



Employee Handbook

(June 2011)

IMPORTANT NOTICE

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

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

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

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

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

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I. INTRODUCTION

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

Community Health Systems Company Profile

ValleyCare Health System is affiliated with Community Health Systems (“CHS”).

Located in the Nashville, Tennessee suburb of Franklin, CHS, through its affiliates, owns, operates or manages general acute care hospitals in non-urban and mid-size markets throughout the country. CHS affiliated hospitals offer a broad range of inpatient medical and surgical services, outpatient treatment and skilled nursing care. In addition, through QHR, CHS provides management and consulting services to independent general acute care hospitals located throughout the country. Shares in Community Health Systems, Inc. are traded on the New York Stock Exchange under the symbol “CYH.” Community Health Systems, Inc. has no employees or healthcare operations.

II. EMPLOYMENT PRACTICES

Equal Employment Opportunity

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

Background Investigations

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

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

Employment Classifications

There are three classifications of employees:

- ***Regular Employee.*** An employee who is regularly scheduled to work either a fixed or flexible schedule on a weekly basis, on either a full-time basis (working at least 36 hours per week) or part-time basis (working less than 36 hours per week).
- ***PRN or Per Diem.*** An employee who is employed on an as needed basis and not regularly scheduled to work or on a PRN/Registry work plan with a specific commitment and fixed base rate of pay.
- ***Temporary.*** An employee who is employed on a temporary basis (as designated by the facility) whether or not that employee works full-time or part-time.

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

- ***Exempt.*** An employee who is exempted from the minimum wage and overtime pay provisions of applicable federal and/or state wage and hour laws.

- **Non-exempt.** An employee who is eligible for minimum wage and overtime pay pursuant to the provisions of applicable federal and/or state wage and hour laws.

Hours of Work

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

Job Duties

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

Introductory Period

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

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

Orientation and Annual Reorientation

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

Annual reorientation in areas mandated by the corporate compliance program, Joint Commission, or state or federal laws is required for all employees. An employee who fails to attend and/or complete any mandatory reorientation sessions will be subject to disciplinary action, up to and including termination. Employees who do not comply with the annual reorientation requirements of the corporate compliance program will be terminated.

Professional Licenses, Registrations, and Certifications

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

Job Postings

Open positions, with the exception of key hospital management positions, are posted on the facility's website. If an employee desires to apply for a posted position, the employee should apply through the facility's applicant tracking system which may be accessed on the facility's website, in order to be considered for the position. The facility may also simultaneously advertise for outside applicants. Occasionally, unique situations require filling the position temporarily or permanently prior to completion of the posting period. Employees who apply for open positions must have been in their current position for a minimum of six months.

Multiple Positions

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

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

Outside Employment

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

Employment of Relatives

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

Employee References/Verifications of Employment

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

Rehire

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

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

Staff Requests

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

Missed Meals

There may be times that an employee may not be able to complete an uninterrupted meal break. It is the employee's responsibility to notify his/her supervisor so that timekeeping for payroll is accurate. Employees must notify his/her supervisor each and any time the meal is missed. Employees are required to verify their time for accuracy each pay period.

III. EMPLOYEE RELATIONS

Identification Badge

Identification badges must be worn at all times while employees are on duty. Loss or theft of an identification badge must be reported to the Human Resources Department immediately. If an employee fails to bring his/her identification badge to the facility when reporting for duty, the employee must make arrangements with his/her supervisor to obtain the employee's ID badge, or have another one printed in Human Resources.

Annual Employee Health Requirements

All employees are required to maintain certain vaccinations and health screenings that are related to their jobs. A PPD test or other means of testing may be required on an annual basis for all employees. Employee health files are confidential and are maintained in the employee health department.

Bulletin Boards

Official bulletin boards are located at each location. These bulletin boards are intended to communicate information relating solely to facility special announcements, employment laws, and other official business.

Cafeteria

The facility operates a cafeteria for the convenience of employees, the medical staff, and visitors. The cafeteria hours are posted near the entrance.

Parking

Employees are requested to park in employee designated parking.

Lost and Found

All lost and found articles may be deposited or retrieved at the Security Office.

