



EMPLOYEE HANDBOOK

REVISED FEBRUARY 2007

Welcome to Cumberland County Hospital

Dear CCH Employee and Volunteer:

We're very happy to welcome you to Cumberland County Hospital. Thank you for joining us! We want you to feel that your association with Cumberland County Hospital will be a mutually beneficial and pleasant one. If you have been working or volunteering for us, we wish to express our sincere appreciation for your valued service.

You have joined an organization that has established an outstanding reputation for quality services. The credit for this goes to every one of our employees and volunteers. We hope you too will find satisfaction and take pride in your work here.

This Handbook outlines the personnel policies and procedures in effect at Cumberland County Hospital. Although this Handbook is a reference only and subject to change, it will be helpful to you during your employment and volunteer status with the Hospital. You are responsible for reading and understanding this Employee Handbook, and your performance evaluations will reflect your adherence to Cumberland County Hospital policies. In addition to clarifying responsibilities, we hope this Handbook also gives you an indication of Cumberland County Hospital's interest in the welfare of all who work here.

Compensation and personal satisfaction gained from doing a job well done are only some of the reasons most people work. Most likely, many other factors count among your reasons for working – pleasant relationships and working conditions, career development and promotion opportunities, and health benefits are just a few. Cumberland County Hospital is committed to doing its part to assure you of a satisfying work experience.

I extend to you my personal best wishes for your success and happiness at Cumberland County Hospital.

Sincerely,



Vision Statement

Cumberland County Hospital – in partnership with its medical staff, employees, and other providers – seeks to become the leader in coordinating the full continuum of health care services required by residents of Cumberland County. It strives to be recognized for high quality, cost-effective care resulting in community pride, confidence, and support. The Hospital acknowledges the partnerships required with its medical staff, its employees, and other providers to achieve this vision.

Note: Strategic Planning Meeting (Board & Medical Staff)
February 26, 1994.

TABLE OF CONTENTS

Welcome	1
Vision Statement.....	2
I. Introduction.....	4
II. Employment Policies.....	6
III. Wage and Salary Policies.....	17
IV. Employee Benefits and Services.....	23
V. Employee Safety and Health.....	36
VI. Standards of Conduct and Corrective Action.....	38
VII. Employee Communications.....	48
VIII. Handbook Receipt & Acknowledgement.....	50

I.
INTRODUCTION

I. INTRODUCTION

This Handbook has been prepared to introduce you to the Hospital. It will acquaint you with the policies, guidelines, rules, pay and benefits of Cumberland County Hospital.

The information contained in this Handbook applies to all employees and volunteers of the Hospital. It is presented as a matter of information only and its contents should not be interpreted as a contract between the Hospital and any of its employees or volunteers.

Please read this Handbook carefully and retain it for future reference. If you have any questions, please contact your supervisor or Human Resources.

This Employee Handbook supersedes all previous Employee Handbooks, manuals and memos that may have been issued on subjects covered herein.

Changes in Policy

The Hospital expressly reserves the right to change, delete or add to the policies included in this Handbook. We will notify you of these changes by posting them on bulletin boards or by other appropriate means. Changes will be effective on the date shown on the notification. No one other than the Administrator of the Hospital can alter or change the policies.

At Will Employment

We hope you and the Hospital have a long and mutually rewarding employment relationship. **All employment with Cumberland County Hospital is “at-will”. That is, the employment relationship has no specific term or duration. This means that you may terminate your employment with the Hospital at any time, for any reason or no reason at all, with or without notice. The Hospital has the same right to terminate your employment at any time, for any reason or no reason at all, with or without notice.** No supervisor, manager or representative of the **Hospital** 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, unless the terms of such agreement are in writing, titled “Contract,” and signed by both the Administrator of the **Hospital** and the individual employee.

II.
EMPLOYMENT POLICIES

II. EMPLOYMENT POLICIES

Personnel Records and Access to Files

Personnel files are considered **Hospital** property. Keeping your personnel file up-to-date is important. Your personnel file reflects your pay, deductions, benefits and other matters. If you have a change in any of the following items, please be sure to notify your manager or the human resources representative as soon as possible.

- Legal Name
- Home Address
- Home Telephone Number
- Person to call in case of an emergency
- Number of dependants
- Marital Status
- Change of Beneficiary
- Driving Record or status of drivers license if you operate any Cumberland County **Hospital** vehicles
- Military status; and
- Exemptions on your W-4 or K-4 Tax Form

Coverage or benefits that you and your family may receive under the **Hospital's** benefits package could be negatively affected if the information in your personnel file is incorrect. Since the **Hospital** refers to your file when we need to make decisions in connection with promotions and transfers, it is to your benefit to be sure your personnel file includes information about completion of educational or training courses and areas of interest and skills that may not be part of your current position. The **Hospital** permits you to see the information in your personnel file. Please ask your supervisor to make arrangements for you with the human resources representative for a time to view the documents in your file. You are also permitted to receive copies of all documents that you have signed that are maintained in your file.

Employment Classifications

The following terms will be used to describe the classification of employees and their employment status. If you are unsure which job classification your position fits into, please ask your supervisor or Human Resources.

Exempt. Employees whose positions meet specific tests established by the Fair Labor Standards Act (FLSA) and applicable state law and who are exempt from overtime pay requirements.

Non-exempt. Employees whose positions do not meet FLSA and state exemption tests and who are paid a multiple of their regular rate of pay for hours worked in excess of forty (40) hours per week.

Employees. Employees who work an average of 30 hours or more per week during the initial designated measurement period, or other period required by law, are eligible for participation in hospital group healthcare benefit plans, including health, vision and dental plans. Employees who work an average of less than 30 hours per week during the initial designated measurement period, or other period required by law, are not eligible for participation in any benefit plans.

Temporary. Employees hired for a pre-established period of time, normally not to exceed sixty (60) days, and who are not eligible for benefits, except as required by law. Temporary employees may work full-time and may be classified as exempt or non-exempt.

Volunteer. The volunteer will abide by all policies set forth by Cumberland County Hospital and the department to which he/she is assigned. The volunteer will not be considered an employee of Cumberland County Hospital, and will not receive any monetary compensation for his/her volunteered work, and shall not be eligible for benefits.

Equal Employment Opportunity Policy

Cumberland County Hospital provides equal employment opportunity without regard to race, color, sex, age, disability, religion, national origin or status as a veteran and/or any other status protected by federal, state and/or local law. This policy applies to all areas of employment including recruitment, hiring, training and development, promotion, transfer, termination and layoff and all other conditions and privileges of employment in accordance with applicable federal, state and local laws. Violations of this policy will result in disciplinary action, up to and including termination of employment.

Employment of Minors

Normally, candidates for **full-time** employment must have reached the age of eighteen (18). However, candidates who have reached the age of sixteen (16) may be considered for employment as permitted by law.

Anniversary Date

Your anniversary date is the date you were employed by the Hospital as a current employee. Your Anniversary Date is used to compute your length of service and, therefore, your eligibility for various benefits described in this Handbook.

Orientation Day

The Hospital will schedule a weekly orientation day for new employees. During orientation, information on employee benefits, personnel policies, Compliance, HIPAA, Confidentiality, Infection Control/Risk Management, Abuse and Neglect, Safety, etc., will be discussed. Successful completion of the orientation is mandatory.

Introductory Period

The introductory period for new employees is usually the first sixty (60) days from the date of hire. During this period you will accrue benefits described in this Handbook or as otherwise required by law. During this time, you have your first opportunity to evaluate the Hospital as a place to work and your supervisor has his or her first opportunity to evaluate you as an employee. As during your regular employment, you and the Hospital each have a right to terminate employment at will, for any reason and at any time, both during and upon completion of the introductory period.

At the end of your introductory period, your supervisor will discuss your job performance with you. This review will be much the same as the normal job performance review that is held for **full-time** or part-time employees on an annual basis. During the course of this discussion, you are encouraged to give your comments and ideas as well. Former employees who are rehired after termination are considered new employees for their first ninety days following rehire.

Bonding

In certain circumstances, the Hospital may require that you be bonded. For more information about bonding requirements and maintaining bondable status, please see your supervisor or Human Resources.

Confidential Information

Our patients entrust Cumberland County Hospital with important information. The nature of this relationship requires strict confidentiality in safeguarding the information received by the Hospital. Our attention to confidentiality allows us to earn the respect and trust of our patients.

As an employee of the Hospital, you are required to maintain patient and Hospital confidentiality even after you leave our employment. Do not discuss Hospital business with anyone who does not work for us and never discuss business transactions with anyone who does not have a direct association with a transaction. Even casual remarks can be misinterpreted and repeated,

therefore, be cautious of your discussions regarding the Hospital and patients at all times, while inside and outside of the Hospital.

No one is permitted to remove or make copies of any Hospital records, reports or documents without prior management approval.

Disclosure of confidential information will result in disciplinary action up to and including termination of employment.

Customer Relations

The success of the Hospital depends upon the quality of the relationships between the Hospital and our employees, our patients, our suppliers and the general public. Our patients' first impression of the Hospital and their interest and willingness to use our services is formed by the people who serve them. Regardless of your position, you are the Hospital's ambassador. The more goodwill you promote, the more our patients will respect and appreciate you, the Hospital and the Hospital's products and services.

