



Team Member Handbook

IMPORTANT NOTICE

This handbook is designed as a helpful guide as you become acquainted with your tasks and responsibilities as a team member of this facility. Much of the information on these pages is a summary of facility policies as well as federal, state and local laws which change from time to time. Due to the nature of healthcare operations and variations necessary to accommodate individual situations, the guidelines set out in this handbook may not apply to every team member in every situation. The facility reserves the right to rescind, modify or deviate from these or other guidelines, policies, practices or procedures relating to employment matters from time to time as it considers necessary in its sole discretion, either in individual or facility-wide situations with or without notice.

Please read this handbook carefully and keep it for further reference. If you have any questions concerning the policies, practices, programs or benefits outlined in this handbook, please contact your leadership or the Human Resources Department.

Nothing in this handbook or in any of the facility's policies and procedures manuals shall be deemed to constitute a contract of employment for any duration or term, and all team members of this facility are team members-at-will who may quit at any time for any reason and who may be terminated at any time for any or no reason (that is, with or without cause). No one other than the Chief Executive Officer of the facility may make any promises or assurances or enter into any contract, whether oral or written, express or implied, that in any way is contrary to or inconsistent with the limitations set forth in this paragraph. Regardless of any other provisions in this handbook, it is not contractual in nature.

Benefit plan descriptions contained in this handbook are not team member benefit plan documents. In the event any inconsistency exists between the information in this handbook and any applicable team member benefit plan documents, the provisions in the team member benefit plan documents shall govern.

In the event that this handbook conflicts with the terms of a collective bargaining agreement, the language in the collective bargaining agreement shall govern.

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Note: In the event that certain provisions of this handbook conflicts with the terms of a collective bargaining agreement, the collective bargaining agreement provisions shall govern.

I. INTRODUCTION

Welcome to Dupont Hospital. An interesting and challenging experience awaits you as a member of our team. This handbook should answer many of the questions you may have concerning your employment. Please read it thoroughly and retain it for future reference. The rules, policies and procedures stated in this handbook are guidelines only, with the exception of our policy on “at-will” employment, and are subject to change at the sole discretion of the facility, as are all other facility policies, procedures, benefits and other programs. From time to time, you may receive updated information concerning changes in policy. If you have any questions regarding anything in this handbook, please consult your leadership or the facility’s Human Resources Department.

Dupont Hospital, LLC Background

Welcome to a different kind of hospital. Welcome to the Dupont Hospital. What makes us so different: For starters, we’re the only hospital in Fort Wayne that was designed from the ground up by physicians. Every detail was carefully thought out to provide better patient care and comfort.

What is the Dupont Difference: That’s a tough question to answer because there are so many things that set this hospital apart. Perhaps more than anything else, the Dupont Difference is our people-experienced, caring professionals who go out of their way to give you the best service possible, and that makes all the difference.

5-Star Team

At Dupont, our team members are chosen not only for their skills and abilities, but also for their attention to detail and desire to help anyone they come in contact with. We strive to treat each guest (patients, family members), physicians, and fellow Dupont team members the way we want to be treated. Our team members make the Dupont Difference a reality.

Five-Star Customer Service Standards

At Dupont Hospital, we’ve developed a culture centered around 5-Star Service, much like you would expect to see in the hotel industry. We hope you find our customer service standards second to none. We go to great lengths to make sure our guests feel comfortable and safe during their visit.

Dupont Hospital Mission Statement

Responding to the healthcare needs of the community, we are committed to excellence in all aspects of care through education, prevention, treatment and support. We create a five-star experience by exceeding individual expectations for all who enter our door.

Dupont Hospital Award Accomplishments

2010 – Chest Pain Accreditation

2010 – CHS Physician Satisfaction Award

2009 – National Ranking Best in Value Best Indiana for Value, Data Advantage

2009 – Metrics Award For community Hospitals Celebrating CPOE Success, McKesson
2008 – CHS Outstanding Patient Satisfaction
2007 - CHS Highest Physician Satisfaction
2007 – Outstanding Achievement Award
2007 – Highest perception of Quality Excellence Throught Insight Award, Health Stream Research
2006 – Overall Physician Satisfaction Excellence Through Insight Award, Health Stream Research
2005 – Triad Gold Hospital of the Year
2004 – Triad Award
2003 – Gold Hospital of the Year
2002 – Triad Award
April 9, 2001, Hospital Grand Opening

Community Health Systems Company Profile

Dupont Hospital is affiliated with Community Health Systems (“CHS”).

Located in the Nashville, Tennessee suburb of Franklin, CHS, through its affiliates, owns, operates or manages general acute care hospitals in non-urban and mid-size markets throughout the country. CHS affiliated hospitals offer a broad range of inpatient medical and surgical services, outpatient treatment and skilled nursing care. In addition, though QHR, CHS provides management and consulting services to independent general acute care hospitals located through out the country.

Shares in Community Health Systems, Inc. are traded on the New York Stock Exchange under the symbol “CYH.” Community Health Systems, Inc. has no employees or healthcare operations.

II. EMPLOYMENT PRACTICES

Equal Employment Opportunity

The Facility does not discriminate in any way to deprive any person of employment opportunities or otherwise adversely affect the status of any team member because of race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, citizenship, veteran status, military or uniformed services, in accordance with all applicable governmental laws and regulations. In addition, the facility complies with all applicable federal, state and local laws governing nondiscrimination in employment. This applies to all terms and conditions of employment including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

Background Investigations

At the time of your employment, the facility performs a thorough reference and background investigation which may include, but is not limited to, any of the following: prior employment, education, a search of OIG's list of individuals who have been excluded or disbarred from any applicable government payer program, inquiries regarding past professional license sanctions, a credit check, a criminal records search, and a driving history check. Applicants or team members whose background checks reveal adverse information, or who are found to have falsified information by misrepresentation or falsification of facts on their application, are subject to discharge or non-selection for employment. Periodic updates of these background investigations may be performed at the discretion of the facility, or as required by law. Team members will be required, as a condition of continued employment, to consent to these additional background investigations.

Team members are asked annually to disclose any criminal, licensure and certification events that have occurred to them since their pre-employment background investigation. This includes events such as convictions, pleas, probation and loss or limitations of licenses or certifications. However, should such an event occur before the annual disclosure, it is a condition of your employment that you report it to Human Resources as soon as you are aware of the event. Note that each report is addressed individually, and a report being made is not an automatic bar to continued employment.

Employment Classifications

There are three classifications of team members:

- ***Regular Team Member.*** A team member who is regularly scheduled to work either a fixed or flexible schedule on a weekly basis, on either a full-time basis (working at least 32 hours per week) or part-time basis (working less than 32 hours per week).
- ***Occasional*** (previously referred to as PRN). A team member who is not regularly scheduled to work at least part time. Occasional team members may either be used as needed or on a fixed schedule less than part time.
- ***Temporary.*** A team member who is employed on a temporary basis (as designated by the facility) whether or not that team member works full-time or part-time.

In addition, all team members are designated as either of the following:

- **Exempt.** A team member who is exempted from the minimum wage and overtime pay provisions of applicable federal and/or state wage and hour laws.
- **Non-exempt.** A team member who is eligible for minimum wage and overtime pay pursuant to the provisions of applicable federal and/or state wage and hour laws.

Hours of Work

Scheduled hours of work each week depend on a team member's department and on the particular position to which the team member is assigned. Based on the needs of the facility and the department, it may be necessary to change a team member's work schedule from time to time to meet department needs. This may include mandatory overtime.

Job Duties

Prior to beginning employment, a team member will be given a job description for his/her position. During the team member's 90-day introductory period, his/her leadership will review the job responsibilities and the performance standards expected of the team member. A team member's job responsibilities may change at any time during his/her employment. From time to time, the employee may be asked to perform additional work necessary to the operation of his/her department or the facility. Cooperation and assistance in performing such additional work is expected.

Introductory Period

A team member's first 90 calendar days of employment are considered an introductory period. This period is a continuation of the selection process and provides a period of time for a new team member to demonstrate to the facility that he or she is well-suited to the position. The team member's leadership should discuss with the team member his/her progress. Team Members are encouraged to inquire about their progress as well. This introductory period may be extended at the discretion of a team member's leadership. Employment during the introductory period is at-will. Further, team members determined by the facility as not well-suited to their positions during this introductory period may be terminated. Completion of this introductory period does not alter the at-will relationship and does not indicate a guarantee of continued employment. Employment remains, at all times, on an at-will basis.

If a team member is promoted or transferred into a new position, he/she will be subject to a new 90-day introductory period in the new position. If the facility determines that the new team member is not well-suited to his/her new position, he/she may return to his/her previous job, if available, or be placed elsewhere within the facility if a suitable job opening is available. If no position is available, the team member may be terminated. Completion of this introductory period following promotion or transfer does not alter the at-will relationship and does not indicate a guarantee of continued employment.

Orientation and Annual Reorientation

All newly-hired team members must attend new team member orientation. Team members with clinical responsibilities must complete clinical orientation prior to beginning the job assignment. The department head or designated department representative will conduct specific department and job orientation. All new nursing staff are required to demonstrate proficiency in nursing skills required for their unit.

Annual reorientation in areas mandated by the corporate compliance program, Joint Commission, or

state or federal laws is required for all team members. A team member who fails to attend and or complete any mandatory reorientation sessions will be subject to disciplinary action, up to and including termination. Team members who do not comply with the annual reorientation requirements of the corporate compliance program will be terminated.

Professional Licenses / Registrations / Certifications

Team members who are required to be licensed, registered, or certified to perform the duties of their positions must present evidence of a current and unrestricted license, registration or certification at the time of employment and thereafter prior to the expiration of the license, registration or certification in accordance with applicable requirements. The facility will also validate this document with the issuing entity. Renewal of such license, registration, or certification is the team member's responsibility, and failure to maintain or renew this license, certification or registration will result in removing the team member from the work schedule and may result in disciplinary action that may include termination.

Job Postings

Open positions, with the exception of key hospital management positions, are posted online at www.theduponthospital.com. The facility may also simultaneously advertise for outside applicants. Occasionally unique situations require filling the position temporarily or permanently prior to completion of the posting period. Team members who apply for open positions must have been in their current position for a minimum of six months.

Multiple Positions

For hourly team members who work for more than one CHS facility, all hours worked at CHS facilities must be aggregated in order to determine any applicable overtime compensation. Team members will be issued only one check or pay statement from their home base facility (i.e., the facility where they work the most hours).

Team members may not work simultaneously at any CHS-affiliated facility(ies) as both an active team member and as an independent contractor, including placement through a temporary agency. Team members on leave from one facility (PTO/vacation, sick/EIB, FMLA, personal leave of absence, or other type of approved leave), whether paid or unpaid, may not work at another CHS facility during the leave.

