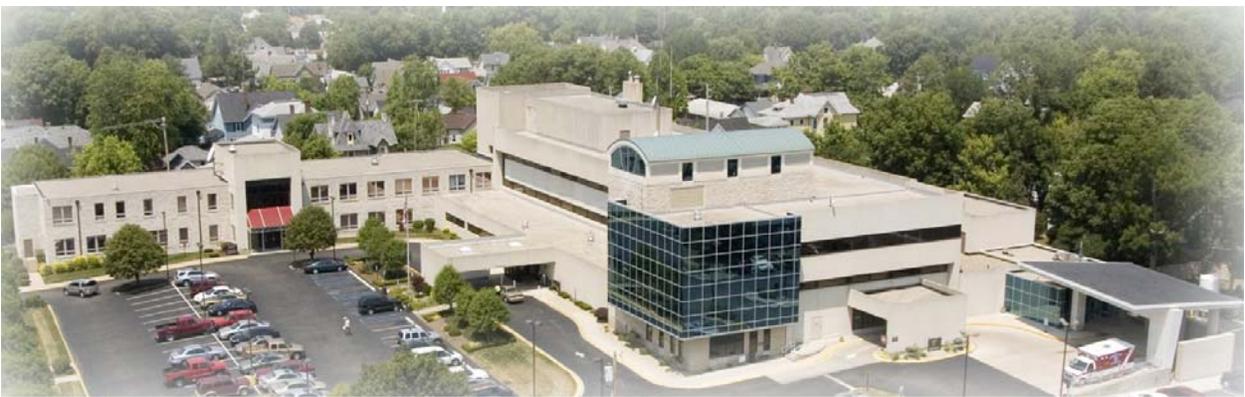


Employee Handbook

Major Hospital & Affiliates



If you have any questions or need assistance, please contact the Human Resources Department at: (317) 398-5280

Table of Contents

President’s Letter	5
History of Major Health Partners	6
Major Health Partners’ Mission and Vision Statement	11
Employment-At-Will/ Policy and Benefit Changes.....	11
Hospitality.....	12
Employee Benefits Program	15
Awards	15
Employee of the Year Award.....	15
Retirement Awards	15
Service Awards	15
Shining Star Awards	16
Insurance & Retirement Benefits	16
Dental/Vision Insurance.....	16
Flexible Spending Plan	16
Health Insurance	16
Health Savings Account.....	16
Life Insurance.....	17
Life Conversion/Portability.....	17
Long Term Disability.....	17
Pension.....	17
Premier Healthway.....	17
Prescriptions.....	17
Retirement Plans	18
Short Term Disability.....	18
Social Security (F.I.C.A.) and Medicare.....	18
Worker’s Compensation	18
OTHER BENEFIT PROGRAMS	18
Cafeteria.....	18
Credit Unions	18
Discount Tickets	19
Employee Assistance Program.....	19
Lockers.....	19
Notary Public Service	19
Shelby County Fitness Programs	19
Tuition Reimbursement	19
Uniforms	20

TIME OFF BENEFITS	20
Election Day Voting.....	20
Funeral Leave.....	20
Holidays	20
Jury Duty.....	21
Paid Days Off (“PTO”).....	21
PDO/PTO Bill Payment.....	21
PDO/PTO Help Fund.....	21
WAGES	21
Direct Deposit	21
Overtime (Non-Exempt Staff Only)	22
Pay Period and Paychecks.....	22
Special Pay.....	22
Wages and Raises	22
Employment.....	23
Attendance	24
Bulletin Boards	24
Committees	24
Complaint Resolution Procedure	24
Confidential Information.....	25
Conflict of Interest	25
Corporate Compliance/False Claims Recovery	25
Corrective Action Counseling Steps.....	28
Drug-Free Workplace	29
Employment Opportunities and Transfers	29
Employment Status Categories	30
Equal Employment Opportunity and Harassment.....	30
GINA.....	32
Guidelines for Appropriate Conduct.....	32
HIPAA	33
Hours of Work	33
Human Resources	33
Leaves Of Absence	34
Family and Medical Leave Of Absence (FMLA)	34
Military Family Leave.....	35
Military Leave of Absence.....	36
Military Duty – Reserve Status.....	36
Personal Leaves.....	37
Licensure/Certification.....	37
Lost and Found.....	37
MHP Identification	37
Network and Electronic Resources Policy.....	38

Nondiscrimination Against and Accommodation of Individuals with Disabilities	39
Parking	39
Performance Reviews	39
Personal Appearance and Demeanor	40
Personal Data Changes.....	40
Personal Relationships/Relatives in the Workplace	40
Personnel Files	41
Pre-Employment Screenings.....	41
Probationary Period.....	41
Procedure for Requesting an Accommodation	42
References	42
Resignation	42
Salary Administration	43
Smoking	43
Solicitations and Distributions.....	43
Telephone and Cell Phone Usage	44
Time Recording	44
Tipping.....	45
Travel Expense Reimbursement	45
Visiting of Patients.....	45
Whistleblower Policy.....	45
Workplace Violence Prevention	46
Your Management Team	46
Safety, Disaster, and.....	47
Codes for Emergency Paging.....	48
Biohazard/Hazardous Materials Response Plan - Code White.....	48
Bomb Threat - Code Green.....	48
Cardiac Arrest - Code Blue.....	48
Disaster Plan - Code Gray.....	48
Fire Plan - Code Orange.....	48
Infant / Child Abduction - Code Pink.....	48
Missing Adult Patient – Code Purple.....	49
Security Event - Code Red.....	49
Tornado Plan - Code Yellow	49
Disaster Manual	49
Reporting Job-Related Injuries or Illnesses	49
Safety Committee.....	49
Safety Policy	49
EMPLOYEE ACKNOWLEDGEMENT FORM.....	51
EXHIBIT A.....	52
Attendance for MHP Employees	52
Paid Time Off (“PTO”) for MHP Employees.....	53
Short Term Disability.....	54

EXHIBIT B	55
Attendance for MD Solutions' Employees	55
Absenteeism	56
Unexcused Absences	56
Paid Time Off ("PTO") for MD Solutions' Employees.....	56
MD Solutions' PTO Accrual Schedule.....	57
MDSolutions - PTO Accrual Schedule Matrix	58
Short Term Disability ("STD").....	58

President's Letter

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

The patient is our primary concern. We believe that each patient has a right to life—to live with the dignity and respect that human life contains. We believe that each patient is unique and should be respected as a whole person. This individuality must be kept in mind even though we see large numbers of patients (and their families) on a daily basis.

This Employee Handbook has been prepared for the information and guidance of everyone working at Major Health Partners. It is intended to cover the procedures, rules, and policies that apply to our day-to-day activities. **This is only a summary . . . please see Meditech, which is our internal computer system, for a total listing of Major Health Partners' policies and procedures listed under the Standard Policies and Procedures Cabinet.**

Some of the information will change from time to time because our policies are under constant review. As things change, you will receive e-mails or new handbook pages that should be kept with the handbook for future reference. The most up to date version of this handbook will also be available on our Intranet (Infosource).

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

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

John Mark Horner
President/CEO

History of Major Health Partners

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

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

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

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

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

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

In the summer of 1946, it was decided to expand the maternity ward. Early in 1947, new nursery quarters were completed with the financial help of Delta Theta Tau Sorority. This involved a glass partition, new paint, and a new location. A bill to extend the hospital tax base to include the county was placed before the Indiana General Assembly in 1947. A recognized need to expand the

hospital to take care of the entire county was the reason for the bill. The bill introduced provided a Board of Directors of 5 members. The Mayor appointed 3 of the members, the County Commissioners appointed 1 and the Circuit Court Judge appointed 1. The bill gave the city the power to build an addition, issue bonds and receive federal aid, donations and gifts. The Council was authorized to provide financial support in the event the city could not pay the entire cost of operations and improvements without exceeding the 2% debt limit.