Here are several things you can do to give patients a good impression of the Hospital:

- Act competently and deal with patients in a courteous and respectful manner.
- Communicate pleasantly and respectfully with other employees at all times.
- Follow up on orders and questions promptly, provide businesslike responses to inquiries and requests, and perform all duties in an orderly manner.
- Take great pride in your work and enjoy doing your very best.

These are the building blocks for our continued success. Thank you for adding your support.

Use of Vehicles

Employees whose work requires operation of a motor vehicle must present and maintain a valid driver's license and a driving record acceptable to the Hospital's insurer. You will be asked to submit a copy of your driving record to the Hospital from time to time. Employees who are required to operate a motor vehicle for their work must report any changes in their driving record to the personnel department immediately. Failure to do so will result in disciplinary action, up to and including termination of employment.

If you are authorized to use a Hospital vehicle for Hospital business, you must adhere to the following rules:

- You must maintain mileage reports as required.
- You are responsible for all tickets or citations received while driving a Hospital vehicle. This includes parking, speeding and other tickets.

- You must not allow persons not authorized or employed by the Hospital to operate or ride in the Hospital vehicle.

Non-Compete Agreement

Certain new employees may be required to sign a Non-Compete Agreement as a condition of employment. If you fall into this category, the Hospital will provide you with a copy of the agreement.

Proof of Right to Work

The Hospital seeks to comply with the requirements of federal law and will employ only persons legally entitled to work in the United States. All employment is conditional upon receipt of documentation establishing identity and authorization to be employed in the United States. This documentation must be produced at the time an employee is hired or within three (3) days from the date of hire.

Employment of Relatives

While we accept and consider applications for employment from relatives and close family members such as spouses, children, siblings, parents, grandparents and your spouse's children, siblings, parents, grandparents, or in-laws, they generally will not be hired within a department or transferred to positions where they directly or indirectly supervise or are supervised by another close family member.

Outside Employment

If you are employed by the Hospital in a full-time position, we expect that your position here is your primary employment. Any outside activity must not interfere or compete with your ability to properly perform your job duties at the Hospital. If you are considering taking a second job, you must notify your supervisor. He or she will discuss this opportunity with you to make sure that it will not interfere with your position at the Hospital or pose a conflict of interest. Failure to notify your supervisor about a second job may result in disciplinary action, up to and including termination of employment.

Personal Property

The Hospital does not assume any responsibility for loss or damage to any employee or volunteer's personal property.

Picture Identification Badges

Picture identification badges are provided by the Hospital and must be worn at all times, visible at chest level, by all employees and volunteers while on duty. This is a security measure and failure to abide by this rule will result in disciplinary action.

For a fee, lost name identification badges will be replaced. Continued hand written entries of time because of a lost or misplaced identification badge can result in disciplinary action.

Property and Equipment Care

It is your responsibility to understand the machines you need to use to perform your job. If you do not know how to use a piece of equipment, you must ask your supervisor for training or instructions. Good care of any machine that you use during the course of your employment, as well as the conservative use of supplies will benefit you and the Hospital. If you find that a machine is not working properly or appears unsafe, notify your department manager immediately so that repairs or adjustments can be made. Under no circumstances should you start or operate a machine that is unsafe. You must never adjust or modify any safeguards that are provided with any machines.

Smoking Policy

Effective January 1, 2009 Cumberland County Hospital is a smoke-free workplace/environment. The use, sale or excessive odor resulting from the use of all tobacco products (cigarettes, cigars, pipes and smokeless tobacco) is prohibited in hospital buildings and on hospital properties, with the exception of the hospital parking lots or designated smoking gazebo.

Smoking is prohibited in all Hospital vehicles. Violation of this policy will result in disciplinary action, up to and including termination of employment.

Solicitation and Distribution

Solicitation for any cause during the working time of the person soliciting or the solicited is not permitted. Solicitation in working areas is not permitted. Employees are also not permitted to sell chances, merchandise or otherwise solicit money or contributions. Individuals not employed by the Hospital are prohibited from soliciting or distributing literature on Hospital property.

Bulletin Boards

Bulletin boards are our “official” way of keeping everyone informed about new policies, changes in procedures and special events. Information of general interest is posted regularly on the bulletin boards. Review the boards regularly so that you will be familiar with the information posted.

Only authorized personnel are permitted to post, alter or remove any notice on bulletin boards. Personal notices, including but not limited to items for sale, services offered, birth and wedding announcements, are not permitted.

Visitors

Our insurance coverage and common sense prohibits unescorted visitors in our facilities. No visitors are permitted in working areas.

Parking Lot

You must use the parking areas designated for employees. The parking spaces on the east end of the building(s) and the area between Medical Records and the patient wing are for patients, visitors and deliveries only unless otherwise designated. The Hospital does not assume any liability for losses or damage incurred as a result of parking in the Hospital parking lot.

Personal Phone Calls/Mail

You may only make limited local calls on Hospital telephones for essential personal business during lunch or break periods. Do not abuse this privilege. Emergency calls regarding illness or injury to family members, or calls for similar reasons may be made at any time. Incoming urgent calls will be directed to you.

Do not use the Hospital's address as a personal mailing address and do not put personal mail in the stacks that are to be run through the postage meter. Although the amount may be small, this is considered stealing.

Gifts

You must obtain your department manager's approval before accepting any gift from a patient, supplier or vendor. Employees are not permitted to give gifts to patients or suppliers, except certain promotional items (t-shirts, key chains, coffee mugs, pens, etc.) that are imprinted with the Hospital's logo or sales information.

Housekeeping

Neatness and good housekeeping are signs of efficiency. You are expected to keep your work area neat and orderly at all times. Trash receptacles are located throughout the building. Please put all litter and recyclable materials in the appropriate receptacles and containers. Always be aware of good health and safety standards, including fire and loss prevention. Report anything that needs repaired or replaced to your department manager immediately.

Inspection of Packages

The Hospital reserves the right to inspect all packages and closed containers brought into or taken out of the work area. This includes purses, backpacks and other bags.

Team Work

Job descriptions are provided as a guideline for all positions at the Hospital. All employees are expected to assist each other to "get the job done" and function in a team environment. For example, it is not uncommon for maintenance personnel to complete environmental services type work; for nurses to answer telephones and take messages; or for EMT personnel to cover environmental services functions, deliver patient trays or handle boxes. However, employees

will not be required to take part in tasks for which they are not qualified or as otherwise required by applicable law.

Performance Reviews

Performance evaluations will be conducted annually on or about each employee's anniversary date. New employees may be reviewed more frequently. A review may also be conducted in the event of a promotion or change in duties and responsibilities. Your performance review will be used to determine your merit increase. During formal performance reviews, your manager will consider the following performance factors:

- Attendance, initiative and effort;
- Knowledge of your work;
- Attitude and willingness;
- The quality and quantity of your work; and
- The conditions under which you work.

The primary reason for performance reviews is to identify your strengths and weaknesses in order to reinforce your strengths and develop ways to improve in your weaker areas. This review also serves to make you aware of and to document how your job performance compares to the goals and description of your job. This is a good time to discuss your interest in future goals. Your manager is interested in helping you progress and grow - perhaps he or she can recommend further training or additional opportunities for you.

Work Schedules

The Hospital's operating hours is 24 hours a day, seven days a week. Your hours of work and the scheduling of your breaks will be determined by your supervisor or department manager.

Lunches and Breaks

You are entitled to one 15-minute rest break during each four-hour period worked. Normally, these rest breaks will be scheduled in mid-morning and mid-afternoon. If you work in a department where breaks are not directly assigned, coordinate with your co-workers to maintain adequate coverage at all times. Always be sure to return to work on time at the end of your break.

If you work longer than 4 hours, you will be given an unpaid lunch period. The time when lunch periods are scheduled varies among departments depending on the needs of each department. Your manager will give you your lunch period schedule. You are expected to take your full-allotted time for lunch. You may not "work through" your lunch break. You may leave the premises during your lunch period, however, you must clock in and out. It is important to return to work on time at the end of your lunch period.

The dining room is the designated area for eating all meals. For your convenience and comfort, the Hospital provides a cafeteria equipped with several machines and a refrigerator for

employees who wish to bring their lunch from home. This area is for everyone's use. It is your responsibility to do your share in keeping this facility clean and sanitary. Please clean up after yourself.

Remember to use containers with reliable seals and label your food with your name and date. Food stored in the refrigerator for a period of more than 48 hours will be disposed of.

Layoff/Recall

Although unlikely, circumstances may require the Hospital to reduce its workforce. Depending upon the circumstances requiring the layoff, employees in the affected job positions and/or departments may be laid off based on such factors as seniority, performance history, including attendance, skill and abilities.

Meetings

From time to time your department manager will schedule department meetings. It is to your advantage to attend these meetings. They give you and your fellow employees a chance to receive information on Hospital events, review problems and solutions and make suggestions about your department or job. If your attendance is mandatory, you will be informed. Failure to provide notice or to attend will result in disciplinary action. On occasion, we may request that you attend a Hospital-sponsored meeting. If this is scheduled during your regular working hours, your attendance is required. If you are a non-exempt employee, and if a mandatory meeting is held during your non-working hours, you will be paid for 1 hour or the time actually spent in the meeting, whichever is greater.

