in at New Teammate Orientation.

- ❑ **Photo Identification and Registration form:** This form must be completed and submitted during New Teammate Orientation in order for you to receive an ID badge. Photo ID pictures may be taken during New Teammate Orientation, after your health assessment or at your nearest badge office, see page 12 for specific details.
- ❑ **Team Member Handbook Acknowledgement form:** This form must be completed and submitted during New Teammate Orientation to confirm you have received a Carolinas HealthCare System Handbook. This handbook is available on the New Teammate Portal and can be obtained in print at your Orientation.
- ❑ **State Tax form:** Your state's Employee Withholding Allowance Certificate, (e.g. North Carolina Form NC-4), must be completed to indicate how much state income tax is to be withheld from your wages. If you reside or will work in SC, please note that you will also use the NC State Tax form.

On the Evening Prior to New Teammate Orientation

Please call 704-512-3000. Any changes to New Teammate Orientation due to inclement weather or other circumstances will be noted on this recording.

New Teammate Orientation Day Parking

Ample parking is available at the **Goodwill Opportunity Campus**, where your Orientation session will be held. Goodwill is located at: 5301 Wilkinson Boulevard, Charlotte, NC 28208.

Directions are also included within this Welcome Pack and online at our New Teammate Onboarding Online Portal

(CarolinasHealthCare.org/newteammateportal) for your reference.



Photo Identification and Registration Form

Physical Security, Access Control Department

A photo identification badge is required in order to report to work. Please turn this form into the badging associate when your photo is being taken. The Access Control team strives to provide ample and convenient opportunities for you to get or replace your badge. There may be a badging associate at orientation to print your badge, however visiting one of our badge offices is the best way to ensure your badge is ready by the time you report to work. If you are unable to provide any of the information requested on this form, please contact your leader.

If additional assistance is needed, please contact the Access Control Annex office at 704-355-6266.

PLEASE COMPLETE ALL INFORMATION

PERSONAL INFORMATION

TODAY'S DATE ____ / ____ / ____

TEAMMATE ID # _____

FIRST NAME _____ MI _____ LAST NAME _____

PREFERRED FIRST NAME (TO BE PRINTED ON BADGE) _____

BEST CONTACT NUMBER _____

DEPARTMENTAL INFORMATION

NEW HIRE REHIRE CONTRACTOR TO PERMANENT STUDENT

DEPARTMENT _____

FACILITY/FACILITIES YOU'LL BE WORKING IN _____

STATE LICENSURES/CREDENTIALS TO BE PRINTED ON BADGE (I.E.: MD, RN, RMA, HCT, ETC.)

The badging associate will have a full list of acceptable credentials.

SUPERVISOR _____ SUPERVISOR TELEPHONE _____



Teammate Acknowledgement Form

I, _____, _____

Teammate Name (Please print)

Teammate ID #

I acknowledge the following:

Teammate Handbook

I have received the Carolinas HealthCare System Teammate Handbook. If I have any questions concerning any information contained in the handbook, I understand I may contact my leader, Human Resources or Workforce Relation at 704-631-0141 for further clarification.

THIS TEAMMATE HANDBOOK, INCLUDING THE POLICIES AND PROCEDURES REFERENCED HERIN, IS MERELY INTENDED TO OFFER GENERAL GUIDANCE TO CAROLINAS HEALTHCARE SYSTEM TEAMMATES. THIS DOCUMENT DOES NOT CONSTITUTE AN EMPLOYMENT CONTRACT, NOR IS IT INTENDED TO MAKE COMMITMENTS TO TEAMMATES CONCERNING THEIR EMPLOYMENT WITH CAROLINAS HEALTHCARE SYSTEM. EMPLOYMENT WITH CAROLINAS HEALTHCARE SYSTEM IS "AT WILL." AS SUCH, CAROLINAS HEALTHCARE SYSTEM AND ITS TEAM MEMBERS ARE IN AN EMPLOYMENT RELATIONSHIP WHICH CAN BE ENDED BY EITHER PARTY, AT ANY TIME, AND FOR ANY REASON PERMITTED BY LAW THAT EITHER DEEMS APPROPRIATE.