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

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

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

A new physical therapy department was established in 1963, in memory of former board president, Earl F. Hammond. In 1969, the hospital established an intensive care unit. It was set up with high intensity treatment lamps, heart monitoring equipment, and a heart-lung resuscitator. The Indiana Legislature also passed an Act in 1969, which increased the membership of the hospital board to 7.

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

the landscaping plans for the modern structure. The new building was completed and ready for occupancy in March 1981.

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

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

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

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

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

In 2001, Major Hospital became an owner in the **Junction Plaza Mall** located on East State Road 44. Junction Plaza currently houses Major Hospital's **Patient Accounts Department, MD Solutions** – Major's physician practice management group. In 2005, Major Hospital opened **The Sleep Center of Major Hospital**. The center features state of the art sleep diagnostic technology services with a comfortable, homelike environment.

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

In the winter of 2003, Major Hospital broke ground on a new campus in the **Intelliplex Development**. Major Hospital, in partnership with the City of Shelbyville and Shelby County, launched Intelliplex as a technology park focused on future economic development. This 135-acre

development includes a 35-acre medical campus, which will provide for Major Hospital's future growth and expansion.

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

In 2006, **The Bariatric Center of Major Hospital** opened its new, highly advanced facilities in the medical specialties wing of the hospital. The center caters to the special needs of Bariatric surgery patients with the latest technology and personal care.

In 2007, two new additions opened at the **Intelliplex Campus**. **The Stephenson Building and Conference Center** opened in January 2007. The building houses the **Internal Medicine Associates** practice in one of the second floor wings, and the Law Firm of **McNeely, Stephenson, Thopy and Harrold** on the first floor. The Conference Center will allow for large group conferences to be held just off-site of the Benesse Oncology Center. The second addition that opened in early 2007 was Makuta Technics, a small technology company moving from Columbus, Indiana to the Intelliplex Campus.

In 2008, the new **Major Health Partners** branding campaign was launched. This introduced to the public the concept that the services provided by the Major Hospital family of care givers extends far beyond the walls of Major Hospital and is in fact a partnership of the varied healthcare services we offer across our entire enterprise.

OnSiteSolutions, LLC manages employer-based health, wellness and disease management clinics in Shelby County. OnSite is a collaborative effort between Major Hospital and local business and industry to improve access to healthcare, improve the health of employer's employees and dependents, and reduce the employer's health-related expenses. OnSite opened its first clinic in January 2008 and currently operates clinics at Ryobi Die Casting, Knauf Insulation, Shelbyville Central Schools, Indiana Standardbred Association, Indiana Horsemen's Benevolent Protective Association, and City of Shelbyville (2013). The clinic is staffed with highly trained physicians and physician extenders who provide services such as primary care, dispensation of prescription drugs, wellness and disease management programs, and much more. OnSite has saved its existing clients in excess of \$1,000,000.00 since its inception.

In August 2008, Major Health Partners opened their new Orthopaedic practice, **FORCE**, in the Rampart Building. In the fall of 2008, ground was broken for the new **reNovo Orthopaedics Center**. This new center features the combination of state of the art facilities and technologies to accommodate the many needs of musculoskeletal patients. The unique facility now houses: **Major Sports Medicine**, orthopaedics related primary care practice; **SportWorks**, our physical and occupational rehabilitation therapy center; and **FORCE**, family orthopaedics and rehabilitation center an orthopaedic surgical practice. The reNovo Center opened in July 2009.

In June 2009, **Benesse Oncology Center** opened its new **Healing Gardens**. With five calming water features and a number of separate areas promoting meditation and privacy, the nearly one acre garden is the largest hospital-related facility of its kind in central Indiana. It was designed to be a private gathering place for patients, families, and friends to help them deal with stress naturally produced in the cancer recovery process. A small water-themed section of the garden was built directly next to the polarized windows in the Benesse treatment area which allows patients to look out but protects their privacy while undergoing chemotherapy.

In October 2010, **Major Hospital's UnaVie Cardiology Center** opened its new building. Major Hospital and St. Francis Medical Group Indiana Heart Physicians are devoted to delivering outstanding service to our patients and referring physicians. The name UnaVie was created by combining Latin and French words "together" and "life," which symbolizes how heart disease is typically a chronic condition and requires long-term support for sustaining a high quality of life. The name reflects the fact that UnaVie professionals are there to "partner with your patients for life." The UnaVie Cardiology Center is located in the Intelliplex Medical Arts Building and houses all outpatient cardiac services including:

- Anti-Coagulation Clinic;
- Lipid Clinic;
- Cardiac Rehabilitation;
- Pulmonary Rehabilitation;
- Cardiac Testing;
- Pulmonary Testing;
- Pediatric Cardiology; and
- Cardiac & Pulmonary Physician Visits.

Major Health Partners' Mission and Vision Statement

Major Health Partners (“MHP”)¹ exists to create and deliver superior health care solutions by providing our patients and other customers with optimal clinical and economic outcomes. We will attain these goals by combining the following attributes:

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

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

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

Employment-At-Will/ Policy and Benefit Changes

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

Please understand that no manager or other representative of MHP, other than the President/CEO, has the authority to enter into any agreement with you for employment for any specified period of time or to make any promises or commitments contrary to the foregoing. Furthermore, any employment agreement entered into by the President/CEO shall not be enforceable unless it is in writing.

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

¹ Please note, for purposes of this Employee Handbook, MHP refers to Major Hospital and all of its affiliates.

Hospitality

You Are MHP!

You Make It Happen!

YOU are what people see when they arrive here.

YOURS are the eyes they look into when they are frightened and lonely.

YOURS are the voices people hear when they ride the elevators, when they try to sleep, and when they try to forget their problems.

YOU are what they hear on the way to appointments, which could affect their destinies and what they hear after they leave those appointments.

YOURS are the comments people hear when you think they can't.

YOURS is the intelligence and caring that people hope they will find here.

If you are noisy, so is MHP. If you are rude, so is MHP. If you are wonderful, so is MHP.

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

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

THANK YOU FOR ALL YOU DO!!

HELPFUL HOSPITALITY GUIDELINES

* **BREAK THE ICE**

Make eye contact, smile, introduce yourself, call people by name, and extend a few words of concern.

* **DOES SOMEONE LOOK CONFUSED?**

Stop and try to help.

* **COURTESY**

Kind gestures and polite words make people feel special.

* **EXPLAIN WHAT YOU ARE DOING.**

People are always less anxious when they know what's happening.

* **ANTICIPATE**

You'll often know what people want before they have to ask. **ACT.**

* **RESPOND QUICKLY**

When people are worried or sick, every minute is an hour!

* **PRIVACY AND CONFIDENTIALITY**

Watch what you say and where you say it. Show Respect. Knock as you enter.

* **HANDLE WITH CARE**

Slow down. Give. Imagine you are on the receiving end.

* **DIGNITY**

That patient could be your child, your spouse, or your parent. Give choices, close curtains, see the person.

* **DO MORE THAN YOUR JOB**

Just because it's "not your job" doesn't mean you can't help or find someone who can.

* **TREAT PATIENTS AS ADULTS**

Your words and tone should not insult.

* **LISTEN**

If a person complains, don't be defensive.

* **HELP EACH OTHER**

Do this and you help a patient.

* **KEEP IT QUIET**

Noise annoys! It also shows a lack of consideration.

* **PHONE SKILLS**

When you're on the phone, our reputation is on the line. Sound pleasant, be helpful, and listen with understanding.

Employment

Benefits

Employee Benefits Program

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

This section of the Handbook is meant to highlight some features of our benefit program. Our group health and life insurance programs are described more fully in Summary Plan documents, which are provided upon employment if you are eligible to participate in these programs and annually during open enrollment. Complete descriptions of our benefit programs are also in the master contracts or plan documents that are kept electronically by the Third Party Administrator. In the event of any contradiction between the information appearing in the Handbook, MHP policies and procedures, and the information that appears in the master contracts or plan document, the master contracts/documents shall govern in all cases.