Return of Property

Any Hospital property issued to you -- such as keys, product samples, tools or uniforms -- must be returned to the Hospital at the time of your dismissal, resignation, or whenever requested by your department manager or a member of administration. You are responsible for paying for any lost or damaged items.

Transfer

Transferring from one position to another may be required or requested from time to time. Such transfers will be made with a possible adjustment in pay or benefits. Transfers for more than 30 days will be considered permanent transfers.

Promotion Policy

It is our policy to advise all employees about advancement opportunities using the bulletin boards or other suitable methods. Please submit your request for consideration for a specific position directly to your manager. Whenever a position becomes available, every effort will be made to fill it by promoting a qualified employee. Jobs will be awarded based on individual ability, past job performance, as well as length of service (if two people have similar

qualifications). By utilizing all opportunities for education and performing your job well, you may become qualified to fill a position of greater skill and responsibility of the Hospital. The Hospital will always continue to look outside the Hospital for potential employees as well.

Exit Interviews

If an employee voluntarily leaves employment, Hospital management may conduct an exit interview to discuss the employee's reasons for leaving and ensure that all appropriate final paperwork is completed.

References

It is the Hospital's policy to respond only to reference request that are in writing and on company letterhead. In the event you leave the employment of the Hospital, we will only provide future employers requesting references with your dates of employment and your position held at the time of termination. All requests for references must be directed to the Human Resources Manager. No employee is permitted to provide a reference for any former employee under any circumstances. All such requests should be forwarded to the Human Resources Department.

III.

WAGE AND SALARY POLICIES

III. WAGE AND SALARY POLICIES

Pay Structure

It is the Hospital's desire to pay wages and salaries that are competitive with other employers' in the marketplace in a way that is motivational, fair and equitable, variable with individual and Hospital performance and in compliance with all applicable statutory requirements. Your pay is influenced by a variety of factors, including the nature and scope of your job, what other employers pay their employees for comparable jobs, your individual performance and economic conditions specific to the Hospital. Pay is not determined by length of service or the cost of living.

Each year every employee will have a performance review with his manager or supervisor. During this review, significant performance events that occurred throughout the year will be discussed. The overall performance rating will determine any wage or salary adjustment. No employee is guaranteed a wage increase on an annual basis or at any regularly scheduled interval.

Pay Period/Paydays

Payday is normally every other Wednesday for services performed for the two-week period ending the previous Saturday at midnight.

Timecard/Time Records

All employees are required to keep accurate documentation of their hours worked. You must clock in and out if you leave the premises for lunch and for all absences, such as doctors or dentist appointments. You must request permission and keep your supervisor advised of any departures from or returns to the premises during the workday.

You are responsible for your timecard. Remember to record your time. If you forget to clock in or make an error in the process, you must immediately inform your manager of your error of failing to clock in or out.

No one may record hours worked on another's timecard. Tampering with another's timecard will result in disciplinary action up to and including termination of both employees. In the event of any error in recording your time, please report the time to your manager immediately.

Callback Pay

Occasionally you may be asked to return to work after you have left the premises for the day. If this occurs, you will be guaranteed a minimum of 1 hour of pay. If you work longer than 1 hour, you will be paid for the time you actually work.

Shift Differential

Hourly employees scheduled to work second and third shifts receive additional compensation in the form of a shift differential. The Hospital will also pay a weekend and holiday differential to those hourly employees who work on weekends or holidays. The weekend is defined as those shifts, which begin no sooner than 6:45 a.m. on Saturday and end no later than 11:15 p.m. on Sunday. A holiday differential will be defined as a shift which begins no earlier than 6:45 a.m. the day of a holiday officially recognized by the Hospital through the shift beginning no later than 11:15 p.m. on the day of the holiday.

Overtime Pay

From time to time it may be necessary for you to perform overtime work. Your manager must approve all overtime in advance. When it is necessary to work overtime, you are expected to cooperate with this requirement as a condition of your employment. There are two types of overtime work: (1) scheduled overtime, and (2) incidental overtime. Scheduled overtime is announced in advance and generally will involve an entire department or operation. This type of overtime becomes part of the required workweek for the people who are members of the department or operation. Incidental overtime is not scheduled. It becomes necessary in response to extenuating circumstances.

If you are a non-exempt employee and you perform overtime work, you will be paid one and one half your regular hourly wage for any time over 40 hours per week that you work. If during that week you were away from that job because of a job related injury, paid holiday, jury duty, vacation, or a sick time, those hours not worked will not be counted as hours worked for the purpose of computing eligibility for overtime pay.

Holiday Pay

Non-exempt employees who work on a Hospital designated holiday will receive their normal wages for the paid holiday. They will also be paid a holiday shift differential for hours worked on a Hospital designated holiday regardless of the number of hours they worked that week.

Errors in Pay

Every effort is made to avoid errors in your paycheck. If you believe an error has been made, tell your manager immediately. He or she will take the necessary steps to research the problem and to insure that any necessary correction is made properly and promptly.

Deductions from Wages of Exempt Employees; Complaint Procedure

The Fair Labor Standards Act (FLSA) is a federal law which requires that most employees in the United States be paid at least the federal minimum wage for all hours worked and overtime pays at time and one-half the regular rate of pay for all hours worked over 40 hours in a workweek.

However, Section 13(a)(1) of the FLSA provides an exemption from both minimum wage and overtime pay for employees employed as bona fide executive, administrative, professional and outside sales employees. Section 13(a)(1) and Section 13(a)(17) also exempt certain computer employees. To qualify for exemption, employees generally must meet certain tests regarding their job duties and be paid on a salary basis at not less than \$455 per week. Job titles do not determine exempt status. In order for an exemption to apply, an employee's specific job duties and salary must meet all the requirements of the Department's regulations.

Salary Basis Requirement

To qualify for exemption, employees generally must be paid at not less than \$455 per week on a salary basis. These salary requirements do not apply to outside sales employees, teachers, and employees practicing law or medicine. Exempt computer employees may be paid at least \$455 on a salary basis or on an hourly basis at a rate of not less than \$27.63 per hour.

Being paid on a "salary basis" means an employee regularly receives a predetermined amount of compensation each pay period on a weekly, or less frequent, basis. The predetermined amount cannot be reduced because of variations in the quality or quantity of the employee's work. Subject to exceptions listed below, an exempt employee must receive a full salary for any workweek in which the employee performs any work, regardless of the number of days or hours worked.

Exempt employees do not need to be paid for any workweek in which they perform no work. If the employer makes deductions from an employee's predetermined salary, i.e., because of the operating requirements of the business, that employee is not paid on a "salary basis." If the employee is ready, willing and able to work, deductions may not be made for time when work is not available.

Circumstances in Which the Employer May Make Deductions from Pay

Deductions from pay are permissible when an exempt employee: is absent from work for one or more full days for personal reasons other than sickness or disability; for absences of one or more full days due to sickness or disability if the deduction is made in accordance with a bona fide plan, policy or practice of providing compensation for salary lost due to illness; to offset amounts employees receive as jury or witness fees, or for military pay; or for unpaid disciplinary suspensions of one or more full days imposed in good faith for workplace conduct rule infractions (see Company Policy on penalties for workplace conduct rule infractions). Also, an employer is not required to pay the full salary in the initial or terminal week of employment; for penalties imposed in good faith for infractions of safety rules of major significance, or for weeks in which an exempt employee takes unpaid leave under the Family and Medical Leave Act. In these circumstances, either partial day or full day deductions may be made.

Hospital Policy

It is our policy to comply with the salary basis requirements of the FLSA. Therefore, we prohibit all company managers from making any improper deductions from the salaries of

exempt employees. We want employees to be aware of this policy and that the company does not allow deductions that violate the FLSA.

What To Do If An Improper Deduction Occurs

If you believe that an improper deduction has been made to your salary, you should immediately report this information to your direct supervisor, or to the Human Resources Department.

Reports of improper deductions will be promptly investigated. If it is determined that an improper deduction has occurred, you will be promptly reimbursed for any improper deduction made.

Wage Assignments and Garnishments

The Hospital is required to execute any court-ordered wage assignment or garnishment against your wages. Whenever court-ordered deductions are taken from your paycheck, you will be notified. Disciplinary action up to and including termination may be taken against employees whose earnings have been subjected to garnishment for two or more debts.

Repayment of Loans

Funds that you owe the Hospital may be deducted from your current wages according to the terms and conditions agreed upon at the time of the loan from the Hospital.

Mandatory Deductions

The Hospital is required by law to make certain deductions from your paycheck. Among these are federal, state and local income taxes and your contribution to social security as required by law. These deductions will be itemized on your check stub. The amount of the deductions may depend on your earnings and on the information you furnish on your W-4 and K-4 Form regarding the number of dependants/exemptions you claim. Any change in name, address, telephone number, marital status or number of exemptions must be reported to your manager or the administrative personnel representative immediately to insure proper credit for tax purposes. The W-2 Form you receive each year indicates precisely how much of your earnings were deducted for these purposes. Any other mandatory deductions made from your paychecks such as court ordered garnishments would be explained whenever the Hospital is required to make such deductions.