Outside Employment

Non-exempt team members may work for other employers, including other healthcare entities, during nonworking hours provided it does not interfere with the team member's job performance at the CHS facility or our business needs. Leadership personnel above the department head level may not be employed by any other competing healthcare entity while employed by a CHS facility.

Employment of Relatives

The employment of relatives is permissible so long as such employment does not, in the sole discretion of management, create an actual or perceived conflict of interest and no direct reporting relationship exists.

Team Member References/Verifications of Employment

All requests for references must be directed to the Human Resources Department. No other leadership or team member is authorized to release references for current or former team members. The facility will disclose only the dates of employment and the title of the last position in response to inquiries regarding former team members unless authorized in writing by that individual to release certain other information.

Rehire

If a team member's employment with the facility ends and the team member is rehired *within 90 days*, seniority and accrued unused sick/EIB bank will be restored. The team member will be eligible as of the first of the month following the date of his/her rehire for most other team member benefits without satisfying additional waiting periods, subject to the terms of any applicable team member benefit plans, provided the team member satisfies any applicable waiting periods prior to the date his/her employment ended.

All team members who are rehired after an absence of *more than 90 days* or who are returning from a leave of absence of more than 90 days must demonstrate skills competency as required by their position prior to resuming their duties. For benefit purposes, with the exception of the 401(k) Plan which has separate break in service provisions, these team members will be treated as new team members. A new substance abuse test will be required.

Staff Requests

Situations may arise where the prescribed course of treatment for a patient conflicts with the cultural values, sense of ethics or religious beliefs of a team member. In such cases, the team member must immediately notify the leadership and request to be excused from participating in such care. When it is impossible to accommodate the team member due to staffing considerations, the team member will be responsible for providing appropriate care. Refusal to provide care will result in corrective action up to and including termination.

Missed Meals

There may be times that a team member may not be able to complete an uninterrupted meal break. It is the team member's responsibility to notify his/her leadership so that timekeeping for payroll is accurate. Team members must notify his/her leadership each and any time the meal is missed. Team members are required to verify their time for accuracy each pay period. An annual acknowledgement form to be signed and returned to Human Resources will be required.

III. EMPLOYEE RELATIONS

Identification Badge

Identification badges must be worn at all times while employees are on duty. Loss or theft of an identification badge must be reported to Security. If a team member fails to bring his/her identification badge to the facility when reporting for duty, the team member must make arrangements with his/her leadership to sign a payroll variance form until the badge is found or replaced.

Annual Team Member Health Requirements

All team members are required to maintain certain vaccinations and health screenings that are related to their jobs. A PPD test or other means of testing may be required on an annual basis for all team members. An annual health history-update form will be provided and is required to be completed and submitted to Health Services. Health Services files are confidential and are maintained in the Health Services Department.

TB Requirements

Dupont Hospital is classified as a low risk facility in relation to Tuberculosis transmission according to the Centers for Disease Control guidelines. The CDC has no recommendation of tuberculin skin testing for a low risk facility. Dupont Hospital will perform 2-step TB testing on all new hires and following all TB exposures. Team members are also required to complete an annual TB Risk Assessment and any required follow-up. Team members will be instructed to report promptly to Health Services if they have persistent symptoms of tuberculosis disease, at which time a tuberculin skin test and chest PA X-ray will be ordered. In the event that a risk assessment indicates that a team member has symptoms consistent with Tuberculosis, a tuberculin skin test and chest x-ray will be ordered. The TB skin test will be available to physicians and allied health personnel to fulfill their biannual credentialing requirements. Dupont Hospital may choose to change the annual TB requirements in the event our CDC risk classification changes.

In addition to the TB Risk Assessment, team members will be asked to complete annual health history update forms to be reviewed by the employee health nurse. All information provided will be considered strictly confidential and placed in their employee health file in Health Services for use in an emergency.

Dupont Hospital

“Workers’ Compensation Rights & Responsibilities”

1. **Report your injury or exposure as soon as possible.**
 - a. Notify your direct supervisor and complete the Team Member Incident Report for any work-related injury, illness, or “near miss” event no matter how minor, by the end of the shift in which it occurs.
 - b. If you require medical treatment, follow the directions in the Health Services binder or under the Team Member Injury algorithm located under Policies and Procedures on the intranet. Report to Employee Health Services as soon as possible, and no later than 24 hours or the next business day post incident.
2. **File a claim for benefits.**
 - a. You have the option to file a workers’ compensation claim. We cannot deny an employee the right to file a claim, and cannot penalize or discriminate against you for doing so.
 - b. Gallagher Bassett Services is the claims administrator for Dupont Hospital.
 - c. Gallagher Bassett Services may contact you regarding your claim to obtain more information. Coverage of your claim will be at the discretion of Gallagher Bassett Services.
 - d. If the claim is allowed, Gallagher Bassett Services will pay all medical bills that result from the occupational injury/illness.
3. **Treating the injury**
 - a. You are expected to report any changes in condition to Employee Health Services so appropriate follow-up is completed.
 - b. Appointments for follow-up care in Health Services will be scheduled during your regularly scheduled work day when possible. Your leadership will be made aware of these appointments and will release from your duties to attend.
 - c. If you are unable to keep an appointment in Health Services, please call 416-3028 to reschedule.
4. **If your injury requires a referral outside Employee Health Services.**
 - a. Your treating physician will complete a restriction form (if restrictions are necessary) with you the first time you are treated for an occupational injury/illness. We request you be evaluated by your attending physician every 2-4 weeks unless otherwise specified by your physician, in which case please communicate how often your physician will be following up with you, until you no longer need treatment and have reached maximum medical improvement, documented on their discharge instructions.
 - b. Please make every effort to schedule your follow-up/therapy appointments around your work schedule. You must make arrangements with your department/unit for these appointments if they cannot be scheduled on your off time.
5. **Medication management.**
 - a. You will receive a prescription card from Gallagher Bassett Services in the mail that you will need to present if you have prescriptions to pick-up from a retail pharmacy.
6. **Stay in touch with your employer.**
 - a. Dupont Hospital makes every effort to assist injured team members in returning to safe, productive work as soon as medically possible. You must provide **Employee Health Services** and your supervisor with an updated restriction form and follow-up appointment information after each visit (**no later than 24 hours after your appointment**).
 - b. We have a Transitional Duty program that may allow you to work, with limitations, while you are recovering. If you choose to reject a transitional duty assignment, you will be required to utilize PTO-sick time for the remainder of your leave. Rejecting a transitional duty assignment may also result in loss of some worker’s compensation benefits.
 - c. You must complete the Request for Leave of Absence form in Human Resources when you have missed or are expected to miss more than 3 consecutive days.
 - d. Employees eligible for FMLA who miss more than 3 consecutive days following an occupational injury or illness will be placed on FMLA effective the fourth day. FMLA will run concurrent with the employee’s worker’s compensation leave. FMLA leave will continue as long as you are on injured worker status with time loss to a maximum of 12 weeks during a rolling 12-month period.

Cafeteria

The facility operates a cafeteria for the convenience of team members, the medical staff, and visitors. The cafeteria hours are posted near the entrance. Dupont Hospital team members are all eligible to receive a 50% discount on most food items in the café while working a scheduled shift.

Parking

Team members are requested to park in designated parking. Security can provide diagrams to assist you and can answer any questions you may have about parking.

Lost and Found

All lost and found articles may be deposited or retrieved in Security located at the front entrance of the hospital.

Personnel Files

Current team members may request access to their personnel files for review in the presence of a Human Resources Department representative. At least 24-hours notice must be given to the Human Resources Department to allow for file retrieval during regular business hours, unless otherwise required by law. The facility, in its sole discretion, may allow a team member to obtain copies of portions of his/her personnel file.

Personal Appearance

All team members are expected to be neat, clean and appropriately attired according to following guidelines:

- Identification badges must be worn at all times during the workday and should be clearly visible.
- All clothes should be clean and of proper fit. If uniforms are required, they must be of the established color and style specified for the specific work unit.
- T-shirts, jogging outfits, extremely short skirts, tight fitting or inappropriate clothing may not be worn when on duty. Blue jeans are generally prohibited, except on pre-approved occasions and situations.
- Excessive or unconventional hairstyles are prohibited. Hair must be secured so that it does not touch patients or interfere with job performance. Nets or caps must be worn if required by departmental policy.
- Sideburns, beards and mustaches must be trimmed and neatly maintained.
- Minimal jewelry may be worn. Any jewelry worn must not present a safety hazard. Facial jewelry, with the exception of conventional earrings that present a professional image, may not be worn.
- Any visible body piercing(s), other than conventional earring jewelry, are prohibited.
- Open toe shoes or backless shoes should not be worn if they present a safety hazard.
- Any tattoo that is visible and offensive by facility standards, as determined by the respective leadership, must be completely covered at all times.
- Athletic shoes may be worn in certain departments if approved by leadership as part of the uniform provided they are clean and in good condition.
- Dental and personal hygiene are expected to be maintained; offensive odors are to be avoided. Odors may include body, smoke and colognes/perfumed cosmetics.

The facility reserves the right to use its discretion to determine what constitutes appropriate dress. The team member's leadership will determine the appropriate dress or uniform for positions as well as items of clothing or shoes that are prohibited if they present a safety hazard or if they do not promote a

professional image.

Community♥Cares Customer Service

Our patients are our customers, and they should be treated as welcome guests in our facilities. The facility expects team members to show courtesy, compassion and respect for all guests. In particular, employees should adhere to the following:

- Treat your patients as the most important part of your job.
- Treat your patients as you want to be treated.
- When you meet a patient, make the first 30 seconds count.
- Make eye contact and smile.
- Use a friendly tone of voice on the telephone.
- Be sensitive to your patient's emotions, thoughts and feelings.
- Treat your co-workers as customers.
- Give the patient more than he or she expects.
- Listen to your patients without interrupting them.
- Never make negative comments of any kind where patients can hear.

Change of Status

A team member must notify the Human Resources Department promptly of any change in his/her name, address, phone number, marital status, beneficiary(ies), number of dependents, etc. Such information is of vital importance to payroll, personnel records and team member benefits.

Personal Telephone Calls and Visitors

Team members should limit use of facility telephones for personal calls, and, except in emergencies, should not be called to the telephone for personal calls while on duty. Long distance calls should be charged to the team member's home phone or credit card. Excessive personal calls at work may result in disciplinary action.

Team members may not bring visitors to their work site without the permission of the facility's chief executive officer. Except in the event of an emergency situation, family members and other visitors must be asked to wait in a patient lobby or other common area until the team member is able to take a scheduled break or have finished his/her shift.