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

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

Awards

Employee of the Year Award

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

Retirement Awards

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

Service Awards

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

MHP employees receive service pins at 1 year and then in 5 year increments. Those with 5 years or more also receive a gift. Service Awards are presented in the month the employee reaches their anniversary date.

Shining Star Awards

Employees can receive Shining Star Award Certificates from co-workers, patients, or visitors when they exhibit exceptional behaviors in the areas of trust, quality, flexibility, teamwork, stewardship, and/or service excellence. Recognitions received from all sources will be documented. Certificates can be redeemed throughout the year for various prizes.

Insurance & Retirement Benefits

Dental/Vision Insurance

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

Flexible Spending Plan

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

Health Insurance

We are proud of our health benefit program, which applies to all regular full-time staff members regularly scheduled for at least 60 hours per pay period. Employees are required to pay a percentage of the plan costs that is a payroll deduction from each pay period. Detailed information about medical benefits is included in the Summary Plan documents given to you during benefit orientation.

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

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

For more information, see the Health Benefit Program policy (SPP No.: HR-9) and Continuation of Health Benefit Coverage policy (SPP No.: HR-10) in the Meditech Library.

Health Savings Account

A Health Savings Account is a tax-advantaged checking account that gives you the ability to save for future medical expenses or pay current ones. It is individually owned, but you may elect to designate an authorized signer that may also withdraw funds and be issued a debit card. To be eligible to make deposits to an HSA, you must be currently enrolled in an HSA-qualified health plan.

Life Insurance

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

Life Conversion/Portability

The Life Conversion option provides the opportunity for you to obtain an individual life insurance policy that accumulates cash value and is offered at individual insurance rates.

Under the Portability option, you may obtain a group life insurance policy to continue 100%, 75%, or 50% of the amount of life insurance coverage (Basic, Supplemental, or both) you had under your Group plan up to a maximum amount. **Premiums for a Life Portability policy may be higher than your Employer Group plan rates and rates increase every 5 years (years in which your age on your birthday ends in 5 or 0).**

For more information, see the Life Insurance Program policy (SPP No.: HR-12) in the Meditech Library.

Long Term Disability

Long term disability coverage is an income protection program that will pay a staff member a minimum of 50% of their salary after 90 days of being unable to work due to an injury or illness. It is available to all regular staff members who work 20 or more hours per week. Non-exempt staff members are eligible after 1 year of service. For more information, see the Long Term Disability policy (SPP No.: HR-11) in the Meditech Library.

Pension

The MHP pension plans are designed to provide eligible staff members with a supplement to their Social Security benefit upon retirement. Specific plan designs will be presented to new employees at benefit orientation. Plan options vary for employees who work for the profit side of the organization versus the not-for-profit side of the organization. For more information, see the Major Hospital Pension Plan policy (SPP No.: HR-8) in the Meditech Library.

Premier Healthway

Employees who carry MHP health insurance are automatically enrolled in the Premier Healthway case rate program. Premier Healthway is a health program that provides cost effective discounted case rate procedures for the treatment of heart disease when a specific network of providers is used. Premier Healthway is an enhancement or value-added benefit that works in conjunction with your employer's health plan. **Failure to use the Premier Healthway facility will result in a substantial out-of-pocket penalty.** See the Summary Plan documents for out of pocket cost comparisons.

Prescriptions

Staff Members may have their prescriptions filled at the hospital pharmacy at cost plus a small dispensing fee. This should result in a 35-50% cost reduction. Insured staff members either Benefit Plan may also have access to a \$3.00 MHP formulary program. Standard Plan members

also have reduced co-pays for both generic and name brand prescriptions purchased at non-hospital pharmacies. Those employees with the consumer driven plan receive a discount off of the retail price at the hospital pharmacy but have no first dollar coverage. For more information, see the Pharmaceutical Prescription Benefit Program policy (SPP No.: HR-13) in the Meditech Library.

Retirement Plans

MHP offers employee contribution plan options. These retirement accounts are a helpful benefit to provide for long-term savings, retirement funds, or educational needs.

Short Term Disability

If you are under the Major Hospital payroll, please refer to Exhibit A attached hereto for information regarding Short Term Disability.

If you are under the MD Solutions payroll, please refer to Exhibit B attached hereto for information regarding Short Term Disability.

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

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

Worker's Compensation

Work-related injuries and occupational illnesses fall under the Indiana Worker's Compensation Act, and are covered by insurance provided by MHP. Injuries resulting from an accident arising out of and in the course of a work-related situation are covered. If an employee is injured while working, no matter how slight the injury, it is important that it is reported immediately to your supervisor or Human Resources. In addition, your supervisor or Human Resources should be notified promptly of any accident. For more information, see the Worker's Compensation policy (SPP No.: HR-40) in the Meditech Library.

OTHER BENEFIT PROGRAMS

Cafeteria

MHP maintains a cafeteria for the convenience of our staff members and visitors. The prices are reasonable and staff members will find it a very economical place to eat. Hours of service are posted and should be followed. Soft drinks and candy may be consumed at workstations if doing so does not affect patient/visitor relationships. This will be determined at the discretion of each manager.

Credit Unions

MHP is affiliated with Indiana Members Credit Union and Finance Center Federal Credit Union.

Discount Tickets

As a service to MHP's staff members and their families, we have available discount tickets to several different attractions. Tickets most commonly available in the Human Resources Department are: King's Island, Newport Aquarium, Holiday World, Indianapolis Zoo, and AMC Cinemas. Tickets may also be available for Indiana State Fair and other local events.

Employee Assistance Program

MHP has contracted with The Hartford Life Insurance Company to provide Employee Assistance Services to all employees and their family members. This program can provide both assessment and short-term counseling for you when personal problems occur. You will receive 3 free face-to-face visits per occurrence, per family member per year. After that, the employee is responsible for the co-payment or it may be sent to your insurance company for consideration for payment.

Lockers

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

Notary Public Service

Free Notary Public service is available Monday-Friday during normal business hours in Human Resources and Administration for MHP employees and patients. Additional notaries throughout MHP are listed in the Meditech Library.

Shelby County Fitness Programs

Major Health Partners has teamed up with the Shelby County Athletic Club and Anytime Fitness to provide fitness programs for MHP staff members at reduced rates. These facilities offer aerobic classes, fitness, and weight training programs. For more information, contact the facilities or Human Resources.

Tuition Reimbursement

A very important benefit from MHP is our tuition reimbursement program. Our purpose in providing this benefit is to encourage staff members to further their education in areas where doing so would enhance their ability to perform their job and add quality and professionalism for MHP. Education alone is no guarantee of a raise in pay or advancement opportunity, but it can be a contributing factor.

Staff members who work at least 30 hours per week may apply for tuition reimbursement after completing 1 year of employment with satisfactory job performance. Tuition Reimbursement is at the discretion of the Committee and must be pre-approved prior to beginning classes. **Approved subjects will be those where there is projected growth and opportunity and which will assist staff members in present or future job assignments with MHP.** Tuition reimbursement will be paid on **tuition costs only** (based on current IUPUI rates) limited to \$5,000 per year, \$10,000 per degree and courses must be completed with a grade of "B-" or better.

For more information or to apply for tuition reimbursement, please contact Human Resources and see the Employee Tuition Assistance Program policy (SPP No.: HR-7) in the Meditech Library.

Uniforms

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

TIME OFF BENEFITS

Election Day Voting

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

Funeral Leave

When a death occurs in an employee's immediate family, MHP grants up to five paid work days off to handle family affairs and attend the viewing and funeral of a spouse or children and three paid work days off to handle family affairs and attend the viewing and funeral for all other immediate family. No paid funeral leave will be granted to employees who have not completed their 6 month probationary period. Time off without pay may be taken during the probationary period. **Immediate family of the employee is defined as:** spouse; children; parents; siblings; stepchildren; mother-in-law or father-in-law; daughter or son-in-law; grandchild; step sister/brother; permanent household member; and grandparent. Employee may be required to provide documentation of family member's death.