AGAIN, NEITHER THIS HANDBOOK NOR ANY OTHER CAROLINAS HEALTH CARE SYSTEM POLICY OR PROCEDURE, WRITTEN OR OTHERWISE, SHOULD BE CONSTRUCTED AS A CONTRACT FOR EMPLOYMENT.

Drug Awareness Program

I hereby acknowledge being presented a copy of Carolinas HealthCare System's policies on drugs and alcohol and a "Drug Free Workplace" as required by the Drug-Free Workplace Act of 1988.

In the New Team Member Orientation Program:

- I have been given information on Carolinas HealthCare System policies regarding drugs/alcohol in the workplace, and understand that I have the responsibility for reading and familiarizing myself with the content of these policies. I further understand the disciplinary action that may be taken for illegal drug activity. I also understand discipline up to, and including, end of employment may be imposed for a conviction of drug-related offense on or off the premises of Carolinas HealthCare System.
- I understand Carolinas HealthCare System intends to have a drug-free workplace and wants to provide assistance for any team member who has a drug/alcohol problem. The Employee Assistance Program can be contacted at 704-355-5021.
- I am aware that if I am charged with, or convicted of, a drug or alcohol related offence; I must report the charge or conviction to Carolinas HealthCare System as required by HR Policy 5.19 – Charges, Convictions or Sanction

Teammate Signature/ Date

Department/Facility

Human Resources Use:

If this form is signed at the time of New Teammate Orientation, place in the team member's HR file. If this form is an updated document signed after New Teammate Orientation in the department/facility, the manager should place a signed copy of this document in the team member's Departmental File.

South Carolina Teammates:

Consult your New Teammate Orientation leader for a South Carolina Team Member Acknowledgement Form.



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Preparing for Orientation

New Teammate Orientation Day Schedule

You should arrive no later than 8:15 a.m. You will need to complete several pre-onboarding tasks between 8 a.m. and 9 a.m. These include: registration, Teammate Health follow-up checks, Social Security card verification, Photo ID/badge access, and submission of required Team Member Handbook Acknowledgement and State Tax forms.

We offer two unique New Teammate Orientation sessions:

- Express New Teammate Orientation: 8 a.m. to Noon (for contract teammates)
- Full-Day New Teammate Orientation: 8 a.m. to 4 p.m.

Beverages and lunch are provided.

If you are a **Physician, Physician Assistant, Nurse Practitioner or Certified Nurse Midwife**, you will attend a different orientation session, which has been designed especially for providers. Please reach out to your Physician Integration Specialist/Recruiter for more information.

Appropriate Attire

Dress in business attire; no uniforms are required. Please do not wear jeans, denim, shorts, sundresses, sweat suits, halter tops, sneakers or sandals. You may wish to bring a jacket/sweater as the room temperature can vary. Your leader will inform you about the Carolinas HealthCare System Standards of Appearance Policy for your department.

Post-Orientation Tasks

Congratulations! If you have completed all of the tasks in this section, you should be fully prepared for your New Teammate Orientation session. There are additional important tasks you will need to complete within the first few days of your employment with us. These are outlined in Your Next Steps: Week 1 Tasks Checklist found in this document and will also be found in your New Teammate Toolkit you will receive at Orientation.

We encourage you to check out our New Teammate Onboarding Portal CarolinasHealthCare.org/newteammateportal for additional information to help you prepare for your first days with us.

Again, welcome to Carolinas HealthCare System! If you have any questions regarding New Teammate Orientation, please call your talent acquisition consultant.

We look forward to meeting you!





Your Next Steps: Week 1 Tasks

Once you complete New Teammate Orientation and report to your work area, there are several tasks that should be completed **within the first days and weeks of employment** via our online resource, **YourHRLink**.

Ask your leader for your **username** and **password**, so that you may complete the following in **YourHRLink**:

- Verify your address and other personal information and make any necessary changes
- Enter your Federal W-4 tax withholding information
- Enter your direct deposit information

YourHRLink is accessible through the Carolinas HealthCare System intranet *PeopleConnect* or **CarolinasHealthCare.org**. Click on Home, go to the heading For Employees found at the bottom of the page, click on Carolinas Connect.