Personnel Files

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

Personal Appearance

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

- Identification badges must be worn at all times during the workday and should be clearly visible.
- All clothes should be clean and of proper fit. If uniforms are required, they must be of the established color and style specified for the specific work unit.
- T-shirts, jogging outfits, extremely short skirts, tight fitting or inappropriate clothing may not be worn when on duty. Blue jeans are generally prohibited, except on pre-approved occasions and situations.
- Excessive or unconventional hairstyles are prohibited. Hair must be secured so that it does not

touch patients or interfere with job performance. Nets or caps must be worn if required by departmental policy.

- Sideburns, beards and mustaches must be trimmed and neatly maintained.
- Minimal jewelry may be worn. Any jewelry worn must not present a safety hazard. Facial jewelry, with the exception of conventional earrings that present a professional image, may not be worn.
- Any visible body piercing(s), other than conventional earring jewelry, are prohibited.
- Open toe shoes or backless shoes should not be worn if they present a safety hazard.
- Any tattoo that is visible and offensive by facility standards, as determined by the respective department head, must be completely covered at all times.
- Athletic shoes may be worn in certain departments if approved by the department head as part of the uniform provided they are clean and in good condition.

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

Community♥Cares Customer Service

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

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

Change of Status

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

Personal Telephone Calls and Visitors

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

Employees may not bring visitors to their work site without the permission of the facility's Chief Executive Officer. Except in the event of an emergency situation, family members and other visitors must be asked to wait in a patient lobby or other common area until the employee is able to take a

scheduled break or have finished his/her shift.

Use of Cell Phones and Other Wireless Communications

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

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

No employee is to engage in the use of a mobile phone or other wireless communication device while operating a motor vehicle that is in motion while on facility business, unless such mobile phone is equipped and used with a hand-free device. The only exception to this policy is where a phone call is made in a bona fide emergency, such as to call "911" or a similar emergency number (e.g., to call an ambulance, fire department). Even with a hands-free device, use of a mobile phone or other wireless communication device use should be kept to a minimum, conversations should be as brief as possible, and employees should refrain from making unnecessary calls. Where possible, even with a hands-free device, mobile phone calls should be made when the vehicle an employee is operating is not in motion.

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

Media and Other External Inquiries

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

Relationship with Co-Workers

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

Absenteeism and Tardiness

With the exception of scheduled time off that has been approved in advance, all employees are expected to report to work promptly at the beginning of each scheduled shift.

Definitions:

- Absence: Absence is an employee's failure to report to work on any scheduled workday that is not an approved exception to the work schedule or if an employee leaves after reporting to work if it disrupts the current work schedule.

- Incident of Absence: Each absence is an incident of absence under this policy. An employee who is absent for one or more consecutive scheduled work days for the same reason will be charged with one incident of absence.
- No Call, No Show: An absence on any individual day on which an employee fails to give notice by the beginning of the scheduled shift.
- Tardy: For purposes of this policy, an employee is tardy when he/she clocks in **after** the start of his/her scheduled shift or after the end of a designated break or lunch, or, if they leave work early.

Any absence from work that is not an approved exception or without proper notification shall be considered unexcused. Approved exceptions to the work schedule include:

- Approved Vacation/PTO
- Approved Sick or EIL time if the sick or EIL is scheduled
- Holidays
- Jury Duty or approved Witness Leave
- Bereavement Leave
- Leaving the work area for the remainder of a scheduled workday with advance approval from the supervisor whether paid or unpaid (i.e., medical appointments which cannot be scheduled during non-working hours or family emergencies, out-of-office meetings or seminars, etc.)
- Approved leaves of absence
- Low Census (Call-Off)

Employees are expected to give notice to their supervisor, or a designee, if they are unable to work their scheduled shift. Employees will be subject to corrective action if this notice is not given. Approval must be given for each and every scheduled workday or shift from which the employee will be absent unless the employee is on an approved leave of absence or the supervisor acknowledges that an employee's absence will be for more than one scheduled workday. The supervisor may request more substantiation than the employee's notice of the need to be absent, such as a doctor's statement.

Tardiness: When an employee knows he/she is going to be unavoidably delayed in getting to work, the employee must notify his/her supervisor as soon he/she is aware of the situation.

