



**ALL AMERICAN INSTITUTE  
OF MEDICAL SCIENCES**

**STAFF  
HANDBOOK**

*“Medical Education Par Excellence”*

# CONTENTS

Welcome .....	3
About This Handbook .....	4
NEW STAFF .....	4
Orientation Process and Evaluation Period .....	4
Workplace Attire .....	5
AAIMS network address .....	5
AAIMS Swipe Key .....	5
Self Service Network .....	5
Direct Deposit .....	5
Parking and Transportation .....	5
Severe Weather and Emergency Conditions .....	5
Emergency Management Training .....	6
Benefit Opportunities .....	6
Time Off with Pay .....	6
Parent involvement in School .....	6
Court Appearance .....	6
Voting Absences .....	6
Leaves of Absence .....	7
PAY ADMINISTRATION .....	7
Job Descriptions (JD) .....	7
Meal and Break Periods .....	7
Workplace Expectations and Guidelines .....	7
AAIMS Standard of Conduct and Performance .....	8
Performance and Work - Related Behaviour Counselling .....	8
Corrective Action Protocol .....	8
Progressive Corrective Action .....	8
Dispute Resolution Process .....	9
Procedure - .....	9
Reporting Concerns Related to Compliance or Fraud .....	9
Non - Solicitation Guidelines .....	9
Arrest and/or Conviction of Staff .....	10
Criminal Convictions of Staff .....	10
Criminal Drug Conviction Policy .....	10
Severe Weather and Emergency Conditions .....	10
Voluntary Resignations or Retirements .....	11
Involuntary Terminations .....	11
Access to Department and AAIMS Personnel Files .....	11
Workplace Health and Safety .....	12
Pre-Placement Health Review .....	12
Periodic Health Review .....	12
Disability and Impairment .....	12
Safety and Security .....	12
Occupational and Environmental Safety .....	12
Security at AAIMS .....	13
Prohibited Weapon Policy .....	13
Alcohol and Drug Policy .....	13
Substance Abuse Policy .....	14
Disclaimer .....	14
Acknowledgment of Receipt .....	14

# The All American Institute of Medical Sciences (AAIMS)

*“Medical Education Par Excellence”*

## STAFF HANDBOOK

“When we work at AAIMS we aim to do our best to produce the best”

## WELCOME

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Welcome to the All-American Institute of Medical Sciences (AAIMS). You are now part of the development of something “new and different” in medical education. Here we believe in excellence not just in our performance but what we produce for future medical research and patient care. By working at AAIMS you get the opportunity make a real difference globally.

For continued success we depend on your contributions and your service to our students, to one another, investors, our Board of Management and to the community at large.

The intention of this handbook is mainly to give an overview of the policies and procedures (administrative/human resources) at AAIMS and the resources and opportunities that may be available to you. The handbook should assist you in understanding what AAIMS expects from you as a staff member and what you should expect from AAIMS. If you still have unanswered questions please speak to your Supervisor/or the Human Resources Manager.

Whether you are newly employed or have been with AAIMS for years we ask you to familiarize yourself with this handbook so as to help you establish a successful working relationship with the AAIMS community.

By joining us here at AAIMS you have become a part of what will become a legacy of great achievement and much greater potential. Let us work to realize this promise.

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Executive Director/Academic Affairs

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Human Resource Manager

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# ABOUT THIS HANDBOOK

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The policies, procedures and services described in this AAIMS Staff Handbook are applicable to those categorized as regular staff, regardless of whether they are paid a monthly salary, fortnightly or an hourly wage, except where noted otherwise.

This handbook does not apply to faculty, students, AAIMS temporary staff or staff under some bargaining agreement.

Further information on those not “qualified” may be acquired from the Associate Dean of Administration, The Registrar or the Academic Dean.

Overview of AAIMS

Please see [www.aaims.edu.jm](http://www.aaims.edu.jm)

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## NEW STAFF

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### Staff and Supervisor Relationships

One critical component of successful performance at AAIMS is the partnership between staff and Supervisors. This partnership provides the underlying structure for successful working relationships. Such relationships rely upon the following:

- The communication and understanding of needs and expectations
- The ability to discuss and resolve questions and problems
- The sharing of suggestions for improvement of work process, individual and team performance. and service to others.

