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A Letter From the President

Dear New Associate,

On behalf of our leadership team and Board of Directors, I would like to welcome you to Carroll Hospital Center (CHC). We are excited that you have chosen to join our health care team. We are the community’s premier health care provider and are committed to delivering the highest quality care and superior service to each of our patients and their families.

As an Associate of CHC, your worthwhile work will help us further our vision to be the hospital of choice for the communities we serve. The dedication of each of our staff members is certainly the key to our past and future successes.

This handbook is a comprehensive resource that provides you with valuable information regarding your responsibilities as an Associate and the full range of benefits we offer. Please review this information carefully. If you have questions, please discuss them with your manager or a representative from the Human Resources Department.

We are delighted to have you as a part of the CHC family and look forward to building a long-term relationship with you. Together, we will provide exceptional services and make a difference in the lives we touch each day.

Sincerely,

Leslie Simmons, RN, FACHE

President
Introduction

The Purpose of This Handbook

The Carroll Hospital Center Associate Handbook contains information to help guide you during your employment with us. The Handbook contains important Hospital policies, procedures and practices. You should review the entire handbook and sign the receipt which is found on the last page.

Remember, this Handbook contains only the highlights of some of Carroll Hospital Center’s policies and procedures. In no way does this Handbook replace the Hospital’s official documents, contracts and formal policies. If there is a discrepancy between information presented here and the Hospital’s official documents, such as the Human Resources Policies, the official documents will rule in all cases.

This Handbook does not contain all the policies and procedures, rights and restrictions which affect your employment with the Hospital. We have various formal policies that explain in more detail the workings of the Hospital. For employment purposes, the most important of these is the Human Resources Policies available via the Policy & Procedure Manager accessible by the Hospital intranet. Other departments and areas of the Hospital have their own policies. Information in this Handbook is not inclusive of all Hospital policies, but provides an overview of policies and programs relevant to all Associates. More information can be obtained from the source document or from the department that has responsibility for a specific program.

This Associate Handbook, the Hospital Human Resources Policies, procedures and programs, and other official Hospital documents are not and should not be construed as an implied or express contract of employment, a guarantee of continued employment, or a contractual obligation of the Hospital.

The contents of this Handbook are presented for informational purposes only—it is not a legal document. Carroll Hospital Center reserves the right to interpret, change, modify and delete, or not apply all or part of its policies or the provisions of this Handbook, or any other policy, procedure, benefit or program at any time and for any reason without prior notice.

This handbook and the Hospital’s Human Resources policies are also applicable for some of the Hospital’s affiliates, including Carroll Hospice.

What You Need To Know About Carroll Hospital Center

When you work for an organization, it’s often helpful to know something about its past, present and future. Understanding our organization is an important part of understanding your job and your role as a member of the healthcare team.

Our Vision

Founded by and for our communities, Carroll Hospital Center will help people maintain the highest attainable level of good health throughout their lives. We strive to be the best place to work, practice medicine and receive care. Our commitment is to be the Hospital of choice.

Our Mission

Our communities expect and deserve excellent medical treatment, compassionate care, and expert guidance in maintaining their health and well-being. At Carroll Hospital Center, we offer an uncompromising commitment to
the highest quality health care experience for people in all stages of life. We are the heart of health care in our communities.

**Our Values**

Service . . . Exceed customer expectations

Performance . . . Deliver efficient, high quality service and achieve excellence in all we do

Innovation . . . Take the initiative to make it better

Respect . . . Honor the dignity and worth of all

Integrity . . . Uphold the highest standards of ethics and honesty

Teamwork . . . Work together, win together

More details about the Vision, Mission and Value Statement can be found in the policy titled Vision, Mission and Values Statements.

**A Brief History of Carroll Hospital Center—Excellence Throughout the Years**

The idea of a Hospital for Carroll County was first discussed in 1880, but it was more than 80 years later that Carroll Hospital Center first opened on October 1, 1961 as Carroll County General Hospital. The new Hospital started with 125 Associates and 60 beds. The first baby was born just hours after the Hospital opened its doors.

The Hospital has experienced significant growth since 1961, including several large expansion projects to increase the organization’s ability to care for our patients.

As we move forward, we anticipate a bright future for the Hospital as it continues to grow to meet the ever-changing health and wellness needs of the communities we serve.

**Volunteers & Auxiliary**

Over 300 adult individuals volunteer in over 30 departments of Carroll Hospital Center seven days a week. During the summer an additional 50-60 high school students volunteer. They contribute a significant number of hours to the Hospital, translating into significant salary savings annually.

**Carroll Hospice**

Carroll Hospice is a non-profit organization, providing services in Carroll and surrounding counties. Hospice is a philosophy of care providing pain and symptom management and palliative care to patients facing end-of-life care issues. In addition, Hospice provides support and counseling to patients and families. Carroll Hospice originated as a result of the concerns of local health professionals, churches, and community individuals who shared a common interest and saw a need for a hospice program for the county.

In January, 2007 the Carroll Hospice Facility opened to enhance the hospice services available to the community we serve.
A Word about Unions
From time to time, various labor unions have tried to gain the support of Hospital Associates by conducting organizing activities. For this reason, it is appropriate that Associates understand our policy concerning unions at Carroll Hospital Center.

We are opposed to a union coming into the Hospital because we sincerely believe that unionization would not be in the best interest of our Associates, our patients, and the community we serve.

It is Hospital policy to provide competitive wages and benefits to our Associates. If you encounter a problem during the course of your employment we welcome the opportunity to discuss the problems with you and resolve it. If you would like to do so, please bring your problems to the attention of your supervisors or Human Resources, or use the Hospital’s problem solving and grievance process.

We ask that you carefully consider the many benefits of employment enjoyed by Associates at Carroll Hospital Center without the need to pay costly union dues, fees, fines and other union membership expenses; and without the risk of loss of pay and benefits if a strike were to occur. After considering all factors, we believe you will understand and agree with our position.

What You Need To Know About Becoming an Associate
This section of the handbook reviews some of the key Hospital policies you need to know concerning your employment relationship with Carroll Hospital Center.

Equal Employment Opportunity
The Hospital is an Equal Employment Employer which recruits, hires, trains, promotes and makes all employment decisions for all job titles without regard to race, color, creed, religion, sex, age, disability, national origin, veteran status, sexual orientation, marital status or any other basis protected by law.

Employment decisions will be consistent with the principle of equal employment opportunity, and only valid job qualifications will be required. Personnel actions such as compensation, benefits, transfers, training, education, tuition assistance, and social and recreational programs will be administered without regard to any classifications protected by applicable federal, state or local law.

Any violation of this policy will not be tolerated and will result in appropriate disciplinary action, up to and including termination. If an Associate believes someone has violated this policy or otherwise has questions regarding this policy, the Associate may bring the matter to the attention of your supervisor or Human Resources. The Hospital will promptly investigate the facts and circumstances of any claim this policy has been violated and take appropriate corrective measures.

No Associate will be subject to, and the Hospital prohibits, any form of discipline or retaliation for reporting perceived violations of this policy, pursuing any such claim, or cooperating in any way in the investigation of such claims. If you have questions or concerns about our EEO policy, discuss them with your supervisor or the Human Resources Department. You may also refer to the Equal Employment Opportunity policy for more information.

NO HARASSMENT
Carroll Hospital Center does not tolerate harassment of our job applicants, contractors or Associates by another Associate, supervisor, vendor, customer, or any third party. Any form of harassment on the basis of race, color, age, sex, national origin, sexual orientation, ancestry, citizenship status, religion, marital status, disability, military
service or veteran status, genetic information or any other classification protected by applicable federal, state, or local laws and ordinances is prohibited and will be treated as a disciplinary matter. The Hospital is committed to a workplace free of harassment.

**Harassment Defined.** Harassment as defined in this policy is unwelcome verbal, visual or physical conduct, based on an individual’s protected characteristic, creating an intimidating, offensive, or hostile work environment that interferes with work performance. Harassment can be verbal (including slurs, jokes, insults, epithets, gestures or teasing), graphic (including offensive posters, symbols, cartoons, drawings, computer displays, or e-mails) or physical conduct (including physically threatening another, blocking someone’s way, etc.) that denigrates or shows hostility or aversion towards an individual because of any protected characteristic. Such conduct violates this policy, even if it is not unlawful. Because it is difficult to define unlawful harassment, Associates are expected to behave at all times in a professional and respectful manner.

**Sexual Harassment Defined.** Sexual harassment can include all of the above actions, as well as other unwelcome conduct, such as unwelcome or unsolicited sexual advances, requests for sexual favors, conversations regarding sexual activities and other verbal or physical conduct of a sexual nature.

Examples of conduct that violates this policy include:

- unwelcome sexual advances, flirtations, advances, leering, whistling, touching, pinching, assault, blocking normal movement
- requests for sexual favors or demands for sexual favors in exchange for favorable treatment
- obscene or vulgar gestures, posters, or comments
- sexual jokes or comments about a person’s body, sexual prowess, or sexual deficiencies
- propositions, or suggestive or insulting comments of a sexual nature
- derogatory cartoons, posters, and drawings
- sexually-explicit e-mails or voicemails
- unwelcomed touching of a sexual nature
- unwelcome sexually-related comments
- conversation about one’s own or someone else’s sex life
- conduct or comments consistently targeted at only one gender, even if the content is not sexual
- teasing or other conduct directed toward a person because of the person’s gender

All such conduct is unacceptable in the workplace and in any work-related settings such as business trips and business-related social functions, regardless of whether the conduct is engaged in by a supervisor, co-worker, client, customer, vendor, or other third party.

**Reporting Procedures.** The following steps have been put into place to ensure the work environment at Carroll Hospital Center is free of harassment. If an Associate believes someone has violated this policy, the Associate should promptly bring the matter to the immediate attention of his/her supervisor, or to the Human Resources Department. If the Associate makes a complaint under this policy and has not received a satisfactory response within five (5) business days, he or she should contact the Vice President of Human Resources immediately.
This Executive can be reached at the following: Office: 410-871-6817
200 Memorial Ave
Westminster, MD 21157

**Investigation Procedures.** The Hospital will promptly investigate the facts and circumstances of any claim of harassment. To the extent possible, the Hospital will endeavor to keep the reporting Associate’s concerns confidential; however confidentiality cannot be guaranteed. Associates must cooperate in all investigations. During the investigation, the Hospital generally will:

- interview the complainant and the alleged harasser
- conduct further interviews as necessary
- document the Hospital’s findings regarding the complaint
- document recommended follow-up actions and remedies, if warranted
- inform the complainant of the Hospital’s findings.

Every supervisor who learns of any Associate’s concern about conduct in violation of this policy, whether in a formal complaint or informally, must immediately report the issues raised to senior management or to the Director of Human Resources.

Upon completion of the investigation, the Hospital will take corrective measures against any person who has engaged in conduct in violation of this policy, if the Hospital determines such measures are necessary. These measures may include, but are not limited to, counseling, suspension, or immediate termination. Anyone, regardless of position or title, whom the Hospital determines has engaged in conduct that violates this policy will be subject to discipline, up to and including termination.

Please refer the Sexual Harassment policy for more detailed information.

**No Retaliation.** No Associate will be subject to, and the Hospital prohibits, any form of discipline or retaliation for reporting perceived violations of this policy in good faith, pursuing any such claim, or cooperating in any way in the investigation of such claims in good faith. If an Associate believes someone has violated this no-retaliation policy, the Associate should bring the matter to the immediate attention of the Director of Human Resources at (410) 871-6837. Anyone, regardless of position or title, whom the Hospital determines has engaged in conduct that violates this policy against retaliation will be subject to discipline, up to and including termination.

We cannot remedy claimed harassment or retaliation unless you bring these claims to the attention of management. Failure to report claims of harassment and/or retaliation prevents us from taking steps to remedy the problem.

**REASONABLE ACCOMMODATION OF INDIVIDUALS WITH DISABILITIES**

Carroll Hospital Center recognizes and supports its obligation to endeavor to reasonably accommodate job applicants and Associates with known physical or mental disabilities who are able to perform the essential functions of the position, with or without reasonable accommodation. The Hospital will endeavor to provide reasonable accommodation to otherwise qualified job applicants and Associates with known physical or mental disabilities, unless doing so would impose an undue hardship on the Hospital or pose a direct threat of substantial harm to the Associate or others.