The following incidents of absence or tardiness within a 12-month period will result in corrective action:

- A counseling will be given for **two or more** incidents of absence or combination of incidents of absences and/or tardies. if any of the following occur:
 - Any "Incident of Absence" or "Tardy" during an employee's 90-day introductory period.
 - Two "Tardies" with or without advance notice during a 90-day period.
 - Two or more "Incidents of Absence" during a 90-day period.
- A **pattern** of "Incidents of Absence" for weekend shifts or in conjunction with weekends, holidays, and other scheduled days off when rotation to less desirable shifts or work assignments is required.
- A written warning will be given for the **fifth** "Incident of Absence" and/or "Tardy" in a rolling 12-month period.
- With the **sixth** "Incident of Absence," or "Tardy," the employee will be subject to a final written warning.

- If an employee accumulates **seven** or more “Incidents of Absence” or “Tardy” in a rolling 12-month period for any reason except an approved leave of absence, the employee will be subject to termination.
- An employee will be subject to termination for any “No Call, No Show” absence.

It must be recognized that there may be instances in which an employee's absence due to illness or injury, even though excused and not the fault of the employee, becomes as excessive or repetitive as to render continued employment inappropriate.

Employees who are absent from work for six months in a rolling 12-month period due to leave for any reason except military leave shall be considered as terminated for extended absence.

Advance Notice of Unscheduled Absence

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

Severe Weather

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

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

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

Prohibition Against Sexual and Other Harassment

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

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

- Unwelcome sexual advances, requests for sexual favors, and all other verbal or physical conduct of a sexual or otherwise offensive nature, especially where:
 - Submission to such conduct is made either explicitly or implicitly a term or condition of

- employment;
 - Submission to or rejection of such conduct is used as the basis for decisions affecting an individual's employment; or
 - Such conduct has the purpose or effect of creating an intimidating, hostile or offensive working environment.
- Offensive comments, jokes, innuendos and other sexually oriented statements.

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

- Touching, such as rubbing or massaging someone's neck or shoulders, stroking someone's hair, or brushing against another's body.
- Sexually suggestive touching.
- Whistling, grabbing, groping, kissing, fondling.
- Lewd, off-color, sexually oriented comments or jokes.
- Foul or obscene language.
- Leering, staring, stalking.
- Suggestive or sexually explicit posters, calendars, photographs, graffiti, cartoons.
- Unwanted or offensive letters or poems.
- Sitting or gesturing sexually.
- Offensive e-mail or voice-mail messages.
- Sexually oriented or explicit remarks, including written or oral references to sexual conduct, gossip regarding one's sex life, body, sexual activities, deficiencies or prowess.
- Questions about one's sexual life or experiences.
- Repeated requests for dates.
- Sexual favors in return for employment rewards, or threats if sexual favors are not provided.
- Sexual assault or rape.
- Sexually oriented kidding or teasing.

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

Alcohol and Drug-Free Environment

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

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

- Random drug testing.
- Post-accident tests when an employee sustains an on-the-job injury that may result in lost time.

- When a controlled substance is missing.
- When an employee is suspected of being unfit for duty.
- When an employee's supervisor or another individual in a management position believes an employee has violated our policy relating to substance use.
- When an employee returns from a leave of absence of 90 days or more.
- When newly hired employees have had license sanctions or disciplinary actions taken in the 5-year period (related to substance abuse) prior to employment with the facility.
- A part of a rehabilitative opportunity.

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

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

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

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

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

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

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

Prescription and Over-the-Counter Medications

Drugs prescribed by a physician, dentist, or other person licensed to prescribe or dispense medicines and over-the-counter medication may be used in accordance with their instructions. However, employees are prohibited from working while using medicines or other substances that cause

drowsiness or other side effects that may impair their ability to perform the job properly and safely. Employees must inform their immediate supervisor or department head of the use of any medicines, including over-the-counter medications that may affect their ability to safely, effectively, and/or efficiently perform their jobs so that appropriate steps can be taken. Such employees who fail to inform their supervisor or department head are subject to disciplinary action, up to and including termination.

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

Workplace Searches

The facility may conduct searches of an employee's person, personal property or locker where there is reason to suspect a violation of our employment policies, including the policy relating to substance abuse. No search will be conducted without an employee's consent. However, consent to a search is a condition of employment.

Workplace Violence

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

Weapons

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

Smoking and Tobacco Use

We are a smoke free facility. Employees must leave the facility to smoke and must use the facilities designated smoking area.

Solicitation and Distribution of Literature

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

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

and medical equipment sales as permitted by the facility.

