



Holy Cross Health: Solicitation and Distribution

Owner/Dept: Katherine Wellner, Chief HR Officer/ Human Resources	Date approved: 10/13/2016
Approved by: Annice Cody (President Holy Cross Health Network), Doug Ryder (RHM President), Judith Rogers (President of Holy Cross Hospital), Matthew Lukasiak (RHM CHRO)	Next Review Date: 10/13/2019
Affected Departments: All Colleagues	

Purpose To outline the Holy Cross Health (the health system) policy regarding distribution of literature, selling, and solicitation on owned or properties under the control of the health system.

Scope

- Holy Cross Health colleagues
- Persons associating or conducting business with Holy Cross Health

Policy overview

Holy Cross Health does not permit solicitation, distribution of literature, sale of merchandise, or related activities in the hospitals or on any properties owned, leased, or under the control of the health system, except as provided in this policy or as otherwise approved by Holy Cross Health administration. It does not allow such activities at any time in patient care areas without administrative approval. The health system established this policy to protect the privacy of patients, visitors, and colleagues and to prevent interference with the delivery of patient care and health system operations. This policy is not intended to interfere with or impede the exercise of rights under applicable law.

Definitions The following definitions apply in this policy:

Term	Definition
<i>Solicitation</i> is	Approaching a person for the purpose of offering or persuading individuals to purchase a product or service; collecting or contributing funds; promoting, encouraging, or discouraging participation, support, or membership in any organization; or promoting a doctrine or belief.
<i>Distribution of literature</i> is	Distribution, delivery, or posting of any written, printed, or electronic matter for the purpose of, or as an aid to, solicitation.
<i>Immediate Patient care areas</i>	Immediate patient care areas include patient rooms; patient units; patient lounges and waiting areas; operating rooms; patient treatment or therapy areas; nursing stations; corridors, sitting rooms, and other areas frequented by patients and visitors for treatment, therapy, or consultation with physicians or family members; and elevators and stairways used by or to transport patients.
<i>Working time</i>	Working time refers to all time during which a colleague is responsible for performing tasks, duties, or functions for which s/he is employed, including overtime and additional shifts.
<i>Non-working Time</i>	This term refers to meal periods, the 10-minute break per shift (taken based on business need), and time before or after a colleague's shift.
<i>Working areas</i>	Working areas are areas where employees usually perform work for Holy Cross Health. Working areas do not include areas such as the cafeteria, main lobby, gift shop, parking area, employee break rooms, employee lounges, and restrooms.
<i>Non-employees</i>	Non-employees are individuals present in or on Holy Cross Health property that are not employed by or affiliated with the health system.

Solicitation and literature distribution	<p>Holy Cross Health does not allow colleagues to solicit colleagues, patients, or visitors at any time in immediate patient care areas or during working time, including the working time of either the colleague soliciting or being solicited. Colleagues may not distribute literature during their working time or to any colleagues who are on working time. Colleagues may not distribute literature at any time in working areas or immediate patient care areas. The health system prohibits the solicitation and distribution of literature to patients or visitors at any time by unauthorized persons.</p> <p>Nothing in these guidelines prohibits employees from discussing terms and conditions of employment, including talking about your job responsibilities, wages, or hours.</p> <hr/>
Charities	<p>The health system's executive leadership, through express authorization, may approve charities, consistent with the mission and values of the organization, to solicit donations and contributions from the health system's employees.</p> <hr/>
Non-employees	<p>The health system does not permit non-employees to solicit or distribute literature anywhere on Holy Cross Health's properties for any reason.</p> <hr/>
Vendors	<p>Vendors must have express authorization to conduct business activities at Holy Cross Health. Supply chain management and pharmacy department policies address authorized vendors who have legitimate business on health system property. Holy Cross Health controls the locations and times of authorized solicitation, distribution, and sales on health system property. Also see <i>Holy Cross Health: Vendor Relationship Management</i>.</p> <hr/>
Policy violations	<p>Violations of this policy by colleagues may result in disciplinary action, including termination.</p> <hr/>
Questions and more information	<p>Contact the Human Resources department with questions or for more information about this policy.</p> <hr/>