Additionally, in compliance with Maryland law, if a pregnant employee requests an accommodation, including leave, the Hospital will explore reasonable accommodations with the pregnant employee, and will endeavor to provide a reasonable accommodation, unless doing so would impose an undue hardship on the Hospital.
An applicant or employee who believes he or she needs a reasonable accommodation of a disability should discuss the need for possible accommodation with the Human Resources Department. You may also refer to the Requesting Reasonable Accommodation policy for more information.

**Employment at Will**

The information in this handbook does not constitute an expressed or implied employment contract. Employment with the Hospital is not for any definite period or succession of periods and is considered an at-will arrangement. This means that an Associate is free to terminate employment at any time for any reason, as is the Hospital, so long as there is no violation of applicable federal or state law. All policies, employee benefits and other matters covered in this Handbook, as well as all terms and conditions of employment, may be changed or canceled at any time, without prior notice, at Carroll Hospital Center’s sole discretion. An Associate’s at-will status can only be changed by a writing signed by the President & Chief Executive Officer of the Hospital.

The at-will clause does not intend to interfere with, limit or relinquish the right to join with others to work towards altering terms/conditions of employment, including the at will status. The policy titled Employment at Will provides more detail regarding this.

**Pre-Employment and Periodic Health Assessment**

In an effort to protect the health and safety of its customers and Associates, the Hospital requires that its Associates provide certain medical information before they are hired (post offer, pre-employment). The exact requirements may vary depending upon the Associate’s position.

Job candidates (post offer/pre-employment) must undergo physical assessments (including substance abuse screening) to determine fitness for duty and ability to perform job functions. The Associate Health Department will evaluate the results of all assessments. Volunteers, temporary Associates, and contract personnel must also meet all health requirements, including immunization requirements, established by the Hospital.

Periodic physical examinations may be required for Associates when job related and justified as a business necessity. The Hospital will comply with the Maryland Occupational Safety and Health Administration (MOSHA) and the Occupational Safety and Health Administration (OSHA) requirements for immunizations and exposure evaluations.

**Background Checks**

All employment offers are contingent upon a satisfactory interview, verification of licenses (if applicable) and background check.

Before beginning employment, or during the course of your employment, you will be required to undergo a background check. Investigations will be performed by the Hospital or by agencies under contract to the Hospital. Background checks will be conducted as allowed by state and federal law. Where appropriate for the position, background checks may include but are not limited to:

Reference checks

- driving history, and ongoing MVA records
- verification of identification
- criminal and civil history/records
- employment and education verifications
- Social Security verification
- credit history based on Credit Bureau Reports
- OIG’s (Office of Inspector General ) sanction list; Associates appearing on that list will be notified
Excluded Parties List System (EPLS)

A criminal history may, but will not necessarily, disqualify an individual from becoming or remaining employed with the Hospital. In deciding whether to employ or continue to employ an individual with a criminal history, the Hospital will consider such factors as the seriousness of offenses, the number of offenses, how long ago offenses occurred and any surrounding or mitigating circumstances. Based on those factors, the Hospital will exercise its judgment as to the potential risk to the safety or health of employees and resident/clients, the security of Hospital premises and property, and the Hospital’s reputation.

The Hospital will pay the cost of the background check. If the results of the background check disqualify the individual from working at the Hospital, the individual will be given an opportunity to contest any findings of the agency. The Hospital will comply with the federal Fair Credit Reporting Act (FCRA) in administering this policy.

The Hospital will take appropriate action against individuals who refuse to undergo background checks or who provide incomplete, false, or misleading information.

Actions may include:

- refusal to hire a job candidate,
- discipline of an Associate, up to and including termination of employment,
- barring individuals from the Hospital.

More information regarding the hiring process can be found in the Human Resources policy titled Background Checks.

Orientation

Our General Orientation program, known as SPIRIT Camp, is designed to provide an in-depth review of our mission, vision, values, and culture including what you can expect from your work experience and what is expected of our Associates. This highly interactive program utilizes a variety of learning activities designed to facilitate success. SPIRIT Camp is required of all new Associates prior to beginning employment in their respective department; all are compensated for their attendance.

Departmental or unit specific orientation occurs following completion of SPIRIT Camp. Job specific duties, as well as, departmental policies and procedures are emphasized.

Introductory Period

All Associates serve an introductory period at the beginning of employment. This introductory period:

- lets you decide whether you wish to continue employment with the Hospital, and
- allows the Hospital to evaluate your job performance and determine whether it meets the Hospital’s needs.

In most cases, this introductory period will last for six months from the date of hire, but it can be extended at the Hospital’s discretion. It is also possible that your employment might end at your option, or ours, before the end of the introductory period. Near the end of the introductory period, your Leader will discuss your performance with you.

During the introductory period, you must generally maintain an attendance standard of three or fewer occurrences, and a punctuality standard of three or fewer occurrences. However, if you need to request a reasonable accommodation please find more details in the policy titled Requesting Reasonable Accommodation.
Successful completion of the introductory period does not result in any change in the employment at will relationship described in this section of the handbook. Please refer to the HR policy titled Introductory Period for more detailed information.

**Nepotism**

CHC employment decisions are based on individual merit and job qualifications. We will not consider employment of family or household members to work in the same department. Administration maintains the authority to make exceptions to family members working in the same department; however, no exception will be made with regard to direct supervision of family members. In addition, an Associate may not participate in employment, pay, or other decisions concerning a family member or household member which may present a possible conflict of interest. Please refer to the policy titled Nepotism for more information.

**Employment of Minors**

The Hospital will abide by the Maryland State laws governing the employment of minors. No one under age 16 will be employed by the Hospital and minors under age 18 must have a valid work permit.

Minors may not be employed in jobs that:

- have potential exposure to blood borne pathogens,
- require them to operate machinery,
- expose them to hazardous materials, or
- require them to witness documents.

More information regarding the employment of minors can be found in the Human Resources policy titled Employment of Minors.

**What You Need To Know About Your Employment**

CHC strives to provide a quality work environment for our Associates. Please review the important employment-related information provided in this section of the handbook. We have also outlined some significant policies which all Hospital Associates must understand and follow.

**Employment Categories**

Associates are classified as either exempt or nonexempt to establish eligibility for overtime pay under the Federal Wage and Hour laws. Associates paid on an hourly basis are classified as nonexempt and are paid for all overtime hours worked according to the Fair Labor Standards Act and the Hospital’s overtime policy.

Exempt Associates are salaried employees whose work duties exempt them from the overtime provisions of the federal Fair Labor Standards Act and any applicable state wage/hour laws. Employees classified as exempt receive a salary which is intended to cover all hours worked. Exempt employees are not eligible for overtime pay. If you believe an error has been made with your pay in regard to the Federal Wage and Hour laws, please notify your Leader or Human Resources immediately.

The Hospital also classifies Associates into specific employment categories. The categories determine eligibility for compensation, benefits and time off, based on Hospital policies. CHC employment is categorized by one of the following classifications:
Regular Full-Time

An Associate regularly scheduled to work 72 or more hours per biweekly pay period and who maintains continuous employment at the Hospital is considered regular full-time. Regular full-time Associates who meet eligibility requirements are eligible for benefits described in benefit plan documents and CHC policies.

Regular Part-Time

An individual regularly scheduled to work less than 72 hours per biweekly pay period, but budgeted to work 1 or more hours per pay period, who maintains continuous employment at the Hospital is considered regular part-time. Part-time Associates budgeted for 40 or more hours per pay are eligible to receive certain benefits which may differ from or require a larger premium payment than regular full-time Associates.

Registry

Registry Associates are paid a premium rate of pay and receive no benefits except where defined in plan documents or CHC policies. Registry positions maintain specific work requirements as outlined by individual departmental guidelines and can vary based on the department needs.

PRN

An Associate who works on an as needed basis and is paid at an hourly rate of pay based on experience and market data is considered PRN. PRN Associates generally are eligible for no benefits except where specified in plan documents or CHC policies. PRN requirements and guidelines can be customized at the department level. Please refer to your department Leader and/or policy for clarification.

Temporary

An individual hired to perform a specific task for a limited period of time is considered either full-time temporary or part-time temporary. Temporary Associates generally receive no benefits except where specified in plan documents or CHC policies.

Please refer to the Human Resources policy titled Employment Categories for more information.

Hours of Work

Work schedules are designed to provide 24-hour services to Hospital patients every day of the year. Departments will maintain weekly work schedules for each Hospital position. Schedules will specify hours of work, shift, days of work, and periods of time off assigned to each Associate. Schedules may be adjusted as staffing needs change. When possible, your Leader may consider your individual preferences or requests when arranging work schedules.

Meal and Rest Breaks

Meal Breaks

You are allowed one unpaid 30 minute meal break during each shift of more than 6 hours worked. During an unpaid meal break, you are relieved from duty. This break is to be taken in a single block of time and not divided into more than one break per shift (unless authorized as reasonable accommodation under the Hospital’s Requesting Reasonable Accommodation policy.) If you are leaving Carroll Hospital Center property you are required to clock out of work.

If you are not relieved from duty, the break will be paid. This can be achieved by entering the “No Lunch” code on the out punch for that day in the time and attendance system. Unless the “No Lunch” code is entered on your out
punch for the day, CHC will presume that you took a 30 minute meal break during a shift of more than 6 hours worked.

**Rest Breaks**

Your supervisor or department head may schedule you to take rest breaks (up to 15 minutes long) during each 8, 10 or 12 hour shift worked. Rest breaks are scheduled and taken when work loads allow.

Meal or rest breaks are not permitted at the beginning or the end of a work shift. Since rest breaks, when permitted, are paid time, Associates must remain on Hospital premises.

Your department may establish additional scheduling requirements concerning meal and rest breaks. Please refer to the policy titled Meal and Rest Breaks for more information.

**Personnel Records**

**Information Changes**

Maintaining current records is important both to CHC and to you. Be sure to let Human Resources know promptly of any changes in your name, address, education level, marital status, telephone number, dependents or beneficiaries. Certain changes, such as a name change, require you to present your Social Security card with the new name printed on it. For pay and benefits reasons, you cannot change your name on Hospital personnel records without first making the change through Social Security. Information changes may also require an Associate to complete new tax forms and a new I-9. All of the above mentioned changes, except the I-9 (which is completed in the Human Resources office) can be completed through Lawson Employee Self Service.

**Reviewing Files**

Only information which is required and relevant to your continued employment will be collected and retained in personnel files. Personnel files are confidential and are the property of the Hospital.

You may review your own personnel file while employed, but it may not be removed from the Human Resources Department. Access to personnel files is limited to authorized personnel with a legitimate business need to review the information. Except where required by law, CHC will not normally release confidential personnel information to anyone outside the Hospital without the written consent of the Associate or a Court order.

Individuals no longer employed by CHC will not have access to their personnel file unless required by law.

More information regarding personnel records can be found in the policy titled Personnel Records.

**Performance Management**

Performance assessment is important to you and to the Hospital because:

- it helps ensure that you and your leader agree on performance expectations, and
- it is an important tool to ensure delivery of competent, superior health care services

The evaluation of job performance is a continuous process for you and your Leader. Performance management assesses how well you perform your essential job functions, meet behavioral competencies and your achievement of goals as outlined in the performance management tool.

The objectives of CHC’s performance management process are to:
Identify and describe essential job functions related to the Mission and Business Plan of CHC
- Develop realistic and appropriate performance measures/standards
- Give and receive feedback about performance
- Develop and communicate objective, constructive performance evaluations
- Plan development opportunities for Associates
- Reward Associates based on their performance

For more detailed information, please refer to the Performance Management policy.

**Promotions, Transfers and Change in Status**

CHC believes in promotion from within the Hospital. Jobs are posted and qualified Associates may apply for a transfer or promotion to any open position for which they meet the job requirements after successful completion of the introductory period.

CHC may temporarily assign you to another Hospital department or position to meet staffing requirements. When possible, CHC will provide advance notice of temporary assignments.