E-Mail, Internet & Electronic Systems Access

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

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

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

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

Personal Web Sites and Blogs

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

- Make it clear to the readers that the views expressed are the employee's alone and that they do not necessarily reflect the views of CHS.
- Do not disclose any information that is confidential or proprietary to CHS or to any third party that has disclosed information to the facility. Consult the CHS Code of Conduct for guidance about what constitutes confidential information.

- Avoid making defamatory statements about CHS, its affiliates, employees, clients and others, including competitors.
- Blogging (writing an employee's own blog or reading those created by others) is prohibited during working hours.

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

Garnishments and Support Orders

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

Compliance Training

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

Confidentiality

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

Conflicts of Interest

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

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

Vendors and Suppliers

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

supplier due to personal relationships.

Gifts, Gratuities, and Rebates

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

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

Facility Property

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

Equipment Usage

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

Illegal Activities

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

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

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

Confidential Disclosure Program Hotline

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

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

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

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

Disciplinary Actions

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

Conduct That May Result in Disciplinary Action

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

Behavior that will result in immediate termination:

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

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

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

employees or visitors.

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

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

Grievance Resolution (Non-represented employees)

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

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

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

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

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

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

**IV.
EMPLOYEE BENEFITS**

Paid Time Off (PTO)

All employees need some time off during the year to rest and re-charge. We provide Paid Time Off (PTO) for full-time and regular part-time employees, which provides time off for vacation, holidays, personal time and unexpected absences like short-term personal illnesses, family illnesses or emergencies. We encourage you to use at least half of your PTO accrual each year.

Requests for specific days off are subject to your manager’s approval. Requests to use PTO should be submitted as far in advance as possible. PTO can be taken in one-hour increments for non-exempt employees and ½ day (or four-hour) increments for exempt employees. Temporary, limited part-time and PRN employees are not eligible to earn PTO.

We recommend you keep at least 40 hours in your PTO account. The first five consecutive workdays of an illness are deducted from your PTO balance.

PTO accrues on a pro-rated basis (per hours worked and PTO used), and there is a maximum accrual, and PTO will no longer accrue once the maximum balance is reached, however, the accrual will resume once the balance falls below the maximum level. The accruals and maximums are listed below.

PAID TIME OFF BENEFITS CHART					
Length of Service					
0-4 years		5-9 years		10+ years	
Annual Accrual	Maximum Bank	Annual Accrual	Maximum Bank	Annual Accrual	Maximum Bank
24 days (192 hrs)	25 days (200 hrs)	29 days (232 hrs)	31 days (248 hrs)	31 days (248 hrs)	39 days (312 hrs)

PTO will be paid at your base rate of pay, excluding shift differentials or any other premium compensation. Hours worked in excess of 40 per week do not count toward PTO accrual, and PTO is not counted in the calculation of overtime. All available PTO hours must be used prior to taking unpaid time off.

Once you change your status – from full-time or part-time to PRN or limited part-time – you are no longer eligible to accrue PTO. Any PTO accrued, but not taken, will be paid out after the status change.

Upon termination, your available PTO balance will be paid to you. No cash out of accrued hours will be made before termination – except through the PTO Cash Out program.

PTO Cash Out Program

Employees may cash-out accrued PTO at 80% of accrued value at any time during the year. Employees must cash-out at least 24 hours and must retain a minimum balance of 40 hours.

Holidays and PTO

Six holidays are included in PTO accrual. They are:

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

When the actual date of the holiday falls on a Saturday or a Sunday, the preceding Friday or following Monday will usually be designated as the observed holiday. This generally applies to non-clinical personnel whose regular work schedule is normal business hours Monday through Friday. Ask your manager or a representative in Human Resources to determine which day will be observed.

Because we operate around the clock 365 days a year, you may be required to work on a designated holiday. When this occurs, you will be paid at a rate of one and one-half times your base pay – if you are paid hourly – for the actual hours worked during the 24 hours designated to be the holiday. Only employees required to work the holiday will be paid the premium rate.

During your first 90 days, with manager's approval, you may be allowed to use up to 24 hours of un-earned PTO for holidays. If employment is terminated with a negative PTO balance, the PTO will be deducted from your final pay check, only if it is allowed by law.

Extended Illness Leave

Extended Illness Leave (EIL) begins on the sixth consecutive day of an absence. It's a form of short-term sick pay for employees who are absent from work due to their own illness or injury. The first five consecutive days of an absence are deducted from accrued PTO. In the case of outpatient surgery or overnight hospitalization, EIL can be accessed immediately. EIL is not available for absences related to cosmetic procedures.