### ORIENTATION PROCESS AND EVALUATION PERIOD

On commencing work at AAIMS, staff will have a 90-calendar-day orientation and evaluation period that begins the first day of regular employment. During this time the staff member determines if the position meets his/her expectations, while the staff member's supervisor determines if the new hire has the knowledge, skills and attitudes necessary to perform satisfactorily.

During this 90-day period the staff will accrue Paid Time Off vacation, sick leave and holiday time. Note here that the staff member is not eligible to use such time until after the 90-day orientation and evaluation period except on designated holidays or if the severe weather/conditions policy is activated. New staff must also complete the 90-day orientation and evaluation period before being eligible to use the dispute resolution process.

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This period of time is one in which there is frequent communication between supervisor and staff regarding performance expectations.

## **WORKPLACE ATTIRE**

Attire must be neat, clean (attention to personal hygiene) and appropriate to the work being performed in the setting in which it is performed (i.e. Apron and Caps during feed preparation in kitchens. no-skid shoes on wet floors; gloves when handling dangerous plants, chemicals) Standard attire (uniforms) will be offered at a subsidized cost as soon arrangements are made.

Supervisors should determine and communicate appropriate workplace attire for their staff; uniforms may be required for certain positions.

## **AAIMS NETWORK ADDRESS**

A standard format of staff address which is easily recalled will be given as soon as employment contract is formalized and signed.

aaims.edu.jm is the network page for the institution and all qualified members of staff will have access.

## **AAIMS SWIPE KEY**

A swipe key will be given to staff member if thought necessary that they will need access to certain rooms/areas (library, labs)

## **SELF SERVICE NETWORK**

In time staff will be able to access HR forms on line and fill in information as required. Otherwise information will be given to supervisors for submission to HR Forms will be filled in and placed on personnel files. Staff may request to see such forms in a timely manner according to time information was received and after checking with their supervisor/HR.

## **Direct Deposit**

AAIMS encourages all members of staff to use direct deposit of paychecks in a checking or savings account. This method is convenient, saves time, and is reliable. The system also makes for safety in getting the money to and from the bank. The bank of choice for AAIMS is the Royal Bank of Canada (REC). Please inform the accounts department of the relevant information re accounts for deposit.

## **Parking and Transportation**

Parking is provided on the campus for all members of staff. The gates are manned by security who will request a simple search on entering and leaving the campus. You may be asked to park in specific areas allotted for parking.

## **Severe Weather and Emergency Conditions**

All members of staff at AAIMS perform important services and during emergency conditions some positions are required to be present on the campus to ensure continuous operations. Jobs are categorized into either

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Essential, Reserved or Delayed. During the initial orientation and evaluation period supervisors will designate a service level for all new members of staff, review their departments emergency management plan and explain what is expected based on the assigned service level designation for the job.

### **Emergency Management Training**

Specific members of staff are designated to an Emergency Management Committee. The AAIMS community will have scheduled training and practice events/simulation for emergency conditions. Information on other safety training will be given during the orientation and evaluation period. Reminders will be posted on the notice boards accessible to all.

## **BENEFIT OPPORTUNITIES**

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### **TIME OFF WITH PAY**

Leave, whether vacation, sick leave, compassionate, personal development or other special leave will be according to the employment contract and the labour laws of Jamaica. Staff members are encouraged to me their scheduled time off at their discretion.

Leave time must be scheduled and approved in advance to support the work/service of the department and colleagues.

All Supervisors are expected to work with staff to schedule periods of leave from AAMS. If staff members are unable to report to work because at illness or other causes, he or she must notify their well ahead of the scheduled start time according to departments notification procedures. Staff is advised to inform their supervisor prior to an expected absence or lateness.

Departments are responsible for and expected to maintain accurate time - off records for all staff and for ensuring that all work time is recorded and reported accurate through the appropriate time recording and reporting system.