Transfers, promotions, or other reassignments may result in a change in status. A change in status occurs when an Associate:
- moves between a full-time and a part-time position;
- moves between an exempt and a nonexempt position; or
- otherwise moves into a new position where pay and benefits rules may be affected.

In the event that a transfer, promotion or other reassignment involves a pay grade change, there may be an adjustment to the annual review date. The Human Resources Department will track all change in status situations and will inform Associates of changes in pay and/or benefits.

The policy titled Promotions, Transfers and Change in Status provides more information.

**On Call and Call Back**

Designated Associates may be placed on call for a full shift or a portion of a shift and may be required to report to work on short notice. Associates on call must be available to report for duty when contacted by the Hospital during the on call period. On call refers to a defined time period during which a designated Associate can be contacted to report for work as may be required by the Hospital. Call back refers to an Associate’s time worked at the Hospital as a result of being contacted to report to work.

Your department may require you to be on call as part of the regular work schedule. Associates may also be placed on call on one or more holidays during the year or during periods of low patient census when workload justifies staffing adjustments.

Associates who are on call will be called in to work based on the needs of the department, the qualifications of the Associate, and in a manner which minimizes budgetary impact to the Hospital. An Associate must be able to be contacted and report within a certain hour requirement that is set at the department level and be physically and mentally capable of performing the job. Each department has the specifics on their reporting requirements. An individual may be called into a work area other than the normally assigned department. Departments may cancel scheduled on call hours by providing 90 minutes’ notice to the Associate.
Associates who are scheduled on call must be available to work during the scheduled period. If the Hospital is unable to reach an individual who has been placed on call, the call hours will not be paid. Any changes to scheduled on call must be approved in advance by the appropriate leader. Leaders may allow an Associate to find a replacement, but the Associate must notify the supervisor and obtain approval for the replacement in advance.

Please refer to the policy titled On Call and Call Back for more information.

**Reductions in Force**

The Hospital believes a stable and productive workforce is crucial to the success of its business operations. However, circumstances may arise that require a reduction in personnel. The Hospital will apply consistent standards to identify personnel to be reduced and to implement the reduction in force.

Following its policy on Equal Employment Opportunity, the Hospital will make decisions regarding reductions in staff without regard to race, sex, sexual orientation, age, religion, national origin, marital status, veteran status or irrelevant physical or mental disability, or any other classification protected by applicable federal, state or local law.

For more detailed information, please refer to the policy titled Reductions in Force.

**Separation from Employment**

Before the last day of work, meet with your Leader to complete the Separation from Employment Checklist, return all Hospital property and satisfy any outstanding obligations. The Hospital will pay eligible Associates for unused, accumulated PTO leave according to Hospital policy titled Separation from Employment.

**Resignation**

An Associate who resigns must provide advance written notice to their immediate leader. The minimum notice period is defined by the PTO Plan applicable to an individual’s position. The expected notification is as follows:

<table>
<thead>
<tr>
<th>PTO Plan</th>
<th>Required Notice</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>2 weeks</td>
</tr>
<tr>
<td>B</td>
<td>3 weeks</td>
</tr>
<tr>
<td>C&amp;D</td>
<td>4 weeks</td>
</tr>
</tbody>
</table>

Please refer to the Paid Time Off policy to determine an Associate’s applicable PTO Plan. An Associate who does not provide appropriate notice may not be eligible for rehire.

**Discharged Associates**

Associates who are involuntarily discharged, other than for a reduction in force, are generally not eligible for rehire.

**Abandonment of Position**

Associates who are absent for three consecutive scheduled days without proper notice will be considered to have abandoned their positions and will be separated from employment.
Return of Hospital Property

Hospital property must be returned to the department no later than the last day of work. This may include: Hospital badge, keys, pager, phone, laptops, and uniforms, as well as other Hospital owned property.

Final Paychecks

The final paycheck will be processed after the submission of the last time record and directly deposited, if applicable. Additional checks, such as, PTO payouts will be directly deposited, if applicable. Direct Deposit advices will be available for 30 days following the last day of employment via Lawson ESS.

Payment of Leave

Associates who have completed at least six months of continuous service and have successfully completed their introductory periods will be paid for unused, accumulated PTO when separating from employment. Holiday and EIB (Extended Illness Bank) hours left over upon termination of employment will not be paid out.

Employment References and Verifications

All requests for employment references and verification must be submitted to the Human Resources Department accompanied by an authorization for release of information signed by the Associate.

The information provided for a reference for present and former Hospital Associates includes: name, job title, and dates of employment.

Salary information will be provided on appropriate financial forms (for example, loan applications) by the Payroll Department.

Refer to the Employment References and Verifications policy for more information.

Reemployment

Former Hospital Associates who resigned or retired with proper notice and with good work records, may be considered for reemployment. All reemployment is at the discretion of the Hospital.

Please refer to the Re-Employment policy for more detailed information.

What You Need To Know About Your Responsibilities

This section of the handbook explains some of your responsibilities to the Hospital and to your fellow Associates.

If you need more information about these responsibilities and standards, or if you have questions about specific situations, please ask your leader or contact Human Resources.

Standards of Conduct

Service  Performance  Innovation  Respect  Integrity  Teamwork
The Hospital has established general standards of conduct outlining the rights and responsibilities of all Associates. These standards serve as guidelines for Associate conduct. The standards are not all-inclusive—the Hospital reserves the right to impose other standards and take corrective action as it sees fit. Violations of Hospital rules, policies and these standards are grounds for corrective action, up to and including separation from employment.

The items listed below highlight some of the standards of conduct expected of you. The Hospital has additional rules, regulations, and policies which cover these and other areas of Associate conduct.

Hospital Associates are expected to:

1. Provide quality care to patients.
2. Respond to the needs of all Hospital customers (patients, visitors, physicians, other Associates, vendors, and all others).
3. Comply with verbal or written instructions from leaders and adhere to CHC policies, procedures and workplace practices.
4. Respect the property of the Hospital, patients, coworkers, visitors, and others. Unauthorized use, removal, theft, or intentional damage to such property is prohibited.
5. Maintain honest, accurate records. Falsification of employment application information, time records, or other Hospital records is prohibited. This includes, but is not limited to, reporting the working time of another employee.
6. Act responsibly on the job. You must not endanger or injure coworkers, patients, or others, and must avoid damage to CHC property.
7. Carrying unauthorized weapons on Hospital property is prohibited
8. Gambling and disorderly or immoral conduct while on CHC property or while on Hospital business is prohibited.
9. Remain on the assigned job site and perform assigned tasks during duty hours. Leaving the department (or the Hospital premises) during working hours without permission is prohibited. Abuse of breaks, stopping work before the end of a shift, sleeping while on duty, or otherwise engaging in nonwork activities is also prohibited. Nonwork activities include, but are not limited to, the use of personal electronic/communication devices.
10. Report suspected illegal activity, fraud, waste and abuse to your supervisor or the Corporate Compliance Officer. Anonymous calls may be placed on the toll-free compliance help line at 877-319-0271. This confidential telephone line is available for all Associates to report suspected misconduct.
11. Comply with safety, fire prevention, health and security rules, policies and practices, including the duty to report any accident or injury on the job.
12. Avoid the use, possession, or being under the influence of alcohol or any controlled substance (except a prescribed drug under the direction of a physician) on Hospital premises and/or while working.

Refer to the Code of Ethical Behavior for more information.

False Claims & Whistleblower Provisions

It is the policy of Carroll Hospital Center to adhere to all standards of The False Claims Act and investigate allegations of false, fictitious or fraudulent claims.
No Carroll Hospital Center Associate may ever knowingly submit false, fictitious or fraudulent claims. Associates are encouraged to report any suspected, questionable or verified misconduct involving false claims or health care fraud to their Leader, the Senior Vice President of Finance or the Compliance Officer.

**Standards of Courtesy**

The Hospital’s success depends on its reputation for quality care and service. Associates must support this reputation by providing a high standard of customer service.

The following are general guidelines for working with patients, visitors, physicians, coworkers, volunteers, and others:

- Provide immediate and undivided attention.
- Promptly respond to requests, questions and concerns brought to your attention.
- Ensure that Hospital systems are customer friendly.
- Show courtesy and respect, (e.g. use elevator courtesy and insure that our patients can use the elevators privately when being transported or traveling from one area of the hospital to another).

**Personal Communication**

Hospital phones are for Hospital business only. Incoming and outgoing personal phone calls are not permitted, except in an emergency. Personal cell phones may be used during authorized breaks and while off duty. The use of personal electronic/communication devices, including texting, during work hours is prohibited.

**Personal Business**

You may not conduct other personal business during working hours or on Hospital premises. You may not use CHC equipment, materials, or other resources to conduct personal business.

You must follow any additional departmental policies concerning personal business in the workplace.

**Falsification of Records**

Individuals who are aware of possible falsification of records must promptly report this information to the Vice President of Human Resources. Applicable records may include, but are not limited to: patient records, licensure, and timecards. An Associate can also report to the Corporate Compliance Officer or the anonymous Corporate Compliance helpline at 877-319-0271 without fear of retaliation. Falsification of records may result in termination of employment.

**Receipt of Gifts**

Accepting or soliciting tips, gratuities, money or valuables from patients, patient families, or other parties is prohibited. We encourage individuals to refer grateful customers to the CHC Foundation, which is the philanthropic arm of the Hospital and accepts tax-deductible gifts in honor or memory of nurses, physicians or other Hospital staff or individuals. We also encourage you to nominate Associates for internal recognition programs.
Confidentiality

As part of your responsibilities at Carroll Hospital Center, you may learn of or be entrusted with sensitive information of a confidential nature. During your employment, any information, including, but not limited to, patient information, patient lists, cost estimates; computer processes, programs and codes, including computer use identification codes, marketing methods, programs, or related data; tax records; or accounting procedures, will be considered and kept as the private and confidential records of the Hospital. These records may only be used in performing work for the Hospital and must not be divulged to any individual, or institution except on the direct written authorization of the Vice President of Risk & Corporate Compliance. Your failure to honor this confidentiality requirement may result in disciplinary action, up to and including termination.

If you leave employment with the Hospital for any reason, we ask that you continue to treat as private and privileged any such sensitive information. You should not use, divulge, or communicate to any person or entity any such sensitive information without the express written approval of the Vice President of Risk & Corporate Compliance.

Additionally, the confidential nature of Protected Health Information (PHI) is strictly enforced under HIPAA by Carroll Hospital Center. Policies outlining the Hospital’s enforcement of HIPAA can be found in Policy and Procedure Manager.

Anyone who discloses PHI without authorization may face disciplinary, administrative, legal, or other actions. You are required to sign a Hospital confidentiality statement when hired and an acknowledgement of understanding every year while employed by the Hospital.

It is CHC’s policy that only a member of the Marketing team are authorized to speak with the media on behalf of the hospital.

Electronic Systems

Carroll Hospital Center provides electronic communications systems (such as: laptops, e-mail, pagers, cell phones, portable phones and voice mail) as tools to assist in Hospital business communications. These electronic systems are Hospital property and are for Hospital business only.

The Hospital has the right to access and disclose the contents of electronic communications. The Hospital’s electronic systems are a shared filing system and users should expect that messages sent or received may be reviewed by persons authorized by the Hospital for business purposes.

During any continuous authorized leave of absence, home-based access to computerized Hospital information systems will be denied until the Associate returns to active work status.

Attire and Appearance

Your appearance can have an impact on customer relations. Therefore, the Hospital has adopted standards concerning identification badges, personal appearance, and appropriate attire for Associates. Attire and personal appearance should always reflect a professional, business –like approach. Hospital departments may also have specific rules governing uniforms and safety equipment. The Attire and Appearance policy provides more detail regarding attire and appearance.