Expense Reimbursement

You must obtain your manager's written authorization prior to incurring an expense on behalf of the Hospital. To be reimbursed for an authorized expense, you must submit an expense/voucher approved by your manager and accompanied by receipts. Submit your expense/voucher as you incur authorized reimbursable expenses. If you are asked to conduct Hospital business using your personal vehicle, you will be reimbursed at the current IRS rate per mile. Please submit this expense on your expense report/voucher.

Resignation

As a matter of professional courtesy, the Hospital requests you provide at least two weeks notice (Managers and License personnel, four weeks) if you intend to resign so that an orderly transition can be made.

When you leave the Hospital, you will be paid for actual time worked plus any accrued, but unused vacation.

Severance Pay

If the Hospital releases you for any reason other than a policy violation (including attendance policy violations) and you have been employed by the Hospital for more than one year, you will receive severance pay in an amount equal to two weeks of your regular base wage, less any unemployment or workers' compensation benefits.

Any deviation from the existing severance policy (with the exception of the minimum two weeks severance pay), must be approved by the Board of Directors.

IV.

EMPLOYEE BENEFITS AND SERVICES

IV. EMPLOYEE BENEFITS AND SERVICES

The Hospital strives to provide a competitive package of employee benefit programs for its eligible employees. You may not have thought about it, but the value of your benefits amounts to a considerable sum each year in addition to the wages or salary that you earn. These are just some of the benefits Cumberland County Hospital provides for eligible employees each year.

- Cafeteria Plan;
- Christmas Dinner;
- Thanksgiving Dinner;
- Annual Picnic;
- Disability Leave of Absence;
- Educational Assistance;
- Employee Assistance Program;
- Employee Purchases;
- Funeral Leave;
- Group Term Life Insurance;
- Healthcare/Hospitalization Insurance;
- Dental Plan;
- Vision Plan;
- AFLAC Products;
- Paid Holidays;
- Paid Vacations;
- Paid Birthday;
- Personal Leave of Absence;
- Gain Sharing Plan;
- Retirement Plan;
- Service Awards;
- Sick Leave;
- Social Security;
- Unemployment Compensation Insurance; and
- Workers' Compensation Insurance.

Complete and official details of insurance and payroll plans are contained in materials that employees receive at Orientation with Human Resources. Descriptions in this Handbook are only brief summaries for your general information. Contact Human Resources for more details.

Our group health insurance program may be continued if you leave the Hospital under circumstances as permitted by federal law (COBRA). You will receive a detailed explanation of the plan at Orientation.

The existence of these employee benefits and plans, in and of themselves, does not signify that an employee will be employed for the requisite time necessary to qualify for these benefits and plans.

Eligibility for Benefits

If you are a full-time employee, you will enjoy all of the benefits described in this Handbook as soon as you meet the eligibility requirements for each particular benefit. If you are a part-time employee, those benefits available to you are specifically indicated in the Handbook or as otherwise required by law. No benefits are available to any employee during their introductory period except as otherwise required by law. PRN and temporary employees are not eligible for benefits.

Group Insurance

The Hospital is interested in the health and well being of you and your family. A comprehensive health and life insurance program is available for you and your family. You are eligible for coverage after 60 days of employment. At that time you may chose whether to accept the insurance coverage or not.

The following benefits are provided, as defined and limited in the literature provided by our insurance company:

- Medical Health Care Coverage
- Group Term Life Insurance
- Accidental Death and Dismemberment Insurance
- Dental Coverage
- Vision Coverage

All the terms and conditions of the plans are contained in the summary plan descriptions provided by the insurance companies. You will be given copies of these descriptions when you enroll in the plans or by requesting them from Human Resources.

If your employment is terminated or you lose eligibility for these benefits, you may have the right to continued coverage for a limited period of time at your own expense. You will be given additional information about this option when your employment terminates or you lose eligibility. You can also obtain additional information about this option from Human Resources.

Health Insurance

The Hospital has carefully reviewed the health insurance coverage and plans available and has selected the plan we believe provides the best coverage for our employees. All information about the plan's benefits and costs is included in the literature provided by the insurance carrier and/or Cumberland County Hospital. Please refer to your summary plan document for additional information.

Life Insurance

Employees, who work ten or more hours per week, are eligible for Accidental Death, and Dismemberment, (AD&D), Life Insurance.

Employees, who work 30 hours or more per week, are eligible for basic Life and Basic Accidental Death and Dismemberment (AD&D), Life Insurance.

This insurance is payable upon your death. You select the beneficiary and may change the beneficiary at any time by submitting the appropriate documents to the human resources representative. Details on this coverage are available in the literature provided by the insurance carrier.

Dental Coverage

A dental plan is offered as part the Hospital's commitment to your overall well-being. Information about the plan benefits and costs are included in the literature provided by the insurance carrier and/or Cumberland County Hospital.

Vision Coverage

You may select a comprehensive, high-quality vision care plan for you and your eligible dependents. Information about the plan benefits and costs are included in the literature provided by the insurance carrier and/or Cumberland County Hospital.

Termination of Insurance

Your insurance will terminate when the insurance policy terminates, when you fail to make an agreed contribution to the premium, when you cease to be eligible for coverage under the terms of our group insurance program, or when you cease to work as a full- time employee or eligible part-time employee for insurance coverage. Our group health insurance program may be continued if you leave the Hospital under circumstances described by federal law (COBRA). You will receive notice of your rights under COBRA as required by law.

Employee Birthday

Only full-time employees are eligible for birthday pay. If you are unable to take the day of your birthday, due to your work schedule, this day must be scheduled within 30 days after your birthday. You are not eligible to receive birthday pay during your 60 day introductory period nor are you eligible to receive birthday pay when you are on a leave of absence.

Holidays

Only full-time employees are eligible for holiday pay. You are not eligible to receive holiday pay during your 60-day introductory period nor are you eligible to receive holiday pay if you are a

part- time employee, PRN employee, or a temporary employee. The following holidays are recognized by the **Hospital** as paid holidays:

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

We schedule all national holidays on the day designated by common business practice. If a holiday occurs during your scheduled vacation, you are permitted to schedule that holiday within the next 30 days. If you are unable to take a holiday due to your work schedule, your holiday must be scheduled within 30 days before or after the holiday. To be eligible for holiday pay, you must work the scheduled day prior to the holiday and the next scheduled day on return. You are not eligible to receive holiday pay when you are on a leave of absence.

You may take time off to observe your religious holidays. If available, a full day of unused personal leave or a vacation day may be used for this purpose; otherwise, the time off is without pay. You must notify your manager at least 10 business days in advance of the need for a vacation day for this purpose.

Vacations

Only full-time employees are eligible for vacation pay. You are not eligible to receive vacation pay during your 60-day introductory period nor are you eligible for vacation pay if you are a part-time employee, PRN employee, or a temporary employee. Vacation accrual is based on position and years of service in accordance with the chart below:

Years of Service	0-10 Years	11-20 Years	21+ Years
Hourly employees, RNs, Techs	10 Days	12 Days	15 Days
Department Managers	15 Days	15 Days	15 Days

All personnel can accumulate up to two-years of accrued vacation. All accumulated days above the maximum are lost.

Vacation time will not accrue while on leave.

Payment in lieu of vacation The purpose of a vacation is to provide you with a time to rest and relax; therefore, no additional wages or salary will be paid to you in lieu of a vacation unless advance approval in writing is granted by Administration. If pay in lieu of vacation is approved, one week of vacation is equivalent to a regular workweek at your basic straight time hourly rate. These requests will only be approved for special circumstances.

Sick Leave

Full-time employees will accumulate sick leave at the rate of one day per month beginning with the employee's first pay period up to a maximum of 30 days. However, sick leave may not be utilized until the employee has completed the 60-day introductory period.

The Hospital will pay the first full day of sick leave. To qualify for sick leave, you must be a full-time employee and have completed the 60-day introductory period of full-time employment. If you must be absent from work for a personal illness, you will be eligible to receive your regular straight time pay for your scheduled hours. It is your responsibility to inform your supervisor before your scheduled start time if you will be absent from work due to illness.

The Hospital may require a physician's note verifying the illness and may also require examination by a Hospital-appointed physician. In the event of a prolonged illness (Five (5) days or more) your director will contact you regarding when you will be able to return to work and your rights under FMLA. See Human Resources for FMLA paperwork procedure.

If you take a disability leave of absence, any accrued sick leave will be paid on a bi-weekly basis until accrued sick time is used. Sick leave will not accrue while on leave.

In the event an illness or injury is covered by worker's compensation, this sick leave policy will not apply. The Hospital will abide by the Kentucky Worker's Compensation statute.

Sick leave will not be paid out at termination.

Employees who abuse their sick leave privilege may be subject to disciplinary action, up to and including termination.