### **PARENT INVOLVEMENT IN SCHOOL**

Parent involvement in school is an essential component of a student's success. AAIMS provides four (4) hours per year of unpaid leave and four (4) hours of paid leave (conditions apply) to any employee who is a parent, guardian, or a person standing in for a parent (in loco parentis), far a school- aged child to attend or otherwise be involved in a child's school. Leave must be a mutually agreed upon time between the supervisor and the member of staff.

### **COURT APPEARANCE**

Staff must provide the supervisor with a copy of the document requesting the summons and also arrange for the necessary scheduled time—off with pay. A" proof of service" document (provided by the court) is required by start doing jury duty upon retiring to work.

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## **VOTING ABSENCES**

Staff usually have enough time on an election day to access polling stations both before and after work. If time away is necessary to vote in any election and evidence is provided to this effect. Paid Time Off will be given according to the labour- laws of Jamaica. not exceeding four (4) hours.

## **LEAVES OF ABSENCE**

AAIMS offers leave of absence to eligible staff to enable them in times of illnesses and/or are immediate family members, educational needs, military service (reserve), family issues and/or personal matters.

The purpose of leave of absence is to protect the services of the staff who have a need to temporarily leave active service but plan to return to AAIMS within the time specified by their approved leave of absence. At AAIMS we design leave of absence to allow for the continuation of applicable benefits coverage during this time.

For more information please contact your supervisor/manager or the Human Resources Department.

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# **PAY ADMINISTRATION**

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AIMMS administers compensation policies and programmes that support competitive and equitable pay on like duties and responsibilities. comparability of backgrounds, and performance contributions within available resources.

Policies and programs are administered without regard to race, gender, ethnicity, religion, national origin, sexual orientation, political allegiance, social status, disability or age.

## **JOB DESCRIPTIONS (JD)**

JDs exist for all regular staff positions and summarize typical essential duties and responsibilities as well as minimum hiring qualification, including required education, experience levels and licensures or certifications and performance appraisal criteria.

## **MEAL AND BREAK PERIODS**

AAIMS offers a forty minutes lunch break and a ten minutes break during the AM or PM, throughout a full day of service. Ten minutes breaks are scheduled after four full hours at worker so that staff may refresh and refocus.

## **WORKPLACE EXPECTATIONS AND GUIDELINES**

To be successful on the job staff performance depends on firstly a full understanding of and commitment to job performance expectations. Following AAIMS and department specific policies and procedures will enable staff to achieve expected performance.

AAIMS expect supervisors/managers and staff to understand and adhere to the following performance procedures, plans and standards:

1. Follow the new-staff orientation process designed to ensure the successful introduction of new staff to organizational, department and job specific expectations.
2. Provide a full review and discussion of the AAIMS Staff Handbook. Staff should sign the Acknowledgement of Receipt and return the receipt to their supervisor/manager to be kept in their departmental personnel file.
3. Provide a full review and discussion of responsibilities and requirements, including mandatory training where applicable to ensure compliance with laws, regulations and policies.
4. Provide a formal review of and discussion of specific department performance expectations.
5. Conduct regular discussion between supervisors and staff in regard to performance progress and future expectations,
6. Conduct discussions at least twice (x2) a year of Overall staff performance, future expectations and goals.

## **AAIMS STANDARD OF CONDUCT AND PERFORMANCE**

AAIMS holds a strong commitment to high ethical standards and full compliance with laws, regulations and policies. Staff are expected to perform job duties and responsibilities in a manner that reflects the highest ethical and professional standards.

## **PERFORMANCE AND WORK - RELATED BEHAVIOUR COUNSELLING**

When staff are not meeting workplace expectations, it is the responsibility of supervisors to counsel and coach them. Supervisors are expected to provide corrective action in such situations and document these corrective action processes. Supervisors may even implement a “Performance Improvement Plan” to assist them as well as staff in addressing and resolving performance/behaviour problems.

## **CORRECTIVE ACTION PROTOCOL**

AAIMS has designed corrective-action protocols to identify and correct problems or behaviours that affect the work performance at staff. The proper steps for corrective actions must be handled consistently within and across each department/unit and for each problem, in most cases we ask supervisors to develop a performance/behaviour improvement plan to help staff identify and improve performance behaviour problems.