Upon notice of the death of an immediate family member, an employee should notify his/her manager immediately if funeral leave is necessary. Your immediate supervisor must approve all requests for funeral leave. If leave is approved, an employee should include the day of the funeral with additional time to immediately precede or follow the funeral day at the employee's discretion. For more information, see the Funeral Leave policy (SPP No.: HR-35) in the Meditech Library.

Holidays

MHP observes 6 holidays each year. They are New Years Day, Memorial Day, The Fourth of July, Labor Day, Thanksgiving Day, and Christmas Day. Paid time off for these holidays is included in the PDO/PTO accrual.

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

Jury Duty

Should you be called upon to perform your civic duty by serving on a jury, you may be granted an absence with pay upon proper notification to your manager. Any pay received from the court for jury duty must be reimbursed to MHP. For more information, see the Jury Duty/Court Appearance Procedure policy (SPP No.: HR-34) in the Meditech Library.

Paid Days Off (“PTO”)

If you are under the Major Hospital payroll, please refer to Exhibit A attached hereto for information regarding PDO and Short Term Disability benefits.

If you are under the MD Solutions payroll, please refer to Exhibit B attached hereto for information regarding PTO and Short Term Disability benefits.

PDO/PTO Bill Payment

This policy and procedure provides our employees with a way to use their PDO/PTO bank to pay for a MHP medical bill. The process is confidential and totally voluntary. Employees must maintain at least 2 weeks of PDO/PTO hours in their bank to qualify for this payout. PDO/PTO hours that must be maintained will vary based on the employees FTE. STD hours may not be used for this purpose. For more information, see the PDO/PTO Bill Payment policy (SPP No.: HR-61) in the Meditech Library.

PDO/PTO Help Fund

This fund provides employees with a way to obtain assistance for short term, unexpected medical emergencies. The process can be confidential (if requested) and is totally voluntary. Requests will be collected and donated hours coordinated by Human Resources. There is a lifetime usage limit of 1,000 hours per eligible employee. Applicants must be full-time or part-time employees.

Applicants must complete a “Request for the PDO/PTO Fund Assistance” form in order to be considered for the program. Applicants must have already used all of his/her Short Term Disability (“STD”) and PTO time. If need is intermittent, applicants will use all newly accrued STD or PTO time before drawing from the donation bank. Applicants must have met the FMLA eligibility guidelines as defined by MHP’s FMLA policy.

Applicants will receive donated time based on their budgeted FTE at BASE RATE only. No differentials will be included. (For example: a .6 FTE Weekend Option employee will receive no more than 64 hours per pay at his/her base rate – not WEO rate.) For more information, please see the PDO/PTO Help Fund policy (SPP No.: HR-43) in the Meditech Library.

WAGES

Direct Deposit

As of January 2007, MHP’s payroll system became completely direct deposit with a paperless direct deposit notice. All direct deposit vouchers are e-mailed to employees via Meditech before the Friday of the pay week.

Overtime (Non-Exempt Staff Only)

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

MHP pays overtime at a rate of 1 1/2 times base salary. MHP staff members are paid at an overtime rate for hours worked in excess of 40 hours during a week which begins at 12:01 a.m. each Sunday and ends at 12:00 midnight the following Saturday.

Shifts started in 1 24-hour period and continuing into the next 24-hour period will be considered part of the first 24-hour period for overtime calculation even when crossing forward to a new pay period. Non-productive hours such as paid sick leave and paid days off (PTO) are not included in the overtime calculation. For more information, see the Hours of Work/Overtime policy (SPP No.: HR-3) in the Meditech Library.

Pay Period and Paychecks

The standard pay period consists of 14 consecutive days beginning at 12:01 A.M. Sunday and ending at 12:00 midnight the second Saturday following. During this period a staff member may be assigned to work any days of a regularly scheduled shift (a.m., p.m., or night). Assignment of shifts is the responsibility of the department manger. The staff member may have a preference that is taken into consideration; however, the department manager in consideration of the best patient care makes the final decision.

Payday is every other Friday. Paychecks will be directly deposited into the bank account designated by the employee by 12:00 A.M. the Friday of payday.

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

Special Pay

MHP has several categories of additional pay over and above the base wage rate. These include Shift Differentials, Weekend and Holiday Differentials, On-Call Pay, Call-In Pay, Float Pool, Preceptor, and Charge Pay. Please consult with your department manager as to which categories, if any, apply to your work situation.

Wages and Raises

MHP reserves the right to give all regular full-time and part-time staff annual wage increases with board approval. PRN staffs that are paid a flat rate are not eligible for annual wage increases. If staff members have any questions about our wage schedule or raises, they should consult their department manager. For more information, see the Wage Program policy (SPP No.: HR-6) in the Meditech Library.

Employment Policies

Attendance

If you are employed by MHP, please refer to Exhibit A attached hereto for information regarding Attendance.

If you are employed by MD Solutions, please refer to Exhibit B attached hereto for information regarding Attendance.

Bulletin Boards

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

Committees

MHP has many active committees that encourage staff member participation. There are unit based and MHP committees including, but not limited to, Corporate Compliance, Investment Committee, nursing councils (i.e., ethics, patient education, technology, practice, professional advisor and development, quality, nursing executive, and Clinical Operations Managers), Fiscal, President's Council, Medical Executive, Physicians Administrative (in-patient and out-patient physicians), Critical Care, Infection Control, Safety, Medical Care Evaluation, Pharmacy and Therapeutics, Radiation Safety, OB Section, Surgical Section, Pediatric Section, Outpatient Medical Services, and Tumor Board. Speak with your supervisor for more information.

Complaint Resolution Procedure

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

Step 1

Discussion of the problem with your immediate supervisor is encouraged as a first step. If, however, you don't believe a discussion with your supervisor is appropriate, you may proceed directly to step 2.

Step 2

If your problem is not resolved after discussion with your supervisor, or if you feel that a discussion with your supervisor is inappropriate, you are encouraged to take your complaint either to your supervisor's manager or to the Manager of Human Resources. In an effort to resolve the problem, this individual will review the facts and a decision will be made. You will normally receive the response within 5 working days of presentation of the complaint.

Step 3

If you are not satisfied with the decision rendered at Step 2 and wish to pursue the problem or complaint further, you may prepare a written summary of your concerns and request that

the matter be reviewed by the President/CEO. The President/CEO, after a full examination of the facts (which may include a review of your written statement, discussions with all individuals concerned, and a further investigation if necessary), will normally advise you of the decision within 15 working days. The decision of the President/CEO shall be final.

MHP does not tolerate any form of retaliation against employees who use this procedure. This procedure should not be construed, however, as preventing, limiting, or delaying MHP from taking corrective action against any individual, up to and including discharge, in circumstances where MHP deems corrective action appropriate, such as those involving problems of overall performance, conduct, attitude, or demeanor. For more information, see the Complaint Resolution Procedure (SPP No.: HR-26) in the Meditech Library.

Confidential Information

MHP staff members are often entrusted with information concerning the patients of MHP. **This information is, in every respect, confidential and may not be discussed as a topic of conversation either in or outside MHP premises.** Refer those who ask for patient information to the patient's family or physician. All information relating to a patient's care, treatment, and condition obtained through conversations with the patient, and all information contained in the patient's medical record (hard copy or computer file) constitutes confidential information. No medical reports may be released without signed authorization from the patient, the patient's guardian, or healthcare representative. No personal information about a patient may be released without checking with the appropriate physician first. There should be no discussion of patients in public areas. Our patients deserve and have the right to confidentiality. **Violation of these rules will result in disciplinary action up to and including termination.**

Conflict of Interest

A conflict of interest is a situation whereby an employee's outside activities could negatively affect MHP. Employees should avoid engaging in any outside activity or financial interest that would create a conflict with the performance of their work duties. Employees should not benefit from activities that would improperly influence the conduct of their MHP duties. Employees should not knowingly use MHP property, funds, position, or power for personal or political gain. For more information, see the Conflict of Interest policy (SPP No.: HR-24) in the Meditech Library.

