

President's Letter

Welcome to Major Hospital! As a member of our family of staff, you will have the opportunity to help enhance our growing reputation as a high quality healthcare system where patients can expect to be treated with personal care and concern by friendly, competent, well-trained/educated professional staff utilizing the latest in technology and skills.

The patient is our primary concern. We believe that each patient has a right to life--to live or die with the dignity and respect that human life contains. We believe that each patient is unique and should be respected as a whole person regardless of nationality, race, creed, age, financial status or disease entity. This individuality must be kept in mind even though we see large numbers of patients (and their families) on a daily basis.

This Employee Handbook has been prepared for the information and guidance of everyone working at Major Hospital. It is intended to cover the procedures, rules and policies that apply to our day-to-day activities. **This is only a summary...please see Meditech for a total listing of hospital policies and procedures.**

Some of the information will change from time to time since our policies are under constant review. As things change, you will receive memos or new handbook pages that should be kept with the handbook for future reference.

We hope this handbook will answer most of your questions. If, however, you have additional questions, please feel free to speak to your supervisor, manager, human resources or me. We are all here to assist you - to work with you and for you.

On behalf of all of us at Major Hospital, we wish you a worthwhile and successful career with us.

Jack Horner
President/CEO

EMPLOYMENT-AT-WILL

This Handbook should not be construed as and does not constitute a contract guaranteeing employment of any specific duration. Although we hope that your employment relationship with us is long term, either you or the hospital may terminate this relationship at any time, for any reason, with or without cause or notice.

Please understand that no manager or other representative of Major Hospital, other than the President/CEO, has the authority to enter into any agreement with you for employment for any specified period of time or to make any promises or commitments contrary to the foregoing.

Furthermore, any employment agreement entered into by the President/CEO shall not be enforceable unless it is in writing.

Policy and Benefit Changes

Some policies and benefits contained in this booklet have been in existence for a number of years. It should be kept in mind, however, that changing conditions may make future revisions of these policies necessary. As changes take place, you will be informed through the most appropriate method. This handbook is only a summary of our policies effective the date listed on the bottom of each page. Any of the policies and/or procedures written in this handbook may be altered, modified, deleted, or terminated at anytime at the sole discretion of Major Hospital. For a complete list of current policies and procedures, please consult Meditech under "Standard Policies and Procedures". Should you desire information on some aspect of the hospital not discussed in this booklet, please feel free to speak to your supervisor or Human Resources.

Major Hospital Mission Statement

Major Hospital exists to create and deliver superior health care solutions by providing our patients and other customers with optimal clinical and economic outcomes. We will attain these goals by combining the following attributes:

- * Attracting and retaining a professional, adaptable, caring staff dedicated to life long learning using a continuous quality improvement process. Our staff will be measured and rewarded using these same principals.
- * Combining innovation, existing clinical technologies, disease prevention and management and information technologies to meet customer needs.

As a public entity, we must make best use of our financial and human resources so we can care for patients without regard for their ability to pay. We must also function as the community's leader in upgrading the level of health and wellness in the community.

Major Hospital Vision Statement

We will be the best health care resource in central Indiana by recognizing all persons as individuals of value who deserve impeccable facilities and quality service beyond compare.

History of Major Hospital

This story actually begins in 1878 when Alfred Major married Helen Thompson, his second wife. Ten years later in 1888, they decided to build a new home which was to be identical to Helen's childhood home in Sewickley, PA. Alfred died of typhoid fever in March 1889 while the mansion was under construction. Helen never lived in the replica of her childhood home. Alfred's son, William, had the home completed. He and his wife, the former Frances Cory, moved in the house in 1890 and lived there the remaining years of their lives. The home was one of the most elaborate ever built in Shelbyville.

William S. Major died in August of 1915. His will specified that after the death of his wife, their home be given to the City of Shelbyville for a long needed hospital. The original home stood on the ground that is currently the hospital parking lot. In 1916, when a public memorial service was held for her husband, Mrs. Major made a tentative offer to turn the house over to the city as soon as it was ready to build the hospital.

Mrs. Major wanted to see the hospital as a memorial to her husband while she was still living. The city council accepted the offer to deed the property to the City of Shelbyville in November 1921. The will of William S. Major provided that the city must accept the gift within a year after Mrs. Major's death and that, once the hospital had been opened, it must be maintained continuously. Under the agreement made, the city was to take over her home and carry out the terms of the will. Mrs. Major was to have the large room to the left of the entrance. She had been an invalid, suffering from crippling arthritis since at least 1910.

On October 20, 1922, Mrs. Major deeded her property to the City of Shelbyville. The deed was not recorded until December 31 at her request, because she wanted it recorded on the anniversary of her marriage to Mr. Major. Also in December 1922, the council selected the name of William S. Major Hospital as most fitting for the institution and received bids for the building.

A simple yet impressive ground breaking ceremony was observed at two in the afternoon of Wednesday, June 6, 1923, as the cornerstone of the building was laid. Mrs. Major, Mayor Lee Hoop, area doctors and the members of the city's official family were present for this ceremony. While construction took place, Mrs. Major watched with interest from her room. Even though confined to her bed, she was constantly aware of the remodeling of her home and the construction of the adjoining wing. She lived in the hospital until her death on Christmas Day, 1929. The hospital was completed in April 1924.

During the depths of the Depression, no tax was levied for hospital support. By closing the nurses home, reducing the number of workers, decreasing salaries, blocking off a part of the building to save fuel and using the interest from the endowment fund, the hospital survived the Depression. The early years of the hospital were also marked by frequent changes of superintendents because of other job opportunities or marriages.

In the summer of 1946 it was decided to expand the maternity ward. Early in 1947, new nursery quarters were completed with the financial help of Delta Theta Tau Sorority. This involved a glass partition, new paint and a new location. A bill to extend the hospital tax base to include the county was placed before the Indiana General Assembly in 1947. A recognized need to expand the hospital to take care of the entire county was the reason for the bill. The bill introduced provided a Board of Directors of 5 members. The Mayor appointed three of the members, the County Commissioners appointed one and the Circuit Court Judge appointed one. The bill gave the city the power to build an

addition, issue bonds and receive federal aid, donations and gifts. The Council was authorized to provide financial support in the event the city could not pay the entire cost of operations and improvements without exceeding the 2% debt limit.

In April of 1956, Mrs. Frances Pruitt hospital superintendent, emphasized the need for expansion. The hospital had 53 patients on one day in April; the normal capacity was 47. During discussion of expanding the hospital, differences of opinion surfaced as to whether the hospital should be in the present location or on the fringe area of the city, and whether the present building should be remodeled or an entirely new building should be constructed. The final decision was to add two wings and kitchen facilities to the hospital. July 1958, work began to add two new wings to the hospital. The wings were completed in the summer of 1960, and dedicated on October 29, 1960.

In January 1960, Richard Gerard was named as the new administrator. Mr. Gerard was from Toledo, Ohio and had special training and experience in hospital administration. Frances Pruitt was appointed as Director of Nurses. The Board gave high praise for her 14 years of excellent and dedicated service, the longest of any superintendent. Over the years, dedication and personal concern for patients characterized the Major Hospital Staff. In addition to Mrs. Pruitt, a long line of nursing supervisors in surgery exemplified this tradition. Lois "Barney" Bryer was the surgery supervisor from 1969 until shortly before her death in 1977. In 1978, the hospital established a "Barney Award", given in memory of Mrs. Bryer, to honor its outstanding employee of the year. A new administrator was appointed in November 1960. Roland E. "Bud" Kohr assumed his responsibilities on January 1, 1961. Mr. Kohr had a Master's in Hospital Administration from Northwestern University and had recently completed training at Bethesda Hospital in Cincinnati.

In 1961, the Major Hospital Foundation was formed for the purpose of receiving gifts, trusts, estates and memorials to be used for the benefit of Major Hospital. The Foundation board consisted of 15 members and was responsible for the investment and use of funds, which were not already established in endowments or trusts. At the present time, over one million dollars are dedicated to the important responsibility of supporting Major Hospital.

A new physical therapy department was established in 1963, in memory of former board president, Earl F. Hammond. In 1969, the hospital established an intensive care unit. It was set up with high intensity treatment lamps, heart monitoring equipment and a heart-lung resuscitator. The Indiana Legislature also passed an Act in 1969, which increased the membership of the hospital board to seven.