Important Tasks to Complete During your First Week with Carolinas HealthCare System:

Request your **USERNAME** and **PASSWORD**


- Your leader will have your username and password, which will allow you to access the Carolinas HealthCare System network and to enter your work hours in Time & Labor (if applicable).
- Once you have logged on to the Carolinas HealthCare System Network, click on the Internet Explorer icon to get to *PeopleConnect*, following this path:

PeopleConnect > Quick Links > Pay & Time > Log in to **YourHR** > Employee tab > My Personal & Paycheck Info



Week 1 Tasks

1




Personal Information
Review and update your name, address, phone numbers, email and emergency contact information. View your other personal information.
[Personal Information](#)

Verify your **Name, Mailing Address** and other **Personal Information**

- Update as needed.

2



Paycheck Information
View your Paycheck, view your W-2, view or update your W-4 and Direct Deposit Information
[View Paycheck](#)
[W-2/W-2c Consent](#)
[View W-2 Forms](#)
[W-4 Tax Information](#)
[Direct Deposit](#)

Under **Paycheck Information**, complete the following:

Tax Information

- Click on **W-4 Tax Information** to enter your **Federal Tax Withholdings**.
- **State Tax Form** is available in your New Teammate Welcome Packet or on CarolinasHealthCare.org/newteammateportal/pre-employment under the Forms section. Complete and fax to 704-805-6037 or mail to HR Operations, 4435 Gold Acres Dr., APC – Building P, Charlotte, NC 28208.
- Click on **W-2/W-2C consent** link to consent to receive an electronic W-2 instead of paper.
- If you do not complete your tax information, your taxes will be withheld based on a marital status of single with zero exemptions.

Direct Deposit

- Direct deposit is mandatory. It may take a few pay cycles to establish direct deposit. In the meantime, you will receive a physical paycheck mailed to the mailing address under the Verify Your Address and Other Personal Information within [YourHRLink](#).
- Click on **direct deposit** to enter your direct deposit information
- An option available to Carolinas HealthCare System teammates is the Charlotte Metro Credit Union. Representatives of the Credit Union will be at the Goodwill Opportunity Campus during your New Teammate Orientation lunch break to provide more information and to help set up accounts.



Week 1 Tasks

If you are eligible for benefits:

1

Review your Benefits Enrollment Guide to make informed decisions about which benefit programs will best meet the needs of you and your dependents. If you have any questions, please contact your Benefits Administration team at 704-631-0263 or visit healthandretirement.carolinashealthcare.org/retirement.

2

To enroll in the Carolinas HealthCare System LiveWell Health Plan, you must submit your Benefit Enrollment Form online within 31 days of your hire date. (Keep a copy for your records.) Benefits will not be available to you after this date, unless you experience a life changing event such as a change in family status that would allow changes per IRS guidelines.

3

Consider changing your 401(k) Matched Savings Plan contribution to 6 percent to take advantage of the full employer match. See the enclosed brochure for details on how to make changes by calling Empower Retirement at 888-247-0970 or visit carolinashealthcare.org/retirement. (If eligible, you are automatically enrolled at a 3 percent contribution rate.)

4

Maximize your retirement savings in the 401(k) Matched Savings Plan by making investment election decisions. Call Empower Retirement at 888-247-0970 or visit carolinashealthcare.org/retirement.



Photo ID/Access Control Badges

Frequently Asked Questions about Photo ID/Badges

Where Is the Department of Access Control Located?

FOR MOST NEW TEAMMATES, AFTER HEALTH ASSESSMENT

Western New Teammate Badging Office

4435 Golf Acres
Charlotte, NC 20217
Building P, Suite 300
Phone: 704-631-0350
Hours: T-F 8am-5pm

NorthEast Badging Office

675 Memorial Drive, Suite 103
Concord, NC 28025
Parking Lot N
Phone: 704-403-0620
Hours: M-F 7:30am-12pm; 12:30pm-3pm

CMC Main Badging Office

1000 Blyth Blvd.
Charlotte, NC 29203
Annex Building
(Drive by the Emergency Dept. drop off)
Phone: 704-355-6266
Hours: Tuesday 11am-4pm;
W-F 7am-12pm, 2pm-4pm

FOR UNION AND CLEVELEND TEAMMATES

(BADGES CAN ONLY BE MADE AFTER ORIENTATION)