Corporate Compliance/False Claims Recovery

It is the policy of MHP to provide health care services in a manner that complies with applicable federal and state laws and conduct business in an ethical manner. To further this policy and ensure compliance with federal and state laws, MHP provides the information below to employees, contractors, board members, and agents of MHP. The following is an explanation of (1) the role certain federal and state laws play in preventing and detecting fraud, waste and abuse in federal health care programs, and (2) MHP's policies and procedures for detecting and preventing such fraud.

Federal False Claims Act

The federal False Claims Act prohibits an individual or entity from knowingly submitting a false or fraudulent claim for payment by a federally funded program, including Medicare and Medicaid. An entity or person who violates the Act will be subject to significant penalties and fines.

Penalties range from \$5,500 to \$11,000 per false claim as well as up to three times the government's damages.

A unique aspect of the False Claims Act is the Qui Tam, or "whistleblower" provision. The Qui Tam provision allows any private citizen to file suit in the name of the United States Government if he or she believes that a violation of the Act has occurred.

A Qui Tam action is initiated by filing the complaint and all available material evidence with a federal court. The complaint remains confidential for at least 60 days and will not be served on the defendant. During this time, the government investigates the complaint. After expiration of the review and investigation period, the government may elect to pursue the case. If the government decides not to pursue the case, the person who filed the action has the right to continue with the case on his or her own. If a lawsuit is successful, the individual who brought the suit may be entitled to receive a portion of recoveries received by the government. For more information about the Federal False Claims Act, Title 31, see 31 U.S.C. §§ 3729-3733.

Indiana False Claims and Whistleblower Protection Act

Indiana also has its own False Claims and Whistleblower Protection Act ("IFCWPA"). Similar to the federal False Claims Act, the IFCWPA prohibits filing false claims and statements to the state.

A violation of the IFCWPA may result in the person or entity being assessed a civil penalty of at least \$5,000 as well as up to 3 times the amount of damages sustained by the state.

Like the Qui Tam action under the federal False Claims Act, anyone may bring a civil action for a violation of the IFCWPA in the name of the state. The case is initiated by filing the complaint and all available material evidence with a state court. The complaint must also be provided to the Attorney General and the Inspector General. The complaint will remain confidential until the court orders that the complaint be provided to the defendant. The Attorney General or the Inspector General may choose to proceed with the case on behalf of the state. However, if the state decides not to pursue the case, the individual may proceed with the case on his or her own. If the lawsuit is successful, the individual may be entitled to receive a portion of the recoveries received by the state.

The IFCWPA also protects employees from being fired, demoted, suspended, threatened, harassed, or otherwise discriminated against in terms of conditions of employment by his or her employer for initiating, testifying, assisting, or participating in an investigation, action or hearing under the IFCWPA. For additional information refer to Indiana Code section 5-11-5.5-1.

MHP's Policies and Procedures

MHP takes issues regarding false claims and fraud and abuse very seriously. MHP encourages all employees, management, physicians, volunteers, and contractors or agents who suspect or become aware of fraud, waste, or abuse to report this to their immediate supervisor (if appropriate). If the supervisor is not deemed to be the appropriate contact, or if the supervisor fails to respond quickly and appropriately to the concern, then the individual should contact Major's Compliance Officer, or leave a confidential voice mail message on the Compliance Hotline at 1-855-290-0999.

Below are key components of MHP's policies related to the Compliance Program and specifically to the prevention and detection of fraud and abuse:

- It is the policy of MHP to comply with all federal, state, and local laws, both civil and criminal.
- MHP shall execute an ongoing plan of auditing and monitoring to detect waste and activity not in compliance with laws and regulations, including those addressing fraud, waste, and abuse.
- MHP shall implement regular training for all MHP employees, management, contractors, and agents regarding the state and federal laws discussed in this policy (including whistleblower protections for employees) and any MHP policies and procedures for detecting and preventing fraud, waste, and abuse.
- MHP shall ensure that all MHP employees, management, contractors, and agents have access to MHP policies involving the detection and prevention of fraud, waste, and abuse.
- Every employee of MHP is expected to demonstrate the highest ethical conduct when interacting with fellow employees, patients and their families, physicians, suppliers, consultants, and the public. Reaching this goal requires strict compliance with MHP's policies and legal requirements.
- MHP has a formal Compliance Program designed to provide guidance to all employees, physicians, board members, volunteers, and vendors. Any employee, contractor, or agent of MHP who has knowledge of facts concerning MHP's activities that he or she believes might violate the law has an obligation to promptly report the matter to their immediate supervisor or the Corporate Compliance Officer after learning such facts.
- The Compliance Program allows for prompt reporting of any violation or suspected violation of federal or state law including false claim reporting without any fear of retaliation. Examples of violations that should be reported include, but are not limited to, billing for services that were not provided, not appropriately documenting for services provided, or billing for a higher level of service than what was provided.
- After an offense has been detected, MHP will take all reasonable steps to respond appropriately to the offense and prevent any further similar offenses, including any necessary modifications to its program to prevent and detect violations of the law. As appropriate, such steps may include immediate referral to law enforcement authorities, a corrective action plan, a report to the Office of Inspector General, or the submission of overpayments, if applicable.

Program Fraud Civil Remedies Act

A similar federal law is the Program Fraud Civil Remedies Act ("PFCRA"), which provides administrative remedies for knowingly submitting false claims and statements. A false claim or statement includes submitting a claim or making a written statement that is for services that were not provided, that asserts a material fact that is false, or that omits a material fact. A violation of the PFCRA results in a maximum civil penalty of \$5,000 per claim plus a fine of up to twice the amount of each false or fraudulent claim. Penalties imposed under PFCRA are separate and in addition to penalties imposed under the False Claims Act. For additional information, see 31 U.S.C. §§ 3801-3812.

Whistleblower Protection

In order to encourage individuals to report suspected fraud, the False Claims Act protects an employee from being fired, demoted, threatened, harassed, or discriminated against by his or her

employer for filing a lawsuit under the False Claims Act or providing information in good faith relative to a False Claims Act investigation or lawsuit.

Employees, including management, and any contractors or agents of MHP should be aware of the policies and procedures regarding detection and prevention of health care fraud and abuse. For more information, see the Complying with the Deficit Reduction Act of 2005; Detection and Prevention of Fraud, Waste, and Abuse policy (SPP No.: HR-48) in the Meditech Library.

Corrective Action Counseling Steps

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

Verbal Warning

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

Written Warning

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

Suspension

A suspension is normally, but not always, issued as the second or third step in the disciplinary process. Suspensions can be 1 to 5 days depending on the severity of the situation.

Discharge

Discharge is the final step in the disciplinary process.

IMPORTANT NOTE

The 4 steps outlined above (verbal warning, written warning, suspension, and discharge) serve as a reasonable and consistent procedure. **HOWEVER, the seriousness of the violation in each case is a compelling factor. THEREFORE, managers are not necessarily required to go through each of the 4 steps in the disciplinary process and may begin at any step of the procedure, including discharge, depending upon the seriousness of the offense.**

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

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

For more information, see the Corrective Action Policy (SPP No.: HR-25) in the Meditech Library.