Use of Personal Cell Phones and Other Wireless Communications

Cell phones, Electronic communications and recording devices (pagers, PDAs, blackberries) for *non-business purposes* are prohibited (talk, text, take photos) in any work areas of the facility during working time. If kept in other areas, ring volumes are to be set on vibrate or the lowest possible audible ring setting. Cell phones or other wireless communication devices with audible notifications must be set on vibrate or placed in the off position when in business related meetings with other team members or outside business representatives.

Devices are not to be used for any type of recording, including audio or visual recordings. If an employee wishes to make such a recording, he/she must obtain his/her supervisor's advance approval for each recording

No team member is to engage in the use of a mobile phone or other wireless communication device while operating a motor vehicle that is in motion while on facility business, unless such mobile phone

is equipped and used with a hand-free device. The only exception to this policy is where a phone call is made in a bona fide emergency, such as to call “911” or a similar emergency number (e.g., to call an ambulance, fire department). Even with a hands-free device, use of a mobile phone or other wireless communication device use should be kept to a minimum, conversations should be as brief as possible, and team members should refrain from making unnecessary calls. Where possible, even with a hands-free device, mobile phone calls should be made when the vehicle a team member is operating is not in motion.

Team members operating other vehicles such as forklift trucks, golf carts, shuttle carts or other similar vehicles are discouraged from using cell phones and other wireless communications except where essential in the performance of job duties.

Media and Other External Inquiries

The provision of medical care and related business operations necessarily exposes and team member to confidential information. Under HIPAA and other laws, team members are required to ensure that confidential information stays confidential. Accordingly, any inquiries for information from the media (e.g. newspapers, television, internet, etc.) or other external entities or person seeking confidential information such as attorneys, shall be referred to Risk Management for response.

Relationship with Co-Workers

Team member’s interpersonal relationships with peers, subordinates and leadership are expected to be cordial and productive. Any behaviors that do not promote a climate of cooperation will be considered unproductive, and could lead to disciplinary action, up to and including termination.

Absenteeism and Tardiness

Team members are expected to assume diligent responsibility for attendance and promptness. The facility recognizes that illnesses and injuries may occur, and provides for accrual of paid time off for team members to use for legitimate medical and personal reasons, including time off to secure necessary treatment for a serious illness or disability. These benefits, as well as guidelines relating to leaves of absence, are described later in this handbook. Excessive absenteeism and tardiness may result in disciplinary action, up to and including termination.

Definitions

Absence: An absence is defined as an team member’s absence from work for two or more hours on any schedule workday that is not an approved exception to the work schedule. A team members absence for one or more consecutively schedule work days for the same reason is one occurrence.

Tardy: A team member is tardy when he/she clocks in 5 or more minutes after the start of his/her scheduled shift or after the end of a designated break or lunch. A tardy is ½ occurrence.

Verbal Warning: Two or more occurrences in a rolling 12-month period.

First Written Warning: Five occurrences in a rolling 12-month period.

Second Written Warning: Six occurrences in a rolling 12-month period.

Termination: Seven occurrences in a rolling 12-month period.

Advance Notice of Unscheduled Absence

Employees are required to provide notice, as determined by departmental policy, to their leadership, if unable to work the team members' scheduled shifts. Notice must be given for each and every scheduled workday or shift from which the team member will be absent unless he/she is on an approved leave of absence or the team member's leadership acknowledges when first contacted that the absence will be for more than one scheduled workday. Any no-call, no-show absence will result in disciplinary action, up to and including termination. Your department will determine the appropriate notification time for absence

Severe Weather

During severe weather conditions (e.g., hurricanes, tornadoes, floods, heavy snow), team members are expected to use their best efforts to come to work for their scheduled shift. Non-exempt team members who arrive late for their scheduled shift will be paid only for the time actually worked.

Team members who have been advised by their leadership to report to work (essential personnel) who are not able to report to work due to extraordinary conditions (impassable roads, trees down, flooding, severe home damage, etc.) may use vacation time or time off without pay, with their leadership's approval, with appropriate notice. Team members who have been advised by their leadership not to report to work (non-essential personnel) may also use vacation time, PTO or time off without pay. Consideration will be given to emergency situations on a case-by-case basis. Any team member who is unable to get to work and who does not call in during severe weather conditions will be considered as a no-call, no-show and subject to disciplinary action, up to and including termination.

Please keep in mind that during severe weather some team members may be expected to remain at work until their relief arrives.

Prohibition Against Sexual and Other Harassment

It is this facility's intention to provide a working environment in which team members are free from discomfort or pressure resulting from jokes, ridicule, slurs, threats and harassment relating to race, color, sex, sexual orientation, gender identity, religion, national origin, age, disability, citizenship, veteran status, military or uniformed services or other legally protected characteristics.

With respect to sexual harassment, this facility prohibits the following:

- Unwelcome sexual advances, requests for sexual favors, and all other verbal or physical conduct of a sexual or otherwise offensive nature, especially where:
 - Submission to such conduct is made either explicitly or implicitly a term or condition of employment;
 - Submission to or rejection of such conduct is used as the basis for decisions affecting an individual's employment; or
 - Such conduct has the purpose or effect of creating an intimidating, hostile or offensive working environment.
- Offensive comments, jokes, innuendos and other sexually oriented statements.

Examples of the types of conduct expressly prohibited by this policy include, but are not limited to:

- Touching, such as rubbing or massaging someone's neck or shoulders, stroking someone's hair, or brushing against another's body.
- Sexually suggestive touching.
- Whistling, grabbing, groping, kissing, fondling.
- Lewd, off-color, sexually oriented comments or jokes.

- Foul or obscene language.
- Leering, staring, stalking.
- Suggestive or sexually explicit posters, calendars, photographs, graffiti, cartoons.
- Unwanted or offensive letters or poems.
- Sitting or gesturing sexually.
- Offensive e-mail or voice-mail messages.
- Sexually oriented or explicit remarks, including written or oral references to sexual conduct, gossip regarding one's sex life, body, sexual activities, deficiencies or prowess.
- Questions about one's sexual life or experiences.
- Repeated requests for dates.
- Sexual favors in return for employment rewards, or threats if sexual favors are not provided.
- Sexual assault or rape.
- Sexually oriented kidding or teasing.

Disputes sometimes arise as to whether conduct was *welcome* or *unwelcome*. Conduct which would violate this policy if it were unwelcome will be considered to violate the policy if anyone complains of it. If a team member feels he/she has been a victim of sexual harassment or any other form of harassment, or if a team member witness the harassment of others, the team member must immediately report his/her concerns with the Human Resources Department. Each complaint will be treated as confidentially as possible, subject to state and federal law and an incident of harassment or participation in an investigation or proceeding relating to such a report, is strictly prohibited. Each complaint of harassment will be promptly and thoroughly investigated. Any team member, who has found to have engaged in unlawful harassment, or to have otherwise violated this policy, is subject to disciplinary action, including termination of employment.

Alcohol and Drug-Free Environment

It is our objective to provide a safe and healthy work place for all team members, to comply with federal and state health and safety regulations, and to prevent accidents. Our substance abuse program is designed to prevent any individual from working while impaired by any substance.

In addition to pre-employment drug screening, the facility may also conduct drug screens under any of the following circumstances, subject to federal and state laws:

- Random drug testing.
- Post-accident tests when an employee sustains an on-the-job injury that may result in lost time.
- When a controlled substance is missing.
- When a team member is suspected of being unfit for duty.
- When a team member's leadership or another individual in a leadership position believes an team member has violated our policy relating to substance use.
- When a team member returns from a leave of absence of 90 days or more.
- When newly hired team members have had license sanctions or disciplinary actions taken in the 5-year period (related to substance abuse) prior to employment with the facility.
- A part of a rehabilitative opportunity

The following activities are prohibited while on our premises or while engaged in facility business:

- The manufacture, possession, use, sale, distribution, dispensation, receipt, or transportation of any drug other than those activities required of an employee to complete job-related duties.
- The consumption of alcoholic beverages, except moderate consumption at facility-sponsored events where authorized.
- Being under the influence of alcohol or drugs during working hours or while on facility business,

- except for legal prescription medication prescribed to the employee taken as authorized.
- Performing duties while under the influence of alcohol or drugs whether on or off facility premises, except for legal prescription medication prescribed to the team member taken as authorized.

Compliance with this policy is a condition of employment. Failure or refusal to cooperate fully, submit to any inspection or testing, or follow any prescribed course of substance abuse treatment will be grounds for disciplinary action, up to and including immediate termination.

If a team member, not in his/her introductory period, makes a pre-test disclosure of substance use that may affect the test results (e.g., a prescription drug which was not personally prescribed to the employee, marijuana, etc), the team member may be permitted to undergo appropriate rehabilitative treatment as a condition of continued employment, depending upon the circumstances, including the team member's position. *This rehabilitative opportunity may be utilized only once during the entire employment relationship.* A team member who does not voluntarily make a pre-test disclosure of a potential positive test or who has utilized the one-time disclosure opportunity whose test results are interpreted as positive by a qualified medical review officer shall be terminated immediately.

Further, as a condition of continued employment, such team members must sign an acknowledgment of conditional reinstatement agreeing (1) to participate in a program designated by the facility, and (2) to comply with random follow-up testing for a period of up to 12 months.

The facility reserves the right to suspend any team member without pay who has been arrested for criminal offenses related to the manufacture, possession, sale, use, distribution, dispensation, receipt, or transportation of any drug pending resolution of the charges to the facility's satisfaction.

Team members who are convicted of any drug-related violation under state or federal law or who plead guilty or nolo contendere (i.e., no contest) to such charges must inform the Human Resources Department in writing within five days of the conviction or plea. Failure to do so will result in disciplinary action up to and including termination.

Prescription and Over-the-Counter Medications

Drugs prescribed by a physician, dentist, or other person licensed to prescribe or dispense medicines and over-the-counter medication may be used in accordance with their instructions. However, employees are prohibited from working while using medicines or other substances that cause drowsiness or other side effects that may impair their capability to perform the job properly and safely. Team member must inform their leadership of the use of any medicines, including over-the-counter medications that may affect their ability to safely, effectively, and/or efficiently perform their jobs so that appropriate steps can be taken. Such team members who fail to inform their leadership are subject to disciplinary action, up to and including termination.

The facility may require a team member to return a fitness for duty/certification form from his or her physician certifying that the team member can perform his or her job duties properly and safely while taking or under the effect of such medicine(s). The facility may place the team member on paid or unpaid leave pending return of such certification. A team member's refusal or failure to return the requested certification may result in disciplinary action, up to and including termination of employment. The facility may also require return of such certification for medicine(s) disclosed to the testing program's medical review officer or based upon test results.