CHS Union

600 Hospital Drive
Monroe, NC 28115
Security Office inside ED waiting room
Phone: 980-993-3195
Hours: Call for availability

CHS Cleveland (and Cleveland Pines)

*Cleveland Healthy @ Home Employees must come to one of the other badging sites
201 E Grover Street
Shelby, NC 28150
HR (Second Floor, Grover Building)

FOR EXISTING TEAMMATES TO RE-PRINT A BADGE OR PICK-UP A TOPPER

CMC Main Badging Office

See above
CHS North East
See above
CHS Union
See above
CHS Cleveland
See above

CHS Lincoln MOB 1

447 McAlister Road
Lincolnton, NC 28092
HR Office Phone:
980-212-6000

CHS Stanly

301 Yadkin Street
Albemarle, NC 28001



Photo ID/Access Control Badges

Frequently Asked Questions about Photo ID/Badges

What is a badge?

A badge is a plastic card with your name and photo on it, inside it has a tiny radio frequency identifier which our system uses to validate access to your reserved parking and designated work area, and selected general access doors. You must exercise care to prevent damage to the badge itself. NEVER punch holes in your badge to display your pins. If you lose or damage your badge, contact the support center at 704-466-6161 and open an "Incident" with Security-Access Control. Arrangements will then be made to have your badge replaced at a cost of \$10.

What is the badge access system?

The system is programmed to provide a secure environment for all team members, because it will only allow entry into specified areas for authorized personnel. This will prevent others from parking in your assigned area, and prevent unauthorized individuals from entering your work area.

How do I use my badge?

Simple hold the badge 1-3 inches away from the badge reader you wish to use. The reader will constantly display an orange or red LED, and when a badge is presented the LED will flash green and beep. If you have access to the area the reader will turn green for 4-10 seconds, during this time you will be able to open the door. Your badge will only work in your assigned areas. It will not open any parking gates or doors for which it is not programmed to operate.

What if my badge doesn't work on certain doors or parking gates? (No green light after the beep)

First make certain that you are at the correct area and you're using the badge correctly, see above. Your leader should instruct you on where to park and what entrances to use prior to your first day. The badges will not work at any reader for which they are not programmed. If you and your leader are in agreement that you should have access to a space, your leader should submit an Online Service Request (OSR) to Security-Access Control.

If **within the first 30 days of work**, your badge is not working on doors that your peers have access to, and doors that your leader requested previously for you to have access to, call the New-Hire Badging Office.

What if my badge doesn't work? (No beep on any/only one reader)

Make certain you are using your badge correctly, see above, and that there are no other badges (to other facilities, such as your apartment) interfering with your CHS Badge. If the issue is with **all readers**, your badge is damaged and must be replaced. If you do not hear a beep on **only one reader** but other readers are working for you, the reader is damaged. Contact the support center at 704-466-6161.



Photo ID/Access Control Badges

Frequently Asked Questions about Photo ID/Badges

What if I change departments or jobs?

Your leader should request a "topper" (plastic only overlay card to lay atop your real badge, you will not discard your real badge) in the OSR that references your transfer. Your access changes will be handled in this OSR as well. If either is omitted, a separate OSR should be submitted for the topper and/or access changes.

What if I do not like the picture on my Photo ID badge?

This is a personal and sensitive issue for the teammate, however this a difficult challenge for the Access Control staff, for reasons of practicality. Given the staff's constant volume of work, we cannot add retakes to the budget or schedule. Photographs will be retaken if the original photograph cannot be seen, or if there are additional problems with it.

What if my name has changed and I need a new Photo ID badge with my new name on it?

All paperwork to record your new name must be submitted through Human Resources. Once the name change has been approved, updated into PeopleSoft and recorded in the database, an OSR can be created to issue you a topper with the new name, it will then be sent out to you.

What are licensures and credentials?

Examples of these are MD, RN, RMA, etc. The badging associate who makes your badge will print only one of the licensures and credentials you listed on the registration form. It must be one that is approved by Human Resources. If your credentials have changed, all paperwork to record your new credentials must be submitted through Human Resources. Once Human Resources has documented your new credential and the change has been recorded into PeopleSoft and the Access Control database, you may submit an OSR to have a new topper sent out to you.