Associates must present an appearance which:

- complies with applicable safety and health regulations,
- is in good taste, and
- is appropriate for contact with the public.
Examples of appropriate professional appearance:
- Male Associates generally wear dress shirts and ties. Turtlenecks and/or sweaters are also acceptable. Male Associates in some Hospital locations may wear collared shirts without a tie if approved by the appropriate supervisor
- Female Associates may wear dresses, skirts, or skirt-like skorts which are an appropriate length, business slacks/pants
- Suits and sport jackets are generally acceptable

Examples of inappropriate professional appearance:
- Sweatshirts and sweatpants
- T-shirts with messages, logos or pictures (unless hospital or professional health care association issued)
- Tank tops/tank dresses (straps that are 3 finger widths across are permitted)
- Excessive jewelry including visible piercings
- Canvas sneakers and flip-flops
- Tight-fitting leggings or spandex attire, shorts or short pants hemmed more than halfway up the calf of the leg
- Sheer and revealing garments (includes low-cut/midriff exposing blouses or tops and short skirts)

Associates are prohibited from wearing affiliative or promotional buttons, pins or any other insignia (other than name plates, school pins, professional registration insignia, and Hospital service pins) in immediate patient care and treatment areas.

Identification Badges
You must display your Carroll Hospital Center photo identification badge while on duty. Badges must be worn above waist level and your name and picture must be visible. Badges are not transferable.

I.D. badges are issued by the Human Resources Department. Your badge gives you access through building entrances and other authorized areas. It also entitles you to discounted food prices in the Hospital cafeteria, allows you to record your time and attendance for work and to authorize certain payroll deductions. A replacement fee is charged for lost or mutilated badges. New badges are issued free of charge if you have a name change or a position change.

If you find a lost I.D. badge, please return it to the Human Resources Department. I.D. badges are Hospital property and must be returned upon separation from employment or in the event of a suspension.

Uniforms
Associates who are required to wear uniforms while on duty must adhere to the departmental uniform policy and procedures.

Your leader will advise you about uniform requests, replacements and related costs.

Business Casual Days
The Hospital designates periodic business casual days. On these days, Associates should follow these dress guidelines:
Sneakers are acceptable if they are clean, in good repair (no holes) and comply with applicable health and safety standards.

- T-shirts issued by the Hospital and/or approved professional healthcare affiliations are acceptable
- Associates who have contact with the public are encouraged to wear business casual attire on designated dress down days (e.g., slacks vs. jeans, polo shirts/blouses vs. t-shirts)

Individual departments may set standards regarding the prohibition of dressing down.

**Aggression Management and Prevention of Workplace Violence**

The Hospital is strongly committed to providing a safe workplace. The purpose of this policy is to minimize the risk of personal injury to Associates, patients and visitors, and avoid damage to Hospital property. We specifically discourage Associates from engaging in any physical confrontation with a violent or potentially violent individual. However, we do expect and encourage Associates to exercise reasonable judgment in identifying potentially dangerous situations and informing management accordingly.

Threats, threatening language, or any other acts of aggression or violence made toward or by any Hospital Associate will not be tolerated. For purposes of this policy, a threat includes any verbal or physical harassment or abuse, attempts to intimidate or to instill fear in others, menacing gestures, bringing weapons to the workplace, stalking, or any other hostile, aggressive, injurious and/or destructive actions undertaken for the purpose of domination or intimidation.

Weapons are prohibited on Hospital premises unless such prohibition is restricted by applicable law.

All potentially dangerous situations including threats by co-workers should be reported immediately to the appropriate Hospital Leader, or to any other member of management with whom you feel comfortable. Reports of threats may be made anonymously. All threats will be promptly investigated. No employee will be subject to retaliation, intimidation, or discipline as a result of reporting a threat under this policy.

If an investigation confirms that threat of a violent act or violence itself has occurred, the Hospital will take appropriate corrective action. Anyone, regardless of position or title, whom the Hospital determines has engaged in conduct that violates this policy, including retaliation, will be subject to discipline, up to and including termination.

If you are the recipient of a threat made by an outside party, please follow the steps detailed in this section. It is important for the Hospital to be aware of any potential danger in our workplace. Indeed, we want to take every precaution to protect everyone from the threat of a violent act by an employee or anyone else.

The policy titled Aggression Management provides more information.

**Use and Care of Hospital Property**

The business and medical equipment at our Hospital is both vital to our operation and, in some cases, lifesaving. You are expected to monitor and maintain the equipment in your department, including any documentation, maintenance and inspection required. Please promptly report any equipment malfunctions to a supervisor, as well as, the Facilities or Biomed work request system via the intranet.

Any equipment or special items issued to you to help you perform your job are the property of the Hospital. We expect you to take good care of Hospital property entrusted to you and report any loss or damage immediately. This includes items such as I.D. badges, keys, pagers, cell phones, computer equipment, uniforms, etc.

The Hospital does not permit Associates to make personal use of Hospital equipment or supplies.

**Lockers**
Lockers are provided for Associates to store uniforms and personal possessions while at work. Lockers are the property of the Hospital. For security reasons, lockers may be inspected periodically, without notice, as a condition of employment. Associates using non-Hospital issued locks must provide a key or combination for the lock to their Leader.

The Hospital has the right to remove from lockers any contraband, chemical substances, weapons or other items which could endanger safety, health, property or security.

The Hospital is not responsible for theft or damage to property placed in lockers.

If your employment ends, please remove your belongings from your locker promptly. Items left in the locker will be disposed of after 30 days, if arrangements have not been made otherwise.

Refer to the policy titled Lockers for more information.

**Attendance and Punctuality**

The Hospital requires you to be present in your department and ready to work at the start of your assigned shift. Please refer to the Attendance and Punctuality policy for information regarding this topic.

**No Fault Attendance Policy**

The Hospital maintains a no fault policy on attendance and punctuality. If you are absent or late to work, it is recorded as an occurrence, unless you have requested (and received authorization) for your absence or tardiness as a reasonable accommodation under the Hospital’s Requesting Reasonable Accommodation policy.) A reasonable accommodation is any change in the work environment, or in the way a job is performed that enables a person with a disability to enjoy equal employment opportunities. Please refer to the Requesting Reasonable Accommodation policy for information regarding this topic.

Absences may be recorded as scheduled with pre-approval by management, or as unscheduled, not approved by management. This no fault policy eliminates any distinction between “excused” and “unexcused” absences. Authorized time from work is generally not applicable under this policy.

**Punctuality**

You are expected to report to work on time. This means that you must be in your department, ready to begin work, at the start of the assigned shift. If you badge in one or more minutes after your assigned start time, you are considered late. Shift assignment is determined by each Hospital department.

If you report to work after 50% of your assigned shift is over, it is considered an occurrence of absence.

**Occurrences**

Any period of continuous absence is considered one occurrence. The number of occurrences is measured over a 12 month period beginning with your first absence.

Except for absences under the Family and Medical Leave Act (FMLA), or absences which are approved as reasonable accommodations under the Americans with Disabilities Act (ADA), any unscheduled absence will be counted as an occurrence, regardless as to whether this absence is charged to PTO or is unpaid. All PTO must be depleted before time can be taken without pay. The only exception to this is that Associates who utilize FMLA are permitted to maintain (not deplete) 40 hours of PTO.

The Hospital also measures occurrences of lateness. An occurrence of lateness is when you are not in your department, ready to work at the start of your shift.
If an Associate misses more than 50% of a scheduled shift, it is considered an occurrence of absence.

**Calling In/Reporting Absence**

If you are unable to work on a scheduled work day, you must call and inform your department Leader. Absences must be reported at least one hour before the start of a day shift and three hours before an evening or night shift. Some departments may require more notice for critical assignments. Refer to your departmental policies for more information.

**Failure to Provide Notice**

If you do not call to provide the required advance notice of an absence, you are considered absent without permission. No leave and no pay will be granted for such absences.

Associates who are absent for three consecutive scheduled days without proper notice will be separated from employment.

**Disciplinary Action Based on Absence and Lateness Occurrences**

The Hospital has established guidelines for disciplinary action resulting from occurrences of absence and lateness—progressive discipline is based on the number of unscheduled occurrences:

<table>
<thead>
<tr>
<th>Disciplinary Action</th>
<th>Absences</th>
<th>Lateness</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oral Notice</td>
<td>4&amp;5</td>
<td>4&amp;5</td>
</tr>
<tr>
<td>First Written Warning</td>
<td>6</td>
<td>8</td>
</tr>
<tr>
<td>Second Written Warning</td>
<td>7</td>
<td>9</td>
</tr>
<tr>
<td>Separation</td>
<td>8</td>
<td>10</td>
</tr>
</tbody>
</table>

Refer to Disciplinary Process in this section of your handbook for an explanation of the disciplinary action steps. Attendance and Punctuality infractions will be recorded using an Attendance and Punctuality Disciplinary Form. Absences immediately before or after holidays and other paid time off may result in separate discipline.

**Attendance and Punctuality During the Introductory Period**

The guidelines listed above apply to Associates who have completed the new hire introductory period. Associates who have not completed the introductory period and have more than three absence occurrences and/or three lateness occurrences could be separated from employment. However, if needed, an Associate in the introductory period can request a reasonable accommodation. The policies titled Attendance and Punctuality and Requesting a Reasonable Accommodation provide more information regarding this topic.

**Inclement Weather**

The Hospital must remain open to provide essential medical services during inclement weather. All Associates are expected to report for duty during inclement weather.
You are expected to report for duty as scheduled and will be paid for hours worked. Lateness up to one hour will not be considered an occurrence.

You may make up days lost because of inclement weather only if the make-up days do not result in overtime pay and if allowed by your departmental budget. Make up days must be approved in advance by your Leader and/or Department Head.

Associates who have refused Hospital provided transportation during inclement weather may not make up lost days. Refer to policy titled Inclement Weather for more information.

**Disciplinary Process**

Carroll Hospital Center supports a progressive discipline approach whenever appropriate to foster consistent discipline for unsatisfactory conduct in the workplace. The main purpose of any disciplinary action is to address the issue or behavioral concern, and where appropriate, prevent recurrence and prepare the Associate for acceptable service in the future.

When Associate misconduct occurs, such as the violation of Hospital policy, disciplinary measures must be taken for the well-being of the Hospital, its customers, the public and all of its Associates. The level of disciplinary action taken may vary depending on the gravity of the offense, the circumstances surrounding the occurrence, the Associate's overall work record and any past disciplinary actions. Disciplinary action may call for any of the following steps to be taken. Progressive discipline means, with respect to many disciplinary issues, these steps will normally be followed where appropriate. The steps in the disciplinary process include:

- **Informal Discussion**—Minor, infrequent disciplinary problems can usually be addressed by an informal talk between the Leader and the Associate.

- **Coaching**—This occurs when an unintentional error occurs and the Associate was working appropriately in the best interest of patients or others. It may also be appropriate when the Associate makes a potentially unsafe choice (risky action).

- **Oral Notice**—The second level of discipline is a formal meeting between the Leader and the Associate. The oral warning explains the disciplinary violation and warns the Associate that it could lead to more severe disciplinary action.

- **First Written Warning**—Where the frequency or severity of disciplinary violations require, Leaders will provide a written warning to Associates. A written warning is issued when an Associate violates any of the SPIRIT values or has previously been orally warned in the nature of the offense or the offense is serious enough to warrant immediate corrective action.

- **Second Written Warning**—This action is taken where the Associate has continued to violate the SPIRIT values, and has received a first written warning. This is the final step to provide the Associate with an opportunity to correct the problem.

- **Separation from Employment**—The final step in the disciplinary process is ending an Associate’s employment. Separation from employment will occur when an Associate continued to violate the SPIRIT values, has received written warnings, or the conduct of the Associate is deemed to be a terminable offense in the sole judgment of the Hospital.

CHC generally uses progressive discipline, but the Hospital may change the disciplinary process as it sees fit, at the Hospital’s sole discretion, including omitting any or all of the preceding disciplinary action steps, repeating disciplinary steps, and, in some cases, suspending Associates or moving directly to separation from employment.

It should be remembered that the use of progressive discipline is discretionary with the Hospital and is not a pre-condition of termination of employment, since all employment is at-will and the Hospital or the Associate can end
this relationship at any time, with or without notice or cause. The policies titled Disciplinary Policy and Just & Learning Culture provide more detail regarding this process. The Disciplinary Process does not apply to Associates during their introductory period.