Workplace Searches

The facility may conduct searches of a team members person, personal property or locker where there

is reason to suspect a violation of our employment policies, including the policy relating to substance abuse. No search will be conducted without a team member's consent. However, consent to a search is a condition of employment.

Workplace Violence

Any acts or threats of violence by a team member against any other team member, patient, visitor or any other person on our premises are expressly forbidden. Any team member who engages in any threatening behavior or acts of violence or who uses obscene, abusive or threatening language or gestures will be subject to disciplinary action, up to and including termination. Furthermore, any acts or threats of violence by a visitor on our property are expressly forbidden, and will result in the expulsion of such person from the premises. Such conduct should be reported to management immediately. Law enforcement may be summoned if necessary.

Weapons

Possession of any weapons on our premises or in facility-owned vehicles, with the exception of those kept in locked privately owned vehicles parked on facility premises, is strictly prohibited. Any team member who violates this policy will be subject to disciplinary action, up to and including termination. Any visitor observed to have a weapon on facility premises, with the exception of law enforcement officers acting in their official capacity, should be reported to management immediately.

Smoking and Tobacco Use

We are a smoke free facility and campus. Team members must leave the facility campus to smoke. Clocking-out and back in is required.

Solicitation and Distribution of Literature

In the interest of maintaining a proper business environment and preventing interference with work and inconvenience to others, team members may not distribute literature or printed materials of any kind, sell merchandise, solicit financial contributions, or solicit for any cause during working time. Team members who are not on working time (e.g., those on lunch or breaks) may not solicit team members who are on working time for any cause or distribute literature of any kind to them. This also prohibits solicitations via e-mail or other telephonic communication systems. Furthermore, team members may not distribute literature or printed material of any kind in working areas at any time.

Individuals not employed by the facility may not solicit or distribute literature on facility property at any time, except for persons engaged in bona fide business-related activities such as pharmaceutical and medical equipment sales as permitted by the facility.

Labor Policy

As an employer, we strive to have a relationship with our team members based on mutual respect that provides a safe and healthy work environment, appropriate compensation and benefits to each team member, and a non-retaliatory grievance procedure. We work hard to ensure that team members do not feel the need to seek organization through a labor group to achieve the benefits of this type of desirable relationship, as we feel that such third parties actually hamper positive relationship growth and result in additional, unnecessary costs to both employers and team members. Of course, as with other regulatory matters, we will comply fully with all laws and court and board orders relating to labor matters, but will also lawfully protect our patients, employees, business associates, businesses, and assets when dealing with labor organizations and their representatives.

E-Mail, Internet & Electronic Systems Access

E-mail and Internet resources are shared by all CHS facilities, and shall be used only by authorized users in the performance of their assigned job duties. Responsible, incidental personal use is acceptable provided (1) it does not interfere with the performance of your job duties or another team member's job duties, (2) the resources are not used in a manner that limits or impedes their use or access for legitimate business purposes, or (3) it does not violate this or any other facility policy. It is important to realize that electronic systems store information that is introduced to them. Therefore, team members should not introduce any personal data into a system that they want to keep private and out of the workplace.

A team member who obtains or uses an unauthorized pass code or otherwise obtains unauthorized access to e-mail or other Internet communications intended for other individuals will be subject to disciplinary action, up to and including termination.

Without prior written permission from the CHS Chief Information Officer, the facility's computer system, including the e-mail and Internet facilities, may not be used for the dissemination or storage of commercial or personal advertisements, solicitations, promotions, destructive programs (i.e., viruses or self-replicating code), political material, or any other unauthorized use. Material that is fraudulent, harassing, embarrassing, sexually explicit, profane, obscene, intimidating, defamatory, or otherwise unlawful or inappropriate may not be sent by e-mail or other form of electronic communication (such as bulletin board systems, newsgroups, chat rooms) or displayed on or stored in CHS computers. Users encountering or receiving this kind of material should immediately report the incident to their supervisor or the CHS Chief Information Officer.

Because the CHS e-mail and Internet facilities are owned by CHS exclusively for its own benefit and that of its affiliates, team members who have been provided with access should have no expectation of privacy and expressly waive such rights when using these facilities or with respect to anything that the user creates, stores, sends or receives using a facility computer, e-mail and Internet facilities. Subject to other applicable policies (e.g., patient confidentiality or access to proprietary information), all usage, data and information contained within or generated in connection with the use of these facilities are subject to review and monitoring. CHS or the facility may utilize monitoring software and other techniques to ensure that users adhere to this policy. Such monitoring will be conducted without prior notice to users. CHS and the facility shall have the right to block transmission or access by users; for example, access may be blocked to all Internet websites that display or link to pornographic material. Team members should understand that the activities in connection with monitoring usage and access are exclusively the rights of CHS and the facility and do not create any duty to or right of the user.

Personal Web Sites and Blogs

CHS respects the right of team members to use personal web sites and web logs (blogs) during their personal time but not during work hours. If a team member chooses to identify himself or herself as a team member of CHS or an affiliate on a personal web site or web log (blog), he or she must adhere to the following guidelines:

- Make it clear to the readers that the views expressed are the team member's alone and that they do not necessarily reflect the views of CHS.
- Do not disclose any information that is confidential or proprietary to CHS or to any third party that has disclosed information to the facility. Consult the CHS Code of Conduct for guidance about what constitutes confidential information.
- Avoid making defamatory statements about CHS, its affiliates, team members, clients and others, including competitors.

- Blogging (writing a team member's own blog or reading those created by others) is prohibited during working hours.

If CHS determines, in its sole discretion, that blogging activity may compromise CHS or an affiliate, CHS may request an immediate cessation of such commentary and the team member may be subject to disciplinary action, up to and including termination.

Garnishments and Support Orders

The facility will comply with all valid claims against the wages of team members. If a wage garnishment, child support order, or other legally valid claim is received against a team member's wages, the team member will be notified of the amount and details of the garnishment or wage order as required by law. While the team member may attempt to work out his/her financial difficulties with his/her creditor in such a situation, the facility may be required to comply with the provisions of the garnishment notice or order, as soon as possible after it is received to ensure its compliance with applicable law.

Compliance Training

Our Compliance Training Program is aimed at educating team members on appropriate policies, practices and procedures that comply with all federal and state laws, rules and regulations. The program includes on-line training to be completed within the first 30 days of employment and annually thereafter. A Code of Conduct booklet must be read and acknowledged by all team members. Certain team members, depending upon their positions, may be required to participate in an additional four-hour computer-based training program.

Confidentiality

All team members are required to conduct themselves in a professional manner and to respect the privacy of others. Patient information may not be discussed in public places, either in or out of the facility. All information concerning patients must be treated as confidential. Confidential patient information should be disclosed only with the patient's consent or as needed to care for the patient and facility operations. Special care should be taken with regard to conversations in any public access area such as elevators, the cafeteria, corridors, etc. Team members may not seek to gain access or use any patient information unless it is necessary in the performance of their jobs. Improper access of information may lead to disciplinary action, up to and including termination.

Conflicts of Interest

No team member or a member of the team member's family may have an interest in an enterprise that has a business relationship with this facility or CHS. This does not apply to minimal holdings of the stock or other securities of a company whose shares are publicly traded and that may incidentally do business with CHS or us.

No team member or a member of the team member's family should have an investment in another business that competes directly with CHS or this facility. Any financial interest that appears to be in violation of this policy must be disclosed immediately to the facility's compliance officer.

Vendors and Suppliers

Team members are expected to maintain impartial relationships with all vendors and suppliers. Care must be exercised to avoid even the appearance of special influence being exerted on behalf of a vendor or supplier due to personal relationships.

Gifts, Gratuities, and Rebates

Team members are expected to make decisions which are in the best interests of this facility. To prevent a potential or perceived conflict of interest, neither a team member nor members of the team member's family may accept any gifts, except those of nominal value (e.g., pens, mugs, mouse pads, etc.), special discounts or loans other than from established banking or financial institutions as generally provided to all team members, excessive entertainment or substantial favors from any organization or individual that does or is seeking to do business with the facility or CHS.

Team members or their families may not offer or accept any kickbacks, rebates, or anything of value to or from any representative of a vendor, customer, or potential customer, supplier, patient, physician, financial institution or similar entity. Such practices are not only unethical, but are, in many cases, illegal.

Facility Property

The property and assets of the facility are to be used solely for the benefit of the facility. Improper or unauthorized use of facility property or removal of facility equipment, tools, or materials, is not only an ethical violation but may also be a violation of the law. Upon termination of employment, whether voluntary or involuntary, team members must immediately return all property, such as files or any other items belonging to this facility or CHS.

Equipment Usage

Team members must be properly trained in the operation of any item of equipment within their department as required by their job description. No equipment should be utilized without prior training. Team members should notify their leadership if they need any assistance or instruction. Team members should report any damaged or malfunctioning equipment to their department manager or to the maintenance department.

Illegal Activities

No team member may engage in any intentional deception or misrepresentation intended to influence any entitlement or payment under any governmental (e.g., Medicare, Medicaid, Champus) or other benefit payment program. Prohibited activities include, but are not limited to:

- Billing for services or supplies other than in a manner consistent with applicable law. For example, no team member or facility should submit a claim for services to the Medicare program if the claim is not accurate or would otherwise constitute a false claim. An example of a false claim would include the submission of a bill for services not actually rendered. All information on any claim form or cost report should be fully accurate.
- Entering into any business arrangement with a physician without CHS direction and approval.

Every team member is expected to comply with all laws, rules, regulations and the CHS Compliance Program.

Confidential Disclosure Program Hotline

A Confidential Disclosure Reporting Program Hotline has been established by CHS for reporting any known or suspected violations of:

- any federal, state or local rules, laws or regulations,
- any Compliance Manual Policy, or
- the Code of Conduct.

Team members are encouraged to immediately alert CHS management to any violations or suspected violation of these standards by calling the Confidential Disclosure Reporting Program Hotline at 800-495-9510 or by writing Community Health Systems, Attn: Corporate Compliance Officer (Confidential), P.O. Box 689020, Franklin, TN 37067.

A team member is not required to identify him/her self when reporting alleged or suspected violations. No effort will be made to determine the team member's identity unless the team member admits to engaging in improper conduct. If a team member chooses to remain anonymous, the team member must describe the conduct or incident in sufficient detail to enable CHS to investigate the matter.

Disciplinary Actions

As is the case with all organizations, instances arise when a team member must be reprimanded, suspended or discharged. The disciplinary action that is appropriate for any particular act or misconduct depends upon many factors including the team member length of service, prior disciplinary record, the seriousness of the misconduct, and the impact of the misconduct on others. The disciplinary action that is administered for any particular act or misconduct rests in the sole discretion of the facility. Disciplinary action which may be taken may include, but is not limited to, informal counseling, counseling and/or written warnings, investigative or disciplinary suspension, probation, demotion and termination.