Within 5 years of the completion of the two new wings, discussion was underway concerning the need for further expansion and a possible change of location. Heavily debated through 1976, a decision was finally reached to build a new hospital on the original site. A groundbreaking ceremony was held on December 2, 1978. The new structure was built behind the current hospital, over West Franklin Street. The west wing of the 1960 structure was retained and renovated. The remaining portions of the hospital were razed. Because of historical concerns, the hospital board of directors made plans to preserve elements of the Major home in the new facility. Included were: stained glass windows and staircase railings in the new chapel and limestone facing pieces in the landscaping plans for the modern structure. The new building was completed and ready for occupancy in March 1981.

In May 1981, the Major home was torn down along with the 1924 structure and the 1960 East Wing. This event, involving the final stages of construction of the new Major Hospital, was a point of curiosity for the local citizenry and the hospital staff. People wanted to see what the new structure looked like. At the same time, many sadly observed the passage of the Major Home. It was the end of an era. It was however, the beginning of a new era. The community now had the type of modern facility needed to serve the health needs of the people of Shelby County in future years.

In August of 1997, the hospital opened its newly remodeled medical office building, the **Rampart Professional Center**. This facility provides over 45,000 square feet of space and currently houses 19 physicians, **HealthWorks**, Major's occupational health clinic, and onsite lab and radiology services.

The Center for Women's Health at Major Hospital opened in the spring of 1998. This remodeling project created a unique center that encompasses obstetrics, gynecology, women's imaging (ultrasound and mammography), and a health resources library and classroom space. This comprehensive approach to women's health is unmatched in Central Indiana.

In the fall of 1998 Major Hospital renamed its Radiology Department, the **Inlow Imaging Center**, in honor and respect for Herbert and Paul Inlow, with over 70 combined years of dedicated service to the medical imaging needs of the Shelby County Community. Father and son physicians, Doctors Herbert and Paul Inlow, were the founding physicians who developed state of the art diagnostic imaging at Major Hospital. Today Major Hospital has continued to advance in offering state of the art imaging services.

In spring of 2000 Major Hospital remodeled and expanded areas of the Medical/Surgical Inpatient Unit, ICU and Pediatrics. A new care model was adopted that added state-of-the-art, family oriented, **Intensive Care beds, a Progressive Care Unit** and new **Pediatrics Unit**.

In 2001 Major Hospital became an owner in the **Junction Plaza Mall** located on East State Road 44. Junction Plaza currently houses Major Hospital's **Patient Accounts Department, MD Solutions** – Major's physician practice management group, **SportWorks** – Major's outpatient physical therapy clinic, and in 2005 Major Hospital opened **The Sleep Center of Major Hospital**.

In summer of 2003 Major Hospital launched another expansion of its downtown Shelbyville campus by adding a new surgery procedure room, eight surgery day rooms, four ER exam rooms and a new Ambulance Canopy and entrance.

In the winter of 2003 Major Hospital broke ground on a new campus in the **Intelliplex Development**. Major Hospital, in partnership with the City of Shelbyville and Shelby County, launched Intelliplex as a technology park focused on future economic development. This 135-acre development includes a 35-acre medical campus, which will provide for Major Hospital's future growth and expansion.

Major's first facility on this new site is the **Benesse Oncology Center and Intelliplex Medical Arts Building**. This 46,300 square foot combined facility houses a Cancer Care center that provides Medical Oncology, Radiation Therapy, and other complementary care services such as massage therapy, healing gardens and a boutique. The center is equipped with a state-of-the-art CT Simulator and Linear Accelerator capable of providing the most advanced forms of radiation therapy. A separate entry and lobby for access to 14,000 square feet of medical office space, a digital imaging suite, and videoconference room.

In 2007 there will be two new additions to **Intelliplex Development Campus**. **The Stephenson Building and Conference Center** is scheduled to open in January 2007. This building will house the **Internal Medicine and Associates** practice in one of the second floor wings, and the Law Firm of **McNeely, Stephenson, Thopy and Harrold** on the first floor. The Conference Center will allow for large group conferences to be held just off-site of the Benesse Oncology Center. The second addition in early 2007 will be Makuta, a small technology company moving from Columbus to the Intelliplex Campus. Makuta will employ approximately 30 individuals.



HOSPITALITY

You Are Major Hospital!

You Make It Happen!

- YOU** are what people see when they arrive here.
- YOURS** are the eyes they look into when they are frightened and lonely.
- YOURS** are the voices people hear when they ride the elevators, when they try to sleep and when they try to forget their problems.
- YOU** are what they hear on the way to appointments, which could affect their destinies. And what they hear after they leave those appointments.
- YOURS** are the comments people hear when you think they can't.
- YOURS** is the intelligence and caring that people hope they will find here. If you are noisy, so is the hospital. If you are rude, so is the hospital.

And if you are wonderful, so is the hospital.

No visitors, no patients can ever know the real you, the **you** that you know is there unless **you** let them see it. All they can know is what they see, hear, and experience.

And so we have a stake in **your** attitude and in the collective attitudes of everyone who works at the hospital. We are judged by **your performance!** We are the **care you give**, the **attention you pay**, and the **courtesies you extend!**

THANK YOU FOR ALL YOU DO!!

HELPFUL HOSPITALITY GUIDELINES

- * **BREAK THE ICE**
Make eye contact...smile...introduce yourself...call people by name...extend a few words of concern.
- * **DOES SOMEONE LOOK CONFUSED?**
Stop and try to help.
- * **COURTESY**
Kind gestures, polite words...these make people feel special.
- * **EXPLAIN WHAT YOU ARE DOING.**
People are always less anxious when they know what's happening.
- * **ANTICIPATE**
You'll often know what people want before they have to ask. **ACT.**
- * **RESPOND QUICKLY**
When people are worried or sick, every minute is an hour!
- * **PRIVACY AND CONFIDENTIALITY**
Watch what you say and where you say it...Show Respect. Knock as you enter.
- * **HANDLE WITH CARE**
Slow down...give...imagine you are on the receiving end.
- * **DIGNITY**
That patient could be your child, your spouse, and your parent. Give choices, close curtains, see the person.
- * **DO MORE THAN YOUR JOB**
Just because it's "not your job" doesn't mean you can't help or find someone who can.
- * **TREAT PATIENTS AS ADULTS**
Your words and tone should not insult.
- * **LISTEN**
If a person complains, don't be defensive.
- * **HELP EACH OTHER**
Do this and you help a patient.
- * **KEEP IT QUIET**
Noise annoys! It also shows a lack of consideration.
- * **PHONE SKILLS**
When you're on the phone, our reputation's on the line. Sound pleasant, be helpful, and listen with understanding.

YOU ARE PART OF A LONG, PROUD MEDICAL TRADITION...LOOK THE PART!!

Your Management Team

Your **supervisor, department manager, Human Resources** and the **President/CEO** are vital members of our **management team**. During your career with Major Hospital, you should feel free to go to them for instruction and advice. They will gladly answer your questions and, if they do not know the answers, they will make sure that you get a prompt and correct response. Give them your utmost cooperation.

Human Resources

At Major Hospital, we believe that most matters can and should be best handled through your supervisor or department manager. However, our Human Resource Department is available to help with insurance, benefit, payroll and other personnel related matters.

Please feel free to stop by Human Resources if you have a question, are unable to solve a problem, or need some advice. Remember, your well being and peace of mind is our primary concern. Our door is always open.

Hospital Communications

We feel that it is vitally important that pertinent hospital information be communicated to you on a timely basis and that you have a way of communicating back with us. We have a number of mechanisms in place, including bulletin boards, memos and computer E-Mail to help make communicating easier.

Bulletin Boards

Information of interest and importance is regularly posted on the bulletin boards throughout the hospital. We suggest that you glance at them daily to keep up with hospital program changes, vacant positions in the hospital, and current activities. **Please do not post or take down anything on the bulletin board without approval from Human Resources.** If you want something posted on the Bulletin Board, please give it to Human Resources.

E-Mail

The hospital E-mail system is a fast and convenient way for employees to communicate with each other, their supervisor, doctors and others through out the hospital. **E-mail should only be used for hospital related business and not for personal reasons. The same rules for bulletin boards also apply to E-mail.**

All employees sign a confidentiality statement before they are given a computer password and access to the Meditech Computer System and E-mail. **Breaches of confidentiality are grounds for immediate termination. Employees should not have any expectation of privacy regarding the use of this system.** The Meditech system and usage is monitored periodically for breaches of confidentiality and inappropriate use.

Committees

The hospital has many active committees that encourage staff member participation. There are unit based and hospital committees, CQI Teams, clinical committees, and more. Speak with your supervisor for more information.