Grievance and Problem Solving

If you have a work-related complaint about how CHC policies and rules are applied, we welcome the opportunity to discuss the complaint with you and resolve it. If you would like to do so, please bring your complaint to the attention of the Hospital which will investigate and respond to your complaint. If you cannot resolve a problem by discussing it with your supervisor, or if you do not feel comfortable discussing the complaint with your supervisor, you may appeal a grievance to other levels of Hospital management.

If you have a grievance, you may wish to use the Hospital’s formal grievance procedure. This process is available to Associates who have completed the six month introductory period. During the introductory period you do not have any recourse through the Hospital’s grievance and problem solving process. Associates who have been involuntarily terminated do not have access to the grievance and problem solving process. Refer to the Grievance and Problem Solving Policy for more details.

Step 1—Informal Meeting with Leader

If you have a grievance, you may discuss it with your immediate supervisor, typically within five business days, assuming you feel comfortable doing so.

Step 2—Review By Department Head

If the issue is not resolved, or if you feel you cannot discuss the issue with your immediate supervisor, you may submit a written complaint to your Department Head, typically within five business days of the Step 1 meeting with your supervisor. The Department Head will investigate and respond, typically within 10 business days after review.

Step 3—Review By Department Administrator and Human Resources

If you are not satisfied with the response from your Department Head, you may take the complaint and response to your Department Administrator (within five business days after receiving the Step 2 response). The Department Administrator will confer with Human Resources; the investigation will be coordinated by both parties. You will typically receive a response within 10 business days.

Step 4—Review By President & CEO

If you are still not satisfied with the response, you may submit a written appeal, including the original and all responses received, to the President & CEO within five days after receiving the response from the Department Administrator and Human Resources. The original complaint and all responses should be included in this written appeal. When possible, the President & CEO, or his/her designee, will investigate the grievance and meet with you, typically within 10 business days after receiving the appeal. You will receive a final decision within five business days of this meeting. This final decision may not be appealed.

Solicitation

No Associate may solicit another Associate for any purpose while either Associate is performing their job or on working time. Working time includes the time during which any of the Associates involved are actually scheduled to work, and does not include break periods, lunch breaks or other specified times when Associates are not expected to be working.
The distribution of handbills or other materials during working time or in working areas is forbidden. Associates also are prohibited from engaging in non-work related activities at any time in patient care areas. This includes solicitation and distribution (except for the distribution of health related materials). Solicitation and/or distribution by third parties is prohibited at all times, except for authorized medical sales. The policy titled Solicitation provides more details.

**Exclusion From Patient Care**

You may request to be excluded from an aspect of a patient’s care or treatment when the care or treatment conflicts with your cultural values or religious beliefs. Requests which do not compromise the mission of the Hospital will be considered.

Treatment and care will be provided to all persons in need without regard to disability, race, creed, religion, color, gender, national origin, lifestyle, or ability to pay. For more information, refer to the policy titled Exclusion from Patient Care.

**Witnessing Documents**

While on duty, you may not witness wills or any other legal papers except Hospital consent forms. Exceptions to this rule can only be made by the Hospital’s Administration.

**Associates’ Visitors**

Non-business related visitors, whether an Associate or an outside visitor, are discouraged while you are at work, in your work area or in patient care areas. These types of visitors can be disruptive to productivity and patient care. Violation of this work rule may result in termination.

**Parking**

During your Hospital Orientation program you receive information about our parking policy. All Associates, volunteers, contract personnel, agency personnel, and students must park in their designated areas, except for those with a Handicap parking pass. If you have questions about parking, check the Hospital’s parking policy and site plan, or contact the Security Department. Failure to comply with the Hospital’s parking policy may result in disciplinary action.

The policy titled Parking provides more information regarding Associate parking.

**What You Need To Know About Benefits**

We offer many benefits and services to protect you and your family from a health and financial perspective. The value of these benefits and services is part of your total compensation package.

Our health, life, disability, and retirement plans are detailed in summary plan descriptions and plan documents. These documents are available on the Hospital’s intranet. If there are any differences between those documents and the benefit summaries in this handbook, the actual contracts and plan documents will govern in all cases.

**Medical Insurance**
The Hospital offers medical insurance to all Regular full time Associates. Coverage begins on the first of the month following 30 days of employment. The Hospital and Associates share the cost of this coverage. Associates pay a portion of the total premium through payroll deductions.

Associates who are eligible for medical insurance receive an information packet when hired or upon transfer to a benefit eligible status. The benefits start the first of the month following the date transferred.

**Prescription Plan**

A comprehensive prescription plan is provided to Associates who elect medical insurance. Information about the prescription plan is provided with the medical plan information packet.

**Dental Insurance**

The Hospital offers dental insurance to all Regular full time Associates. Coverage begins on the first of the month following 30 days of employment. Associates who are eligible for dental insurance receive an information packet when hired or upon transfer to a benefit eligible status.

**Vision Insurance**

The Hospital offers vision insurance to all Regular Full time Associates. Coverage begins on the first of the month following 30 days of employment. Associates who are eligible for vision insurance receive an information packet when hired or upon transfer to a benefit eligible status.

**Life Insurance and AD&D Coverage**

A basic life insurance policy is provided by the Hospital for Regular Full time Associates. The Hospital pays the full cost of this benefit. Eligibility begins on the first of the month following 30 days of employment.

Life insurance coverage equals one times the Associate's base annual salary. If an Associate dies, benefits are paid to the named beneficiary of record.

Supplemental life insurance may be elected in an amount equal to one, two, three or four times your annual base salary. Associates who elect supplemental life insurance pay the premium cost through payroll deductions. Premiums are based on your age and salary.

Accidental Death and Dismemberment (AD&D) insurance provides coverage equal to one times your annual base salary.

Associates who are eligible for life insurance and AD&D coverage are given information about the plans when hired or upon transfer to a benefit eligible position.

**Dependent Life**

Benefit eligible Associates can elect to cover their spouses and dependent children under a term life insurance policy. Information is provided to new hires and newly benefit eligible individuals.

**EAP for Associates**

The Hospital provides an Employee Assistance Program (EAP) for all Associates, whether or not they are benefit eligible.

The EAP can offer help with issues such as emotional distress, marital or family problems, alcohol or drug abuse, grief counseling, work related problems or other personal difficulties.

Getting help from the Employee Assistance Program is voluntary and is handled by qualified counselors outside the Hospital in a confidential manner. Services are available to all Associates and their household members.
There is no cost for using the services provided by the EAP. When outside referrals are necessary, EAP counselors will make an effort to coordinate care through a participant’s medical plan.

Contact your supervisor or Human Resources for more information, or contact the EAP directly at 866-827-7635 (Company ID: Carroll).

**Workers’ Compensation Insurance**

Accidental injuries which occur during working hours or conditions caused by work activities are covered under our Workers’ Compensation policy, which is paid for by the Hospital. This insurance provides for the payment of medical expenses and weekly compensation payments during the period of an Associate's work-related injury or illness.

Report all injuries, no matter how slight, to your supervisor as soon as possible. You must file your claim forms promptly in order for your claim to be processed and Hospital records to be prepared properly. Failure to follow Hospital procedures may affect your ability to receive Workers Compensation benefits.

**Short Term Disability**

CHC provides benefit eligible Associates (40 hours or more per bi-weekly pay) the opportunity to elect short term disability coverage. This benefit is offered to assist in providing income in the event an Associate is not able to work due to a non-work related illness or injury.

**Long Term Disability**

The Hospital provides Long Term Disability coverage to Full Time Regular Associates. Eligibility begins on the first of the month following 30 days of employment.

Associates eligible for Long Term Disability coverage receive information about the plan when hired or upon transfer to an eligible position.

**403b**

The Hospital’s 403b Plan may give you an opportunity to reduce your taxable income and may save a portion of your salary for retirement. All CHC Associates are eligible to participate in the 403b.

The Hospital may make a contribution to the 403b accounts of Associates who work 1000 hours or more in a calendar year, based on number of vesting years (years with 1000 hours of service). This contribution, if awarded, will be made whether or not the individual actively participates in the 403b through salary deferral. This contribution is discretionary and is not a guaranteed benefit.

The Hospital currently matches individual savings for benefit eligible Associates (40 hours or more per bi-weekly pay). The discretionary match amount is based on years of employment with CHC. This match is discretionary on the part of the Hospital and is not a guaranteed benefit. An Associate can contribute up to 85% of their income.

Additional plan information and enrollment materials are distributed to eligible Associates and can be found on the Human Resources intranet page. In addition, a represent from the retirement Hospital is onsite once a week to assist with enrollment and other questions.

**Flexible Spending Accounts**

The Hospital offers a Dependent Care Spending Account and a Health Care Spending Account to help you set aside money to pay for certain expenses on a before tax basis. The Flexible Spending Account (FSA) may reduce your taxable income level and serve as an alternative to claiming these expenses as a tax credit on your tax return.

You can participate the first of the month after completing 30 days of employment, if you work at least 40 hours per pay period. You can choose to participate in one or both of the FSAs offered. The Health FSA is a reimbursement...
program that makes a debit card available to participants. Direct deposit for both Health Care and Dependent Care Spending Accounts is available.

More details regarding this benefit can be obtained from the Human Resources Departments intranet page.

**Tuition Assistance Program**

The Hospital offers an opportunity to receive reimbursement for education costs to Associates who work at least 40 hours per bi-weekly pay period and have been employed for at least 6 months. Reimbursements typically are non-taxable according to IRC Section 127. All tuition reimbursements are made via payroll.

Contact Human Resources, review the intranet page or refer to the Tuition Assistance Programs policy for more information.

**Certification Reimbursement**

The Hospital offers a Certification Reimbursement Program to Associates who work at least 40 hours per pay period. Associates employed in registered nursing, professional or technical careers with at least one year of Hospital service can participate in the Certification Reimbursement Program. Initial certifications and recertifications, which directly relate to an Associate’s job with CHC are eligible for reimbursement. Only the cost of the exam or recertification fee are covered by this policy.

Reimbursement forms are available in the Human Resources Department and on the Hospital’s intranet.

**Continuation of Benefits (COBRA)**

Under applicable law known as “COBRA”, the Hospital provides you with certain rights to continue health care coverage, at your expense, for a specified period of time, upon the occurrence of certain qualifying events, such as termination or reduction of hours to part-time status. Under certain circumstances, Associates or their dependents may have the right to continue health coverage:

- Associates, their spouses and dependent children may be eligible elect to continue group health coverage for up to 18 months if coverage ends due to reduction in hours or termination of employment.
- Spouses or dependent children may be eligible to elect to continue coverage for up to 36 months if their coverage ends because of divorce.
- In the event of long-term disability (by Social Security definition), eligible individuals may elect to continue coverage for up to 29 months.
- Children of Associates may be eligible to elect to continue coverage for up to 36 months if they no longer qualify for dependent coverage under the group health plans.
- If an Associate dies, the spouse and any dependents may be eligible to continue health benefits for an additional 36 months.

Continued coverage must be elected within 60 days after group health coverage ends or an enrollment form is received, whichever is later. There is an additional 45 day period to pay the back premium.

It is the responsibility of Associates, spouses and dependent children to contact the Hospital’s Human Resources Department in the event of a change in marital status, change in number of dependents, or if a child is no longer qualified for dependent coverage. Please remember that spouses continue to be covered under the normal health plan provisions during periods of legal separation.

If continued coverage is elected, the Associate, spouse or dependents must pay the full cost of coverage. Coverage will end if premiums are not paid.

Continued coverage may end if the Associate, spouse or dependents become eligible for coverage under another group health plan or Medicare. HR policy Continuation of Benefits provides more information regarding COBRA.

**Credit Union**

- Service
- Performance
- Innovation
- Respect
- Integrity
- Teamwork
Membership to the credit union is available to all CHC Associates. Members can take advantage of all services provided by First Financial Federal Credit Union.

**What You Need To Know About Time Off From Work**

The Hospital recognizes the importance of time off from work and provides significant leave benefits for Associates.

**Holidays**

Most patient care departments remain open during designated holidays observed by Carroll Hospital Center. Eligible Associates who work on these holidays are compensated according to the Hospital’s Holiday Policy.

The Hospital observes these holidays:

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

If a holiday falls on a weekend, Hospital departments which are normally closed on the weekend will observe the holidays on the preceding Friday (Saturday holidays) or following Monday (Sunday holidays).