All full-time employees can accrue EIL from the date of hire. It accrues each pay period on a pro-rated basis (per hours worked and PTO used) up to 12 days (or 96 hours) per year. The maximum amount is 480 hours.

To use EIL, you may be asked to provide a physician's statement, including the beginning and projected ending dates of the leave. It cannot be used during the first 90 days of employment. For time off due to injury or illness, all available paid hours must be used prior to taking unpaid time off. EIL is not a vested benefit – meaning it will not be paid out at the time of termination.

Voting

If you're unable to vote before or after work on Election Day, time will be provided as appropriate. This benefit is available for full-time employees. Consistent with state laws you will be allowed time off with pay to vote. However, you must schedule this time off with your manager in advance.

Donation of Paid Leave

Employees may donate accrued PTO on an hour for hour basis to another employee who is on an approved leave of absence due to a serious health condition of the employee or a family member and has exhausted all paid leave. This policy is designed as a financial aid to employees and cannot be used

to alter any leave entitlement or right of reinstatement. The Human Resources Department can provide additional eligibility and program details.

Summer Leave Program

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

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

Workers' Injury Reporting

All employees **MUST** report all injuries, regardless of the severity, including needle sticks, bumps, bruises and scratches to your supervisor and the Human Resources Department within 24 hours. If the employee requires medical attention during normal business hours, please contact the Employee Health Department. If medical attention is needed after hours or in emergency situations, please report to the Emergency Room.

Flexible Benefits Program

Through the facility's Flexible Benefits Plan, employees can pay for certain benefits with before-tax earnings. This benefits employees through participation in lower cost group programs as well as providing substantial tax savings. The Human Resources Department can provide program details.

Reference Benefit Summaries on the Company Intranet.

Health Insurance

Employees who are regularly scheduled to work a minimum of 20 hours per week are eligible for group health insurance for themselves and their dependents. Coverage can begin the first of the month following a 30-day waiting period, subject to the terms of the group health policy. The Human Resources Department can provide details regarding available coverage and the associated costs. Please refer to the group health plan's Summary Plan Description for additional information.

Reference Benefit Summaries on the Company Intranet.

Benefits Continuation (COBRA)

The Consolidated Omnibus Reconciliation Act of 1985 (COBRA) allows employees who terminate or otherwise become ineligible for the facility's group health insurance coverage to continue their coverage for a specified period of time. COBRA coverage may also be available for dependents. The Human Resources Department can provide additional details regarding COBRA coverage. Be sure to

notify the Human Resources Department of any changes in your marital status or your dependents reaching an ineligible age for group insurance coverage within 30 days of the life event.

Other Employee Benefits

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

Reference Benefit Summaries on the Company Intranet.

Adoption Assistance

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

Educational Assistance

Employees who are regularly scheduled to work a minimum of 36 hours per week may be eligible for reimbursement of tuition and other related expenses, up to \$2,500 per academic year (\$5,000 for nursing education), for approved courses taken to maintain or improve skills related to your present work assignment. Employees who are regularly scheduled to work a minimum of 20 hours per week may be eligible for reimbursement of tuition and other related expenses, up to \$1,250 per academic year. Courses must be approved in advance and taken in a recognized, accredited educational institution, college, university or business college. As a condition for reimbursement employees must sign an educational assistance agreement stating that, in return for the financial aid for educational expenses, they will agree to remain employed for one year for each \$2,500 of educational expenses reimbursed, subject to the facility's employment-at-will policy. This program does not apply to continuing education units, which are necessary to maintain a license, registration or certification that is a requirement for certain positions.

Reference Benefit Summaries on the Company Intranet.

401(k) Plan (Retirement Savings Plan)

All employees who are at least 21 years of age who have completed a minimum of 90 days of employment are eligible to participate in a qualified 401(k) Plan. Under the Plan, employees may contribute from 1% to 50% of their gross compensation, through payroll deductions (to a maximum amount per year fixed by the IRS). If the employee is 50 or over, he/she may also be eligible for catch-up contributions. The company will match 100% of the first 3% deferred for individuals working 1,000 hours and active at Plan year end. Employees are 100% vested in the company matching contributions after the completion of 5 years of service. Please consult the Facility's Human Resources Department for more information.