Employment

Information



Equal Employment Opportunity

Major Hospital provides equal employment opportunities (EEO) without regard to race, color, religion, sex, national origin, age, disability, or status as a Vietnam-era or special disabled veteran in accordance with applicable federal and state law. This policy applies to all staff members and applicants for all terms and conditions of employment including hiring, recruiting, advertising, treatment during employment, rates of pay or other forms of compensation, selection, training, and termination of employment.

Our commitment to providing a work place free of disability discrimination includes a prohibition against AIDS-related discrimination. In addition, Major Hospital is committed to prohibiting on-the-job harassment of any staff member because of his or her race, sex, religion, age, national origin, citizenship status, sexual orientation, disability, or veterans status. Staff members have a right to work in an environment free of harassment.

Major Hospital will hold all levels of management responsible for monitoring and complying with practices and procedures established for the handling of staff member complaints about harassment and other discrimination. Staff members who believe they are victims of harassment or other discriminatory conduct are encouraged to seek help and have a responsibility to do so.

If you experience any job-related harassment based on your sex, race, national origin, age, citizenship status, religion, disability, sexual orientation, or veterans' status, or believe that you have been treated in an unlawful or discriminatory manner, promptly report the incident to your supervisor. Your supervisor will investigate the matter and take appropriate action, including reporting it to the Manager of Human Resources. If you believe it would be inappropriate to discuss the matter with your supervisor, you may bypass your supervisor and report it directly to the head of your department or to the Manager of Human Resources, who will undertake the investigation. Your complaint will be kept confidential to the maximum extent possible.

If Major Hospital determines that an employee is guilty of harassing another individual, appropriate disciplinary action will be taken against the offending employee, up to and including termination of employment.

Major Hospital prohibits any form of retaliation against any employee for filing a bona fide complaint under this policy or for assisting in a complaint investigation. However, if, after investigating any complaint of harassment or unlawful discrimination, Major Hospital determines that the complaint is not bona fide or that an employee has provided false information regarding the complaint, disciplinary action may be taken against the individual who filed the complaint or who gave the false information.

Nondiscrimination Against and Accommodation of Individuals with Disabilities

Major Hospital complies with the Americans with Disabilities act and applicable state and local laws providing for non-discrimination in employment against qualified individuals with disabilities. Major Hospital also provides reasonable accommodation for such individuals in accordance with these laws. Major Hospital has established procedures that evaluate the feasibility of requested accommodations in light of the ADA's guidelines, determines whether such accommodations will create an undue hardship on Major Hospital. It is Major Hospital's policy to, without limitation:

1. Ensure that qualified individuals with disabilities are treated in a nondiscriminatory manner in the pre-employment process and that employees with disabilities are treated in a nondiscriminatory manner in all terms, conditions, and privileges of employment.
2. Administer medical exams (a) to applicants only after conditional offers of employment have been extended, or (b) to employees in specified job classifications.
3. Keep all medical-related information confidential in accordance with the requirements of the ADA and retain such information in separate confidential files.

4. Provide applicants and employees with disabilities with reasonable accommodations, except where such an accommodation would create an undue hardship on Major Hospital.
5. Notify individuals with disabilities that Major Hospital provides reasonable accommodation to qualified individuals with disabilities by including this policy in Major Hospital's employee handbook, corporate policies and procedures, and by posting the Equal Employment Opportunity Commission's poster on not discriminating against individuals with disabilities and other protected groups conspicuously throughout Major Hospital's facilities.

Procedure for Requesting an Accommodation

Qualified individuals with disabilities may make requests for reasonable accommodation to Major Hospital's Manager of Human Resources. On receipt of an accommodation request, the Manager of Human Resources will meet with the requesting individual to discuss and identify the precise limitations resulting from the disability and the potential accommodation that Major Hospital might make to help overcome those limitations.

The Manager of Human Resources will determine the feasibility of the requested accommodation and will inform the employee of Major Hospital's decision on the accommodation request or on how to make the accommodation. If the accommodation request is denied, the employee will be advised of his/her right to appeal Major Hospital's decision.

Drug-Free Workplace

It is the policy of Major Hospital to ensure a drug-free workplace in keeping with the spirit and intent of the Drug-Free Workplace Act of 1988. The use of controlled substances is inconsistent with the behavior expected of our staff, subjects all staff members, patients and visitors to unacceptable safety risks, and undermines the hospital's ability to operate effectively and efficiently.

In this connection, the unlawful manufacture, distribution, possession, sale, or use of a controlled substance in the workplace or while engaged in hospital business off Major Hospital premises is strictly prohibited. Such conduct is also prohibited during non-working time to the extent that, in the opinion of Major Hospital, it impairs a staff member's ability to perform on the job or threatens the reputation or integrity of the hospital.

Staff members who violate any aspect of this policy may be subject to Corrective Action up to and including termination. At its discretion, the hospital may require staff who violate this policy to successfully complete a substance abuse assistance or rehabilitation program as a condition of continued employment.

NOTE: To reference any of the above-mentioned policies, or other policies and procedures specific to your needs, go into the Meditech library under Standard Policies and Procedures.

Employment Status Categories

Probationary	A regular full-time, part-time, or casual staff member during his/her first six months of employment or first six months in a new position.
Regular Full-Time	Staff members employed to work on a regular scheduled basis <u>at least</u> 72 hours per pay period.
Regular Part-Time	Staff members employed to work on a regular scheduled basis <u>less than</u> 72 hours per pay period.
Casual or PRN	Staff members specially designated by management who consistently work on an “as needed” basis for the hospital but do not have a designated schedule.
Exempt	Staff members who are paid on a salaried basis and are normally not eligible for overtime pay.
Non-Exempt	Staff members who are paid on an hourly basis and are eligible for overtime.

Probationary Period

All new staff members will be considered “Probationary” the first six months of active employment. If the staff member takes a leave of absence during this period, the probationary period will conclude after an equivalent of six months of active work. All new staff members will be taught the proper way to do the job assigned to ensure that skills and methods utilized meet our requirements. Staff members will be trained to meet our specific requirements for safety and patient care.

During probationary periods, performance will be evaluated and staff members counseled by their supervisor. We are hopeful that staff members will develop the skills and abilities to meet patient needs and perform their assignments efficiently. For continued employment, staff members must meet minimum hospital standards as outlined by supervisors and managers.

NOTE: The progressive counseling procedure normally applicable to regular staff members does not apply to probationary staff. Therefore, a probationary staff member may be terminated at any time without notice for any rule violation or performance deficiency.

Employment Opportunities and Transfers

Major Hospital encourages a policy of promotion from within where qualified candidates are available. In order to keep staff members advised of job opportunities, job openings in the hospital will be posted on the bulletin boards for at least one week when possible. Under some circumstances, certain job openings may not be posted for internal applicant consideration. **To be eligible for consideration for an opening, staff members must have worked in their current position for a minimum of six months.** To apply for a position, staff members must complete a Request for Transfer form that can be found in Human Resources and on Info Source.

All internal candidates who apply for available positions will receive careful consideration. Every effort will be made to inform candidates, who were not selected, of the decision.

Salary Administration

To attract and retain above-average employees, Major Hospital endeavors to pay salaries competitive with those paid by other employers in our industry and in applicable labor markets. In line with this objective, Major Hospital monitors its wage scales to ensure that they are kept in line with local labor markets.

Each position at Major Hospital has been studied and assigned a salary grade. Each grade has been assigned a corresponding salary range. Periodically, Major Hospital may revise its job descriptions, evaluate individual jobs to ensure that they are rated and paid appropriately, and review job specifications to ensure that they are directly job related.

All hospital employees are reviewed on an annual basis (see Performance Reviews). If the hospital board of directors grants a "cost of living" salary increase, it will normally be effective the first paycheck in July.

Your total compensation at Major Hospital consists not only of the salary you are paid, but also of the various benefits you are offered, such as group health insurance, life insurance and your pension plan, as described in a later section of this handbook.

Questions regarding our salary administration program or your individual salary should be directed to your supervisor or Human Resources.

Performance Reviews

To ensure that you perform your job to the best of your abilities, it is important that you be recognized for good performance and that you receive appropriate suggestions for improvement when necessary.

Consistent with this goal, your performance will be evaluated by your supervisor on an ongoing basis. You will also receive written evaluations of your performance annually. Normally, non-management employees will be reviewed in March and management employees will be reviewed in May.

All written performance reviews will be based on your overall performance in relation to your job responsibilities and will also take into account your conduct, demeanor, and record of attendance and tardiness.

In addition to the regular performance evaluations described above, your supervisor may conduct special written performance evaluations at any time to advise you of the existence of performance or disciplinary problems.