Vacation/Sick Donations

In cases of extreme hardship, employees may donate their vacation or sick days to other employees who have exhausted their vacation and sick time. Example: An employee or immediate family member may have a serious illness, which requires the employee's absence from work for an extended period of time (on FMLA leave). The decision to donate personal vacation or sick time lies solely with the donor. Donations are limited to 50% of accrued vacation or sick time remaining after the donation. Donation repayments should not be expected and will not be approved. The total donated hours may not exceed 160 hours in a calendar year. The vacation or sick donor will initiate the donation form with their department director's approval; the recipient will then sign and forward to his or her department director for approval; then to Administration for final approval. Donations will only be approved in extreme circumstances. Final approval rests with the Chief Executive Officer. For additional information about donating vacation or sick time, see the Director of Human Resources.

Educational Assistance Benefits

All educational assistance must be approved in advance by Administration.

- The course must be job oriented and offered by an approved educational institution.
- See Human Resources Director for more details on Educational Assistance.

Employees eligible to receive educational benefits from other sources, such as the Veterans Administration, will not receive additional benefits from the Hospital.

Gain Sharing Plan

According to the Hospital's Gain Sharing Plan, the Hospital may, in its absolute discretion, grant a gain sharing award determined by the Hospital's profitability on an annual fiscal year basis. The amount of the gain sharing payout per employee will be differentiated based on employment status (full-time, part-time, less than part-time).

To participate in the gain-sharing program, you must: (1) eligible employees have a minimum of 400 eligible hours during the fiscal year of gain sharing. (2) be employed on the payment date of the award.

The formulas used to determine the payout amount for various groups of employees are subject to change in the sole discretion of the Hospital. The gain sharing plan will be reviewed annually to determine if it should be continued. This determination will be based on the Hospital's profitability and the quality of care provided.

Retirement Plan

The Hospital has an Employees' Retirement Plan to provide eligible employees who have completed sufficient service with a monthly pension benefit upon retirement. The Plan includes provisions for normal retirement, early retirement and disability retirement benefits for employees meeting certain qualifications. All **full-time** employees and eligible part-time employees may participate in the Retirement Plan. Details regarding the Plan are provided in separate literature. To the extent that information provided in this Handbook about the Retirement Plan conflicts with information in the Plan documents, the Plan documents are controlling.

Education/Training

From time to time, the Hospital may arrange to have formal and informal training programs to enable you to add to your knowledge of our business and to develop your skills in your position. All or a portion of the expenses for off-premises training may be paid by the Hospital depending on the nature of the course. Check with your manager for details.

Employee Purchases

As a benefit of your employment, you may purchase merchandise at the Hospital's cost, plus tax and freight if applicable. What you buy must be for your own personal use or use by your immediate family for lawful purposes. You may not purchase items for resale or use by others. Abuse of this policy will result in its elimination.

All employee purchases of normal Hospital supplies or equipment must be approved by the Hospital purchasing agent and if the total cost is more than \$100, the Hospital CFO must also approve. Invoices are to be paid in full immediately upon receipt.

Employee of the Quarter

The Employee of the Quarter is the person who best exemplifies the Hospital's Customer Service Philosophy. The Employee of the Quarter should be a loyal, hardworking, reliable individual who focuses on the improvement and quality of the Hospital. His or her attitude reflects pride in his/her job, respect for co-workers, and most important, professionalism and concern for patients. He/She is a positive force for the Hospital within the facility and in the community. He/she is flexible, willing to help out wherever needed.

Funeral (Bereavement) Leave

You are entitled to take up to three workdays off with pay (base rate applicable) to attend the funeral and take care of personal matters related to the death of a member of your immediate family. Immediate family members are considered to be your spouse, parent, stepparent, children, grandchild, sibling, any grandparent, stepchild or parent-in-law or any member of your extended family living in your home. Only full-time employees are eligible for paid funeral leave. The hospital may request confirmation of death in order to approve this leave.

With your manager's approval, you may take up to one full day without pay to attend funerals of other relatives and friends. If you prefer, a day of earned vacation may be used for this purpose.

Pay for funeral leave will be made for actual time lost from work. If the death occurs at a time when work is not scheduled, payment will not be made. If a holiday or part of your vacation occurs on any of the days of the absence, you may not receive holiday or vacation pay in addition to paid funeral leave.

An excused absence for family death may not be retroactive, postponed or split.

Jury Duty

After your first 60 days as an employee of Cumberland County Hospital, the Hospital will reimburse you for the difference between your jury duty pay and your regular pay, not to exceed

eight hours per day, for a maximum of ten days. Employees who have not been employed by the Hospital for 60 days will receive time off for jury duty without pay.

Upon receiving a notice for jury duty, you must provide your supervisor with a copy of the notice as soon as possible. You must report for work if you are released from jury duty before the end of our workday or if you are temporarily released from jury duty.

Unpaid Leave of Absence

In rare circumstances, you may need to be temporarily released from your job duties with the Hospital, but may not wish to submit your resignation. Under certain circumstances, you may be eligible for an unpaid leave of absence.

Educational Leave of Absence

An educational leave of absence may be approved if the desired curriculum is of mutual benefit to you and the Hospital. To apply for an educational leave of absence, speak to your manager. He or she will submit your request to the appropriate member of management. The terms and conditions of the leave will be specified in a formal agreement between the Hospital and the employee.

Military Leave of Absence

The Hospital will comply with all terms and conditions of any state or federal law regarding leaves of absence due to military duty. Employees who need to request military leave should contact Human Resources. Your rights and duties regarding continuation and accrual of benefits during leave; notice of return to work and re-employment will vary depending on the length and type of military service you perform. For this reason, you should consult with Human Resources as soon as you are aware of your need for military leave.

Election Day

The Hospital encourages employees to exercise their voting privileges in local, state and national elections. However, since the polls are open for long periods, employees are encouraged to vote before or after regular working hours. If it becomes necessary, employees may take up to two hours leave from work to vote in a governmental election or referendum. Employees are expected to notify their supervisors at least one week in advance and will not be paid for such time.

Paid Time Off Work

Time off for personal reasons – that is, any reason other than sickness or disability -- during a working day will count first against your earned vacation time. Once you have used all your earned vacation time, any time off will be off without pay.

Personal Leave of Absence

In some special circumstances, the Hospital may grant a leave for personal reasons, but never for accepting a position with another employer or going into business for yourself. Requests to take a personal leave of absence should be made to your manager. He or she will submit your request to the proper member of management.

Personal leaves may not exceed 30 days. During a personal leave, vacation and sick time and other benefits will stop accruing. Failure to return from a personal leave on the agreed upon date will be considered a voluntary resignation. Accepting other employment or going into business for yourself while on a personal leave will also be considered a voluntary resignation effective the first day of leave.

Leave of Absence under the Family Medical Leave Act (FMLA)

It is the Hospital's policy to provide up to 12 workweeks of employment-protected family and medical leave of absence ("FMLA") to eligible employees.

You will be eligible for FMLA when

- (1) You have been employed by the Hospital for at least 12 months; and
- (2) You have worked at least 1,250 hours (an average of 25 hours per week) during the previous 12 months; and
- (3) You work at a worksite where 50 or more employees are employed by the Hospital within 75 miles of that worksite.

FMLA may be taken only in the following circumstances

- (1) Upon the birth of your child, or placement of a child with you for adoption or foster care;
- (2) When you are needed to care for your spouse, child or parent (but not a parent-in-law) who has a serious health condition; or
- (3) When you are unable to perform the essential functions of your position with the Hospital due to your own serious health condition; or
- (4) When a qualifying exigency arising out of the fact that your spouse; son or daughter; or parent is on covered active duty or call to covered active duty status with the Armed Forces; or
- (5) When you are the spouse; son or daughter; parent, or next of kin of a covered service-member with a serious injury or illness.

Situations covered under this policy may also be covered by other Hospital leave policies. In that case, the leave will be subject to both policies; to the extent the other policy is not more restrictive than this FMLA policy.

You may take up to 12 weeks of FMLA in any rolling 12-month period; measured backward from the date you begin any FMLA. However, spouses who are both employed by the Hospital are limited to a total of 12 weeks of FMLA, rather than 12 weeks each, for the birth or placement of a child for adoption or foster care or to care for a parent with a serious health condition.

Generally, FMLA is unpaid leave. The Hospital requires that you exhaust any vacation or sick leave during FMLA. You must use any sick time during FMLA if the FMLA is due to your own serious health condition. Therefore your FMLA will be paid until you exhaust your vacation and personal leave and any sick time you have earned. If your FMLA is paid because it is also workers' compensation leave, you may not elect to use vacation, personal or sick leave while you are receiving workers' compensation benefits.

Can I Continue To Participate In The Hospital's Benefit Plans [and Bonus Programs] During FMLA?

Health Plans You may elect to continue to participate in all of the Hospital's group health plans during FMLA, on the same basis as active employees. If your FMLA is unpaid, you must pay your share of the cost of coverage [on an after-tax basis] in a timely manner in order for that coverage to continue. If your FMLA is paid, your contributions will be deducted from your pay on the same basis as for active employees.

Retirement Plans You will not receive credit for eligibility, vesting or benefit accrual purposes under the Hospital's Mass Mutual, Modern Woodmen of America or MetLife Retirement Plan while your FMLA is unpaid. However you will resume participation immediately when you return upon completion of FMLA.