If you have worked as a regular full-time Associate for at least 30 days, you are eligible for paid holidays. There is no time frame that the holiday must be used by, however, at the end of the year you cannot carry more than 24 hours of holiday time. Please see the Holiday Pay policy for more details regarding part-time and registry holiday pay guidelines.

To receive holiday pay, you must generally work the last regularly scheduled work day before and the first regularly scheduled work day after the designated holiday. See the Hospital’s Holiday Policy for additional requirements.

**Paid Time Off (PTO)**

Carroll Hospital Center recognizes the need for Associates to establish a balance between work and personal life. Paid Time Off allows Associates to handle non-work issues and time away from the workplace. All Associates who are in budgeted positions to work 1 hour or more per pay will accrue PTO. Associates in Registry or PRN positions are not eligible for PTO. Please refer to the Paid Time Off policy for more details.

PTO accruals are generally based on an individual’s position classification and years of service. PTO per hour Accrual Rates reflect the amount of PTO accrued for each hour an Associate is paid up to a maximum of 80 hours per bi-weekly pay. However, hours for some pay types are not included like on-call pay.

There are 4 PTO plan categories. The 4 plans are defined by position title:

Plan A - Non-Exempt Unlicensed Staff (ex. Patient Care Tech, Engineer, Departmental Secretary, Environmental Services Aide, Phlebotomist)

Plan B – Clinically Licensed/Unlicensed Professionals/Supervisors (ex. RN, LPN, Respiratory Therapist, Social Worker, Team Leader)

Plan C – Managers

Plan D – Directors/Executives
The following chart serves as a guide to provide information regarding number of hours accrued per pay:

<table>
<thead>
<tr>
<th>Years of Service</th>
<th>Plan A</th>
<th>Plan B</th>
<th>Plan C</th>
<th>Plan D</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-5</td>
<td>0.0692</td>
<td>0.0885</td>
<td>0.0962</td>
<td>0.1077</td>
</tr>
<tr>
<td>6-10</td>
<td>0.0885</td>
<td>0.1077</td>
<td>0.1077</td>
<td>0.1077</td>
</tr>
<tr>
<td>11-15</td>
<td>0.0962</td>
<td>0.1154</td>
<td>0.1154</td>
<td>0.1154</td>
</tr>
<tr>
<td>15+</td>
<td>0.1038</td>
<td>0.1231</td>
<td>0.1231</td>
<td>0.1231</td>
</tr>
</tbody>
</table>

Maximum annual accruals for all Associates accruing PTO are based on the 80 hour annual accrual. The chart below illustrates the annual accruals in hours for an 80 hour Associate according to Plan:

<table>
<thead>
<tr>
<th>Years of Service</th>
<th>Plan A</th>
<th>Plan B</th>
<th>Plan C</th>
<th>Plan D</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-5</td>
<td>144</td>
<td>184</td>
<td>200</td>
<td>224</td>
</tr>
<tr>
<td>6-10</td>
<td>184</td>
<td>224</td>
<td>224</td>
<td>224</td>
</tr>
<tr>
<td>11-15</td>
<td>200</td>
<td>240</td>
<td>240</td>
<td>240</td>
</tr>
<tr>
<td>15+</td>
<td>224</td>
<td>256</td>
<td>256</td>
<td>256</td>
</tr>
</tbody>
</table>

The maximum number of hours an individual can carry in their PTO accrual bank for plans A-C is 1 ½ times the annual accrual.

**Family and Medical Leave**

**Eligibility Requirements**

Hospital Associates are eligible for Family Medical Leave Act (FMLA) leave if:

- The Associate has been employed for at least one year; and
- The Associate has worked at least 1250 hours within the previous 12 months.

**Basic Leave Entitlement**

The FMLA requires covered employers to provide up to 12 weeks of unpaid, job-protected leave in a 12 month period to eligible Associates for certain family and medical reasons. The 12 month period is determined on a “rolling” 12 month period dating back from the time the Associate requests leave. Leave may be taken for any one, or for a combination, of the following reasons:

- To care for the Associate’s child after birth, or placement for adoption or foster care;
- To care for the Associate’s spouse, son or daughter, or parent (but not in-law) who has a serious health condition; and/or
- For the Associate’s own serious health condition (including any period of incapacity due to pregnancy, prenatal medical care or childbirth) that makes the Associate unable to perform one or more of the essential functions of the Associate’s job.

**Military Family Leave**

Eligible Associates with a spouse, son, daughter, or parent on active duty or called to active duty status in the National Guard or Reserves in support of a contingency operation may use their 12-week leave entitlement to address certain qualifying exigencies. 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.

FMLA also includes a special leave entitlement which permits eligible Associates to take up to 26 weeks of leave to care for a covered service member during a single 12-month period (one time basis only). A covered service member 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 service member is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status or is on the temporary retired list, for a serious injury or illness and who were members of the Armed Forces (including members of the National Guard or Reserves) at any time during the five years preceding the date of treatment, recuperation or therapy.

Job Benefits and Protection

If applicable, during FMLA leave, the Hospital must maintain health coverage under any “group health plan” on the same terms as if the Associate had continued to work. If paid time off is substituted for unpaid leave, the Hospital will deduct the Associate’s portion of any applicable health plan premium as a regular payroll deduction. If the Associate’s leave is unpaid, the Associate must make arrangements with Human Resources prior to taking leave to pay their portion of any applicable health insurance premiums each month. If the Associate’ premium is more than thirty (30) days late, the applicable coverage may cease without further notice.

Upon return from FMLA leave, most Associates must be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms.

The use of FMLA leave cannot result in the loss of any employment benefits that accrued prior to the start of an Associate’s leave.

Upon returning from FMLA, Associates are required to work 30 days from the date of return to ensure continued benefit coverage. If the Associate fails to work the 30 days following, benefits will be cancelled retroactively to the last day worked.

Definition of Serious Health Condition

A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents the Associate from performing the functions of the Associate’s job, or prevents the qualified family member from participating in school or other daily activities.

Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than 3 consecutive calendar days combined with at least two visits to a health care provider or one visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

Use of Leave

An Associate does not need to use this leave entitlement in one block. Leave can be taken intermittently or on a reduced leave schedule when medically necessary. Associates must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the Hospital’s operations. Leave due to qualifying exigencies may also be taken on an intermittent basis.

Substitution of Paid Leave for Unpaid Leave

Associates must use accrued PTO while on unpaid FMLA leave, except that Associates may withhold 40 hours of PTO, if available. The substitution of paid time for unpaid FMLA leave time does not extend the length of FMLA leaves and the paid time will run concurrently with an Associate’s FMLA entitlement.
Receipt of disability benefits or Workers’ Compensation benefits does not extend the maximum amount of leave time to which an Associate is eligible under the FMLA.

**Associate Responsibilities**

Associates must provide 30 days advance notice of the need to take FMLA leave when the need is foreseeable. When 30 days’ notice is not possible, the Associate must provide notice as soon as practicable and generally must comply with the Hospital’s normal call-in procedures.

Associates must provide sufficient information for the Hospital to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the Associate is unable to perform job functions; the family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. Associates also must inform the Hospital if the requested leave is for a reason for which FMLA leave was previously taken or certified. Associates may also be required to provide medical certification and periodic recertification supporting the need for leave.

**Employer’s Responsibilities**

Covered employers must inform Associates requesting leave whether they are eligible under the FMLA. If they are, the notice must specify any additional information required as well as the Associates’ rights and responsibilities. If they are not eligible, the employer must provide a reason for ineligibility.

Covered employers must inform Associates if leave will be designated as FMLA-protected and the amount of leave counted against the Associate’s leave entitlement. If the employer determines that the leave is not FMLA-protected, the employer must notify the Associate.

**Unlawful Acts by Employers**

FMLA makes it unlawful for the Hospital to:

- Interfere with, restrain, or deny the exercise of any right provided under the FMLA;
- 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.

If you believe that the Hospital has violated either of these obligations, please report your concerns to the Hospital’s Human Resources Department.

**Enforcement**

Associates may file a complaint with the U.S. Department of Labor or may bring a private lawsuit against an employer. FMLA does not affect any Federal or State law prohibiting discrimination, or supersede any State or local law or collective bargaining agreement, which provides greater family or medical leave rights.

**Bereavement Leave**

The Hospital provides up to 24 work hours of bereavement leave to eligible Associates who experience a death in the immediate family. Bereavement leave must be:

- days which the Associate was regularly scheduled to work, and
- taken between the date of the family member’s death and the day after the funeral or memorial service for
- up to two regularly scheduled days for Associates who work 12 hours shifts
Immediate family includes an Associate’s:

- spouse
- child
- parent-in-law
- grandchild
- grandparent
- sibling
- parent
- legal guardian

If you have completed your introductory period, bereavement leave may be used as follows:

- up to three regularly scheduled days for Associates who work 8 hour shifts
- up to two regularly scheduled days for Associates who work 12 hours shifts

The Hospital may require evidence of death and the Associate’s relationship to the deceased. For more information, refer to the Bereavement Leave policy.

**Jury Duty**

If you are required to serve on a jury during a scheduled work day, the Hospital will pay your regular pay for up to ten days. If you are not required to perform jury duty service (released early) you are required to report to work for the remainder of your shift.

If you have to appear in court for personal reasons, you must use available PTO or unpaid leave. Associates who appear in court on behalf of the Hospital receive normal pay for time worked and are not required to use leave.

Please inform your supervisor immediately if you are summoned for jury duty or to appear in court.

Refer to the Jury Duty policy for more information.

**Voting**

The Hospital encourages you to exercise your right to vote. Most Associates should be able to vote outside of work hours. Where this is not possible, the Hospital will allow Associates to vote during work hours.

If, on an election day, you do not have two continuous nonworking hours while polls are open, you will be allowed up to two hours paid time off to vote. If you need time off to vote, you should contact your supervisor in advance so that work schedules can be adjusted. Proof of voting (issued by election judges) must be provided to the Hospital. Refer to the Voting Policy for more information.

**Military Leave**

The Hospital provides unpaid leave if you perform military service in the United States Armed Forces, the Military Reserves, or National Guard. All Associates are eligible for military leave. Associates may use available PTO or receive unpaid leave. The Hospital provides benefits and re-employment rights for Associates according to applicable federal and state law. Refer to Military Leave policy for more information.

**Leave of Absence**

Associates who have successfully completed the introductory period may be eligible for an unpaid leave of absence. The length of the leave period is based on the Associate’s circumstances and the needs of the Hospital. Associates must use all available leave accruals before starting an unpaid leave of absence.
For more information, refer to the Hospital’s Leave of Absence for Medical Reasons Policy or contact the Human Resources Department.

What You Need To Know About Compensation

Compensation Philosophy

The Hospital intends for its wage and compensation plan to remain competitive with other health care and business organizations within the appropriate marketplace for the position (local, regional, or national).

This enables the Hospital to recruit, retain, and motivate qualified Associates in a cost effective manner. The pay program complies with all applicable laws and legal requirements. Refer to the Compensation Policy, Practice and Philosophy for further details.

Time Records

Hospital Associates and departments are required to keep accurate, up-to-date records of Associate work time. You are responsible for accurately recording and verifying your work hours each pay period. Time records must be completed and approved by the appropriate designee in your department by no later than 11 a.m. on the Monday before payday. The Time Records policy provides more detailed information

Pay Periods and Paychecks

There are generally 26 pay periods in a year. Each pay period:

- lasts for 336 consecutive hours,
- begins at 7 a.m. on a Sunday, and
- ends 14 days later at 7 a.m. on a Sunday

(However, overtime is calculated based on each individual work week, which begins at 7 a.m. on Sunday, and ends 7 days later at 7 a.m. on Sunday)

Payroll Deductions

The required withholdings from your salary typically include federal, state and local income tax, Social Security tax (FICA) and Medicare tax (MHI). In addition, you may elect to have other benefit deductions made. Any contributions you make as part of the Hospital’s benefits program will also be deducted from your paycheck. In any case, no deductions or withholdings will be made without specific written authorization from you, except for deductions and withholdings that are legally required.