Corrective Action Processes include the following:

- a. Written warning - documents discussion between supervisor and staff member who fails to meet performance/behaviour expectation and such warnings are documented in the first instance.
- b. Final Written Warning or Suspension - documents discussion between supervisor and staff members who continue to fail to meet performance/behaviour expectations after receiving two written warnings. This action includes disciplinary or investigative suspension that provides for temporary removal of a staff member from the workplace pending investigation. Before a staff member is suspended the supervisor must consult with the department’s Human Resource representative to discuss the circumstances.
- c. Termination — occurs after written warnings are issued to staff who continue to fail to meet performance expectations. Terminations must be reviewed by the department’s Human Resource representative (and by staff and Labour Relations) prior to a final dismissal.

## **PROGRESSIVE CORRECTIVE ACTION**

The goal is to guide the staff member towards satisfactory performance and/or appropriate behaviour and one must identify any deficiencies causes and the expectation for meeting standards. In this system the severity of the penalty increases with each infraction of the performance/behaviour, or attendance standards in the appropriate track. If there is no improvement or there are repeat violations of the performance/behaviour or attendance standards, the corrective action may progress up to and including termination.

AAIMS reserves the right to effect immediate termination if such action is deemed necessary.

## **DISPUTE RESOLUTION PROCESS**

AAIMS has put in place a process to ensure fair, orderly and prompt resolution of disagreements. All regular members of staff (after the 90 —day orientation) are eligible to use the Dispute Resolution Process when policy disagreements arise. This process does not cover temporary staff or any staff covered by a labour agreement

This process applies to:

- Any application or interpretation of AAIMS Human Resource policies or procedures in so far as they affect work activities.
- Any claim based in whole or part on local laws whether statutory or common law.
- Any member of staff with complaints of harassment or discrimination.
- Issues related in job classification and performance evaluation should not be processed through this procedure.

### **Procedure -**

- A. Face-to-face discussion
- B. Dispute review panel
- C. Arbitration
- D. Mediation [optional]

## **REPORTING CONCERNS RELATED TO COMPLIANCE OR FRAUD**

It is the responsibility of AAIMS staff to bring potential compliance concerns or violations to me attention of management/someone in authority so that they can be properly addressed. Issues should be reported immediately using one of the following methods:

1. Report directly to a supervisor, department head or dean.
2. Report the issue to the appropriate office for the specific issue.

Staff are also encouraged to report fraud, waste and mismanagement to the appropriate supervisor/manager or to the HR department.

All reports of concern reported are taken seriously and will be reviewed to determine the appropriate course of action.

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The confidentiality of individuals assisting AAIMS by providing contact information will be protected. AAIMS policy and in many cases the law provide protection for individuals bringing such concerns forward in good faith, from any retaliation and/or retribution.

## **NON - SOLICITATION GUIDELINES**

For reasons of safety and privacy, staff are prohibited from soliciting for any outside activity or organization during work time unless the solicitation is approved by AAIMS and is in accordance with the requirements and restriction of this policy.

Solicitation is defined by AAIMS as including verbal or written communication, raffle tickets, for-sale merchandise, e-mail distributions, circulars, hand bills or other kind of literature. Furthermore, staff should not use AAIMS computer and communication systems and materials - including interdepartmental mail, e-mail, telephone, fax, supplies or other related workplace equipment - for any purpose not directly related to workplace business and/or activities without the expressed approval of a supervisor/manager.

## **ARREST AND/OR CONVICTION OF STAFF**

If a staff member is arrested or convicted of a misdemeanor or felony while employed at AAIMS, he or she must inform a supervisor of the arrest or conviction within seven calendar days of the event. Failure to report such incident to a supervisor may result in corrective action.

### **Arrests of Staff**

The arrest of any AAIMS staff (on or off AAIMS grounds) may also result in corrective action by AAIMS.

Corrective action depends upon a review of all factors involved in the arrest. These factors may include but are not limited to the following concerns:

- Whether or not the illegal action was work - related or not.
- Consideration of the nature and severity of the illegal action.
- Determination of whether or not the circumstances resulting from the act will adversely affect a staff member's work attendance.