Other Plans You will not accrue vacation, personal or sick time while on FMLA. Any changes in plan provisions or cost will apply to employees on FMLA on the same basis as to active employees.

How Do I Request FMLA?

FMLA Request Forms are available from the Hospital's Human Resources Department. You must submit a FMLA Request Form at least 30 days before FMLA begins, unless 30 days notice is not practicable, and then you must give as much notice as is possible under the circumstances, ordinarily within one or two business days of when the need for leave becomes known to you. If possible, you must schedule FMLA with your supervisor, to avoid disruption to Hospital operations.

When you request FMLA, you will be given a notice describing your rights and obligations, including, where applicable, your obligation to provide a medical or legal certification or other reasonable documentation of the necessity of the FMLA. You must provide the requested

certification prior to the commencement of FMLA, or, if that is not possible, within 15 days of receipt of the notice unless it is not practicable for you to do so despite your diligent, good faith efforts, in which case you must provide it as soon as possible.

Where medical certification is requested, the Hospital may require you to obtain a second opinion from a health care provider of the Hospital's choice and at its expense. If the first and second opinions differ, the Hospital may, again at its expense, require a third opinion by a provider approved jointly by the Hospital and you, and the third opinion will be binding.

You will be required to report periodically on your intention to return to work and the Hospital may require periodic re-certification.

Can I Take FMLA Intermittently Or Work A Reduced Schedule?

Where your FMLA is due to your own serious health condition or so you can care for your seriously ill spouse, child or parent, FMLA may be taken on an intermittent or reduced leave schedule when necessary to meet a medical need. Intermittent leave is leave taken in separate blocks of time due to a single illness or injury, such as leave for chemotherapy treatment. Reduced leave is leave taken by reducing your usual number of working hours per workweek or workday.

FMLA taken for the birth or placement of a child may not be taken on an intermittent or reduced schedule. If you request intermittent or reduced FMLA, you may be required to temporarily transfer to an alternate position which better accommodates recurring periods of absence or a reduced schedule, provided the position has equivalent pay and benefits.

May I Return To My Same Job When I Return From FMLA?

When you return to work immediately upon completion of FMLA, you will be returned to your same job or a Hospital position equivalent in pay, benefits and working conditions. Failure to promptly return from FMLA will be considered a voluntary termination of employment unless you qualify for and have scheduled additional leave under another Hospital leave policy. If circumstances change and you foresee that you will want to come back from your FMLA earlier than you originally planned, you must provide the Hospital with at least two-business days notice, if possible.

You must re-pay the Hospital for its share of premiums for group health plan coverage during an unpaid FMLA if you fail to return immediately upon completion of FMLA, unless your failure to return is due to circumstances beyond your control, such as your continuing serious health condition. In addition, you must reimburse the Hospital for your share of any premiums paid by the Hospital during your FMLA for other benefits maintained by the Hospital on your behalf, whether or not you return to work.

Are There Any Other Limits On My FMLA Leave Rights?

The Hospital is implementing this policy under the FMLA (the “Act”). The Hospital's obligations under this policy do not exceed those set forth in the Act, unless this policy specifically provides otherwise. The Hospital reserves the right to assert all rights, exemptions, limitations and calculation methods in the Act. The Hospital also reserves the right to deny or restrict the availability of FMLA leave to any employee who could be denied coverage under the Act.

All terms used in this policy have the meaning given them in the Act, except as otherwise specified. The Hospital reserves the right to alter, amend or terminate this policy at any time in accordance with applicable law.

Returns from Leave

If you were a full-time employee and have been on an approved leave of absence, upon return you will be considered a full-time employee provided you return to work as agreed in the provisions of your leave.

Other Employment While on Leave of Absence

If you accept other employment or go into business while on a leave of absence from the Hospital, you will be considered to have voluntarily resigned your employment with the Hospital as of the date you began your leave of absence.

Workers Compensation

Every employee is covered by worker's compensation insurance. If you are injured while on the job, you may apply for workers' compensation benefits. You must report the accident or injury immediately and complete the injury report form before you leave work on the day of the incident, even if no medical attention is necessary.

Social Security

The Hospital is required to deduct an amount from your paycheck as a contribution to Social Security. The Hospital matches the amount you contribute, thereby paying one half the cost of your Social Security benefits.

V.

EMPLOYEE SAFETY AND HEALTH

V. EMPLOYEE SAFETY AND HEALTH

Fire Drills

The Hospital periodically schedules fire drills to ensure that all employees are prepared to respond in the event of a real emergency. Your department manager will answer any questions about your role during a fire drill or actual emergency situation.

First Aid (Injuries and Illness)

Federal law and state law require that we keep records of all illnesses or accidents that occur during the workday. The Kentucky Workers' Compensation Act also requires that you report any injury or illness on the job, no matter how slight. If you hurt yourself or become ill, please contact your department manager for assistance. It is essential that you report your accident/illness before leaving work on the day the accident/illness occurs. If you have any questions about any health hazards or materials that you use on your job, please contact your department manager for additional information.

Health Examinations

The Hospital may require annual physical examinations of all employees as required by state or local law or deemed necessary by the Hospital. Written testing and/or Chest x-rays and routine laboratory examinations required for detection of tuberculosis are given annually to all employees without charge if performed by Hospital staff, Registered or License Practical Nurse, or physician. Skin test reactors must take a written test and/or have a chest x-ray each year instead of a skin test. Employees in food handling are subject to additional precautionary health examinations. Immunizations against diseases such as hepatitis are offered to all employees without charge. We also recommend all employees have a complete annual physical examination by their family physician.

Restricted Areas

For safety and security, certain areas of the Hospital are restricted to authorize personnel only. If you are not authorized, please do not enter the restricted areas. Failure to abide by this rule will result in disciplinary action.

Children

For the safety of visitors and staff, children are not allowed in the work areas of the Hospital – for example, nurse's station(s), lab work area, radiology work area, purchasing work area, kitchen, pharmacy and medicine room. Children are also not allowed in janitor closets, maintenance areas, supply rooms and any other areas that contain dangerous equipment, supplies or conditions that may provide an unsafe environment. Children must be supervised at all times by a parent, guardian, family member or co-worker. Children should not be allowed to use wheelchairs other than for patient use. Exceptions to this policy are students working on special projects and must be approved by administration

**VI. STANDARDS OF CONDUCT
AND
CORRECTIVE ACTION**

VI. STANDARDS OF CONDUCT AND CORRECTIVE ACTION

Cumberland County Hospital has established standards of conduct, which require that all individuals associated with the Hospital conduct Hospital business in accordance with federal, state and local laws, professional standards, applicable federally funded health care program regulations and policies with honesty, fairness and integrity. Employees should perform their duties in good faith; in a manner they believe to be in the best interest of Cumberland County Hospital and its patients; with the same care that a prudent person in the same position would use under similar circumstances. The standards of conduct outlined and described in the Handbook are not all-inclusive, but serves as a guideline for the professionalism that Cumberland County Hospital desires of its employees and agents.

Grievance Procedures/Open Door Policy

In order to protect the individual rights of the employee, the Hospital has established and maintains a grievance procedure whereby an employee may present what he/she considers to be a personal injustice regarding his/her relationship with the Hospital.

- Discuss the matter openly and frankly with your immediate supervisor or a member of the management staff, Compliance Officer or Human Resources Director.
- If the problem is unresolved within a reasonable time frame, the employee shall, in writing, notify the Hospital Administrator of the nature of the grievance. The Administrator will take appropriate action and the Administrator's decision is final and binding.

If the problem or complaint is of a personal nature or a very delicate matter, you may first meet with the Administrator.

Any concerns or reports of harassment or discrimination based on the protected characteristics described in our harassment policy **must** be reported according to the procedures outlined in the Harassment Policy.

Harassment Policy

The Hospital strictly prohibits harassment of a sexual nature or because of a person's sex, race, color, national origin, religion, age (age 40 and older), disability, or other protected status (collectively, "protected status"). Prohibited conduct includes both verbal and physical conduct by any person, including employees, supervisors, managers and others having business with the Hospital, which harasses, disrupts or interferes with an employee's work performance or which creates an intimidating, offensive or hostile working environment. Conduct in violation of this policy may occur between people of the same, or of different, sex or protected status. Conduct in violation of this policy will result in disciplinary action up to and including immediate discharge.

Prohibited Conduct Examples of conduct prohibited by this policy include: (1) offering or granting employment benefits or preferential treatment to an employee in exchange for sexual favors, (2) taking or threatening adverse employment action against an employee for refusing a request for sexual favors or for reporting violations of this policy, (3) engaging in unwelcome physical touching of another person including fondling, inappropriate brushing and blocking of another's movement around the workplace, (4) displaying materials, including objects, pictures, calendars, magazines, catalogues, posters and computer images, that are sexually suggestive or that are demeaning or threatening on the basis of protected status, (5) transmitting communications, by phone, computer, voice mail, letter, note or otherwise, that are sexually suggestive or that are demeaning or threatening on the basis of protected status, (6) making comments, including jokes, innuendo, and references to a person's appearance, anatomy or clothing, that are sexually suggestive or that are demeaning or threatening on the basis of protected status, (7) making repeated, unwanted requests for a date, and (8) making sexually suggestive or inappropriate physical gestures including oral or hand gestures, leering and ogling. These examples are not intended as a complete list of physical or verbal conduct that may violate this policy.