Reference Benefit Summaries on the Company Intranet.

Employee Assistance Program (EAP)

The facility realizes that employees occasionally need some guidance and assistance with their daily lives. A confidential professional counseling service is available for facility employees and their dependents. EAP counselors can provide assessments and referral services for assistance with personal issues that may include substance or physical abuse, legal or financial difficulties, marital and family

relations, personal or job-related stress as well as parenting or care for the elderly. The facility's Human Resources Department can provide you with more details and the name of a contact.

Reference Benefit Summaries on the Company Intranet.

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

V. COMPENSATION

Work Week/Pay Day

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

Direct Deposit

Employees may have their paychecks deposited directly to a bank checking or savings account by completing the necessary forms available in the Payroll Department.

Clocking In and Clocking Out

Non-exempt employees must follow these simple guidelines:

- The facility uses an equal rounding system.
- The rounding only pertains to the time clock punches, and does not constitute a grace period for attendance/tardiness purposes. The guidelines for determining tardiness remain in place.
- Employees should not clock *in* more than five minutes before or after the actual start of the shift, and clock *out* as nearly as possible to the time your shift actually ends.
- Employee should always clock *out* and back *in* if they leave the facility for lunch or for personal business.
- In the event an employee forgets to clock *in* or *out*, it is the employee's responsibility to advise his/her supervisor.
- An employee is not required to clock *out* and *in* if he/she eats lunch in the facility.
- Employees are required to clock *out/in* for meal periods of more than 30 minutes.

Employees may not enter another employee's identification badge into the time clock or ask another employee to enter theirs. Violations of this policy may result in immediate dismissal of either or both employees.

Overtime

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

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

Shift Differential

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

Performance Evaluations

Employees will receive a performance evaluation on an annual basis. All performance evaluations are criteria-based, which means that the evaluation is based on how well the employee performs according to established criteria for technical and interpersonal skills. All considerations for merit increases will be based upon the results of your performance evaluation.

On Call and Call Back

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

Rest Periods

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

Meal Periods

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

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

Low Census Periods

The hospital will use its best efforts to ensure that all employees work their full complement of scheduled hours each pay period. However, unforeseen fluctuations in census and workload may require adjustments to work schedules. If an employee is called off from a scheduled shift due to low patient census, the employee may use vacation or PTO hours in 30 minute increments for all or the remainder of the employee's shift. Such use of vacation or PTO is required for exempt employees to receive their salary, as they are paid on a salary basis. If no vacation or PTO is available for an exempt employee, the employee will still receive his full salary for any workweek when his schedule is impacted by a low census or low workload period. However, the exempt employee should be placed into a negative accrual and this time may be deducted from any future accruals.

Pay Corrections

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

Salary Basis Policy

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

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

Pay Advances

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

Payroll Deductions

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

VI. EMPLOYEE LEAVES

Jury Duty

You will be paid if you are required to serve jury duty. This benefit is available for full-time employees. Non-exempt employees receive the base hourly rate for the time required. Exempt employees receive their regular salary during the weeks in which jury duty was required. If court is not in session, or if you're dismissed early, you are expected to report back to work as soon as possible.

Witness Leave

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

Domestic and Sexual Violence Leave

If an employee or an employee's child is a victim of domestic or sexual violence, the employee may also be given time off for court appearances or to obtain support services; medical or legal assistance; or safe housing. While the facility will grant time off as required by law, the time off will be unpaid unless the absence qualifies for use of EIL or if PTO is used.

Bereavement Leave

Full-time and part-time employees, that experience a death in their immediate family, may be allowed time off with pay. The time off can begin from the date of death through the day of the funeral – up to three days (or 24 work hours). The immediate family includes:

- parents, step-parent or legal guardian
- current spouse, children and step-children
- brother and sister
- domestic partner and children of domestic partner
- grandparents and grandchildren
- current mother- and father-in-law, sister- and brother-in-law
- aunt and uncle
- any relative living with you

If you're not eligible for paid Bereavement Leave, you can use available PTO or take time off without pay with your managers approval.

Pay Status During Leave of Absence

Leaves of Absence are unpaid time off – unless another policy provides for paid time off within these leaves of absence. Leave of Absence Forms are available on the company intranet under Human Resources.