Wages and Raises

All regular full-time and part-time staff are normally eligible for a merit wage increase based on an appraisal of their performance. Casual status (or PRN) staff may be evaluated annually as well. PRN staff who are paid a flat rate are not eligible for cost of living increases. If staff members have any questions about our wage schedule or raises, they should consult their department manager.

NOTE: Your rate of pay is considered confidential information and is not to be discussed with other hospital staff members. Each staff member's rate of pay is a very personal matter between the staff member, his/her family, and the supervisor. Each person's pay is his/her business, not anyone else's. Failure to maintain the confidentiality of this information may result in corrective action as is outlined in the "Guidelines of Appropriate Conduct" section of this handbook.

Time Recording

Time cards "bill" the hospital for the hours each non-exempt staff member works. They must accurately reflect hours so that each staff member's pay will be correctly calculated. Staff members are paid for all hours worked (except for unpaid lunch periods). Therefore, they are required to "punch in" at the beginning of each workday and "punch out" when each workday ends. If you leave the hospital during your scheduled shift, you must clock out when you leave and clock back in upon your return. This does not apply if you leave the hospital on official business.

Staff members are required to punch their own badge. **Under no circumstances should anyone punch another staff member's badge or let another staff member punch their badge. Violators of this rule will be subject to corrective action up to and including discharge.**

Supervisors will instruct staff members on the proper time recording procedures for their area. Any errors on time cards, such as failure to punch in or out, should be reported to your supervisor so that he/she can correct it. Any errors on your pay check should be discussed with your supervisor and the accounting department.

Pay Period and Paychecks

The standard pay period consist of fourteen consecutive days beginning at 12:01 A.M. Sunday and ending at 12:00 midnight the second Saturday following. During this period a staff member may be assigned to work any days of a regularly scheduled shift (a.m., p.m., or night). Assignment of shifts is the responsibility of the department manger. The staff member may have a preference that is taken into consideration; however, the department manager in consideration of the best patient care makes the final decision.

Payday is every other Friday. Paychecks will be directly deposited into the bank account designated by the employee by 12:00 a.m. the Friday of payday. Should a holiday fall on a Friday, any live paychecks will be distributed one day earlier if possible. If a staff member is not at work on payday, his/her supervisor will hold the staff member's live check until the staff member picks it up or advises his or her supervisor that someone else will be picking up his/her check. That person must bring a signed authorization to pick up the check. If paychecks are not picked-up by the Monday following the payday, the check will be mailed to the staff members home address.

Standard deductions will be taken from each staff member's gross pay for income taxes and Social Security (FICA). In addition, we will also make other deductions, authorized by the staff member, for benefits, credit unions, uniforms, etc. The authorization must be given in writing on a form provided by the hospital. If staff members have questions about paychecks or deductions, they should speak with their supervisor or Human Resources.

Direct Deposit

Effective January 2007 Major Hospital and Affiliates payroll system will become completely direct deposit with a paperless direct deposit notice. All direct deposit vouchers will be e-mailed to employees via Meditech before the Friday of the pay week.

Hours of Work

The philosophy of Major Hospital is to ensure that patients and visitors are the center of everything we do. Therefore, our normal workday hours and shifts vary from department to department. Managers will advise staff members of the days and hours necessary in each work area. Meal periods will normally be thirty(30) minutes of unpaid time. Rest periods of fifteen (15) minutes may be granted as the workload permits, solely at the discretion of your manager; therefore, these periods may be altered or even eliminated if they interfere with workload requirements in your particular work area.

Schedule changes are sometimes necessary, but generally, scheduled workdays in each department will be posted in advance of each weekly period. Any needed change in posted schedules will be discussed with staff members as soon as possible. Please realize that a hospital is a 24-hour-a day, 7-day-a week operation. All staff members must agree to help us provide coverage at times when we are short of adequate coverage.

Overtime (Non-Exempt Staff Only)

Due to the nature of our work and our commitment to providing quality service to our patients, it sometimes becomes necessary to work overtime. Overtime work will be distributed as equitably as possible among those staff members qualified to do the work and will be first offered on a voluntary basis. We ask for your cooperation in accepting overtime in these situations and will try to give you as much advance notice as possible.

The hospital pays overtime at a rate of time and one-half base salary. The hours of overtime compensation are determined by the application of one of two systems. Under one system, staff members are paid at an overtime rate for hours worked in excess of forty hours during a week which begins at 12:01 a.m. each Sunday and ends at 12:00 midnight the following Saturday. Under the other system, staff members are compensated at overtime rates when their hours exceed eight (8) hours in a twenty-four (24) hour pay period or eighty (80) hours in a fourteen (14) day period.

Shifts started in one 24-hour period and continue into the next 24-hour period will be considered part of the first 24-hour period for overtime calculation even when crossing forward to a new pay period. Time spent in meetings or education classes is paid at straight time only - even if a staff member is required to attend and must come in on his/her off-duty time. Non-productive hours such as paid sick leave and paid days off (PDO) are not included in the overtime calculation.

Your manager will explain what overtime guidelines apply to your work situation.

Special Pay

Major Hospital has several categories of additional pay over and above the base wage rate. These include Shift Differentials, Weekend and Holiday Differentials, Call Pay, Standby Pay, and Float Pool.

Please consult with your department manager as to which categories, if any, apply to your work situation.



Employee

Benefits



EMPLOYEE BENEFITS PROGRAM

Major Hospital has established a variety of staff benefit programs designed to assist eligible staff and their dependents in meeting the financial burdens that can result from illness, disability, and death, and to help plan for retirement, deal with job-related or personal problems, and enhance job-related skills.

This section of the handbook is meant to highlight some features of our benefit program. The benefits described below may differ. Our group health and life insurance programs are described more fully in summary plan description booklets, which are provided once you are eligible to participate in these programs. Complete descriptions of our benefit programs are also in the master contracts or plan documents that are kept in Human Resources. In the event of any contradiction between the information appearing in the handbook, hospital policies and procedures, and the information that appears in the master contracts or plan document, the master contracts/documents shall govern in all cases.

Major Hospital reserves the right to amend or terminate any of these programs at any time or to require or increase employee premium contributions toward any benefit at its discretion with or without advance notice. This reserved right may be exercised in the absence of financial necessity. Whenever an amendment is made to any of Major Hospital's benefit programs, Human Resources will notify plan participants of all approved amendments, plan changes or terminations.

Please note eligibility dates vary with hire date for non-exempt employees. Also, exempt and management staff members may have slightly different benefit packages. Please see Human Resources or the plan documents for more detail.

INSURANCE & RETIREMENT BENEFITS

Health Insurance

We are proud of our health benefit program, which applies to all regular full-time and part-time staff members regularly scheduled for at least 40 hours per pay period. Employees are required to pay a small percentage of the plan costs that is payroll deducted from each pay period. Detailed information about medical benefits is included in the Group Health Benefits Plan booklet given to you during benefit orientation.

When insurance coverage ends for you or a dependent due to termination, layoff, divorce, death of a spouse, leave of absence, age of dependent, etc., continuation of coverage may be obtained for 18 to 36 months through **COBRA**, depending upon the circumstance, by paying a monthly premium.

The **Health Insurance Portability and Accountability Act of 1996** limits the circumstances under which health insurance coverage may be excluded for pre-existing medical conditions present before you enroll in a new health coverage. A notice outlining your rights and containing instructions on obtaining a certificate will be mailed to your home when insurance coverage ends for you or a dependent due to termination or upon request.

Prescriptions

Staff Members may have their prescriptions filled at the hospital pharmacy at cost plus a small dispensing fee. This should result in a 35-50% cost reduction. Insured staff members may also have their prescriptions filled at CVS at 60% covered by insurance, 40% employee cost. If the insured employee purchases generic, the maximum co-pay is \$10.00. Those employees with the high deductible plan receive a discount off of the retail price.

Dental/Vision Insurance

All full-time and part-time staff members working a minimum of 40 hours per pay period are eligible for dental/vision benefits. Detailed information about these benefits will be given to you during benefit orientation.

Life Insurance

All staff members working a minimum of 72 hours per pay are eligible for \$25,000.00 of paid term life insurance and those working between 40 and 72 hours per pay are eligible for \$10,000 of paid term life insurance. Eligible staff may also elect to add an additional supplemental term insurance as well as dependent spouse and/or dependent child life coverage.

Universal Life Insurance

A universal life insurance policy is available for staff and their family members at a nominal cost.

Long-Term Disability

Long-term disability coverage is an income protection program that will pay a staff member 50% of their salary after 90 days of being unable to work due to an injury or illness. It is available to all regular staff members who work twenty (20) or more hours per week. Non-exempt staff members are eligible after one year of service.

