



Employee Lactation Support

Kaiser Permanente is a leader in supporting breastfeeding and has made a commitment to supporting its members, patients and employees.

Below are a few highlights of what Kaiser Permanente provides employees who are breastfeeding:

- Breastfeeding accommodations
- Access to private space, shielded from view, near your work area
- A reasonable amount of break time to express breast milk
- Designated Human Resource Consultants are available to assist you

How do I submit a request for breastfeeding accommodation(s)?

- Contact your manager to request an accommodation. If you should need additional support, you can reach out to your Human Resource Consultant.
- Special rules and rights apply to employees working in San Francisco. Refer to the Employee Lactation Support Policy Addendum for more information.

Additional resources can be found on kp.org/myhr/lactationsupport including:

- Employee Lactation Support Guide
- Lactation Room Locations
- Breastfeeding Classes & Counselors

In accordance with California law, we distribute our lactation policy to new employees. To view the policy online, visit kp.org/myhr/lactationsupport.



Well-Being Programs & Resources

For the people who power KP

KP has an abundance of programs and resources to support you, wherever you are, on your journey to better health and well-being.

Mental Health and Wellness

Our mental health impacts all areas of our lives. We have programs, services, and resources to help manage stress and anxiety, increase mindfulness, and connect with mental health professionals when needed.

kp.org/employementalhealth

Employee Assistance Program

The Employee Assistance Program (EAP) offers free and confidential consultations for you and your dependent family members for help with any work-related or personal issue. A 24/7 EAP access line is also available if you need immediate support. kp.org/eap

Get Moving with Go KP

Go KP is an online wellness platform where you can track your activity, participate in wellness challenges, set personal goals, connect with co-workers, find healthy recipes, and more!

kp.org/gokp

Wellness Coaching

Whether your personal goals are to eat well, move more, reduce stress, lose weight, or quit tobacco, a personal wellness coach can help. This service is available for free to KP members. Call 866-862-4295 or visit

kp.org/wellnesscoaching

(Over)

Healthy Workforce (cont.)



UBT Health & Safety Champions

The UBT Health & Safety Champions help their Unit Based Teams to improve health and safety and serve as role models for their colleagues and KP members.

Impartnership.org/health-and-safety-champions

Total Health Assessment (THA)

This easy-to-use online survey gives you a big-picture view of your health and personalized recommendations to help reach your goals. Available for all KP members. kp.org/tha

Manager Tools

Resources and tools specifically for managers and team leads on how to support the well-being of their teams.

kp.org/healthyworkforce/managertools

Employee Discounts

Find exclusive deals on shopping, travel, tickets, wellness items, and more on KP's own employee discounts platform.

kp.org/employeediscounts

Healthy Eating

We offer healthy food in our food venues from hospital cafeterias to on-site farmers' markets. We also have fun resources to support a culture of healthy eating at work, such as healthy team celebrations, recipes, and more.

Workforce Well-Being Policies

To support KP's commitment to your overall well-being, we have instituted wellness policies to enable you to thrive at work. This includes a Lactation Support Policy, the Healthy Workplace Activities policy, and the Healthy Catered Food policy.

Scan this QR code or visit kp.org/healthyworkforce on HRconnect to access these resources and more.



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1.0 Policy Statement

Kaiser Permanente (KP) promotes and supports lactation needs among its members, patients, and employees. In line with this commitment, KP has established requirements to support and encourage its lactating employees.

2.0 Purpose

This policy describes requirements that aim to promote, protect, and encourage lactation practices among employees.

3.0 Scope/Coverage

This policy applies to all employees who are employed by the following entities (collectively referred to as "Kaiser Permanente"):

- 3.1** Kaiser Foundation Health Plan, Inc. (KFHP);
- 3.2** Kaiser Foundation Hospitals (KFH);
- 3.3** KFHP/H subsidiaries;
- 3.4** The Permanente Medical Group, Inc. (TPMG); and
 - 3.4.1** This policy does not apply to physicians, podiatrists, vice presidents, or members of the TPMG Executive Staff, who are covered by separate TPMG policies.
- 3.5** Southern California Permanente Medical Group (SCPMG)
 - 3.5.1** This policy does not apply to physicians of SCPMG.