Family Medical Leave

The Family and Medical Leave Act (FMLA) allows you to take up to 12 weeks of unpaid leave in certain qualifying situations. To be eligible you must:

- have been employed for at least 12 months and actually worked at least 1,250 hours during the 12-month period immediately preceding FMLA Leave and
- have worked at a site that has 50 or more employees within 75 miles

Eligible employees are entitled to a total of 12 weeks of unpaid, job-protected FMLA Leave during any “rolling” 12-month period (measured backward from the date the FMLA Leave sought by the employee would begin).

Leave may be taken for the following reasons:

- For incapacity due to pregnancy, prenatal medical care or childbirth;
- To care for your child after birth , or placement for adoption or foster care;
- To care for your spouse, son or daughter, or parent, who has a serious health condition; or
- For a serious health condition that makes you unable to perform your job.

Military Family Leave Entitlements

Eligible employees with a spouse, son, daughter, or parent on active duty or call 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 that permits eligible employees to take up to 26 weeks of leave to care for a covered servicemember during a single 12-month period. A covered servicemember is a current member of the Armed Forces, including a member of the National Guard or Reserves, who has a serious injury or illness incurred in the line of duty on active duty that may render the servicemember medically unfit to perform his or her duties for which the servicemember is undergoing medical treatment, recuperation, or therapy; or is in outpatient status; or is on the temporary disability retired list.

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 employee from performing the functions of the employee’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

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

Substituting Paid Time Off

As noted on previous pages, FMLA Leave is unpaid. You must substitute paid time off – including PTO and EIL – if available, until the paid time is exhausted. The paid leave and FMLA Leave will run at the same time – counting toward the 12-week maximum. Once paid time off is exhausted, any remaining FMLA Leave would be unpaid.

Extended Illness Leave (EIL) can only be substituted if your FMLA Leave request is due to your own serious medical condition, including pregnancy and childbirth, unless otherwise required by state law.

When a work-related injury qualifies you for FMLA Leave and you are receiving Workers' Compensation benefits, you will not be required to substitute any paid time off. However, leave taken for the work-related injury and the FMLA Leave will run at the same time.

Your Responsibilities

To take FMLA Leave, you must give Human Resources and your manager notice. The notice must provide the necessary qualifying information under FMLA, and, if possible, the FMLA notice must come 30 days in advance. In an emergency, notice can be given as soon as practicable – normally within two working days.

You must provide sufficient information for the company to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that you are unable to perform job functions, your 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. You must also inform the company if the requested leave is for a reason for which FMLA leave was previously taken or certified. You also may be required to provide a certification and periodic recertification supporting the need for leave. The Leave of Absence Request Forms are available on the company intranet under Human Resources.

Company Responsibilities

The company will inform you whether you are eligible for leave under FMLA. If you are, you will be provided with a notice that specifies any additional information required as well as your rights and responsibilities. If you are not eligible, you will be provided a reason for the ineligibility.

The company will inform you if your leave will be designated as FMLA-protected leave and the amount of leave counted against your leave entitlement. If your leave is determined not to be FMLA-protected, the company will notify you.

Insurance Coverage and Premiums

During FMLA Leave, medical and other insurance coverage will remain in effect as long as you continue to pay your portion of the premiums on a timely basis. If you substitute paid time off, then the premiums will be deducted from your paycheck as usual. For any unpaid FMLA Leave, you must make arrangements with Human Resources to pay the premium as agreed upon between you and the company, which may include a prepayment.

If your portion of any premium is not paid within 30 days of its due date, your group health and other insurance coverage may lapse.

Returning to Work

If your FMLA Leave is due to your own serious health condition, you must provide a Medical Certification from your treating health care provider before returning to work. The certification must state that you are able to return to work. If you do not provide the certification, then you will not be allowed to return. The Form is available on the company intranet under Human Resources.

When you return, you will be given the same job you had when you left or an equivalent position with equivalent pay, benefits, and other employment terms, unless you are designated a “Key Employee” under FMLA. For more information, ask a representative in Human Resources.

If you do not return to work by the end of the FMLA Leave or the leave exceeds the 12-week limit, you forfeit all reinstatement rights and your employment is terminated – unless the company is otherwise required to provide additional leave.

While you are on FMLA Leave, you are subject to the same employment actions, such as a job elimination or reduction-in-force, which may have occurred during your leave. As a returning employee, you have no greater right to employment or employment in a specific position than you would have had in the absence of the leave.