Pension

The pension plans at Major Hospital are designed to provide eligible staff members with a supplement to their Social Security benefit upon retirement. Specific plan designs will be presented to new employees at benefit orientation.

Tax-Deferred Annuities

Major Hospital has a vendor that can assist staff members in starting a tax-deferred annuity. Annuities are a helpful benefit to provide for long-term savings, retirement funds, or educational needs.

Flex Pay Plan

This is a tax-saving method of paying insurance premiums, out-of-pocket medical expenses, and childcare expenses. Payroll deductions are made before taxes are calculated on your gross pay earnings so your savings can be significant. This is the only legal way not to pay taxes on money you earn! Take advantage of it. See Human Resources for more information.

Social Security (F.I.C.A.) and Medicare

During each staff member's working years, every staff member and Major Hospital contribute to a government fund to provide for you future retirement benefits and health insurance under Social Security and Medicare. Staff member contributions are deducted from each paycheck. Major Hospital matches each staff member's contribution; i.e., for every dollar they pay into the fund, Major Hospital contributes an equal amount.

TIME OFF BENEFITS

Paid Days Off (PDO)

During the first 6 months of employment, PDO are not accrued. However, on the 6-month anniversary date, half of the annual accrual will be credited to the PDO balance.

Paid days or hours off are provided to staff members to allow time off for vacations, holidays, personal days, sick days or to be used for medical appointments, and absences approved by the department head. Staff members should schedule time off with approval of their supervisor or manager with as much advance notice as possible **(subject to dept. policy)**. **PDO may be used only for days that a staff member is regularly scheduled to work.** Employees are encouraged to manage their PDO balance to suit their own personal needs.

Regular full and part-time staff earns PDO based on their scheduled hours (or FTE's). All paid time off hours go into one bank of accrued time. For example, a full-time employee would accrue PDO as follows:

10 days after six months of employment
21 days after one year of employment

26 days after five years of employment
31 days after fifteen years of employment

A terminating staff member will be paid any unused accrued PDO on the payday following his/her final paycheck. **This does not apply to a staff member who has not completed his/her six (6) month probationary period.**

Short-Term Disability – Sick Time

Short-term disability is provided to staff members for income protection during periods of extended illness, maternity, surgery, and related recovery periods. Coverage is accrued based on an employee's FTE status. Short-term disability can be used starting on the 4th day of an employee's own illness.

Holidays

Major Hospital observes six holidays each year. They are New Years Day, Memorial Day, The Fourth of July, Labor Day, Thanksgiving Day and Christmas Day. Holidays falling on a Saturday are normally observed on the preceding Friday. Holidays falling on a Sunday are normally observed on the following Monday. Paid time off for these holidays is included in the PDO accrual.

In order to be eligible to receive holiday differential, you are required to work your regularly scheduled hours the workday preceding and the workday following the holiday. In accordance with Major Hospital's policy, an approved vacation day or any other excused and paid day off is considered a day worked for purposes of pay eligibility.

Funeral Leave

When a death occurs in a staff member's immediate family, paid work days off are permitted if the staff member has completed his/her six (6) month probationary period. Time off without pay may be taken during the probationary period or for other funeral not addressed in this policy.

Upon notice of the death of an immediate family member, a staff member should notify his/her manager immediately if funeral leave is necessary. Your immediate supervisor must approve all requests for funeral leave. For this policy, **the immediate family shall consist of the family members listed below and** maximum time off with pay will be granted according to the following schedule:

<u>Relationship</u>	<u>Number of Days Off</u>
Spouse, Child or Step-Child	5 days
Parent or Legal Guardian, Stepparent, Sister/Brother	3 days
Step-Sister/Brother, Sister/Brother-In-Law	1 or 2 days *
Mother/Father-In-Law, Daughter/Son-In-Law	1 or 2 days *
Grandchild, Grandparent	1 or 2 days *
Permanent Household Member	1 or 2 days *
*1 day (funeral within 100 miles); 2 days (funeral over 100 miles away)	

Jury Duty

Should you be called upon to perform your civic duty by serving on a jury, you may be granted an absence with pay upon proper notification to your manager. Any pay received from the court for jury duty must be reimbursed to the hospital.

Election Day Voting

Staff members are urged to exercise their voting privilege at all local, state and national elections. Polls are normally open from 6:00 A.M. until 6:00 P.M., enabling most staff members to vote before or after regular duty hours. If for some reason additional time is required for voting, the situation should be explained to a supervisor, and the staff member will be permitted time off for voting up to four hours without pay.

OTHER BENEFIT PROGRAMS

Tuition Reimbursement

A very important benefit from Major Hospital is our tuition reimbursement plan. Our purpose in providing this benefit is to encourage staff members to further their education where doing so would assist them and our hospital. Education alone is no guarantee of a raise in pay or advancement opportunity, but it can be a contributing factor.

Staff members who work at least twenty (20) hours per week may apply for educational assistance after completing six months of employment with satisfactory job performance. **Approved subjects are those, which will assist staff members on present or future job assignments with Major Hospital.** If you complete the

course with a grade of “C” or better, we will reimburse you 100% of the tuition costs only (this does not include lab or book fees) **based on current IUPUI tuition rates**.

If you wish to apply for educational assistance, you need to complete a “Major Hospital Fee Reimbursement Application” form. Human Resources must approve the course(s) in writing, before the course(s) begin. To be reimbursed, you must turn in a reimbursement form along with a receipt of payment and proof of grades to Human Resources. *Tuition reimbursement is considered a loan and must be re-paid to Major Hospital unless the staff member completes 2080 hours of work after the last loan disbursement has been made. Any staff member who leaves without completing the 2080-hour requirement will be required to repay the loan to Major Hospital.*

Cafeteria

The hospital maintains a cafeteria for the convenience of our staff members and visitors. The prices are reasonable and staff members will find it a very economical place to eat. Hours of service are posted and should be adhered to. Soft drinks, candy bars, and candy may be consumed at workstations if it does not adversely affect relations with patients, visitors, etc. This will be determined at the discretion of each manager.

Shelby County Fitness Programs

Major Hospital has teamed up with the Shelby County Athletic Club, Meltzers Fitness Center, and Curves to provide fitness programming for hospital staff members at reduced rates. These facilities offer aerobic classes, fitness and weight training programs. For more information, contact the facilities or Human Resources

Non-exempt staff members who take advantage of the Fitness Program through payroll deductions will be eligible for the “Healthy Life Styles Incentives”. This incentive pays you for each time you use the athletic club in specific increments. See Human Resources for more details.

Employee Assistance Program

Major Hospital has contracted with St. Vincent’s Stress Center to provide Employee Assistance Services to all of its employees and their family members. This program can provide both assessment and short-term counseling for you when personal problems occur. Each member of your family will receive seven (7) free sessions per episode. After that, the employee is responsible for the fee or it may be sent to your insurance company for consideration for payment.

Credit Unions

Major Hospital is affiliated with Indiana Members Credit Union and Centra Credit Union.

Discount Tickets

As a service to Major Hospital staff members and their families, we have available discount tickets to several different attractions. Tickets most commonly available in Human Resources are: King’s Island, Newport Aquarium, Holiday World, Kentucky Kingdom, Studio 10 Theatre (Shelbyville) and AMC Cinemas.

Lockers

For staff member’s convenience and protection, Major Hospital will provide a locker at no cost. We only ask that each person maintain the locker in a neat and orderly condition. Combination locks are available in Human Resources and personal locks are not allowed. Please remember that the lockers are the property of Major Hospital and may, under unusual circumstances, be searched by authorized hospital personnel. Staff members are advised not to carry valuables or large amounts of money while on duty. The hospital cannot assume responsibility for losses. Staff lockers are provided both in the basement locker rooms and on the patient floors for your use. You are encouraged to make use of these lockers.

Uniforms

Major Hospital allows staff members to purchase or rent uniforms and pay for them through payroll deductions or directly to the hospital cashier. Any questions concerning your uniform programs should be directed to your manager.

Notary Public Service

Free Notary Public service is available Monday-Friday during normal business hours in Human Resources and Administration.



Awards



Service Awards

Major Hospital strongly believes in the value of staff member tenure. We are happy to have each staff member and hope everyone makes a career decision to stay with us.

Hospital employees are recognized at the Annual Holiday Banquet and receive service pins at one year and then in five-year increments. Those with 5 years or more also receive a gift of their choice.