4.0 Definitions

See *Appendix A — Glossary of Terms*.

5.0 Provisions

- 5.1 Breastfeeding, Expressing, and Storing Milk at Work.** All employees are permitted to breastfeed, express, and/or store breast milk at work.
- 5.2** KP shall not discharge, or in any other manner discriminate or retaliate against lactating employees for exercising or attempting to exercise rights granted by this policy or applicable federal, state, or local law. This includes those who request time to express breast milk at work and/or who lodge a complaint related to the right to lactation accommodations.

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5.3 Location/Facility Requirements

- 5.3.1** KP takes reasonable actions to provide a private location for milk expression and/or breastfeeding at all KP work sites. New and updated KP-owned or leased hospitals, medical offices and administrative buildings contain a permanent designated lactation room. Please refer to the Lactation Room Finder for additional information.
- 5.3.2** Employees will be provided with a location for lactation breaks that meet the following minimum requirements:
- 5.3.2.1** Is located within close proximity to the employee’s work area.
 - 5.3.2.2** Is accessible to employees with a disability (temporary accommodations may need to be made).
 - 5.3.2.3** Must not be a bathroom.
 - 5.3.2.4** Provides visual and physical privacy so that it is free from intrusion by co-workers or the public. Where feasible, the location will be lockable or else will have appropriate signage to prohibit others from entering.
 - 5.3.2.5** Provides user seating and a surface on which milk expression equipment and personal items can be safely placed.
 - 5.3.2.6** Contains electrical sockets located near seating such that milk expression equipment can be easily plugged in.
 - 5.3.2.7** Is maintained to ensure cleanliness.
 - 5.3.2.8** May include the place where the employee normally works if it otherwise meets the requirements of this section.
 - 5.3.2.9** Provides access to appropriate amenities and supplies necessary for lactation breaks (e.g., paper towels, access to soap and water for cleaning hands, etc.).
 - 5.3.2.10** (For new or remodeled permanent lactation rooms) Contains a sink with hot and cold water.
- 5.3.3 Temporary Accommodation.** At work sites where no permanent lactation room exists, or existing rooms are overburdened, KP takes reasonable action to provide a temporary space that meets the requirements in section 5.3 above for lactation breaks (e.g., an exam room at a hospital or medical office, etc.). Refer to *KP Employee Lactation Support Guide* (6.2.1) for details.
- 5.3.4 Amenities.** Amenities within or near the lactation location, such as storage space, identified refrigerators, drying racks, etc., that help reduce the amount of break time needed (by reducing the time to locate and

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access storage or a refrigerator, for example) are encouraged (see *Employee Lactation Support Guide* (6.2.1) for details).

5.3.4.1 Employee Responsibility. Employees are responsible for breast milk stored at a KP work site.

5.3.5 Priority Use. While alternate uses of designated lactation support locations are permitted, such locations must be maintained according to the requirements in section 5.3 above and prioritize use for lactation.

5.3.6 Additional Requirements for Applicable Localities. Refer to Addendum for any local requirements that may apply.

5.4 Traveling/Mobile Employees. Eligible employees who work offsite (e.g., mobile workers, homecare employees, those traveling for meetings, etc.) should make specific arrangements with their managers or Human Resources to meet their needs. Refer to *KP Employee Lactation Support Guide* (6.2.1) for additional information.

5.5 Time to Express Milk. KP employees may take lactation breaks during the workday as needed.

5.5.1 Amount of Time Allowed. KP provides reasonable break time for each time employees need to breastfeed, express milk, or store milk. Employees should coordinate the time needed with their supervisor. See *KP Employee Lactation Support Guide* (6.2.1) for details.