Conduct That May Result in Disciplinary Action

It is not possible to list all acts or misconduct that may result in disciplinary action. The following list is merely a guideline of some of the more obvious types of acts or misconduct which may result in disciplinary action, up to and including termination

Behavior that will result in immediate termination:

- Possession of illegal drugs, weapons, firearms, or incendiary devices on facility premises.
- Theft or attempted theft of facility, team member or patient property.
- Patient abuse or neglect.
- Falsification of documents including employment application forms or medical records, including omitting pertinent information.
- Intentional "no call, no show" absence.
- Deliberate destruction or misuse of any facility property.
- Violation of patient confidentiality or disclosure of confidential team member records
- Refusal to submit to a drug or alcohol screening or search at the facility's request.
- Unauthorized consumption of, or possession of, alcohol on facility premises.
- Sleeping while on duty.
- Conviction of a felony.

Other behavior that will result in disciplinary action, up to and including termination:

- Unsatisfactory job performance.
- Disorderly conduct that may endanger the well being of any team member, patient, or visitor on facility premises.
- Use of illegal drugs or abuse of any drugs on or off facility premises in violation of drug laws.
- Violation of Policy B.4 (Substance Abuse/Fitness for Duty)
- Abuse of property of patients, guests, or fellow team members.
- Threatening, intimidating, coercing, or otherwise interfering with the job performance of fellow team members or visitors.

- Insubordination or refusal to comply with instructions or failure to perform assigned tasks.
- Use of facility material, time, or equipment for personal use or for the manufacture or production of any item for unauthorized purposes or for personal use.
- Harassment of team members, patients or facility visitors or retaliation in response to reporting harassment.
- Immoral or indecent conduct, in the judgment of the facility.
- Using abusive, profane or foul language.
- Excessive absenteeism or tardiness.
- Absence from work without notice (no-call, no-show).
- Absence from the facility during working hours without authorization.
- Gambling or playing games of chance on facility property.
- Failure to maintain a required license, certification, registration or accreditation.
- Failure to attend orientation session(s) during introductory period or refusal to attend re-orientation sessions as required by facility policy.
- Violation of the CHS Compliance Program, including the Code of Conduct.
- Violation of the facility's substance abuse policy.
- Inappropriate use of e-mail, Internet access, personal web sites and web logs (blogs).
- Failure to comply with OSHA standards (e.g., not wearing personal protective equipment in high-risk areas).

As stated throughout this handbook, a team members employment remains, at all times, on an at-will basis. Neither this section, nor any other section of this handbook, should be seen or relied upon as altering this at-will relationship.

Grievance Resolution

The facility continually strives for a productive working environment that integrates challenges, opportunities, and personal respect. If a team member has a problem or conflict, he/she should seek an informal resolution whenever possible. However, if the team member has been employed for at least 90 days, the grievance program may be used. This program provides five steps or opportunities for the grievance to be resolved.

- **Step One.** The team member may submit a written grievance to his/her leadership no later than 30 days after he/she becomes aware of the situation that is the basis for the grievance, except a grievance involving a suspension or termination must be submitted within five days of the suspension or termination. If the grievance involves the leadership, the team member may go directly to Step Two.
- **Step Two.** If Step One has been bypassed, or if the team member is dissatisfied with his/her leadership's decision, he/she may appeal to his/her department head. If the grievance involves the leadership, the team member may go directly in writing to Step Three.
- **Step Three.** If the team member is not satisfied with the resolution provided by Step Two, the team member may appeal to the facility's Chief Executive Officer within five working days of receiving the written decision from Step Two.
- **Step Four.** If the team member is not satisfied with the proposed resolution from Step Three, the team member may appeal in writing to the corporate division president responsible for the operation of this facility within five working days of receiving the written decision from Step Three.
- **Step Five.** If the team member is not satisfied with the Division president's decision and wish to pursue the grievance further, the team member may appeal in writing to the CHS president and

chief executive officer within five working days of receiving the written decision from Step Four. The CHS president and chief executive officer will then review and investigate the grievance and issue a written, final, binding decision.

All steps require a written resolution or determination within five days of receipt, absent special circumstances, except for Steps Four and Five, which provide for a response time of 30 business days. Failure to appeal from any step in the process within five days will result in the decision becoming final and binding on all parties. The Human Resources Department can provide a grievance resolution form. Information concerning a team member grievance is to be held in strict confidence. Leadership who investigate a grievance may discuss it only with those individuals who have a need to know or who are needed to supply necessary background information or advice.

While all team members are encouraged to utilize the facility's grievance resolution process, filing of a grievance does not prevent the facility from making an employment-related decision at any time. Current and former team members who choose to retain outside counsel for representation on grievance resolution will disqualify themselves from eligibility for use of this policy.

For team members covered under a collective bargaining agreement, the grievance process described in the collective bargaining agreement will supersede the process described above.

IV. TEAM MEMBER BENEFITS

Paid Time Off (PTO)

The facility recognizes the importance of time away from the work place for personal reasons, including recreation, rest, celebration and health. Paid time off (PTO) is accrued each pay period based on paid time, whether productive or nonproductive, based on employment classification (.5 or greater) and length of service, according to the table below. PTO may not be used until after completion of a team member's introductory period except for recognized holidays. Accrued PTO may be used in one-hour increments.

0 - 5	.0808	6.46	168	21
6 - 10	.1000	8.00	208	26
11 - 19	.1193	9.54	248	31
20+	.1385	11.08	288	36

Temporary and Occasional team members do not accrue PTO.

PTO hours accrued in any pay period are not available for use until the following pay period. Team members are responsible for requesting PTO in advance, according to departmental policies and procedures. Availability of PTO does not override the application of the facility's attendance policy which is designed to help ensure a dependable and consistent work force. A team member may be disciplined, up to and including termination, for violations of the attendance policy even though he or she still has accrued PTO available.

Accrued PTO will be paid out upon a team member's termination of employment, voluntary or involuntary, during team member his/her introductory period, except where required by law.

PTO Cash-Out

Team members with one year of service may "cash-out" PTO/vacation hours twice during a calendar year, in May and/or November. The cash-out rate is 70%. Team members may cash up to 80 hours per cash-out. For facilities utilizing vacation hours, team members must retain a minimum balance of 40.0 hours. For facilities utilizing PTO, team members must retain a minimum balance of 80.0 hours (due to built in holidays and sick time).

Extended Illness Bank (EIB)

The facility provides paid time off team member in the event of your inability to work due to illness, injury, or family emergency involving your immediate family members who live with you, or to secure necessary treatment for medical conditions. Hours are accrued each pay period and may be used following 90 days continuous employment as shown below. EIB hours accrued in a given pay period will not be available for use until the following pay period. Unused, accrued EIB hours are not paid out upon termination.

0 - 1	.0231	1.85	48	6
1 +	.0385	3.08	80	10

EIB may be used after an employee has been off work due to personal or immediate family illness for two consecutive scheduled shifts (whether paid or unpaid) per occurrence. EIB/Sick Leave usage for family illness is limited to 24 hours per occurrence. An “occurrence” is considered to be a continuous episode that is uninterrupted by a full day return to work.

Your leadership may use his or her discretion in approving EIB, and may request verification of the reason for the absence. Accrued EIB hours will not be paid out upon termination.

EIB may be used to supplement your voluntary short-term disability program but may not be used to supplement an team member’s workers’ compensation benefits, nor may EIB hours be used during an team member’s voluntary termination notice period. Your Human Resources Department can provide details.

Hourly team members may utilize paid sick hours in one-hour increments with the exception of those who are approved for reduced work schedule/intermittent leave under FMLA. Exempt team members must report sick absences in whole days (e.g., 8 hours) unless approved for reduced work schedule/intermittent leave under FMLA.

The facility reserves the right to require a doctor’s excuse of an absence of more than one day, and in the event of absences occurring:

- The day before or the day after a team member’s scheduled vacation.
- On a holiday.
- The day before or the day after a scheduled day off.
- On a Monday or a Friday.
- On a weekend day.
- If a team member is suspected of abusing the privilege of sick days.

A medical certificate or other documentation acceptable to facility administration will be required in support of sick leaves extending more than three consecutive work days, or more than three days intermittently in a 14-day period. Such absence may also be subject to the provisions of the Family and Medical Leave Act of 1993 (FMLA).

Holidays – If You Work on a Holiday

Hourly team members working on the actual holiday will be paid one and one-half times base rate for all hours worked on the holiday.

The holidays observed by this facility are:

- New Year’s Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

Donation of Paid Leave

Team Members may donate accrued vacation on an hour for hour basis to another team member who is on an approved leave of absence due to a serious health condition of the team member or a family member and has exhausted all paid leave. This policy is designed as a financial aid to team members and cannot be used to alter any leave entitlement or right of reinstatement. The Human Resources Department can provide additional eligibility and program details.

Summer Leave Program

Team members regularly scheduled to work at least 24 hours per week who have completed at least one year's employment may apply for the facility's summer leave program, which is a voluntary reduction of hours during summer months (May 1-September 30). Accrued vacation may be utilized during the leave, or the leave may be without pay. Paid leave (sick leave and vacation) will continue to accrue during the leave, but a team member is not eligible for paid holidays while on summer leave. Life insurance and any other employer paid benefit will continue during the leave, including group health coverage should we state, unless the leave is great than 90 days. Special arrangements must be made for team member contributions during the leave period. Team members will be reinstated to their same or similar positions and work schedules upon their return from leave. The summer leave program does not alter the at-will relationship and does not indicate a guarantee of continued employment.

To apply, the team member must submit a written request to his/her leadership at least two weeks prior to the requested start date of the leave. A minimum request of one complete pay period is required. The Human Resources Department can provide applications and additional program details. The facility reserves the right to deny any requests that, if granted, would negatively impact the facility's operations or patient care.

Workers' Compensation Insurance

To provide for payment of medical expenses and for partial income replacement in the event of a work-related accident or illness, employees are covered by workers' compensation insurance. The amount of benefits payable and the duration of payment depend on the nature of the injury or illness and upon applicable law. In general, however, all appropriate medical expenses incurred in connection with an injury or illness, are paid in full, and partial income replacement is provided after the applicable elimination period.

All team members **MUST** report all injuries, regardless of the severity, including needle sticks, bumps, bruises and scratches to your leadership or the House Team Specialist.

Time Off to Vote

Team members are encouraged to vote before or after work. However, requests for time off with pay to vote on Election Day (general, state, municipal) may be granted, at the facility's discretion, if the team member will not have sufficient time to vote before or after his/her scheduled shift. Requests must be submitted at least one day in advance of Election Day for consideration.