Employee of the Year Award

The "Barney Award" is given annually to the most outstanding staff member of the year. Nominations are accepted from co-workers and management. This award is named in memory of Lois K. (Barney) Beyer, a nurse who was loved and respected by all who knew her.

Hospitality Awards

Letters of recognition are regularly sent out by the Hospital President/CEO to staff who are noted by their peers for having gone beyond the call of duty to serve the hospital and our patients in a courteous and helpful way.

Retirement Awards

We are very proud of our long-term employees. To recognize their retirement, Human Resources awards retiring employees with a special gift to honor their service to the hospital. To be eligible for a retirement award you must have at least ten (10) years of service and be age fifty-five (55).



Policies



Confidential Information

Hospital staff members are often entrusted with information concerning the patients of this hospital and employees' rates of pay. **This information is, in every respect, confidential and may not be discussed as a topic of conversation either in or outside the hospital.** Refer those who ask for patient information to the patient's family or physician. Information you learn about a patient as a result of employment at Major Hospital is considered confidential. Our patients deserve and have the right to confidentiality. **Violation of these rules may result in disciplinary action up to and including dismissal.**

Personnel Files

Major Hospital maintains personnel files for each employee. These files contain documentation regarding all aspects of the employee's tenure with Major Hospital, such as performance appraisals, employment and benefit information, counseling statements, and letters of recommendation.

You may review your personnel file on an annual basis. If you are interested in reviewing your file, contact Human Resources to schedule an appointment.

Licensure/Certification

All personnel requiring licensure, certification, or any other professional practice requirement will maintain their current status through the appropriate board or licensure agency. Copies of current licensure must be forwarded to Human Resources to be placed in the employee's personnel file. Staff members who are required to be licensed or certified but have allowed their licensure or certification to expire will not be permitted to work until documentation of current licensure is given to Human Resources.

All newly employed staff requiring licensure or certification must have completed the licensure or certification process (temporary or permanent) prior to the beginning of unit based orientation relating to direct patient care.

Personal Data Changes

Changes are constant in this modern world of ours, and in our personal lives. There are many reasons why our hospital records should contain accurate and up-to-date information about staff members such as marital status, telephone number, address, etc. Personal records will be revised as changes are reported to Human Resources. It is to a staff member's advantage to report changes promptly. We will ask staff members annually to report any changes, but don't wait for us to ask. Please notify us when changes occur.

References

Major Hospital has a policy of releasing only your dates of employment and position to hospitals, financial institutions and potential employers when they call or write to us. Additional information will only be released with the written authorization of the current or former staff member.

Personal Appearance and Demeanor

Discretion in style of dress and behavior is essential to the efficient operation of Major Hospital. You are, therefore, required to dress in a manner consistent with the guidelines for your area. Failure to adhere to proper hospital standards with respect to appearance and demeanor will result in corrective action.

Resignation

Should you wish to resign from Major Hospital, we require at least two (2) weeks written notice in advance. Your consideration in this regard will enable your supervisor to arrange for a proper replacement. The notice should be addressed to your manager with a copy of this letter forwarded to Human Resources. We also ask that you contact Human Resources to arrange for an exit interview before you leave. This will allow us the chance to address any final concerns or comments you may have.

Staff members must return all hospital property, keys and identification to Human Resources or their supervisor on the last day of work. Staff members will not be charged for hospital property that is returned upon leaving. However, the cost of any unreturned hospital property must be paid to the hospital.

Please keep in mind that generally any staff member who is terminated involuntarily is **ineligible** for re-employment. **Re-employment consideration will be given only to staff members who have good work records. Employees who do not give proper notice of resignation may not be eligible for re-hire.**

Attendance

Our relationship is one of interdependence - staff members depend upon us for employment and we depend upon them to accomplish the work. It is, therefore, important that staff members report to work at the beginning of their scheduled shift, and to leave and return from meals or breaks as scheduled. When someone is gone, a hardship is created not only for Major Hospital, but also for your co-workers and patients.

An absence is defined as the unavailability of a staff member for duty at any time during a scheduled work period that is not scheduled at least 24 hours in advance. This could include an employee's own illness, family members illness, car trouble, weather conditions, or anything other than scheduled time off (PDO). Each day of an absence is counted as an occurrence. If an employee misses more than two (2) hours of a scheduled shift, it is counted as an absence.

Note: Approved Family/Medical Leaves of Absence, time off for funeral leave, jury duty, mandatory or voluntary staff adjustment, declared weather emergencies and scheduled Paid Days Off do not count as absences.

Employees must notify their supervisor or designee of the absence at least 2 hours before the beginning of their scheduled shift according to the departmental policy. If proper notification is not received or a message is left with an inappropriate person, voice mail, or the switchboard, the absence will be considered a "no-show" and the employee will be charged with three (3) days of absence. An employee must notify their supervisor each day of the absence according to the departmental guidelines unless they are hospitalized or a doctor's statement is presented at the beginning of the absence stating a definite date of return to work.

Staff members who are absent for three (3) consecutive scheduled work shifts without notification and approval of their supervisor may be considered to have abandoned their job and their employment may be terminated.

Attendance will be followed on a rolling twelve (12) month period. This means that each absence is "active" for twelve months from the date it was incurred. Corrective action will be based on number of days absent for full-time employees and the percentage of absenteeism for part-time employees. History of absenteeism will also be considered when applying counseling or corrective action. Taking the number of absences in the previous twelve months and dividing it by the number of scheduled days for the same time period calculate the percentage of absenteeism.

The steps for corrective action are:	Oral Warning	2.3 % absenteeism
	Written Warning	2.7% absenteeism
	Suspension	3.5% absenteeism
	Termination	4.2% absenteeism

Employment of Relatives

Major Hospital permits the employment of qualified relatives of staff members as long as such employment does not, in the opinion of the hospital, create actual or perceived conflicts of interest. **For the purpose of this policy, the relatives are defined as spouse, children, parents, brother, sister, and grandparents.**

In general, it is the hospital's policy to avoid employment situations where security violations or problems of a financial or confidential nature could occur - such as personnel, payroll, data processing, etc. Nor will we permit a relative to directly supervise another relative. If a marriage takes place after employment that violates this policy, a transfer will be considered if at all possible. If a transfer is not possible, the couple may decide which shall terminate employment.

In past years, many relatives have been employed by Major Hospital. The policy outlined above will not affect relatives already on the payroll except for the transfer provision.

Lost and Found

Any lost and found articles are taken to the Housekeeping Department where they are kept for six weeks.

Hospital Identification

Upon employment, staff members will have their picture taken for a hospital identification badge. It serves as your employee identification, disaster identification pass, and timecard. Please keep it with you at all times (on duty or off) and wear it at all times while on duty so that patients and visitors may readily identify you. If your badge is lost, please notify Human Resources immediately so that it can be replaced.

Parking

For staff member convenience, we provide free parking in the public parking lots south of the hospital on Washington Street. Employees who are not working but visiting the hospital on personal business are considered visitors and may park in the front parking lot. Please be considerate of our patients and their visitors at all times. The parking areas that directly surround Major Hospital are for patients and visitors only, regardless of the time of day or night.

Pre-Employment Screenings

Pre-employment screenings will be required for all new staff members. The screening will be scheduled by Human Resources and paid by the hospital. After employment, all staff members may be required to have an annual TB test and any other test/examination deemed necessary by Major Hospital. Also, the hospital may require a staff member to be examined for legitimate reasons, at any time, by a designated physician. All staff members must maintain the physical requirements necessary to perform their specific job duties at all times.

Telephone Calls

In order to keep our telephone lines open for patient calls, we ask that staff members not make or receive personal calls on business telephones while at work. Of course, emergency incoming calls will be immediately relayed to staff members if the person calling indicates the nature of the call.

Tipping

The acceptance of gifts from patients, their relatives or others is prohibited. At no time should a patient or his family be made to feel that it is necessary to make such an offer.

Visiting of Patients

Staff members are requested not to visit patients during your working hours, or at other than regular visiting hours. In exceptional cases, with the approval of a supervisor and the nurse in charge of the patient, permission may be granted to waive this ruling.

Solicitations and Distributions

In the interest of maintaining a proper business environment and preventing interference with work or inconvenience to others, staff may not distribute literature or printed materials of any kind, sell merchandise, solicit financial contributions, or solicit for any other cause during working time. A staff member that is not on working time (e.g., those on lunch hour or breaks) may not solicit a staff member that is on working time for any reason nor may they distribute literature of any kind. Furthermore, staff may not distribute literature or printed material of any kind in working areas at any time. Non-employees are likewise prohibited from distributing material or soliciting staff on Major Hospital premises at any time.