Direct Deposit

For your convenience, you can have your paycheck deposited directly into your checking or savings account at any financial institution. To sign up for direct deposit complete the direct deposit form located in Lawson Employee Self Service.

Overtime Scheduling and Overtime Pay

The Hospital may require certain Associates to work more than 40 hours in a work week. Overtime will be scheduled according to the Hospital’s Overtime Policy and paid as required by the Fair Labor Standards Act.
Under the Fair Labor Standards Act, exempt individuals are not eligible for overtime pay. Nonexempt, or hourly individuals, are generally eligible for overtime compensation. However, all overtime must be authorized by a department head or supervisor before the hours are worked.

Overtime is only paid when you work more than 40 hours in one work week. If you work more than 8 hours in a day, you are not eligible for overtime unless your total hours for the work week exceed 40 hours. Overtime is based on hours actually worked and does not include paid PTO or holiday time off. Nonexempt employees may never work off the clock.

When overtime is required, supervisors try to accommodate individual scheduling needs and spread overtime equitably among individuals within the department. Refer to Overtime Scheduling and Overtime Pay policy for more information.

**Holiday Pay**

If you are required to work on an official, observed Hospital holiday, and you are non-exempt, you will be paid time and one-half your regular pay for hours worked on the holiday. When a holiday falls on a Saturday or Sunday, Associates in departments which are normally open on Saturday and/or Sunday will receive time and one-half their regular pay for hours worked on the holiday. Holiday premium pay will be paid for hours worked from 11:00 p.m. on the day before the holiday until 11:00 p.m. on the holiday.

Regular full-time nonexempt Associates who work a designated holiday also receive an alternate day off to use the holiday hours, which must be scheduled with the Leader’s approval. To qualify for holiday pay, you must work the last regularly scheduled day before and the first regularly scheduled day after the holiday. There are two exceptions:

- if the holiday occurs during your vacation, or
- if you are absent because of disability (a physician’s certificate may be required by your supervisor).

The Holiday Pay policy provides more details.

**Differential Pay**

The Hospital provides shift differential pay to eligible Associates who work evening, night and weekend shifts.

Certain Associates who work at least four hours of the evening, night or weekend shifts are eligible for additional pay (shift differential) at rates established by the Hospital. Department heads and Associates who are classified as exempt under the Fair Labor Standards Act are not eligible.

Associates must work at least four hours of the evening, night or weekend shift to receive differential for those hours. (Evening shifts cover the hours worked between 2:45 p.m. and 11:15 p.m.; night shifts cover the hours worked between 10:45 p.m. and 7:15 a.m.; weekend shifts cover the hours worked between 10:45 p.m. on Friday and 11:15 p.m. on Sunday)

Individuals who work four or more hours into the evening or night shifts will receive shift differential for hours worked after 2:45 p.m.
Examples of evening/night shift不同例表:

<p>| | | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Example</td>
<td>Schedule</td>
<td>Hours</td>
<td>Day Hours</td>
<td>Evening Hours</td>
</tr>
<tr>
<td>Ex. 1</td>
<td>11 a.m. to 7 p.m.</td>
<td>8</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>Ex. 2</td>
<td>6 a.m. - 6 p.m.</td>
<td>12</td>
<td>8</td>
<td>3</td>
</tr>
<tr>
<td>Ex. 3</td>
<td>6 p.m. to 6 a.m.</td>
<td>12</td>
<td>-</td>
<td>5</td>
</tr>
<tr>
<td>Ex. 4</td>
<td>12 p.m. to 12 a.m.</td>
<td>12</td>
<td>3</td>
<td>8</td>
</tr>
<tr>
<td>Ex. 5</td>
<td>7 a.m. to 7 p.m.</td>
<td>12</td>
<td>8</td>
<td>4</td>
</tr>
<tr>
<td>Ex. 6</td>
<td>7 a.m. - 7 a.m.</td>
<td>12</td>
<td>-</td>
<td>4</td>
</tr>
<tr>
<td>Ex. 7</td>
<td>10 p.m. - 2 a.m.</td>
<td>4</td>
<td>-</td>
<td>1</td>
</tr>
</tbody>
</table>

工作时间超过4小时，从周五晚上11点到周日11点的员工将接受奖励。

Examples of weekend differentials:

<table>
<thead>
<tr>
<th>Example</th>
<th>Day</th>
<th>Schedule</th>
<th>Hours Worked</th>
<th>Differential</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ex. 1</td>
<td>Sat</td>
<td>11 a.m. to 7 p.m.</td>
<td>8</td>
<td>8</td>
</tr>
<tr>
<td>Ex. 2</td>
<td>Sun</td>
<td>3 p.m. to 3 a.m.</td>
<td>12</td>
<td>8</td>
</tr>
<tr>
<td>Ex. 3</td>
<td>Fri</td>
<td>6 p.m. to 2 a.m.</td>
<td>8</td>
<td>0</td>
</tr>
<tr>
<td>Ex. 4</td>
<td>Sun</td>
<td>12 p.m. to 12 a.m.</td>
<td>12</td>
<td>11</td>
</tr>
<tr>
<td>Ex. 5</td>
<td>Sat</td>
<td>7 a.m. to 7 p.m.</td>
<td>12</td>
<td>12</td>
</tr>
<tr>
<td>Ex. 6</td>
<td>Fri</td>
<td>7 p.m. to 7 a.m.</td>
<td>12</td>
<td>8</td>
</tr>
</tbody>
</table>

雇员可能在他们评估日期满足性能标准后，获得基本工资增加。注册雇员则不在此范围内。

请参阅差额支付政策以获取更多信息。

**Call Pay**

医院可能要求某些雇员在需要时进行呼叫并可用。在呼叫期间，符合条件的雇员将获得呼叫支付，由医院设定。如果被叫回工作，全体全职、兼职和PRN雇员将按照实际工作时间支付加班费，或两小时的最低限度，以这两者中较高者为准。注册雇员将按其正常小时率支付，加5.00元，或两小时的最低限度，以这两者中较高者为准。请参阅呼叫支付政策获取详细信息。

**Salary Review and Adjustments**
The Hospital will endeavor to conduct a review of the job performance of all Hospital Associates at least once a year during the common review period by the Associate’s Leader. Human Resources monitors the common review process.

The Hospital maintains a salary structure with a set of pay ranges. The pay range is used to set individual pay for Associates based on position, experience and equity. Individuals should generally not be paid less than the minimum, or more than the maximum of the range assigned for a job. The Salary Review and Adjustment policy provides more detailed information.

**SAFE HARBOR POLICY FOR EXEMPT ASSOCIATES**

It is the Hospital’s policy and practice to accurately compensate Associates and to do so in compliance with all applicable state and federal laws. To ensure you are paid properly and no improper deductions are made, you must review your pay stubs promptly to identify and to report all errors.

If you believe a mistake has occurred or if you have any questions, please use the reporting procedure outlined below.

As an exempt salaried Associate, you receive a salary which is intended to compensate you for all hours you work for the Hospital. This salary will be established at the time of hire or when you become classified as an exempt Associate. While it may be subject to review and modification from time-to-time, such as during salary review times, the salary will be a predetermined amount that will not be subject to deductions for variations in the quantity or quality of the work you perform.

Under federal and state law, your salary is subject to certain deductions. For example, absent contrary state law requirements, your salary can be reduced for the following reasons:

- Full-day absences for personal reasons.
- Full-day absences for sickness or disability, if you have exhausted the paid sick leave available to you.
- Intermittent absences, including partial-day absences, covered by the federal Family and Medical Leave Act, if you have exhausted other paid leave available to you.
- Full day disciplinary suspensions for infractions of our written policies and procedures.
- To offset amounts received as payment for jury and witness fees or military pay.
- During the first or last week of employment in the event you work less than a full week.
- Any workweek in which you perform no work for the Hospital.

Your salary also may be reduced for certain types of deductions, such as your portion of health, dental or life insurance premiums; state, federal or local taxes, social security; or, voluntary contributions to a 403(b) or pension plan.

In any workweek in which you performed any work, your salary will not be reduced for any of the following reasons:

- Partial-day absences for personal reasons, sickness or disability.
- Absences for jury duty, attendance as a witness, or military leave in any week in which you have performed any work.
- Any other deductions prohibited by state or federal law.
If you believe you have been subject to any improper deductions, you should immediately report the matter to your supervisor. If the supervisor is unavailable or if you believe it would be inappropriate to contact that person (or if you have not received a prompt and fully acceptable reply), you should immediately contact the Director of Human Resources at (410) 871-6837, the Payroll Supervisor, or any other supervisor in the Hospital with whom you feel comfortable. If you are unsure of whom to contact if you have not received a satisfactory response within five (5) business days after reporting the incident, please immediately contact the Hospital President at (410) 871-6816.

Every report will be fully investigated and corrective action will be taken where appropriate, up to and including termination for any Associate(s) who violates this policy. In addition, the Hospital will not allow any form of retaliation against individuals who report alleged violations of this policy or who cooperate in the Hospital’s investigation of such reports. Retaliation is unacceptable, and any form of retaliation in violation of this policy will result in disciplinary action, up to and including termination.

Garnishments

Carroll Hospital Center honors court-ordered garnishments and attachments of Associate compensation. The Hospital follows federal and state laws concerning garnishments and attachments. Wages may also be withheld to enforce child support payment orders.

The Payroll Department will implement garnishments and will inform Associates whose wages have been affected. Please refer to Garnishments and Wage Attachments policy for more information.

What You Need To Know About Health and Safety

Carroll Hospital Center cares about the health and safety of all our Associates. This section of the handbook includes information about important emergency procedures, workplace rules, and some reminders and programs which are part of working in the health care field.

The Hospital strives to provide a safe and healthy work environment. If an unsafe or unhealthy work situation is identified or suspected, report the condition immediately to your supervisor. Your supervisor, together with other appropriate personnel, will investigate the condition and take any necessary steps to correct the problem.

It is important for you to familiarize yourself with the location of fire extinguishers, alarm pull stations and exits, not only in your work area, but throughout the Hospital. As a general rule of thumb, fire alarm pull stations and extinguishers can always be found in route to any emergency exit.

In the event of a fire emergency, initiate your departmental fire emergency protocols-close doors, turn on lights, and report to your pre-designated area. Do not use elevators during a fire emergency. Elevators usage during a fire alarm event presents potential risk for exposure for fire and smoke, so please do not use them.

Special procedures have been established to ensure the safe evacuation of our patients, visitors and Associates. You are responsible for knowing the Hospital's Fire Response Plan and your department's Supplemental Fire Plan. Remember, if you see smoke or fire:

"R.A.C.E."

R=RESCUE

Rescue/evacuate patients or persons in immediate danger-

- Persons in immediate danger first
- Persons in surrounding rooms second
- Evacuate at least two fire separations away from the fire
A = ALARM
Activate the nearest fire Alarm pull station. This may be the first action taken (proximity to alarm station)
  o Pull handle down and release
  o Dial the Hospital Emergency Number X4444
Tell them your name, location of the fire and type of fire if known

C = CONFINE
Confine the fire by compartmentalizing the unit or business area:
  o Close the door to the room of fire origin first
    - utilize any damp towels or sheets to minimize any smoke permeation from the room
  o Close all remaining doors
Clear all hallways or corridors of any obstructions in the event of necessary evacuation.

E = EXTINGUISH
Attempt to Extinguish the fire with the appropriate fire extinguisher- but only if you have been trained in the proper handling and use of a fire extinguisher by the Hospital.
  o Know the location of fire extinguishers within your work area in the event you are called upon to retrieve one.

Each clinical unit has a unit specific evacuation plan in the event an evacuation is necessary. It will be important that Associates are aware of the unit plan to assist in mitigation of fire event and to minimize further exposure risk to the fire location.

All departmental units are provided with a Quick Reference Guide to assist staff with the appropriate response procedures during an emergency. It is every Associates responsibility to be familiar with these emergency response plans in the event of a true emergency.

On the Job Injury or Illness
The Hospital reports and investigates all on-the-job accidents, injuries, illnesses, and potentially hazardous/infectious exposures.