Reporting of Violations The Hospital's policy is to stop harassing conduct before it affects the working environment of any employee. Employees must report harassment to the Administrator, Human Resources Department, Compliance Officer or the Compliance Hotline number at 1-866-483-9372.

Prohibition of Retaliation The Hospital strictly prohibits any employee, supervisor or manager from taking adverse action against any employee who truthfully reports a violation of this policy.

Investigation and Remedy It is the Hospital's policy to promptly investigate and, where appropriate, to take prompt remedial action with respect to all complaints under this policy. Any employee, who violates this policy, whether or not such conduct constitutes harassment for legal purposes, will be subject to disciplinary action up to and including immediate discharge. In the event there is insufficient evidence that a violation of this policy has occurred, the Hospital will, if appropriate, take action to protect employees from recurrence of the reported conduct and from retaliation for reporting the conduct.

Violence in the Workplace Policy

The Hospital has adopted a policy prohibiting workplace violence. Consistent with this policy, acts or threats of physical violence, including but not limited to intimidation, harassment, and/or coercion, which involve or affect the Hospital, its employees, customers, vendors, or which occur on Hospital property, will not be tolerated.

Examples of workplace violence include, but are not limited to, the following:

1. All threats or acts of violence occurring on Hospital premises, regardless of the relationship between the Hospital and the parties involved.

2. All threats or acts of violence occurring off Hospital premises involving someone who is acting in the capacity of a representative of the Hospital.

Specific examples of conduct, which may be considered threats or acts of violence include, but are not limited to, the following:

1. Hitting or shoving an individual.
2. Threatening an individual or his/her family, friends, associates, or property with harm.
3. Destruction or threatening to destroy or damage Hospital property.
4. Making harassing or threatening phone calls.
5. Surveillance or stalking (following or watching someone).
6. Unauthorized possession or use of firearms or weapons.

The Hospital's prohibition against threats and acts of violence applies to all persons involved in the Hospital's operation, including but not limited to, personnel, contract and temporary workers and anyone else on Hospital property. Violations of this policy by any individual on Hospital property will lead to disciplinary action, up to and including termination and/or legal action as appropriate. Every employee is encouraged to report incidents of threats or acts of physical violence of which he/she is aware. The report should be made to the Administrator, Human Resources Department, Compliance Officer, or Compliance Hotline number at 1-866-483-9372.

Weapons Policy

The Hospital prohibits weapons of any kind on Hospital property. A "weapon" includes, but is not limited to, the following: guns, knives, swords, bows & arrows, clubs, slings, explosives, martial arts weapons, poison chemicals or gases, and any other object with the design or effect of inflicting harm on a person or property. The prohibition on weapons includes Hospital vehicles and personal vehicles, except as permitted below.

Kentucky law permits individuals to have a "firearm, part of a firearm, ammunition, or ammunition component" in a vehicle on Hospital property. The law does not apply to other weapons, and only applies to individuals who are legally entitled to possess a firearm. Therefore, it does not affect the Hospital's policy prohibiting employees from keeping other weapons in vehicles while on Hospital property. It also does not apply to persons who are prohibited by state or federal law from possessing a firearm or ammunition and does not apply to Hospital vehicles.

The Hospital strongly discourages employees from keeping firearms or ammunition in their vehicles while on Hospital premises. However, if an employee chooses to exercise this right, the Hospital requires strict compliance with this policy.

If the employee has a firearm, part of a firearm, ammunition, or ammunition component in a vehicle on Hospital premises, the employee agrees to the following things:

- The firearm and ammunition will not be removed from the vehicle unless permitted by law (i.e., for self-defense, defense of another, or defense of property).
- The firearm shall remain unloaded at all times that it is in the vehicle.
- While unoccupied, the vehicle must remain locked at all times and the firearm, part of a firearm, ammunition and/or ammunition component shall be stored out of plain sight.

The Hospital also does not permit any firearm, part of a firearm, ammunition or ammunition component to be removed from a vehicle for any purpose other than those listed above. Any time an employee removes a firearm, part of a firearm, ammunition or ammunition component from a vehicle for any reason, the employee must file a written report with the human resources department describing the date, time, and reason that the firearm was removed from the vehicle, as well as listing anyone who was present when the firearm was removed.

Violation of any part of this policy can lead to disciplinary action up to and including discharge, even for a first offense.

False Claims Reporting

Cumberland County Hospital is required by law to establish certain policies and provide team members, agents and contractors with information, regarding: (1) the federal False Claims Act and similar state laws, (2) a team member's right to be protected as a whistleblower, and (3) Cumberland County Hospital policies and procedures for detecting and preventing fraud, waste and abuse. This Addendum, which supplements the CCH Code of Conduct and Employee Handbook, establishes our policies and contains information required by law under Section 6032 of the Deficit Reduction Act of 2005.

Policies and Procedures for Detecting and Prevention Fraud Waste and Abuse

Cumberland County Hospital is committed to fully comply with all laws and regulations that apply to health care. Cumberland County Hospital created the Corporate Compliance Program as an expression of our commitment to ethical behavior. Our Corporate Compliance Program includes Cumberland County Hospital policies and procedures, including but not limited to those that are described in this Addendum, the Code of Conduct, training and education, auditing and monitoring, and opportunities for individuals to raise issues and concerns without fear of retaliation.

Whether you are a team member, volunteer, medical staff member, vendor or other business partner with Cumberland County Hospital, you are reminded to:

- Exercise good faith and honesty in all dealings and transactions.
- Observe all laws and regulations that govern what we do, including requirements of Medicare, Medicaid and other federal health care programs. These requirements

generally include maintaining complete and accurate medical records and submitting only complete and accurate claims for services provided.

- Provide accurate and truthful information in all transactions.
- Contact one of the following resources available within Cumberland County Hospital if you have any knowledge or concern regarding a potential false claim:
 - If your director is not available, or you are not comfortable speaking with him/her, or you believe the matter has not been adequately resolved, contact the Corporate Compliance Officer.
 - If you want to report a concern anonymously, call the Cumberland County Hospital Corporate Compliance Hotline. The hotline is a confidential service available 24 hours a day, seven days a week. **The Hotline number is 1-866-483-9372.**

Cumberland County Hospital **policy strictly prohibits retaliation, in any form, against any individual making a report, complaint, or inquiry in good faith.** Retaliation is subject to discipline, up to and including dismissal from employment or termination of the business relationship with Cumberland County Hospital.

Tardiness; Absenteeism

If you are unable to report to work or if you will arrive late, please contact your manager immediately. Give him or her as much time as possible to arrange for someone else to cover your position until you arrive. If you know in advance that you will need to be absent, you are required to request this time off directly from your manager. He or she will determine when will be the most suitable time for you to be absent from your work. In any event, notice of absence should be given no later than as follows:

- 7 to 3 Shift—2 hour notice;
- 3 to 11 Shift—4 hour notice; and
- 11 to 7 Shift—4 hour notice.

When you call in to inform the Hospital of an unexpected absence or late arrival, ask for your manager directly. For late arrivals, please tell your manager when you expect to arrive for work. Notifying the switchboard operator or a fellow employee is not sufficient. If you are unable to call in yourself because of an illness, emergency or for some other reason, be sure to have someone call on your behalf. If your manager is not available when you call, you may leave the information with another manager or supervisor.

Absence from work for three consecutive days without notifying your manager or the personnel administrator will be considered a voluntary resignation.

In general, three absences in a 90-day period or a consistent pattern of absence will be considered excessive and the reason for the absences may be questioned. Tardiness or leaving early is as detrimental to the Hospital as an absence. Three such incidences in a 90-day period will be considered a tardiness pattern and will carry the same weight as absence. Excessive

absenteeism, tardiness or leaving early may lead to disciplinary action up to and including termination.

Your manager will note any absence or lateness and the reason, in your personnel file. Your attendance records will be considered when evaluating requests for promotions, transfers, leaves of absence, and time off.

Workforce Protocols

Whenever people are gathered together to achieve goals, some rules of conduct are needed to help everyone work together efficiently, effectively and harmoniously. By accepting employment with us, you have a responsibility to the Hospital and to your fellow employees to adhere to certain rules of behavior and conduct. The purpose of these rules is to insure that you understand what conduct is expected and necessary.

Generally speaking, we expect each person to act in a mature and responsible way at all times. To avoid any possible confusion, some of the more obvious unacceptable activities are noted below:

This is not intended to be an exhaustive list of prohibited conduct, but is intended to give you examples of unacceptable conduct. If you have any questions concerning any work or safety rule or any of the unacceptable activities listed, please see your manager for an explanation. Occurrences of any of the violations may result in discipline up to and including dismissal.