Smoking

Major Hospital, as a provider of health care in the community, wishes to establish and maintain the most effective environment possible in which to deliver such health services. In line with this mission, Major Hospital recognizes that smoking and second hand smoke is a health and safety hazard and is in conflict with hospital objectives to care for the sick and promote good health. This policy is intended to enhance the well being of our patients and staff members and to emphasize the importance of clean air for all.

With this in mind, staff members, visitors, patients, volunteers, and physicians will be prohibited from smoking, **anywhere on the property or in buildings**, owned or leased by Major Hospital. Employees that leave hospital property to smoke must clock out. In addition, smoking materials will not be sold at Major Hospital. Smoking cessation products will be available to employees in the Major Hospital Pharmacy.

Compliance with this policy is expected based upon the importance of the hospital's example to the patients and the public. Failure of a staff member to comply with these smoking regulations may result in disciplinary action, up to and including dismissal, as described in SPP HR-27 Corrective Action Policy.

LEAVES OF ABSENCE

Major Hospital may grant a leave of absence to regular full-time and part-time staff members who have completed at least one (1) year of continuous service. **The following is a brief overview of the types of leaves we allow. Copies of complete policies are available upon request and may be accessed in the Meditech Library.**

Family And Medical Leave Of Absence (FMLOA)

It is the policy of Major Hospital to provide a leave of absence in accordance with the requirements of the Family and Medical Leave Act of 1993 to regular full-time and part-time employees who have worked for Major Hospital at least one (1) year and for 1,250 hours over the 12 months previous to the request for leave. **At least 30 days notice is required if leave is foreseeable. If the leave is not foreseeable, notice must be given within two business days after the need for leave is known.** Medical Certification to be returned to the Human Resources office within 15 days of notice. Leaves can be granted for the following reasons:

- Care of a spouse, parent, son, or daughter who has a serious health condition
- The birth, adoption, or foster placement of a child
- The employee's own serious health condition that requires continuing treatment by a Health Care Provider.

Duration

An employee may receive up to twelve (12) workweeks of leave during a rolling 12-month period measuring backward from the date the employee uses any FMLOA. Using this measure, each time an employee takes FMLOA, the remaining FMLOA available would be any balance of the twelve (12) weeks that has not been used during the immediately preceding 12 months.

FMLOA need not be taken all at one continuous time except for the birth, adoption, or foster placement of a child. Other types of FMLOA may be approved as needed.

Status of Benefits

Generally, FMLOA is unpaid. However, earned paid days off (PDO), sick time, or other paid time off must be used concurrently and counted as FMLOA. However, sick time may only be used for FMLOA that is due to an employee's own serious health condition.

During FMLOA, group health benefit coverage will be maintained as if the employee had been continuously employed. The employee's share for the health benefit shall be collected through payroll deduction or other written payment arrangement designated and agreed upon in advance. If employee's premium is more than 45 days late, the health benefit will be subject to lapse for the failure to pay premiums. Upon a return to work from FMLOA, any employee benefits that lapsed during the leave will be reinstated.

Life insurance, disability insurance, and other non-health benefits shall be maintained during FMLOA only if the employee provides to Human Resources timely payment of applicable employee premiums.

Accrual of paid time off benefits will not be made while an employee is on a FMLOA. Upon return to work, the employee will resume accruals as normal.

Return to Work

At the conclusion of FMLOA, the employee shall be returned to either the same position held at the beginning of the FMLOA or to an equivalent position with equivalent pay, benefits, and other conditions of employment. Ordinarily, the employee will be returned to the same shift or the same or equivalent work schedule. However, the employee returning from FMLOA has no right to return to the same exact position held before the FMLOA began, and shall have no greater right to reinstatement than if the employee had been continuously working. For example, being on FMLOA will not prevent the re-assignment or lay-off if the employee would have been otherwise re-assigned or laid off had the employee been working.

It is the employee's responsibility to timely respond to any inquiry concerning their intention to return to work and to advise Human Resources as soon as they know that they will not be returning to work. If a staff member fails to return to work at the completion of the LOA and does not arrange for an extension of the leave, it will be considered job abandonment and the staff member's employment will be terminated.

A fitness-for-duty certification from a health care provider will be required for a return to work following a leave of 3 or more days. The employee shall be returned to work after FMLOA if the employee is then currently able to perform the essential functions of the job, with or without reasonable accommodation.

If a staff member is terminated due to the failure to return after a leave or the availability of a suitable position at the completion of the leave, the effective date of the termination will be the last day actually worked.

Personal Leaves

Regular full-time and part-time employees may be given the opportunity to have authorized time off normally scheduled work for reasons other than those covered by the Family and Medical Leave Act of 1993. Leaves may be granted for reasons including but not limited to Military, Reserve, or National Guard duty or when an employee is not eligible for FMLOA. Personal Leaves are similar to FMLOA leaves with the following exceptions.

- ◆ Personal Leaves are not guaranteed. Major Hospital endeavors to place staff members returning from leave in their former positions or in a position comparable in status and pay, subject to budgetary restrictions, the hospitals need to fill vacancies and the ability of the hospital to find qualified temporary personnel. Although reasonable efforts will be made, the staff member is not guaranteed their same shift, department, job title, or any position upon completion of the leave.
- ◆ Accumulated PDO hours may be used during a leave of absence. However, sick time can only be used during an approved FMLOA (see above).

Military Leave of Absence

Employees entering the Armed Forces of the United States through enlistment or induction may be granted a leave. Military leave will be provided in compliance with federal law (USERRA).

Reservists and Members of the Guard: Employees who enlist or are called to active duty in the reserve or National Guard will be granted unpaid leave. At the end of active duty, employees are required to report for work within the applicable time period, depending on the length of leave, and will be able to return to their former job or a job equal in status and pay. Seniority will continue to accrue during this military service and will be recognized upon employee's return to active employment. Employees who require leave are expected to show their orders to their immediate supervisors as soon as they receive orders. The supervisors will then forward the orders to the Human Resources Department.

Military Duty – Reserve Status

Employees who are members of a reserve component of the armed forces or the National Guard will be provided the required time off for military training annually. Employees will be paid the difference between the military pay and the straight-time rate of pay for the hours they would have worked during the leave. The maximum number of paid days is ten (10) per year. Subsistence, rental and travel allowances are not included when calculating the military pay. Documentation from the military verifying the dates of leave and amount of pay is required.

COMPLAINT RESOLUTION PROCEDURE

Misunderstandings or conflicts can arise in any organization. To ensure effective working relations, it is important that such matters be resolved before serious problems develop. Many incidents resolve themselves naturally; however, should a situation persist that you believe is detrimental to you or to Major Hospital, you should follow the procedure described here for bringing your complaint to the attention of management:

Step One

Discussion of the problem with your immediate supervisor is encouraged as a first step. If, however, you don't believe a discussion with your supervisor is appropriate, you may proceed directly to step two.

Step Two

If your problem is not resolved after discussion with your supervisor, or if you feel that a discussion with your supervisor is inappropriate, you are encouraged to take your complaint either to your supervisor's manager or to the Manager of Human Resources. In an effort to resolve the problem, this individual will review the facts and a decision will be made. You will normally receive the response within five working days of presentation of the complaint.

Step Three

If you are not satisfied with the decision rendered at step two and wish to pursue the problem or complaint further, you may prepare a written summary of your concerns and request that the matter be reviewed by the President/CEO. The President/CEO, after a full examination of the facts (which may include a review of your written statement, discussions with all individuals concerned, and a further investigation if necessary), will normally advise you of the decision within fifteen (15) working days. The decision of the CEO shall be final.

Major Hospital does not tolerate any form of retaliation against employees who use this procedure. This procedure should not be construed, however, as preventing, limiting, or delaying Major Hospital from taking corrective action against any individual, up to and including discharge, in circumstances where the hospital deems corrective action appropriate, such as those involving problems of overall performance, conduct, attitude, or demeanor.

Guidelines For Appropriate Conduct

As an integral member of the Major Hospital team, you are expected to accept certain responsibilities, adhere to acceptable hospital principles in matters of personal conduct and performance, and exhibit a high degree of personal integrity at all times. This not only involves sincere respect for the rights and feelings of others, but also demands that you, in both your business and personal life, refrain from any behavior that might be harmful to yourself, your co-workers, and/or Major Hospital. This includes behavior that might be viewed unfavorably by patients, visitors or the public at large. Whether you are on duty or off, your conduct reflects on the hospital. You are, consequently, encouraged to observe the highest standards of professionalism at all times.