Flexible Benefits Program

Through the facility's Flexible Benefits Plan, team members can pay for certain benefits with before-tax earnings. This benefits team members through participation in lower cost group programs as well

as providing substantial tax savings. The Human Resources Department can provide program details.

Health Insurance

Team members who are regularly scheduled to work a minimum of 20 hours per week are eligible for group health insurance for themselves and their dependents. Coverage can begin the first of the month following one full calendar month of employment, subject to the terms of the group health policy. The Human Resources Department can provide details regarding available coverage and the associated costs. Please refer to the group health plan's Summary Plan Description for additional information.

Benefits Continuation (COBRA)

The Consolidated Omnibus Reconciliation Act of 1985 (COBRA) allows team members who terminate or otherwise become ineligible for the facility's group health insurance coverage to continue their coverage for a specified period of time. COBRA coverage may also be available for dependents. The Human Resources Department can provide additional details regarding COBRA coverage. Be sure to notify the Human Resources Department of any changes in your marital status or your dependents reaching an ineligible age for group insurance coverage within 30 days of the life event.

Other Team member Benefits

Based on the team member's employment category and hours regularly scheduled to work, the team member may be eligible for other employer paid coverage such as life insurance, business accident travel coverage, and long-term disability. Team member may also be eligible to elect other voluntary benefits for themselves and their dependents. For more information, consult the Human Resources Department for more information.

For benefits information, you may contact CHS Benefits Customer Service 1-800-964-0160, or go to www.chsbenefits.net.

Educational Assistance

For approved applications dated 1/1/2010 or after, Part and full time team members who have worked at least six months are eligible for reimbursement of tuition and other related expenses, up to \$2,000 (\$5,000 for master's degree or RN program) prorated per academic year, for approved courses taken to maintain or improve skills related to your present work assignment. Courses must be approved in advance and taken in a recognized, accredited educational institution, college, university or business college. As a condition for reimbursement you will be asked to sign an educational assistance agreement stating that, in return for the financial aid for educational expenses, you will agree to remain employed for a designated time period based on each amount of funding received subject to our employment-at-will policy. This program does not apply to continuing education units, which are necessary to maintain a license, registration or certification that is a requirement for your position. Application forms are available online.

Courtesy Discount

All team members and their dependents with health insurance, either through the facility or through other coverage, including PRNs who have worked at least one shift in the previous 90 days, are eligible for a courtesy discount for hospital services at a CHS facility. The Human Resources Department can provide details on this discount.

401(k) Plan

All full-time, part-time and PRN team members who are at least 21 years of age who have completed a minimum of six months of employment are eligible to participate in a **qualified** 401(k) Plan. Under the Plan, team members may contribute up to 50% of their gross compensation, including any bonuses or other special payments, through payroll deductions (to a maximum amount per year fixed by the IRS). If the employee is 50 or over, he/she may also be eligible for catch-up contributions. For most locations, the plan provides for automatic enrollment with a 3% contribution as soon as the employee is eligible, although the team member may cancel or change these deductions through The Principal website at any time. The company will match 100% of the first 1% deferred, and 50% of the next 5%. Please consult the Facility's Human Resources Department for more information.

Employee Assistance Program (EAP)

The facility realizes that team members occasionally need some guidance and assistance with their daily lives. A confidential professional counseling service is available for facility team members and their dependents. EAP counselors can provide assessments and referral services for assistance with personal issues that may include substance or physical abuse, legal or financial difficulties, marital and family relations, personal or job-related stress as well as parenting or care for the elderly. The facility's Human Resources Department can provide you with more details and the name of a contact.

Indiana State Nursing Assistance Program

Dupont Hospital requires any impaired nurse or otherwise deemed involved in an event considered drug diversion, to self-report within 24 hours or the Chief Nursing Officer will ensure appropriate reporting to ISNAP and/or Attorney General's office is completed.

Adoption Assistance

The facility may provide for reimbursement of team member's adoption expenses associated with the adoption of a child under age 18 who is not a relative or step-child. Please see your Human Resource Department for further information.

Community Health Systems and this facility reserve the right to terminate, change, withdraw or suspend any team member benefit plan at any time. All group health benefits are subject to design, availability and cost modification on an annual basis. For complete plan details, consult the appropriate summary plan description.

V. COMPENSATION

Work Week/Pay Day

The typical workweek begins at 12:01 each Sunday morning and ends at midnight on the following Saturday. Team members will be advised if their workweek will deviate from this. A pay period consists of two consecutive workweeks. Payday for employees is every other Friday.

Direct Deposit

Team member Direct Deposit is required for all Team Members. Forms are available online or through Human Resources. Prior to closing an account currently setup for direct deposit, Team Members are to contact HR/Payroll to ensure a transfer to a new account can be completed within payroll processing deadlines.

Clocking In and Clocking Out

Non-exempt team members must follow these simple guidelines:

- Team members should not clock *in* more than five minutes before or after the actual start of the shift, and clock *out* as nearly as possible to the time their shift actually ends.
- Employee should always clock *out* and back *in* if they leave the facility for lunch or for personal business.
- In the event an employee forgets to clock *in* or *out*, it is the team member's responsibility to advise his/her leadership.
- A team member is not required to clock *out* and *in* if he/she eats lunch in the facility.
- Team members are required to clock *out/in* for meal periods of more than 30 minutes.

Team members may not enter another team member's identification badge into the time clock or ask another team member to enter theirs. Violations of this policy may result in immediate dismissal of either or both team member.

Overtime

Because this facility operates on a 24-hour basis, operating on a completely regular schedule can often be difficult. When overtime is necessary, your leadership will attempt to offer work in an equitable fashion to team members based on skill and ability within the department in accordance with the guidelines below. **All overtime must be approved in advance.**

Non-exempt team members will be paid one and one-half times their regular rate of pay (base pay plus differentials, on call pay bonuses, or other time deemed as compensable working time) for all hours worked over 40 hours in any workweek as required by or their shift may be adjusted within the workweek, at the option of the facility. For purposes of determining what constitutes overtime, only actual hours worked in a given workweek will be counted (i.e., days off for holidays, vacation, sick leave, jury duty, or other leave periods are not included).

Shift Differential

Non-exempt team members may be eligible for shift differential for shifts worked that begin before or after normal daytime shifts. For scheduled shifts that are split between shifts, the shift differential will only apply to those hours worked in the shift entitled to shift differential. The Human Resources Department can provide more information.

Non-exempt employees may be eligible for shift differential for shifts worked that begin before or after normal daytime shifts. For scheduled shifts that are split between shifts, the shift differential will only apply to those hours worked in the shift entitled to shift differential. The Human Resources

Department can provide more information.

Performance Evaluations

Employees will receive a performance evaluation on an annual basis. All performance evaluations are criteria-based, which means that the evaluation is based on how well the employee performs according to established criteria for technical and interpersonal skills. All considerations for merit increases will be based upon the results of your performance evaluation. Merit rate increases are budgeted each year and when a team member has a completed, fully successful annual evaluation they will be eligible for the rate increase. Should the team members current rate of pay reach the pay range maximum, the equivalent of hours worked not to exceed 2080 will be paid as a lump sum at one half the current merit increase.

OPE

Qualifying team members will be awarded a quarterly bonus based on the achievement of approved goals within designated teams. To qualify, team members may not be in their initial orientation period (including departmental transfers), not be currently under a recruitment or retention bonus agreement, not be at 6.0 attendance occurrences, an active performance improvement plan, nor received a disciplinary action during the quarter or at time of payout. Additionally, team members may not be in a contingent status at anytime during the quarter or at time of payout and must be an active team member on the Dupont Hospital payroll at time of payout.

On Call and Call Back

Team members may be eligible for special compensation for on-call (when the team member must be available at any time) situations. Non-exempt team member who were relieved from active work and placed on an on-call status due to low patient census will receive on-call pay for the balance of their shift. If called back to work within the normal shift, an overtime situation will not exist unless the actual hours worked in that day, excluding any on-call time, place the team member in an overtime status, or the hours worked in such week exceed 40. Call back will be paid at a one-hour minimum.

Rest Periods

The number of breaks allowed will depend on applicable law and the needs of the department. Breaks may not be accumulated nor may they be taken within an hour of arrival at or departure from work or a meal period. The team member's leadership will advise the team member if and when breaks may be taken.

Meal Periods

If a team member is scheduled to work a shift of at least six hours duration, he/she is entitled to an uninterrupted 30-minute unpaid meal break. If the team member is leaving the facility or taking a meal period of more than 30 minutes, he/she will be required to clock *out* and back *in*. Meal periods shall be established by the team member's leadership and may change to conform to work schedules or business needs. **Meals may not be eaten at workstations, but must be eaten in the cafeteria or other designated break areas.**

If a team member is unable to take his/her scheduled meal period due to work related issues, the team member will be paid for this time. *However, the team member must submit a Missed Meal Period form to his/her supervisor in order for this to be recorded.*

Low Census Periods

The facility will use its best efforts to ensure that all team members work all scheduled hours each pay period. However, unforeseen fluctuations in census and workload may require adjustments to work schedules. If you are called off from a scheduled shift due to low patient census, you may use PTO for all or the remainder of your shift, if approved by your leadership or elect to use the hours coded as VLD.

Pay Corrections

If there is an error on a team member's paycheck, the team member should report the error immediately to his/her leadership, who will then notify the Payroll Department as soon as possible. As a general rule, any resulting corrections will be reflected on the next paycheck. Exceptions to this rule must be approved by the facility's chief executive officer.

Salary Basis Policy

It is facility policy to comply with the "salary basis" requirements of the federal Fair Labor Standard Act and other applicable laws. Facility management is prohibited from making any improper deductions from the salaries of exempt team members.

If an exempt team member believes that an improper deduction has been made to his/her salary, the team member should immediately report this information to his/her leadership under the Pay Corrections policy. Reports of improper deductions will be promptly investigated. If it is determined that an improper deduction has occurred, the team member will be promptly reimbursed for any improper deduction made.

Pay Advances

The facility does not permit advances against future paychecks for hours not yet worked or against future accrued vacation. Payroll deposits will not be processed early for any reason.

Payroll Deductions

The Payroll Department will deduct from a team member's earnings those deductions required by law, plus facility approved and team member-authorized deductions such as premiums for insurance benefits, credit union payments, deferrals into the 401(k) Plan and other deductions permitted by law. If a team member terminates (either by resignation or involuntary termination) from the facility and does not fulfill any commitments to which the team member has agreed, (e.g. tuition reimbursement, relocation allowance, sign-on bonuses etc,) the proportionate repayment may be deducted from the team member's final pay check, including any vacation or PTO payouts as permitted by law.