5.5.2 Use of Rest/Meal Period Time. When consistent with the lactation needs of the employee, lactation breaks will, if possible, run concurrently with meal/rest period time provided. If an employee requires a reasonable amount of time beyond the normal rest/meal period for lactation needs, the time is provided but for nonexempt employees it may be unpaid. Employees may choose to use accrued time off benefits as allowed by applicable pay practices. Employees should make alternate/additional arrangements as needed with their supervisor.

5.6 Roles and Responsibilities

5.6.1 Employee Responsibilities. Employees communicate their anticipated lactation needs at work (in writing, when feasible) to their manager/supervisor prior to their return to work, if possible; otherwise, immediately upon return to work. Communication could include discussion about the timing of breaks, flex-time/telecommuting options, and/or other needs. Employees notify their manager or Human Resources if, for any reason, their lactation room is not suitable or available.

5.6.2 Supervisor Responsibilities. Supervisors support their eligible employees according to the provisions of this policy. At a minimum, supervisors are familiar with:

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- 5.6.2.1** Where to find employee lactation support resources, including this policy;
- 5.6.2.2** Local lactation room location and procedure for access; and
- 5.6.2.3** Needs of eligible employees. Refer to *KP Employee Lactation Support Guide* (6.2.1) for detailed guidance.
- 5.6.2.4** Additional local requirements that may apply. Refer to policy Appendices for guidance.
- 5.6.3 Temporary Accommodations.** Supervisors of eligible employees are responsible for implementing temporary accommodations, as required in section 5.3.3 above. Supervisors collaborate with Local Facilities Services Directors (or equivalent) or Facility Engineers to comply with the requirements described in section 5.3.3 above.
- 5.6.4 Breaks and Compensation.** As discussed in section 5.5.2 above, if necessary, supervisors ensure that related policies and applicable pay practices are followed.
- 5.6.5 Delegation.** Supervisors may choose to delegate these responsibilities to a representative to be the primary employee point of contact on behalf of the manager. However, the supervisor remains responsible for ensuring the lactating employee has a compliant lactation location and reasonable lactation breaks.
- 5.6.6 National Human Resources Service Center (NHRSC).** When the employee contacts the NHRSC for leave administration, the NHRSC provides information about lactation support to eligible employees with maternity leave information. At a minimum, this includes a copy of this policy, any materials provided by National Workforce Well-Being, and information about who to contact and where to find further information about lactation support upon return to work.
- 5.6.7 Workforce Well-Being**
 - 5.6.7.1 National Workforce Well-Being.** Development of, and access to, information about lactation support is the responsibility of Workforce Well-Being.
This includes:
 - 5.6.7.1.1** Developing and maintaining original resource materials such as the *KP Employee Lactation Support Guide* (6.2.1) and updating Regional Workforce Well-Being and National HR Compliance and Risk Management with any changes.
 - 5.6.7.2 Regional HR/Employee Well-Being Staff** support the notification and education of employees about how to access lactation support information and materials developed locally

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and by National Workforce Well-Being. Links to this policy and related information are posted on Regional Workforce Well-Being websites.

6.0 Appendices/References

6.1 Appendices

6.1.1 Appendix A — Glossary of Terms

6.1.2 Appendix B — Requirements for KP Work Sites in California

6.2 Attachments

6.2.1 KP Employee Lactation Support Guide

6.3 Additional References

6.3.1 [US Department of Labor - Fact Sheet #73: FLSA Protections for Employees to Pump Breast Milk at Work](#)

6.3.2 [US Department of Labor – Workplace Poster: Break Time for Nursing Mothers](#)

7.0 Approval

This policy was digitally approved by the following representative of Kaiser Foundation Health Plan, Inc., Kaiser Foundation Hospitals, and their subsidiaries.

Policy Approver:

Derek Reimer
Chair, National HR Policy Roundtable
Proxy for Arlene Peasnell, SVP HR Consulting

Approval Date: 12/05/23

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Appendix A — Glossary of Terms

Campus — A collection of buildings comprising a single work site, such as a medical center or construction site.

Eligible Employee — An employee who wishes to express milk for, or breastfeed, their child.

Expression of Milk — The process of collecting milk from the breast without a baby suckling, which may be performed manually or by using of a manual or automatic pump.