## **CRIMINAL CONVICTIONS OF STAFF**

If convicted of a criminal offence while employed by AAIMS, he/she may be terminated and if terminated is not eligible for rehire.

Termination will depend upon the nature of the offense and on the staff member's workplace duties. All actions taken under the policy must be made in consultation with the primary entity or department employing the convicted staff member and with the HR manager.

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## **CRIMINAL DRUG CONVICTION POLICY**

Failure to report a conviction (guilty or not) of a drug statute within seven days of the incident is cause for corrective action, including termination for a first offense. As an alternative to termination AAIMS reserves the right to require staff convicted of criminal drug statute violations to participate in approved substance - abuse treatment programmes.

## **SEVERE WEATHER AND EMERGENCY CONDITIONS**

It is essential that AAIMS maintain some services and operations during severe weather and emergency conditions.

These conditions include, supporting students in residence, providing necessary support and administrative services any operating health services and operating research facilities.

All AAIMS staff perform important work and services and during times of severe weather and emergency conditions some positions require the on—site presence at many of our staff to continue the operation of such essential services/facilities.

To ensure continued support, all jobs are categorized into one of three service levels: Essential Services, Reserved Services and Delayed Services.

During the orientation and evaluation period supervisors should designate a service level for all new staff, review the department's plan and explain work expectations based on the assigned designation.

Annually thereafter the supervisor will review the department's Severe Weather and Emergency Conditions plan and reconfirm service levels with all staff.

We must also bear in mind that AAIMs has in place an emergency committee.

## **VOLUNTARY RESIGNATIONS OR RETIREMENTS**

For staff to leave AAIMS in good standing they must give a written notice of resignation or retirement as follows: Staff in hourly- paid positions are required to give two weeks' notice.

Staff in monthly-salaried positions are required to give one month's notice.

Other non-exempt or exempt registered (like a nurse) professional are required to give one month's notice.

Any member of staff who does not provide sufficient notice is not recommended for rehire. Supervisors may choose to waive the notice period at their discretion.

## **INVOLUNTARY TERMINATIONS**

After appropriate counselling and corrective action. staff unable to meet the established standards of performance and conduct for their positions may be terminated. Involuntary termination requires prior review

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and approval by the staff members HR representative or HR manager. The termination process must be fully and properly documented.

## **ACCESS TO DEPARTMENT AND AAIMS PERSONNEL FILES**

AAIMS has put in place the following procedures detailing the ways in which current AAIMS staff may access AAIMS personnel or department files:

*Department File Access* - Staff may access and review the department personnel file by scheduling an appointment with their supervisor. The supervisor must be in attendance during the file review and the file is to be reviewed only within the office in which it is kept. Staff may add to the department file letters of recommendation and employment references, or other material they considered to be useful indicators of their work performance. Medical information, medical results, drug screens, worker's compensation examinations and diagnostic tests related to the job are kept by AAIMS HR or Employee Occupational Health and Wellness and should not be kept by the department. Other physician notes related to the job such as attendance should be kept in a separate confidential medical file.

*AAIMS Personnel Files* - AAIMS HR maintain a copy of individual staff personnel file. This file contains payroll and benefits forms, all status - change forms and other correspondence regarding an individual's employment at AAIMS.

Upon request these files are available for review by current staff. Staff should contact HR to schedule appointments to do so. In all cases files are to be viewed only within the AAIMS HR office.

## **WORKPLACE HEALTH AND SAFETY**

AAIMS strives to provide a safe workplace environment for all its staff, students and visitors. The well-being of the AAIMS workforce is maintained and enhanced by health and safety policies as set out in this section.

AAIMS encourages its staff to maintain and maximise their health because doing so improves their personal well-being, reduces health care costs and enhances overall work performance.

### **Smoking Policy**

Here at AAIMS we maintain a smoke-free environment. Smoking is only allowed in designated areas (outside of buildings) and staff should check with their supervisors for such locations. AAIMS recognizes the health problems that are associated with smoking and may provide through the HRM sources of help to staff who would like to quit.