VI. TEAM MEMBER LEAVES

Jury Duty or Witness Leave

A team member should notify his/her leadership immediately when he/she is called for jury duty. The team member will receive his/her base wage or salary for the time served up to 15 workdays or longer, if required by state law, for days that fall during the team member's regular schedule. This includes time spent reporting for an interview or examination for jury duty, even if the employee is not chosen to serve. If the team member is dismissed prior to the end of his/her scheduled shift, he/she is expected to report to work for the balance of his/her shift. The team member must present his/her with a statement from the court clerk certifying the times and dates of actual jury service.

If a team member is required by subpoena or otherwise, to appear as a witness in a facility-related lawsuit or hearing, the team member will be paid his/her base rate for all hours spent as a witness. If the team member is required to travel a greater distance than he/she would normally be required to travel to the facility. The team member may be eligible to receive mileage reimbursement for the additional mileage.

Bereavement Leave

If a team member is scheduled to work at least 24 hours each week and have completed his/her introductory period, the team member may be granted time off with pay for bereavement leave in the event of a death in the family. Team members may be granted up to three days off from work with pay in the event of the death of a spouse; parent; child; grandparent; grandchild; sibling or half sibling; the spouse, step or in-law relatives of any of the foregoing categories; any other person living in the same household. Requests for additional unpaid time off may be granted under certain circumstances. If the deceased is someone not defined as an immediate family member, the team member's leadership may exercise discretion in granting the leave, but the leave shall be unpaid unless vacation or PTO is used. If the funeral services, memorial, or other arrangements are out of state, the leadership may exercise discretion in granting additional leave, but the additional leave shall be unpaid unless vacation or PTO is used.

Family and Medical Leave of Absence (FMLA)

A leave of absence may be granted to team members who have completed at least one year of service and have worked (including overtime but excluding vacation, sick leave and other paid but nonworked hours) a minimum of 1,250 hours during the previous 12-month period for:

- Incapacity due to pregnancy, prenatal medical care, or child birth;
- Care for team member's child following birth or adoption or placement with the team member for foster care;
- Care of a team members family member (spouse, step-child, child, or parent) with a serious health condition (as defined in the FMLA);
- A team member's own serious health condition that makes the team member unable to perform the team member's job; or
- Qualifying military exigency leave or military caregiver leave (as addressed below).

Team members who do not meet these requirements may apply for a personal leave of absence (described later in this handbook).

Duration of Leave

With the exception of “military caregiver leave,” as defined below, FMLA will be granted for a period of up to 12 weeks or longer if required by state law, in any rolling 12-month period.

Required Notice

Team members must provide 30 days advance notice of the need to take FMLA leave when the leave is foreseeable. When 30 days notice is not possible, the team member must provide notice as soon as practicable. In situations where the need for leave is unforeseen, a team member should notify his or her leadership and the Human Resources Department as soon as the team member is aware of the need for the leave pursuant to the facility’s call-in procedures.

If the leave is for a team member’s own serious health condition or the serious health condition of a covered family member, the team member will be required to submit appropriate medical certification from the team member’s or family member’s healthcare provider regarding the need for leave. The Human Resources Department will provide team members with the appropriate certification for the relevant healthcare provider to complete.

In certain cases, the facility may seek clarification and authentication of the medical certification submitted by a team member. Further, the team member or family member may be required to obtain a second opinion from a healthcare provider designated by the facility and at the facility’s expense. In addition, the facility may request recertification of a team member’s need for leave due to his or her own serious health condition or the serious health condition of the team member’s covered family member. Finally, the facility may require an employee to submit a fitness-for-duty certification from his or her healthcare provider indicating that the team member is capable of returning to work and performing the essential functions of his or her position.

Failure to request a leave in advance or to return the required medical certification form may result in the requested leave being delayed or denied. If, after a leave has begun, the facility discovers that the leave is for a qualifying FMLA purpose, the entire leave period or a portion of the period may be retroactively counted as FMLA leave.

A team member who is not receiving wage loss benefits under any workers’ compensation plan or statute is required to use paid time off (PTO, EIB, sick or vacation hours, according to their utilization guidelines) in place of normally scheduled hours until a zero balance is reached in each account. Team members who are receiving wage loss benefits under any workers compensation statute or plan cannot use paid time off while receiving such benefits.

All benefits that operate on an accrual basis (*e.g.*, vacation and sick leave) will cease to accrue for any leave extending more than one full pay period. Group health benefits (medical, dental, and vision insurance) may continue during the period of authorized FMLA leave. Other benefits, such as 401(k), supplemental life insurance, and other voluntary coverage will be governed in accordance with the terms of each benefit plan. The Human Resources Department can provide more information regarding specific benefit continuation.

Returning from FMLA Leave

A team member returning from FMLA leave for his or her own serious health condition should notify his or her leadership of availability to return to work immediately upon being released to return to work. Eligible team members are entitled on return from FMLA leave to be reinstated to their former position or an equivalent position with equivalent employment benefits, pay, and other terms and conditions of employment, with certain limited exceptions.

If a team member is unable to return from your FMLA leave at the end of the approved leave period, the team member may apply for an extension of the leave by contacting the facility's Human Resources Department. If an extension of a team member's FMLA leave is granted, the team member is not guaranteed reinstatement or reinstatement to his or her previous position. The facility will handle requests for extensions and issues regarding reinstatement from such extended leaves on a case-by-case basis.

FMLA Rights

The FMLA makes it unlawful for any employer to: interfere with, restrain, or deny the exercise of any right provided under the FMLA; or discharge or discriminate against any person for opposing any practice made unlawful by the FMLA or for involvement in any proceeding under or relating to the FMLA. An employee may file a complaint with the U.S. Department of Labor or may bring a private lawsuit against an employer. The FMLA does not affect any federal or state law prohibiting discrimination, or supersede any state or local law or agreement which provides greater family or medical leave rights.

Military Exigency FMLA Leave

Eligible team members with a spouse, son, daughter, or parent on active duty or called to "covered active duty" may use their 12-week leave entitlement to address certain qualifying exigencies. "Covered active duty" means the deployment of a member of the regular Armed Forces to a foreign country and the order to active duty of a member of a reserve component of the Armed Forces or a member of the National Guard. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.

Military Caregiver FMLA Leave

Eligible team members may take up to 26 weeks of leave to care for a covered servicemember during a single 12-month period. A covered servicemember is a current member of the Armed Forces, including a member of the National Guard or Reserves, who has a serious injury or illness incurred in the line of duty on active duty that may render the service member medically unfit to perform his or her duties for which the servicemember is undergoing medical treatment, recuperation, or therapy; or is in outpatient status; or is on the temporary disability retired list. Veterans are also considered to be "covered servicemembers" so long as the veteran is undergoing medical treatment, recuperation, or therapy for a serious injury or illness that was incurred or aggravated while on active duty in the Armed Forces, and the veteran was a member of the Armed Forces, National Guard, or Reserves at any time during the five-year period before he or she began the treatment, recuperation, or therapy.

Note: This is merely a summary of the key provisions governing FMLA. The Human Resources Department can provide a complete copy of the policy and forms the employee will need for FMLA leave and can fully explain your benefit status during the leave and any extension that may be granted.

Military Leave (other than FMLA)

While team members are entitled to leave in various circumstances under the FMLA, team members are also entitled to military leave, reinstatement, and reemployment in accordance with other state and federal laws, including the Uniformed Service Employment and Reemployment Rights Act of 1994 (“USERRA”). Any team member absent from employment due to service in the “uniformed services” is eligible for military leave and reinstatement. For purposes of this policy, “uniformed services” consist of the following:

- Army, Navy, Marine Corps, Air Force, Coast Guard
- Army Reserve, Naval Reserve, Air Force Reserve, Coast Guard Reserve
- Army National Guard, Air National Guard
- Commissioned Corps of the Public Health Service
- Any other category of persons designated by the President in a time of war or emergency.

For questions relating to USERRA or other laws reflecting the rights of those in or joining the uniformed services, please contact Human Resources Department.

Personal Leave or Absence

For other types of leave or for leaves not eligible for FMLA or military leave, team members may request a personal leave of absence for up to 90 days. All benefits that operate on an accrual basis (*e.g.*, PTO, EIB, vacation, sick leave) will cease to accrue after any leave extending more than one full pay period. Team members may continue health benefits and any voluntary coverage so long as the team member prepays or makes timely payments for this coverage during leave. Other benefits, such as 401(k), will be governed in accordance with the terms of each benefit plan. The Human Resources Department can provide more information regarding specific benefit continuation. The facility does not guarantee that you will be placed in your original position, or any position, upon return from the leave. Team members who have not been reinstated into a position will be notified that the maximum amount of leave outside of eligible FMLA, state leave, or military leave is 90 days, and that after that 90 day period the team member will be removed from payroll absent circumstances establishing an entitlement to extended leave under the Americans with Disabilities Act or some other state or federal law.

VII. TEAM MEMBER TERMINATIONS

Resignations

Team members are requested to provide advance written notice of resignation that includes the reason for terminating and the last day of work. Appropriate advance notice is:

Key Hospital Management	4 calendar weeks
Salaried Practicing Physicians	according to contract
Department Heads	3 calendar weeks
R.N.s	3 calendar weeks
Exempt team members	3 calendar weeks
Non-exempt team members	2 calendar weeks

Team members wishing to resign in good standing should submit appropriate advance written notice. If the required notice is not given, the team member will not be considered eligible for rehire. Once tendered, a resignation may only be rescinded with the approval of the team member's immediate leadership.

Return of Property

At the time of an team member's termination, whether voluntarily or involuntarily, the team member's immediate leadership will request and document the return of all facility property, including but not limited to, name badge, keys, uniforms, tools, supplies, equipment and any other item assigned to the employee for use in the performance of his/her job assignment.

Final Paycheck

Team members who terminate their employment will receive a final paycheck which will include payment for all hours worked in the last pay period and payment for any unused vacation or PTO time. Vacation/PTO payments are considered a bonus and are taxed as such; also a separate check. Team members do not receive payment for unused sick hours or extended illness banks. This final paycheck will normally be processed during the next regular pay cycle, unless otherwise required by law. If applicable, the final paycheck may be reduced to provide for repayment of authorized debts (e.g., education reimbursements, relocation expenses, sign-on bonuses) as allowed by law.

Exit Interviews

In an effort to better understand team member turnover, an exit interview may be conducted during the team member's final days of employment or will be mailed to the team member's home so that the team member can provide valuable feedback as to his/her experience while working for the facility.