All Associate accidents, exposures, injuries and illnesses, no matter how small or minor, must be reported and investigated. You must inform your immediate supervisor/shift coordinator of any illness or injury that occurs on the job and complete an Injury/Illness Report during the work shift in which the illness/injury occurred. Take the report to the Associate Health Department.

If you require emergency care, go directly to the Emergency Department. All other injuries should be seen in the Associate Health Department (or if after hours, evaluated by the shift coordinator) for determination of care. The On the Job Injury or Illness Policy provides more information.

Return to Work
If you are absent from work for three or more days, a physician’s note may be required before you may return to work. If the absence is related to a communicable disease, you may be asked to obtain clearance from the Associate Health Office before returning to work. For more information refer to the Return to Work following Medical Absence policy.
Drug Free Workplace

The Hospital hires and employs individuals to work in an environment free of substance abuse. The Hospital will not hire individuals who test positive for illegal substances or misuse legal substances. In accordance with the Drug Free Workplace Act of 1988, the possession, use, manufacture or sale of controlled or prohibited substances is forbidden on Carroll Hospital Center owned or leased properties.

As a condition of continued employment, current Associates may be required to undergo substance abuse screening if suspicion or evidence of abuse has been demonstrated. For more information, refer to the Hospital’s Drug Free Workplace/Drug Screening Policy.

Smoke Free Environment

Smoking, electronic cigarettes and using tobacco in any form is prohibited in Hospital buildings, on Hospital grounds and surrounding and adjacent properties, and in Hospital vehicles. This includes patient rooms, restrooms, hallways, offices, the cafeteria, conference rooms, waiting rooms and all other areas of the Hospital; walkways, parking lots, garages, storage buildings, and all other buildings and grounds owned or leased by the Hospital. Refer to the HR Smoke Free and Tobacco Free Environment policy for more information.

Immunizations

Certain immunizations are required for all Associates. Other immunizations such as the Hepatitis B vaccine and Tetanus-Diphtheria will be offered on a voluntary basis by the Hospital.

Vaccines are offered or may be required at the Associate’s pre-employment assessment and during employment, if indicated. There is no cost to the Associate for mandatory or voluntary immunizations offered by the Hospital. Please refer to Immunizations for Associates policy for more information.

Tuberculin Skin Testing

All Associates and volunteers will receive tuberculin skin tests before beginning work for the Hospital and will be re-tested every two years. Individuals with positive test results are required to provide evidence of a chest x-ray free of active tuberculosis. Refer to the Tuberculin Skin/PPD Testing Policy for more information.

Wellness

Carroll Hospital Center is committed to providing the resources and information to encourage Associate participation in activities and behaviors that improve health and well-being. Information and announcements will be circulated as activities and events related to wellness are scheduled.

Transitional Duty

Transitional duty is intended to help transition an Associate who has been injured on the job from injury to modified work, and eventually full duty.

Transitional duty work assignments will reflect the medical limitations outlined by the Associate’s doctor and the needs of the department where the Associate is assigned. The transitional job may or may not be in the Associate’s regular department and work schedules may vary.
Transitional duty will generally last no longer than 45 days; however, this time may be extended up to an additional 45 days based on the needs of the individual and the department. This will be determined by the Associate’s doctor and the Associate Health Department.

While on modified duty, Associates continue to receive their regular rate of pay. Associates who refuse assignments receive no salary or disability payments. The HR policy titled Transitional Duty provides more detailed information.

**Hazardous Substances**

The Hospital complies with State and federal laws and provides our Associates with information about hazardous and toxic substances.

Associates who are involved in an exposure to a hazardous substance will be immediately referred to the Associate Health Department or the Emergency Department, if emergency care is required. The Associate Health Department (or Emergency Department) will determine whether the Associate should be referred for follow-up evaluation or treatment.

All Associate exposures to hazardous substances must be reported and investigated.

The Hospital complies with all applicable State and Federal regulations and provides Associates with access to information on hazardous or toxic substances. This information may be obtained for each product via the manufacturer's Materials Safety Data Sheets (MSDS), available on the Hospital intranet site. The MSDS will have direction on the proper controls to ensure safe handling, use, storage and disposal of all hazardous materials. Associates should review these documents initially upon introduction to use and upon any changes to the product use. It is important that all Associates utilize the appropriate personal protective equipment (PPE) while handling any hazardous materials.

**Security**

The Hospital is concerned about the safety and security of our Associates, patients and visitors. Please note the following:

- Escorts will be provided at any time. Dial “0” or page the Safety/Security Officer. The beeper access number is 7788, then beeper number 1282.
- The general contact number for security needs is ext. 7033
- Emergency call boxes are located strategically throughout our parking lots. Familiarize yourself with their locations and operation.
- Valuables such as purses and other personal belongings should be placed in a locked locker or secured in another appropriate place.
- The Hospital is not responsible for theft or loss of personal valuables on Hospital owned or leased property.
- It is strongly recommended that you lock your car when parked on Hospital owned or leased property and that any valuables be placed in the trunk or otherwise out of sight.

**SOCIAL NETWORKING POLICY**

Carroll Hospital Center recognizes that Social Networking (such as personal websites, blogs, Facebook, Myspace, Twitter, online group discussions, text messaging, message boards, chat rooms, etc.) are used by many of our Associates. The Hospital respects the right of our Associates to maintain a blog or post a comment on social networking sites. However, Carroll Hospital Center is also committed to ensuring that the use of social media serves the needs of our patients by maintaining the Hospital’s interests and ensuring Associates focus on their job duties. In addition, in light of the nature of our business, there are also risks for HIPAA violations whenever anyone posts any information which may be prohibited by law. Please make sure that you are aware of your obligations in this regard.
To protect Carroll Hospital Center’s interests and ensure Associates focus on their job duties, Associates must adhere to the following rules:

- Associates may not post on a blog or social networking site during their working time. Working time includes the time during which any of the Associates involved are actually scheduled to work, but does not include scheduled rest periods, meal breaks and other specified times when Associates are not expected to be working.

- If an Associate mentions Carroll Hospital Center on any social networking site and also expresses either a political opinion or an opinion regarding the Hospital’s actions, the communication must include a disclaimer that the views expressed are those of the author and do not necessarily reflect the views of Carroll Hospital Center. This is necessary to preserve the Hospital’s goodwill in the community.

- All rules regarding protected health information and confidential business information apply in full to blogs and social networking sites. Any information that cannot be disclosed through a conversation, a note or an e-mail also cannot be disclosed on a blog or social networking site.

- Any conduct which is impermissible under the law if expressed in any other form or forum is impermissible if expressed through a social networking site. For example, posted material relating to Carroll Hospital Center and its Associates that is discriminatory, defamatory, libelous or threatening is not permitted. Carroll Hospital Center’s policies prohibiting discrimination, retaliation, and/or harassment based on any protected category as well as Carroll Hospital Center’s Workplace Violence policies apply equally to Associate comments concerning Carroll Hospital Center and its Associates on social networking sites, even if done on nonworking time. Associates are encouraged to review those sections of the Handbook for further guidance.

- Associates are prohibited from misappropriating or using without permission Carroll Hospital Center’s corporate logo and Hospital intellectual property on any social networking site or other online forum for commercial purposes. Associates are reminded that there are civil and criminal penalties for posting copyrighted material without authorization.

Any Associate who violates this policy may be subject to disciplinary action, up to and including termination. Carroll Hospital Center reserves the right to monitor all public blogs and social networking forums for the purpose of protecting its interests and maintaining compliance with this policy.

Nothing in this policy is designed to interfere with, restrain, or prevent Associate communications regarding wages, hours, or other terms and conditions of employment.

If you have any questions at all regarding this, please feel free to contact Human Resources.

What You Need To Know About Special Services for Associates

In addition to the Hospital’s benefits program, we also provide other special services and programs for our Associates.

Associate Recognition Program

The Hospital’s Associate Recognition Program strives to recognize Associates or groups of Associates who have made a special contribution or a significant difference in the Carroll Hospital Center experience.

Individual Associates, managers, entire departments, and groups of Associates may be nominated for the Recognition Program. The criterion for nomination is demonstrated excellence in one of the key result areas or SPIRIT values. Nomination forms are available on the Hospital’s intranet.
Service Awards

The Hospital recognizes years of service by presenting awards at the annual Associate Recognition Dinner. Each Associate honored may choose an award from a selection of gifts based on years of service. These awards are given to celebrate milestone employment anniversaries beginning at five years of service.

Educational Programs

The Learning Center provides a broad range of educational services and resources to encourage and support self-development, learning and wellness for all Associates, Patients, and the Community.

Learning Center Associates coordinate orientations, provide continuing education classes, competency assessments, and annual mandatory training based on assessed educational needs and regulatory guidelines. Inpatient education is provided on a referral basis to patients and family; supporting healthcare needs prior to discharge.

Our scope of offerings to the community include: screenings, support groups, health fairs, and health and wellness programs. We are also an American Heart Association Training Center enabling both Associates and our community to participate in Basic Life Support; Advanced Cardiac Life Support and Pediatric Life Support programs.

Gift Shop

The Hospital gift shop offers a variety of gifts and cards, including silk and fresh flowers, candy, baby items, and jewelry. The gift shop is operated by the Hospital Auxiliary with all profits from sales returned to the Hospital.

Medical Library

The medical library provides comprehensive information services to members of the medical staff and to all Associates. Orientation and instruction on the library's print and electronic services and resources are also available from the Library Manager. Staffed hours are posted on the library intranet home page.

Discount Tickets

The Hospital offers Associates a variety of seasonal entertainment tickets at a discounted rate. You can purchase tickets from the Human Resources Department during regular business hours or on the intranet pages. Payment for tickets must be made by credit card or personal check.

Cafeteria

The Hospital cafeteria is open daily to serve our Associates and visitors. Cafeteria meals are sold to Associates (wearing ID badges) at discounted prices. Menus are posted on the bulletin board outside the cafeteria, on the Hospitals intranet and distributed electronically throughout the organization.

Vending services are available 24 hours a day near the cafeteria, near the front lobby and in the Emergency Department waiting area.
DeductIt

Part time and full time Associates that have completed 90 days of service are eligible to sign up to use DeductIt, a service that allows certain purchases to be paid for via payroll deduction. DeductIt registration forms are available on the Hospital’s intranet page.

What You Need To Know About Additional Resources

After reviewing your handbook you may still have outstanding questions about your employment with the Hospital. We encourage you to discuss questions with your supervisor, or use the resources listed below.

Human Resources Contact List

Human Resources General Information Line   410-871-7072

Human Resources Intranet Pages:

Associate Resource Center- Includes important forms, links to websites and payroll information.
Benefits- Includes a link to each benefits provider as well as additional benefits details.
Wellness- Includes the monthly events calendar, wellness screening information and a resource library.

Health Access   410-848-2244

When you have health questions, call CHC Health Access for:

- physician referral
- general information about CHC
- health education classes
- dates for health screenings and special events
- details on support groups
- information on community resources

Human Resources Policy Manual

The Hospital has a Policy and Procedure Manager System containing details of all Hospital and Human Resources policies and procedures. Each Associate has access to all Human Resources Policies through the Hospital’s Intranet.
ASSOCIATE ACKNOWLEDGEMENT

I understand that my employment with Carroll Hospital Center is for an unspecified term and may be terminated at the will of either the Hospital or myself, with or without reason or cause, and with or without notice. No words or actions of the Hospital will be deemed to create an express or implied contract of employment or require the Hospital to have good cause for terminating my employment. No Hospital representative is empowered or authorized to modify this at-will relationship, on an individual or collective basis, other than the President & Chief Executive Officer of the Hospital, in writing.

I acknowledge I have received a copy of the Carroll Hospital Center’s Associate Handbook. I understand I am responsible for reading the contents of the Associate Handbook. I further acknowledge that I have read the Associate Handbook in its entirety in accordance with this responsibility.

I understand that any rules, policies, and benefits described in the Associate Handbook may be modified or varied from by the Hospital at anytime—except as required by law and except for the rights of the parties to terminate employment at will (which may be modified, on an individual or collective basis, only by an express written agreement signed by the President & Chief Executive Officer of the Hospital).

___________________________________
Date

___________________________________
Associate Name

___________________________________
Associate Signature

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