### **PRE-PLACEMENT HEALTH REVIEW**

AAIMS requires a pre-placement health review for all members of staff. This is to ensure that staff have no health problems that could potentially endanger their safety at work or compromise or create health risks to AAIMS students, visitors and other staff or the work environment in general. Health reviews should be completed prior to beginning work.

## **Periodic Health Review**

Staff working in certain positions (e.g. kitchen, housekeeping, dining room) are required to undergo periodic health reviews designed to determine if their health has been affected by their work and/or work environment or otherwise since their last review.

## **DISABILITY AND IMPAIRMENT**

Start with physical or mental impairment that interfere with their ability to perform appointed work should discuss their situation with their supervisor and/or the HRM.

## **SAFETY AND SECURITY**

AAIMS is committed to promoting and supporting a safety culture that will help maintain staff health. Increase, productivity minimize lost work time and reduce octets. All members of staff are responsible for taking all practical steps to bring conditions, behaviours, or practices that create risks to the AAIMS community to the attention of their supervisor/qualified staff.

## **OCCUPATIONAL AND ENVIRONMENTAL SAFETY**

All staff and supervisors are responsible for proactively managing the safety of their staff and their work environment. Staff must comply with safety policies and rules, and use safety equipment that is provided to help create and maintain a safe working environment.

Staff should discuss safety concerns with their supervisors. When safety concerns are suspected or discovered staff are required to report all relevant information about the concerns to their immediate supervisor. Failure to comply may result in corrective action up to and including termination of employment.

## **SECURITY AT AAIMS**

AAIMS maintains a 24hr. a day security system including uniformed personnel at the main entrance. Gate security will carry out simple searches of vehicles on entry, as well as on exit from the campus. During the 24hr. period regular patrol is made on foot of the whole campus. One other person is assigned to assist in campus/ AAIMS assets security during the 8hr. work day as well as to supervise the external security employed.

## **PROHIBITED WEAPON POLICY**

The possession of weapons is prohibited at all times on AAIMS premises and while members of the AAIMS community conduct official business except in the case of AAIMS qualified security.

## **ALCOHOL AND DRUG POLICY**

AAMS prohibits the unauthorized use, possession, storage. Manufacture, distribution, dispensation and sale of alcohol both on the premises and during any business conducted in AAMS-owned or supplied vehicles.

## SUBSTANCE ABUSE POLICY

As a drug-free workplace AAIMS will comply with all legal regulations re drugs, Substance abuse is detrimental to an individual's health and may jeopardize safety in the workplace. For these and other reasons, the unauthorized use or possession of alcohol, controlled substances, and the use or possession illegal drugs is prohibited on AAIMS premises and during AAIMS-sponsored activities

## DISCLAIMER

The information described in this handbook is intended to provide the guidelines and general information necessary to enable AAIMS staff and supervisor/managers to work together successfully and effectively in order to accomplish assigned job responsibilities and even more importantly to support AAIMS overarching mission.

Except as provided in the applicable grievance/dispute resolution procedures, information contained in any handbook, manual or document prepared for or relating to non-exempt or exempt staff is for information purposes only and shall not be construed as a contract.

While this handbook strives to be a wide-ranging information resource, it should not be understood as full replacement of AAIMS official policies or of its more comprehensive procedures and guidelines.

If you have questions yet unanswered please contact your immediate supervisor or HRM.

## ACKNOWLEDGEMENT OF RECEIPT

My initials and signature indicate that I have reviewed and had the opportunity to discuss with a Supervisor/HRM any questions that I have regarding the content of this handbook.

I understand that I have an obligation to inform my supervisor/manager, HR, and Accountant of any changes in my personal information — including but not limited to, my phone number and address. I also accept responsibility for contacting my supervisor, HRM or Accountant if I have additional questions or concerns or need further explanation about these or subsequent policies, procedure; and/or guidelines.

I recognize that the original signed "Acknowledgement of Receipt" document has been given to me and a copy has been placed in my personnel file. I also understand details about AAIMS policies and procedures are available online at [www.aaims.edu.jm](http://www.aaims.edu.jm)

Signed: \_\_\_\_\_  
Employee

Signed: \_\_\_\_\_  
Supervisor

Date: \_\_\_\_\_

Date: \_\_\_\_\_