Drug-Free Workplace

It is the policy of MHP to ensure a drug-free workplace in keeping with the spirit and intent of the Drug-Free Workplace Act of 1988. The use of controlled substances is inconsistent with the behavior expected of our staff, subjects all staff members, patients, and visitors to unacceptable safety risks, and undermines MHP's ability to operate effectively and efficiently. Staff members who violate any aspect of this policy may be subject to Corrective Action, which, at MHP's discretion and depending upon the seriousness of the violation, may range from required participation and successful completion in a rehabilitation program to termination of employment. Depending on the circumstances, other action, including notification of appropriate law enforcement agencies, may be taken against any violator of this policy.

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

All employees are required to complete drug-free awareness education annually. In this education, employees will be advised of the dangers of drug abuse in the workplace, MHP's policy to maintain a drug-free workplace, MHP's employee assistance program, and the penalties for violating MHP's policy.

In accordance with the Drug-Free Workplace Act of 1988, as a condition of employment, employees must comply with this policy, and notify the Director of Human Resources within 5 days of the conviction for any criminal drug violation occurring in the workplace. Failure to do so will result in immediate termination of employment. MHP, in turn, will, as required by the Act, report such convictions within 10 days of our learning of the conviction to the appropriate federal agency. For more information, see the Drug and Alcohol Policy and Procedure (SPP No.: HR-23) in the Meditech Library.

Employment Opportunities and Transfers

MHP encourages a policy of promotion from within where qualified candidates are available. In order to keep staff members advised of job opportunities, job openings in MHP will be posted on the bulletin boards when possible. Under some circumstances, certain job openings may not be posted for internal applicant consideration. **To be eligible for consideration for an opening, staff members must have worked in their current position for a minimum of 6 months.** To apply for a position, staff members must complete a Request for Transfer form that can be found in Human Resources and on Infosource.

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

Employment Status Categories

Probationary	A regular full-time, part-time, or casual staff member during his/her first 6 months of employment or first 6 months in a new position.
Regular Full-Time	Staff members employed to work on a regular scheduled basis <u>at least</u> 60 hours per pay period.
Regular Part-Time	Staff members employed to work on a regular scheduled basis <u>more than</u> 40 hours but <u>less than</u> 60 hours per pay period.
Casual or PRN	Staff members specially designated by management who consistently work on an “as needed” basis for MHP but do not have a designated schedule or benefits.
Exempt	Staff members who are paid on a salaried basis and are normally not eligible for overtime pay.
Non-Exempt	Staff members who are paid on an hourly basis and are eligible for overtime.

Equal Employment Opportunity and Harassment

MHP provides equal employment opportunities without regard to race, color, religion, marital status, national origin, ancestry, sex, gender identity, sexual orientation, pregnancy, physical or mental disability, medical condition (cancer-related or genetic characteristics), status as a covered veteran, age, or citizenship (within the limits imposed by law). This policy applies to all staff members and applicants for all terms and conditions of employment including recruitment, selection, promotion, transfer, demotion, merit increases, salary, training and development, separation, and in making reasonable and appropriate accommodations for persons with disabilities.

Sexual harassment deserves particular mention and is defined as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser. The following is a partial list of sexual harassment examples:

- Unwanted sexual advances.
- Offering employment benefits in exchange for sexual favors.
- Making or threatening reprisals after a negative response to sexual advances.
- Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or pictures, cartoons or posters.
- Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes.
- Verbal sexual advances or propositions.

- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, or suggestive or obscene letters, notes, or invitations.
- Physical conduct that includes touching, assaulting, or impeding or blocking movements.

Our commitment to providing a work place free of disability discrimination includes a prohibition against AIDS-related discrimination. In addition, MHP is committed to prohibiting on-the-job harassment of any staff member because of his or her race, color, religion, marital status, national origin, ancestry, sex, gender identity, sexual orientation, pregnancy, physical or mental disability, medical condition (cancer-related or genetic characteristics), status as a covered veteran, age, or citizenship (within the limits imposed by law). This policy applies to all staff members and applicants for all terms and conditions of employment including recruitment, selection, promotion, transfer, demotion, merit increases, salary, training and development, separation, and in making reasonable and appropriate accommodations for persons with disabilities. Staff members have a right to work in an environment free of harassment.

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

If you experience any job-related harassment based on your race, color, religion, marital status, national origin, ancestry, sex, gender identity, sexual orientation, pregnancy, physical or mental disability, medical condition (cancer-related or genetic characteristics), status as a covered veteran, age, or citizenship (within the limits imposed by law) or believe that you have been treated in an unlawful or discriminatory manner, promptly report the incident to your supervisor. Your supervisor will investigate the matter and take appropriate action, including reporting it to the Human Resources. If you believe it would be inappropriate to discuss the matter with your supervisor, you may bypass your supervisor and report it directly to the Compliance Hotline at 1-855-290-0999 or Human Resources, who will undertake the investigation. Your complaint will be kept confidential to the maximum extent possible.

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

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

For more information, see the Equal Employment Opportunity policy (SPP No.: HR-19) and the Sexual Harassment Policy (SPP No.: HR-49) in the Meditech Library.

GINA

The Genetic Information Nondiscrimination Act of 2008 (GINA) prohibits employers and other entities covered by GINA Title II from requesting or requiring genetic information of an individual or family member of the individual, except as specifically allowed by law. To comply with this law, we ask that employees and health care providers do not provide any genetic information in any medical certification. Genetic information as defined by GINA, includes an individual's family medical history, the results of an individual's or family member's genetic test, the fact that an individual or an individual's family member sought or received genetic services or participated in clinical research that includes genetic services, and genetic information of a fetus carried by an individual or an individual's family member or an embryo lawfully held by an individual or family member receiving assistive reproductive services.

Guidelines for Appropriate Conduct

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

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

- (a) Reporting for work on time.
- (b) Reporting to work for every shift you are scheduled.
- (c) Following set safety and security regulations.
- (d) Displaying a positive attitude about your job and MHP.
- (e) Being a team player.
- (f) Showing good hospitality skills to co-workers, visitors, and patients.
- (g) Performing job duties in an appropriate manner.

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

- (a) Falsifying employment or other MHP records.
- (b) Violating the hospital's nondiscrimination and/or harassment policy.
- (c) Reporting to work intoxicated or under the influence of non-prescribed drugs, illegal manufacture, possession, use, sale, distribution or transportation of drugs.
- (d) Fighting or using obscene, abusive, or threatening language or gestures with regard to coworkers, patients, or visitors of MHP.
- (e) Theft of property from co-workers, patients, visitors, or MHP.
- (f) Unauthorized possession of weapons in MHP owned buildings.
- (g) Failing to maintain the confidentiality of staff, MHP, or patient information.
- (h) Being off work 3 consecutive work days without notification to management.

- (i) Unauthorized work elsewhere while on Leave of Absence, failure to comply with provisions of a leave, or failure to return to work at the end of an authorized Leave of Absence.
- (j) Engaging in insubordinate behavior including uncooperative or negative behavior with respect to patients, co-workers, physicians, or other employees of MHP.

HIPAA

MHP acknowledges patients' privacy/security rights as specified in the Privacy Rule of the Administrative Simplification provisions of the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"). Policies and procedures have been implemented to ensure these privacy/security rights are protected.

In conducting the operations of MHP's health and welfare plans, MHP will manage Protected Health Information ("PHI") in a manner that prevents unnecessary or inadvertent access to, use of, or disclosure of PHI.

Participants in MHP's health and welfare plans have the right to review their PHI, as well as request restrictions on how and to whom their PHI is communicated. Any violation of this policy should be reported to Human Resources. MHP will not discriminate or retaliate against any participant for making such a request or reporting a violation of this policy. Complete information regarding MHP's HIPAA Privacy Policy and Procedures may be found in the Meditech Library or may be obtained from Human Resources. Any violation of this policy may result in disciplinary action, up to and including termination.