Any period of illness or injury covered by this section that qualifies for leave under FMLA will be counted against the 12-week unpaid leave period under FMLA. The leave period cannot be extended.

Non-FMLA General Medical Leave

If you are a full-time or part-time employee with at least three months of service, do not qualify for FMLA Leave, and have exhausted all of your paid time off (PTO and EIL), you may apply for an unpaid Non-FMLA General Medical Leave of Absence. The three month service requirement does not apply if your illness is pregnancy related or due to an on-the-job injury or illness.

In order to request a Non-FMLA General Medical Leave of Absence, you must provide Medical Certification from the treating health care provider. The Medical Certification forms are available on the company intranet under Human Resources and must be turned in before the leave begins.

Non-FMLA General Medical Leaves, if granted, are for the duration of the disability to a maximum of six months (including any prior FMLA Leave or Paid Time Off) or until coverage under another company benefit plan begins.

The duration of a Leave of Absence for medical related reasons may not exceed six months, and this applies to both non-work related injuries and illnesses and work related injuries and illnesses, except where law requires otherwise.

Non-FMLA Personal Leave

If you are a full-time employee with at least six months of service, you may be eligible for a Non-FMLA Personal Leave of Absence. This leave may be granted for up to six months. Requests for a Personal Leave of Absence should be directed to your manager and should include the reason for the leave and the length of time requested. The Request Form is available on the company intranet under Human Resources.

Non-FMLA Education Leave

If you are a full-time employee with at least six months of service, you may be eligible for a Non-FMLA Education Leave of Absence. The leave may be granted for up to six months and the course work for which the leave is requested must relate to your current position or a position that you could reasonably be expected to hold in the future. The Request Form is available on the company intranet under Human Resources.

Insurance Coverage and Premiums During Non-FMLA General Medical Leave, Personal Leave and/or Educational Leave

During an approved Non-FMLA General Medical Leave, Personal Leave and/or Educational Leave, medical and other insurance coverage will remain in effect as long as you pay both the employee and employer portion of the premiums (COBRA rates) on a timely basis. You must make arrangements with the benefit administrator to pay the premium as agreed upon between you and the company, which may include a prepayment. If your portion of any premium is not paid within 30 days of its due date, your group health and other insurance coverage may lapse.

Returning to Work Following a Non-FMLA General Medical Leave, Personal Leave and/or Educational Leave

Other than as required by law, the company cannot guarantee reinstatement to any position following a Non-FMLA General Medical Leave, Personal Leave or Educational Leave.

In returning to work from a Non-FMLA General Medical Leave, you must provide a Medical Certification from your treating health care provider before returning to work. The certification must state that you are able to return to work. If you do not provide the certification, then you will not be allowed to return.

Military Leave (other than FMLA)

While employees are entitled to leave in various circumstances under the FMLA, employees are also entitled to military leave, reinstatement, and reemployment in accordance with other state and federal laws, including the Uniformed Service Employment and Reemployment Rights Act of 1994 (“USERRA”). Any employee absent from employment due to service in the “uniformed services” is eligible for military leave and reinstatement. For purposes of this policy, “uniformed services” consist of the following: Army, Navy, Marine Corps, Air Force, Coast Guard, Army Reserve, Naval Reserve, Air Force Reserve, Coast Guard Reserve, Army National Guard, Air National Guard, Commissioned Corps of the Public Health Service, or any other category of persons designated by the President in a time of war or emergency. For questions relating to USERRA or other laws reflecting the rights of those in or joining the uniformed services, please contact the Human Resources Department.

VII. EMPLOYEE TERMINATIONS

Resignations

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

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

Employees wishing to resign in good standing should submit appropriate advance written notice. If the required notice is not given, the employee will not be considered eligible for rehire. Once tendered, a resignation may only be rescinded with the approval of the employee's immediate supervisor and department head.

Return of Property

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

Final Paycheck

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

Exit Interviews

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

Final Payment

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

VIII. RISK MANAGEMENT AND SAFETY

Safety

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

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

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

Risk Identification Reports

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

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

Emergency Phone Number

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

Emergency Fire Procedures

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

Security

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

HANDBOOK RECEIPT AND ACKNOWLEDGMENT

I agree to read this handbook and follow the rules, policies, and procedures described in the handbook during my employment.

I understand that the handbook is not contractual in nature.

Signature

Date

Name (Printed)

Badge Number



June 2011