Types of behavior and conduct that Major Hospital considers appropriate include, but are not limited to the following:

- (1) Reporting for work on time.
- (2) Reporting to work for every shift you are scheduled.
- (3) Following set safety and security regulations.
- (4) Smoking in designated areas only.
- (5) Displaying a positive attitude about your job and the hospital.
- (6) Being a team player.
- (7) Showing good hospitality skills to co-workers, visitors, and patients.
- (8) Performing job duties in an appropriate manner.

Types of un-professional behavior and conduct that may result in immediate termination include, but are not limited to the following:

- (1) Falsifying employment or other hospital records.
- (2) Violating the hospital's nondiscrimination and/or harassment policy.
- (3) Reporting to work intoxicated or under the influence of non-prescribed drugs, illegal manufacture, possession, use, sale, distribution or transportation of drugs.
- (4) Fighting or using obscene, abusive, or threatening language or gestures.
- (5) Theft of property from co-workers, patients, visitors, or Major Hospital.
- (6) Unauthorized possession of firearms on Major Hospital premises or while on hospital business.
- (7) Failing to maintain the confidentiality of staff, hospital, or patient information.
- (8) Being off work three consecutive work days without notification to management.
- (9) Unauthorized work elsewhere while on Leave of Absence, failure to comply with provisions of a leave, or failure to return to work at the end of an authorized Leave of Absence.

Corrective Action Counseling Steps

Major Hospital's Corrective Action procedures are used as a way staff members and management can work together to correct performance or behavior.... it is not "punishment". Should your performance, work habits, overall attitude, conduct, or demeanor become unsatisfactory in the judgment of Major Hospital, based on violations either of the above or any other hospital policies, rules, or regulations, you may be subject to corrective action up to and including termination. **The goal of Corrective Action Counseling is to address performance or behavior issues and resolve them so that we may continue a positive, successful employment relationship.**

Verbal Warning

A verbal warning is generally given when unsatisfactory performance, work habits, attitude, etc. first come to the attention of management. It is a way to correct behavior before it becomes a problem. This may or may not be done in a written format and should be viewed as counseling not a punitive measure. Most situations can be resolved at this point.

Written Warning

A written warning normally is issued as the first or second step in the disciplinary process depending on the severity of the situation. Again, this should be seen as a way to correct undesirable behavior or work habits before they become a bigger problem. This step is always issued in a written format.

Suspension

A suspension is normally, but not always, issued as the second or third step in the disciplinary process. Suspensions can be one to five days depending on the severity of the situation.

Discharge

Discharge is the final step in the disciplinary process.

IMPORTANT NOTE

The four steps outlined above (verbal warning, written warning, suspension, and discharge) serve as a reasonable and consistent procedure. **HOWEVER, the seriousness of the violation in each case is a compelling factor. THEREFORE, managers are not necessarily required to go through each of the four steps in the disciplinary process and may begin at any step of the procedure, including discharge, depending upon the seriousness of the offense.**

This progressive counseling procedure does not apply to probationary staff. Therefore, a probationary staff member may be terminated at any time without notice for any rule violation or performance deficiency.

Major Hospital is an AT-WILL Employer. Therefore, these guidelines should not be construed as preventing, limiting, or delaying the hospital from taking corrective action, including immediate discharge, in circumstances where the hospital deems such actions appropriate.



Safety

Information



Safety Policy

Major Hospital recognizes the need to create and maintain a safe environment for patients, medical staff, visitors, staff members, volunteers and all persons associated with the hospital. Benefits of such an environment are manifested as better patient care, greater staff morale and excellent community image.

The hospital maintains a safety program with the purpose of eliminating personal injuries, preventing property damage or destruction and eliminating unsafe conditions on hospital premises as well as the non-work environment. This program is carried out through positive supervisory safety education programs, information distribution programs designed to create safety consciousness, safety orientation and training sessions and management emphasis.

The President will appoint a Safety Officer who will have the ongoing responsibility for the Hospital's Safety Management Program. A Safety Committee, consisting of representatives throughout the hospital will be appointed to assist the Safety Officer in establishing and monitoring the Safety Management Program.

Safety Committee

Major Hospital Safety Committee is well represented by various department staff members. The purpose of the committee is to meet on a periodic basis to establish and monitor the Safety Management Program. If any staff member has a safety suggestion, they may contact their supervisor, the Safety Officer or any member of the Safety Committee.

Unusual Occurrence Reports (P.E.R.T.S.)

A comprehensive reporting system is essential in developing an integrated Risk Management and Quality Improvement programs. The goal of the PERTS system is to improve patient care by helping to minimize risks to patients and visitors thus reducing the likelihood of financial loss. The PERT's Report is to serve as a factual, confidential account of the occurrence. It provides a mechanism to allow early intervention to ensure patient safety as well as the collection of important data for prevention purposes.

The definition of an unusual occurrence or event is any happening, which is not consistent with the routine operation of the hospital or the routine care of a particular patient. This might involve a patient, visitor, volunteer or equipment. **It does not include Employee Injuries.** A PERTS form is to be completed **by the person discovering the occurrence** as soon as possible following the event and forwarded to the unit manager or risk officer.

Reporting Job-Related Injuries or Illnesses

If you are injured or become ill on the job, you must immediately report such injury or illness to your supervisor - even if you are working with no immediate supervision (such as night shift housekeeping). An e-mail or handwritten note will be accepted if your supervisor is not available. This ensures that the hospital can assist you in obtaining appropriate medical treatment. Your failure to follow this procedure may result in the appropriate Workers' Compensation report (if applicable) not being filed in accordance with the law, which may consequently jeopardize your claim for benefits in connection with the injury or illness. First aid stations have been established at various locations throughout the hospital and include the paperwork that must be completed by both you and your manager. All paperwork can be turned into Human Resources. *Even if you do not require medical treatment, you are required to report the incident immediately and complete the proper paperwork.*



Disaster / Code Information



Disaster Manual

The Hospital Disaster Manual is a written document that outlines the responsibilities and responses for each employee for each of the code situations. It also outlines the “call lists” for your department. The plan is available in Meditech for staff members to read. Become familiar with it, as drills are held on a regular basis.

See the Safety and Disaster (SD) Standard Policies and Procedures for more information on safety issues.

Cardiac Arrest - Code Blue

The hospital provides a “code team” daily on all three shifts. This team responds and provides life support care to the patients.

Fire Plan - Code Orange

In the event of a fire, first consideration must be the safety and protection of our patients. Staff members are expected to be familiar with the procedures outlined in the FIRE MANUAL that is posted at every nursing unit and in all departments. Staff members are also expected to know the location of the fire alarm boxes and all fire fighting equipment for each unit or working area. Fire drills should be observed with thoroughness since this preparation would be vital in an actual fire. Staff members are required to complete special safety and fire instruction programs annually.

Tornado Plan - Code Yellow

This plan outlines procedures used during a Tornado Watch and/or Warning.

Biohazard/Hazardous Materials Response Plan - Code White

This plan outlines procedures and processes used to respond effectively to any actual or suspected biohazard/hazardous material exposure involving Major Hospital patients, staff, visitors or facilities.

Bomb Threat - Code Green

This plan outlines procedures to provide fast action safeguarding patients, employees, and visitors in the event of a bomb threat.

Security Event - Code Red

This plan outlines procedures used during a security event that may escalate to a confrontational event between a patient or visitor and staff members.

Disaster Plan - Code Gray

When something happens (either internal or external) where more than 15 victims will be arriving in our Emergency Department at the same time. Depending on the time of day and the number of victims it could mean that management personnel and “on-call” personnel will be called in, or all off-duty personnel will be called in.

Infant / Child Abduction - Code Pink

Code Pink will be announced in the event of a missing infant or child from the obstetrical and or inpatient unit. See the Code Pink Plan in the Disaster Manual for more detail.

Codes for Emergency Paging

The hospital paging system will be used to alert staff members in case of fire or other emergency. The codes are as follows:

Code BLUE (and location)	- Cardiac or Respiratory Arrest
Code ORANGE (and location)	- Fire
Code YELLOW (watch or warning)	- Tornado
Code GRAY	- Disaster has occurred, prepare to receive injured
Code PINK	- Infant/Child Abduction
Code RED	- Security Event
Code GREEN	- Bomb Threat
Code WHITE	- Biohazard/Hazardous Material Threat

NOTE: FIRE ALARM IS A CONTINUOUS CHIME (DING, DING, DING, ETC.)

GOOD LUCK

Without you, our objectives could not be attained. We could never have achieved success without each staff member's help and constant efforts. Thank you for being a part of our hospital. With you and through you, our hospital will continue to grow and prosper.