Hours of Work

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

Schedule changes are sometimes necessary, but generally, scheduled workdays in each department will be posted in advance of each weekly period. Any needed change in posted schedules will be discussed with staff members as soon as possible. Please realize that a hospital is a 24-hour-a day, 7-day-a week operation. All staff members must agree to help us provide coverage at times when we are short of adequate coverage. For more information, see the Hours of Work/Overtime policy (SPP No.: HR-3) in the Meditech Library.

Human Resources

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

The Human Resources staff strives to be *people focused, policy centered, and service driven*. Please feel free to stop by Human Resources if you have a question, are unable to solve a problem,

or need some advice. Remember, your well being and peace of mind is our primary concern. Our door is always open.

Leaves Of Absence

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

Family and Medical Leave Of Absence (FMLA)

It is the policy of MHP to provide a leave of absence in accordance with the requirements of the Family and Medical Leave Act of 1993 to regular full-time and part-time employees who have worked for MHP at least 1 year and for 1,250 hours over the 12 months previous to the request for leave. **At least 30 days notice is required if leave is foreseeable. If the leave is not foreseeable, notice must be given within 2 business days after the need for leave is known.** Medical Certification is to be returned to the Human Resources office within 15 days of notice. Leaves can be granted for the following reasons:

- Care of a spouse, parent, son, or daughter who has a serious health condition.
- The birth, adoption, or foster placement of a child.
- The employee's own serious health condition that requires continuing treatment by a Health Care Provider.
- A qualified exigency or to care for a covered service member with a serious injury or illness suffered while on active duty (see the Military Leave of Absence policy below).

Duration

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

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

Status of Benefits

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

In the case of a maternity leave, the employee will be charged 14 days PTO (or time will be unpaid), then 4 weeks will be paid from STD until the employee has been on leave a total of 6 weeks for vaginal delivery or 6 weeks will be paid from STD until the employee has been on leave a total of 8 weeks for a c-section. After that, any pay will be discretionary from PTO bank unless

Human Resources receives a note from the employee's physician stating that the serious medical condition continues. The note should include a date that the employee will be released from care.

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

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

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

Return to Work

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

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

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

If a staff member is terminated due to the failure to return after a leave, the effective date of the termination will be the last day actually worked. For more information, see the Family and Medical Leave of Absence (FMLA) Policy and Procedure (SPP No.: HR-42) in the Meditech Library.

Military Family Leave

An employee is eligible for Military Family leave if they meet the following criteria: the employee has been employed for at least 12 months; the employee has worked at least 1,250 hours in the 12 months preceding the first day of leave; and the employee is the spouse,

parent, son or daughter of a person who is ordered to full time active duty in the armed forces of the United States or the National Guard for 90 days or more.

Eligible employees with a spouse, son, daughter, or parent on active duty or call to active duty status in the National Guard or Reserves in support of a contingency operation may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.

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

At the end of the leave the employee will be restored to the same or equivalent position that the employee has held before the leave will equivalent seniority, pay, benefits and other conditions of employment, unless there are legitimated business reasons unrelated to the taking of leave. An eligible employee shall provide written notice to their immediate supervisor and Human Resources with a copy of the active duty orders, if available, at least 30 days before the requested leave is to begin unless the active duty orders are issued less than 30 days before the beginning of the leave.

Military Leave of Absence

Employees entering the Armed Forces of the United States through enlistment or induction may be granted an unpaid leave of absence. Military leave will be provided in compliance with applicable state and federal law (“USERRA”).

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

Military Duty – Reserve Status

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

Personal Leaves

Regular full-time and part-time employees may be given the opportunity to have authorized time off normally scheduled work for reasons other than those covered by the Family and Medical Leave Act of 1993. Leaves may be granted for reasons including but not limited to Military, Reserve, or National Guard duty or when an employee is not eligible for FMLA. A Personal Leave must be requested in writing at least 2 weeks in advance, unless necessitated by an emergency, in which case oral notification should be followed by written application of the leave to Human Resources or your supervisor. All unused, accrued PTO must be used before a Personal Leave will be granted. Personal Leaves are similar to FMLA leaves with the following exceptions.

- Personal Leaves are not guaranteed and return to work is not guaranteed. MHP endeavors to place staff members returning from leave in their former positions or in a position comparable in status and pay, subject to budgetary restrictions, MHP's need to fill vacancies, and the ability of MHP to find qualified temporary personnel. Although reasonable efforts will be made, the staff member is not guaranteed their same shift, department, job title, or any position upon completion of the leave.
- Personal Leaves will not be granted for a period of time exceeding 30 days. An employee is only eligible if he or she has been employed by MHP for at least 6 months and has actually worked at least 500 hours over the previous 6 months.

Accrual of PTO will not be made while an employee is on leave. Upon return to work, the employee will resume PTO accruals as normal. For more information, see the Leave of Absence policy (SPP No.: HR-37) in the Meditech Library.

Licensure/Certification

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

All newly employed staff requiring licensure or certification must have completed the licensure or certification process (temporary or permanent) prior to the beginning of unit based orientation relating to direct patient care. For more information, see the Licensure/Certification Policy (SPP No.: HR-32) in the Meditech Library.

Lost and Found

Any lost and found articles are taken to the Environmental Services where they are kept for 6 weeks.

MHP Identification

Upon employment, staff members will have their picture taken for a MHP identification badge. It serves as your employee identification, disaster identification pass, and timecard. Please keep it with you at all times (on duty or off) and wear it at all times while on duty so that patients and visitors may readily identify you. All employees must have their first and last names on their badge. If an employee's last name is not on the front of the badge due to safety considerations, it

must be on the back of the badge. If your badge is lost, please notify Human Resources immediately so that it can be replaced. There is a nominal fee for replacing a badge in most circumstances. For more information, see the Staff Identification Procedure in the Meditech Library.

Network and Electronic Resources Policy

MHP's network and electronic resources are fast and convenient ways for employees to communicate with each other, their supervisor, doctors, and others throughout MHP. **E-mail should only be used for MHP-related business and not for personal reasons. The rules for bulletin boards also apply to e-mail.**

Network and Electronic Resources, such as computers, tablets, other hardware, software, e-mail, landline and cellular telephones, and fax machines are tools that MHP owns, leases, licenses, operates, or reimburses employees for via a stipend, which are provided to its employees to assist them in their work. These Network and Electronic Resources and related access systems are proprietary MHP property and subject to review or access by MHP at any time.

All employees who use MHP's Network and Electronic Resources must follow the guidelines below:

- Use Network and Electronic Resources for MHP business purposes only.
- Messages and communications sent via MHP's Network and Electronic Resources are subject to subpoena and access by persons outside MHP and may be used in legal proceedings. Please consider this before sending any confidential messages or material via the Network and Electronic Resources.
- Remember that all of MHP's policies, including but not limited to policies on Equal Employment Opportunity, Harassment, Confidentiality, Personal Conduct, and Rules of Conduct, apply to the use of MHP's Network and Electronic Resources. Employees must not review or forward sexually explicit, profane, or otherwise unprofessional or unlawful material through MHP's Network and Electronic Resources.

MHP retains the right to review all communications conducted and data saved, reviewed, or accessed via MHP's Network and Electronic Resources, including MHP computers, e-mail, cell phones, and internet access. MHP also reserves the right to locate cameras in any common area or area determined to require ongoing monitoring. Inappropriate use of Network and Electronic Resources may result in discipline, up to and including termination.

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

For more information, see the Telecommunication Devices (SPP No.: HR-28), Electronic Communication (SPP No.: HR-53), and Social Networking (SPP No.: HR-60) policies in the Meditech Library.