KP Work Site — KP-owned or -leased space where KP employees perform job duties which may be an individual building or a collection of buildings (e.g., a campus, a complex, etc.).

Lactation Break — Time required during the workday for an eligible employee to breast feed, express milk, or store milk.

Lactation Support Location — A space where an eligible employee is able to express milk or breastfeed.

Meal Period — An uninterrupted period of time of at least 30 minutes in which an employee is relieved of all work duties. This period is unpaid time.

Reasonable Break Time — Time needed by an eligible employee to successfully express milk or breastfeed.

Rest Period — An uninterrupted 15-minute period of paid time in which an employee is relieved of all work duties. This period is paid time.

Return to Work — Point at which an employee resumes work following leave for the birth (or adoption) of a child.

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Appendix B — Requirements for KP Work Sites in California

The following additional requirements apply to KP work sites in California:

1. Communication

- This policy is shared with every newly hired employee and with any employee who inquires about or requests **parental leave**, in any manner, including via HRconnect.
- Generally, requests for lactation accommodations and responses should be in writing whenever possible.
- Employees should communicate their anticipated lactation needs at work and any needed lactation accommodation in writing to their manager/supervisor prior to their return to work, if possible; otherwise, immediately upon return to work. Communication should include discussion about the timing and length of breaks, flex-time/telecommuting options, and/or other needs.
- If KP cannot provide a requested lactation accommodation, KP must provide a written response to the employee.

2. Lactation Space

- a. In addition to what is outlined in the Employee Lactation Support policy, lactation space must:
 - Have access to a sink and refrigerator in close proximity to the employee’s work area; and
 - Be safe, clean, and free of toxic or hazardous materials.
- b. Where a KP facility shares space with other employers, KP may provide a space shared among multiple employers within a building or worksite as long as it is still within close proximity to the employee’s work area.
- c. KP shall either provide lactation accommodations or provide a safe and secure location for a subcontractor’s employees assigned to a KP work location, within two business days from receipt of a written request from any subcontractor employer with an employee who requests an accommodation.

3. Retaliation Related to Breastfeeding or Expressing Milk is Prohibited; Complaints Protected

- KP shall not discharge, or in any other manner discriminate or retaliate against lactating employees for exercising or attempting to exercise rights granted by this policy or applicable federal, state, or local law. This includes those who request time to express breast milk at work and/or who lodge a complaint related to the right to lactation accommodations.
- Employees who believe they have been retaliated or discriminated against for requesting a lactation accommodation, or otherwise exercising their rights, can complain to the Compliance Hotline, 1-888-774-9100, or federal or state agencies, including the California Labor Commissioner. KP shall not retaliate against employees for filing any such

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complaints.

The following additional requirements apply to KP employees at KP work sites in the City of San Francisco:

- This policy is shared with every newly hired employee and with any employee who inquiries about or requests **pregnancy or parental leave**, including via HRconnect.
- An employee’s request may be provided orally or in writing (including by email) and need not be submitted on a specific form.
 - The SF Lactation Accommodation Request Form is available on HRconnect.
 - Records of requests for Lactation Accommodations that are denied must be maintained for 3 years from the date of request.
 - KP must respond, in writing, to an employee’s request for lactation accommodation within five business days. If the response is a denial of the employee’s request, or if the lactation support location does not comply with San Francisco law, KP must include in its written response the basis for its denial of the request.
- KP and the employee requesting lactation accommodation must engage in an interactive process to determine the appropriate lactation break period(s) and lactation support location for the employee.
- KP maintains a record of requests for Lactation Accommodation that includes the name of the employee, the date of the request, and a description of how the request was resolved, including any denial.
- Employees working in San Francisco and needing lactation accommodation there have a right to file a complaint with San Francisco’s Office of Labor Standards Enforcement for any perceived violation by KP of the Lactation in the Workplace Ordinance. Retaliation for filing any such complaint, or for otherwise exercising rights conferred by the Lactation in the Workplace Ordinance, is prohibited.