Final Payment

Outstanding authorized debts (e.g., education reimbursements, relocation expenses, sign-on bonuses) can be recovered by the facility by keeping amounts owed for all accrued unused vacation hours (as permitted by state law) and paying the team member for any remaining hours worked on the final paycheck at the minimum wage rate.

VIII. RISK MANAGEMENT AND SAFETY

Safety

Every team member should be alert to situations and events that cause or could cause injury, loss or damage. To increase the team member's awareness of your surroundings, the team member should:

- Learn about the facility safety and security programs.
- Know the safety rules that apply to his/her job.
- Memorize fire safety evacuation routes.
- Be alert for any hazards that could harm patients, visitors or other staff. This includes physical hazards (such as a slippery floor or frayed wire), malfunctioning equipment and unsafe practices by other team members.
- Report any hazards you find to leadership or the safety director promptly.
- Prevent loss and damage by protecting personal belongings and patient belongings. Lock up valuables.

All team members must observe all safety rules. Accident prevention and reporting are part of our ongoing safety program. Learn and practice all safety policies and procedures.

Risk Identification Reports

From time to time incidents may occur during normal facility operations that are considered "out of the ordinary" or inconsistent with the intended procedures. Such incidents should be documented and reported to appropriate management staff for evaluation and corrective action. Such incidents may involve questions regarding dispensing of medication; injuries to patients, team members or others visiting the facility; unusual occurrences at the patient's bedside; theft or other situations involving special circumstances.

Incidents must be reported using the standard Risk Identification Report (RIR) Form, which is available from the Risk Management Department.

Emergency Phone Number

Dial "0" from any phone for immediate access to facility's switchboard.

Emergency Fire Procedures

- **R - Rescue** Remove patients and other persons from immediate danger.
- **A - Alarm** Go to the nearest fire alarm pull box. Report Code Red (fire in the department) to switchboard. Give location, size, extent of fire, and material burning if known.
- **C - Contain** Close all doors. Once the door is closed in the room or area of fire, no one except the fire department should enter. Feel any door for heat before opening it. If it is warm, do not open door.
- **E - Extinguish** If it is safe, use a fire extinguisher to attempt to bring fire under control using the PASS method (**P**ull pin, **A**im fire extinguisher, **S**queeze handle, **S**weep at the base of the fire). If fire is out of control, close door to room/area.

Emergency Codes

		<u>Paged As (example):</u>
Code A Level 1 (LH Only)	Critical Trauma	Code A Level 1
Code A Level 2 (LH Only)	Serious Trauma	Code A Level 2
Code Black	Bomb Threat	Code Black
Code Blue	Respiratory or Cardiac arrest	Code Blue – 6 South
Code D-1	Prepare/Plan for External disaster	D-1
Code D-2	Disaster-Victims are here	D-2
Code Green	Patient Elopement	Code Green
Code Amber/Adam	Pediatric Abduction	Code Amber/Adam
Code Pink	Infant Abduction	Code Pink
Code Silver	Person with a Weapon	Code Silver ED
Code Red	Fire	Code Red – Lab
Code Sky Watch	Severe weather watch	Code Sky Watch
Code Sky Warn	Severe weather warning	Code Sky Warn
Code Rapid Response	Medical Emergency	Code Rapid Response ICU
Code Strong	Unruly patient or visitor	Code Strong – Front Lobby
Code White	Winter Storm	Code White
Code Yellow	External disaster	Code Yellow
Evacuation Alert Relocation of Individual		Evacuation Alert 4 North
Water Disruption Do Not Drink the Water		Water Disruption

Security

A function of security, safety and risk management is the prevention of loss whenever possible. The facility reserves the right to inspect packages, badges, purses, boxes, etc. when team members are entering or exiting the complex. All lockers, desks, cubicles, etc. are the property of the facility and are subject to inspection at any time for any reason. All computers, disks, and other data are property of the facility, are to be used only for business purposes, and are subject to inspection at any time. Inspections may occur without notice to team members. Searches of team member lockers will not be conducted without consent. However, consent to a search is a condition of employment.

IX. TEAM MEMBER & LEADERSHIP EXPECTATIONS

TEAM MEMBER EXPECTATIONS

These expectations are a basic part of the standards of performance for all Team Members and are incorporated as a part of all position descriptions.

- **Use courtesy with others**
Be polite, friendly, kind and helpful to all staff, visitors and patients.
Acknowledge and address others appropriately.

- **Promote teamwork/team spirit**
Work together and cooperate both within and between departments toward the common goal of quality patient care.
Put forth extra effort and help where needed.
Offer and receive constructive feedback related to group and individual performance.
Contribute to cooperative problem-solving.
Assist in ensuring that all patients receive high quality care.

- **Participate in improved work performance**
Continually make suggestions toward improvement of work quality and efficiency.
Participate as assigned in multidisciplinary teams charged with improving services
Be open to new ideas or methods of work.
Know your own job as well as possible.
Strive for improved skills, and help others to perform their work.

- **Make efficient use of work time**
Set priorities for completion of work.
Use time wisely, and help others to complete their work.

- **Maintain Hospital property**
Use care when utilizing equipment to prevent damage.
Report equipment or facilities needing repair immediately.

- **Communicate efficiently and effectively**
Be direct and honest in all communications.
Listen well, acknowledge understanding or non-understanding, ask questions as necessary.
Consult with mentor or other appropriate source for clarification.
Disseminate and use facts properly.

- **Maintain confidentiality**
Appropriately handle all information of a confidential nature consistent with policy.
Avoid unnecessary or inappropriate discussion or exposure of confidential information.

- **Maintain appropriate appearance**
Be neat and clean, projecting a professional appearance.
Be familiar with and follow the dress code.
Display hospital identification badge to identify yourself as a Team Member.
- **Be dependable**
Be at work reliably whenever scheduled and on time ready to begin as scheduled.
Observe policies related to breaks and dinner periods.
Know the structure, philosophy and mission of the Hospital.
- **Know the structure, philosophy and mission of the Hospital.**
Know how you fit into the structure and purpose of the Hospital.
Maintain and promote the mission of the Hospital.
Participate and offer input in fulfilling the mission of the Hospital.
Periodically review the mission statement and service theme.

LEADERSHIP EXPECTATIONS

The following leadership expectations are a basic part of the standards of performance for all management personnel.

- **Lead Team Members in the process of continually improving the services provided.**
Effectively utilize continuous quality improvement tools and methods.
- **Be familiar with and strive to achieve organization mission, values and service theme.**
Continuously review progress in achieving the mission. Develop Team Member ownership.
- **Approach work from a customer need and expectation perspective.**
Know the seven key factors and the customers served.
Assist Team Members in identifying and exceeding customer expectations. Plan and carry out work to meet the needs and expectations of those served. The guiding principles of whether to undertake a program or activity, new or old, is whether there is community need or desire among potential customers. All services must be evaluated regarding resource availability.
- **Effectively participate in the planning process.**
Relate individual and unit work to corporate goals and objectives, maintaining data and quantified assumptions where appropriate, offering suggestions, making and evaluating proposals, and maintaining a focus on future development. Vigorously propose and explain alternatives during review and development of policy and procedures, and enthusiastically support policies and procedures once established.
- **Be a change agent.**
Lead Team Members through the change process by exuding confidence and developing the expectation that change will occur.

- **Initiate collaboration in getting the job done.**
 Organization units are not established for convenience in reporting relationships. They are established to define delegation of authority and to provide for resource allocation that will enable Dupont Hospital to optimize the overall service provided. Promote teamwork through mutual understanding and support and willingness to assist others to achieve their objectives, seek solutions to problems as promptly and closely as possible, resisting referring problems to top management.

- **Cultivate a positive team spirit.**
 Involve the whole team in accomplishing the task and improving the process. Be available and supportive.

- **Communicate Effectively.**
 Conduct and participate in Team meetings. Encourage three-way communication (up, down, sideways). Notify mentors immediately about any occurrence of major importance that will affect Dupont Hospital. Write and speak with clarity and directness.

- **Develop, maintain and exude a customer orientation.**
 The success of Dupont's work is largely dependent on the attitude of caring and genuine concern for the needs and desires of all guests-patients, clients, visitors, physicians, volunteers, and fellow Team Members. Team Leaders and Specialists must be empathetic to patient and family needs, sensitive to the viewpoints and perspectives of others and strive to build self-esteem to interpersonal relationships.

- **Empower Team Members to complete assigned tasks.**
 When assumptions are revised or significant changes occur, objectives must be reviewed and, if necessary, revised through agreement. Encourage risk taking.

- **Use resources to accomplish the things that are most important.**
 Dupont Hospital seldom will have all the resources needed to do everything desirable. Reach and when necessary, revise agreement with mentors on priorities consistent with overall objectives. Participate effectively in budget preparation and management.

- **Provide for appropriate training for assigned Team Members.**
 Determine training needs, and use Dupont Hospital and external resources as necessary. Select and develop qualified individuals.

- **Be timely in completing assigned work.**
 Point out difficulties in meeting time schedules at the time of assignment or during progress, not when the schedule has been exceeded.

- **Strive for EXCELLENCE.**

React openly to feedback and provide constructive feedback to others. Accept the fact that work is always needing improvement, and consistently pursue such improvement. Constructively provide feedback to colleagues, mentors, and those whom you supervise in an effort to help all Team Members achieve optimum use of their talents. Be aware of the impact of criticism and comments made by leaderships so that negative communication and defensive responses are minimized.

- **Maintain balance between your role as a leader and other aspects of your life.**

Pursue personal goals and the health and welfare of your families. Contribute to the development of health services generally, your profession and the community by participating to reasonable degree in industry, professional, and community organizations. Obtain spiritual support, as you believe appropriate, and be respectful and supportive of others in their spiritual lives.

Many HR/Benefit forms have been made accessible to you online.

www.theduponthospital.com

- Click on Team Member's Login
- Dupont Hospital
- Team Member Forms

The most current Benefits information is provided to online through the link below.

www.theduponthospital.com

- Click on Team Member's Login
- Dupont Hospital
- Team Member Forms
- Benefits Summary

HANDBOOK RECEIPT AND ACKNOWLEDGMENT

I acknowledge that I understand the Team Member handbook is now available to me online and I am responsible to access and read the content. Furthermore I, agree to follow the rules and procedures described therein during my employment. At any time necessary, I may ask for a hard copy of this handbook. I understand that my employment with the facility will be on an at-will basis, and that either I or the facility can terminate the relationship at any time, with or without notice and with or without cause. I understand that the handbook is not contractual in nature. I further understand that the handbook and the provisions of the handbook may be modified or withdrawn at any time by the facility with or without notice to team members.

Signature

Date

Name (Printed)



Updates Included 1/1/2009-12/31/10