- Violation of any Hospital rule or policy;
- Any action that is detrimental to the Hospital's efforts to operate profitably;
- Violation of security or safety rules or failure to observe a safety rule or Hospital safety practices;
- Failure to wear required safety equipment;
- Tampering with Hospital equipment or safety equipment;
- Careless action which endangers the life or safety of another person;
- Being intoxicated or under the influence of controlled substances while at work; testing positive for alcohol or any controlled substance while at work; unless prescribed by a physician;
- Use or possession or sale of controlled substances in any quantity while on Hospital premises, except medication prescribed by a physician which does not impair work performance;
- Unauthorized possession of firearms, weapons, or explosives on Hospital property or while on duty;
- Engaging in criminal conduct or acts of violence or making threats of violence to anyone on Hospital property or when representing the Hospital;
- Fighting;
- Horseplay;
- Provoking a fight;

- Causing property damage;
- Insubordination;
- Refusal to obey instructions issued by your supervisor;
- Refusal to help on special assignments;
- Threatening, intimidating or coercing fellow employees or patients or visitors on or off Hospital property at any time;
- Sabotage;
- Destruction or damage to Hospital property or the property of employees, patients, suppliers or visitors;
- Stealing Hospital property or the property of other employees, patients, visitors or suppliers;
- Unauthorized possession or removal of any Hospital property, including documents;
- Unauthorized use of Hospital equipment or property for personal reasons or for profit;
- Dishonesty;
- Falsification or misrepresentation on your application for employment, other work records or resume;
- Lying about sick or personal leave;
- Falsifying reason for a leave of absence or other data requested by the Hospital;
- Alteration of Hospital records or other Hospital documents;
- Violating the non-disclosure agreement;
- Giving confidential or proprietary information to competitors, other organizations, unauthorized Hospital employees or other people;
- Working for a competing business while a Hospital employee;
- Breach of confidentiality of personnel or patient information;
- Malicious gossip or spreading rumors;
- Engaging in behavior designed by create discord or lack of harmony;
- Interfering with another employee on the job;
- Restricting work output or encouraging others to do the same;
- Immoral conduct or indecency on Hospital premises;
- Conducting a lottery or gambling on Hospital property;
- Unsatisfactory or careless work;
- Failure to maintain the standards of work performance;
- Mistakes due to carelessness or failure to obtain proper instruction;
- Harassment or discrimination of any type prohibited by the Hospital's Harassment Policy
- Leaving work before the end of your work day or not starting work at the beginning of your work day;
- Stopping work before the time is specified;
- Sleeping on the job;
- Loitering or loafing during working hours;
- Use of Hospital telephone for personal and unnecessary calls;
- Leaving your work station during work hours without permission;
- Smoking in restricted areas or at non-designated times;

- Creating or contributing to unsanitary conditions;
- Posting, removing or altering notices on any bulletin board on Hospital property;
- Failure to report an absence or late arrival;
- Excessive absence or lateness;
- Buying Hospital merchandise for resale;
- Using obscene or abusive language toward any other employee, patient or visitor;
- Indifference or rudeness toward a patient or fellow employee;
- Disorderly or antagonistic conduct;
- Speeding or careless driving of any Hospital vehicle;
- Failure to report damage to or an accident involving Hospital equipment or vehicles;
- Solicitation during working hours or in working areas;
- Selling merchandise or collecting funds of any kind for charities during business hours or at a time that interferes with the work of another employee on Hospital property;
- Failure to abide by the personal grooming standards set forth by this Handbook and by your manager;
- Wearing improper or unsafe clothing;
- Eating meals in undesignated areas;
- Failure to properly record your time worked on your time card;
- Alteration of your own time card or records or attendance documents;
- Punching or altering another employee's time card or records;
- Causing someone to alter your time card or records;

There are a number of disciplinary actions available to the Hospital in the event that these rules are violated. Managers may issue an oral reminder or a written reminder. Employees may also be suspended or terminated based on their conduct. The decision as to the proper form of discipline will be based on the employee's conduct and the severity of the violation.

Dress Code/Personal Appearance

Most employees of the Hospital are expected to wear uniforms and are responsible for providing and maintaining them. A uniform allowance is furnished by the Hospital to all employees required to wear a uniform.

Dress codes for those who are not required to wear a uniform will be developed on a departmental basis subject to the Administrator's approval. Personal hygiene standards must be met. Clothing must be neat, clean and appropriate for the professional image that the Hospital wishes to project to its patients, visitors and the public. Hairstyles, clothing and jewelry should conform to general business and professional standards. Ungroomed beards, side burns below the earlobes, untrimmed mustaches and unruly long hair are not acceptable. If your department manager feels your attire is out of place, you may be asked to leave the work place until you are properly attired. You will not be paid for the time you are off the job for this purpose. Your department manager, working through the dress code committee and upon administrative

approval, has sole authorization to determine inappropriate dress code and anyone who violates this standard will be subject to appropriate disciplinary action, up to and including termination of employment.

Drug and Alcohol Policy

The Hospital prohibits the unauthorized possession, use or sale of alcohol and/or illicit drugs or other controlled substances by employees, and prohibits employees from possessing or being under the influence of alcohol and/or illicit drugs or other controlled substances, on Hospital premises, in Hospital vehicles, while performing Hospital business or during working hours. "Under the influence" for purpose of this policy is defined as a condition that results in a positive result for any drug or alcohol screening test.

All employees and applicants for employment are subject to drug and alcohol screening tests as a condition of employment or continued employment. A positive result on any such screening test, or refusal to submit to such a screening test, will result in rejection of applicants, or disciplinary action up to and including immediate termination of employment of employees.

Employees must notify Administration or Human Resources no later than five (5) days after a federal or state drug statute conviction for a violation occurring in the workplace. For purposes of this notice requirement, a conviction includes a finding of guilt (including a plea of nolo contendere or no contest), or imposition of sentence, or both, by any judicial body for any violation of a criminal drug statute involving the manufacture, distribution, dispensation, possession or use of any drug. The employee is subject to disciplinary action as stated above.

VII.
EMPLOYEE COMMUNICATIONS

VII. EMPLOYEE COMMUNICATIONS

Telephone Courtesy

Courtesy in using the telephone can make friends for the Hospital and make work more pleasant. When using the telephone, please abide by these rules:

- Answer the phone promptly.
- Identify yourself by name and department.
- Give accurate and careful answers.
- Transfer calls tactfully.
- Say “please” and “thank you.”
- Use a helpful and friendly tone of voice at all times.
- Hang up gently.

Ideas and Suggestions

We welcome your suggestions and ideas. Remember, there may be areas in the Hospital’s operation that can be improved. These could be in service, equipment, communications, safety, ways to reduce costs, losses and/or waste, or other improvements you may see a need for. Please give us the benefit of your unique experience and thoughts. Your contributions, as well as those of others, could expand your gain sharing. Also make sure to document your innovations and money saving efforts and have them placed in your personnel file (include dates, detailed descriptions of your contributions, estimates from the accounting department regarding cost savings or profits generated, etc.). These may favorably affect your performance reviews.

When a suggestion from an employee has particular merit, the Hospital may provide special recognition to the individual who had the idea.

Community Activities

The Hospital recognizes the importance of community participation. Our business is dependent upon the community for employees and for patients, and the community is dependent on our business for employment opportunities and for our services. The Hospital encourages your participation in service activities that contribute to the community.

VIII.

HANDBOOK RECEIPT AND ACKNOWLEDGMENT

HANDBOOK ACKNOWLEDGEMENT

This Handbook will serve as a guide; it is not the final word in all cases. Individual circumstances may call for individual attention.

Please read the following statement before signing:

- I have received a copy of the Cumberland County Hospital Employee Handbook. I understand that it is my obligation to read and understand the policies in the Handbook. I understand that if I do not understand something in the Handbook, it is my obligation to ask my supervisor or the Human Resources Department for clarification.
- I understand that the policies, rules and benefits described in it are subject to change at the sole discretion of Cumberland County Hospital at any time. I understand that this Handbook replaces (supersedes) all other previous Handbooks for Cumberland County Hospital as of February 19, 2007.
- I further understand that my employment is terminable at will, either by Cumberland County Hospital, or myself regardless of the length of my employment or the granting of benefits of any kind.
- I understand that no contract of employment other than “at will” has been expressed or implied, and that no circumstances arising out of my employment will alter my “at will” employment relationship unless expressed in writing, with the understanding specifically set forth and signed by myself and the Administrator of Cumberland County Hospital.
- I am aware that during the course of my employment confidential information will be made available to me, e.g., Patient/Doctor/Employee specific information. I understand that this information is critical to the success of Cumberland County Hospital. In the event of termination of employment, whether voluntary or involuntary, I hereby agree not to utilize, disclose or exploit this information.
- I understand that Cumberland County Hospital does not tolerate harassment or discrimination. I acknowledge that I understand the Harassment Policy contained in this Handbook. I understand that I must report all conduct that I believe is harassment or discrimination in accordance with the Harassment Policy. I understand that no reprisals will be taken against me for truthfully reporting violations of the Harassment Policy.
- I understand that my signature below indicates that I have read and understand the above statements and have received a copy of the Cumberland County Hospital Employee Handbook.

Employee’s Printed Name

Position

Employee’s Signature

Date

Manager’s Signature

Date