Nondiscrimination Against and Accommodation of Individuals with Disabilities

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

- Ensure that qualified individuals with disabilities are treated in a nondiscriminatory manner in the pre-employment process and that employees with disabilities are treated in a nondiscriminatory manner in all terms, conditions, and privileges of employment.
- Administer medical exams (a) to applicants only after conditional offers of employment have been extended, or (b) to employees in specified job classifications.
- Keep all medical-related information confidential in accordance with the requirements of the ADA and retain such information in separate confidential files.
- Provide applicants and employees with disabilities with reasonable accommodations, except where such an accommodation would create an undue hardship on MHP.
- Notify individuals with disabilities that MHP provides reasonable accommodation to qualified individuals with disabilities by including this policy in MHP's Employee Handbook, corporate policies and procedures, and by posting the Equal Employment Opportunity Commission's posters on not discriminating against individuals with disabilities and other protected groups conspicuously throughout MHP's facilities.

Parking

For staff member convenience, we provide free parking in the public parking lots south of the hospital on Washington Street. Employees who are not working but visiting the hospital on personal business are considered visitors and may park in the front parking lot. Please be considerate of our patients and their visitors at all times. The parking areas that directly surround MHP facilities are for patients and visitors only, regardless of the time of day or night. For more information, see the Employee/Volunteer Parking Policy and Procedure (SPP No.: HR-36) in the Meditech Library.

Performance Reviews

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

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

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

attendance and tardiness. All regular full-time and part-time staff are evaluated at least annually. Casual status (or PRN) staff may be evaluated annually as well.

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

Personal Appearance and Demeanor

Discretion in style of dress and behavior is essential to the efficient operation of MHP. You are, therefore, required to dress in a professional manner consistent with the guidelines for your area. An employee reporting to work wearing inappropriate clothing will be asked to leave. He/she may return to work after changing to the appropriate attire. Employee time lost because of reporting for work in inappropriate attire will be classified as an unexcused absence. Failure to adhere to proper MHP standards with respect to appearance and demeanor will result in corrective action.

Personal Data Changes

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

Personal Relationships/Relatives in the Workplace

The employment of relatives or individuals involved in a dating relationship in the same area of an organization may cause serious conflicts and problems with favoritism and employee morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried over into day-to-day working relationships.

For purposes of this policy, a relative is any person who is related by blood or marriage (i.e. spouse, children, parents, brother, sister, and grandparents), or whose relationship with the employee is similar to that of persons who are related by blood or marriage. A dating relationship is defined as a relationship that may be reasonably expected to lead to the formation of a consensual "romantic" or sexual relationship. This policy applies to all employees without regard to the gender, gender-identity, or sexual orientation of the individuals involved.

Relatives of current employees may not occupy a position that will be working directly for or supervising their relative. Individuals involved in a dating relationship with a current employee may also not occupy a position that will be working directly for or supervising the employee with whom they are involved in a dating relationship. MHP also reserves the right to take prompt action if an actual or potential conflict of interest arises involving relatives or individuals involved in a dating relationship who occupy positions at any level (higher or lower) in the same line of authority that may affect the review of employment decisions.

All relative or dating relationships should be reported as soon as possible to your supervisor, Human Resources, or the President of MHP. If a relative or dating relationship is established between employees who are in a reporting situation described above, it is the responsibility and

obligation of the supervisor involved in the relationship to disclose the existence of the relationship to Human Resources. The individuals concerned will be given the opportunity to decide who is to be transferred to another available position. If that decision is not made within 30 days, the President of MHP will decide who is to be transferred or, if necessary, terminated from employment. In past years, many relatives have been employed by MHP. The policy outlined above will not affect currently employed relatives.

Personnel Files

MHP maintains personnel files for each employee. These files contain documentation regarding all aspects of the employee's tenure with MHP, such as performance appraisals, employment and benefit information, counseling statements, and letters of recommendation. Information contained in the personnel record remains strictly confidential. Employees are also responsible for communicating changes to their personnel records in an accurate and timely manner to their supervisor or Human Resources.

Employees have the right to review their personnel files in the Human Resources department. If you are interested in reviewing your file, contact Human Resources to schedule an appointment. For more information, see the Personnel Records Policy and Procedure (SPP No.: HR-31) in the Meditech Library.

Pre-Employment Screenings

Pre-employment screenings will be required for all new staff members. The screening will be scheduled by Human Resources and paid by MHP. After employment, all staff members may be required to have an annual TB test and any other test/examination deemed necessary by MHP. Also, MHP may require a staff member to be examined for legitimate reasons, at any time, by a designated physician.

Probationary Period

All new staff members (including new employees, re-employed employees, and present employees promoted or transferred to a new position) will be considered "Probationary" the first 6 months of active employment. At any time during this period, either party, with or without cause, may terminate employment. If the staff member takes a leave of absence during this period, the probationary period will conclude after an equivalent of 6 months of active work.

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

NOTE: The Corrective Action counseling procedure normally applicable to regular staff members does not apply to probationary staff. A probationary staff member may be terminated at any time without notice.

For more information, see the Classification Policy and Procedure (SPP No.: HR-1), Weekend Option (SPP No.: HR-2), Hours of Work/Overtime (SPP No.: HR-3), PRN Pool (SPP No.: HR-16), Probationary Period (SPP No.: HR-20), Casual Staff Members Transferring to or From

Regular Status (SPP No.: HR-27), and Management and Exempt Personnel (SPP No.: HR-39) policies in the Meditech Library.

Procedure for Requesting an Accommodation

An employee with a disability is responsible for requesting an accommodation from MHP's Director of Human Resources and engaging in an informal process to clarify what the employee needs and to identify possible accommodations. Upon receipt of an accommodation request, the Director of Human Resources or his/her designee will meet with the requesting individual to discuss and identify the precise limitations resulting from the disability and the potential accommodation that MHP might make to help overcome those limitations. If requested, the employee is responsible for providing medical documentation regarding the disability. All information obtained concerning the medical condition or history of an employee will be treated as confidential information, maintained in a separate medical file, and disclosed only as permitted by law.

The employee should describe the problem created by a workplace barrier so that an appropriate accommodation may be considered. The Director of Human Resources or his/her designee will determine the feasibility of the requested accommodation and will inform the employee of MHP's decision on the accommodation request or on how to make the accommodation. A request for reasonable accommodation may be denied if it would create an undue hardship for MHP. If the accommodation request is denied, the employee will be advised of the reason for the denial and his/her right to appeal MHP's decision.

References

MHP has a policy of releasing only your dates of employment and position to hospitals, financial institutions, and potential employers when they call or write to us.

Resignation

Should you wish to resign from MHP, we require at least 2 weeks written notice in advance for non-exempt employees and 4 weeks written notice in advance for exempt employees. Your consideration in this regard will enable your supervisor to arrange for a proper replacement. Failure to give proper notice as indicated above will result in the employee being ineligible for payout of their PTO. The notice should be addressed to your manager with a copy forwarded to Human Resources. An exit interview form will be mailed to your home address. Please take the time to complete the exit interview and return it to the Human Resources Department. This will allow us the opportunity to address any final concerns or comments you may have.

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

Please keep in mind that generally any staff member who is terminated involuntarily is **ineligible** for re-employment. **Re-employment consideration will be given only to staff members who have exhibited good work ethic. Employees who do not give proper notice of resignation are not eligible for re-hire.** For more information, see the Resignation policy (SPP No.: HR-21) in the Meditech Library.

Salary Administration

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

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

All MHP employees are reviewed on an annual basis (see Performance Reviews). If MHP board of directors grants a “cost of living” salary increase, it will normally be effective in the first paycheck in July. Questions regarding our salary administration program or your individual salary should be directed to your supervisor or Human Resources.

Smoking

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

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

In compliance with Indiana Code section 7.1-5-12, if you witness a staff member, visitor, patient, volunteer, or physician smoking on the property or in buildings owned or leased by MHP, you should ask the individual smoking to refrain from smoking and report the violation to your supervisor or Human Resources. MHP will not discharge, refuse to hire, or in any manner retaliate against any individual who reports a violation or exercises a right or obligation under this policy or in compliance with Indiana law.

Compliance with this policy is expected based upon the importance of MHP’s example to the patients and the public. Failure of a staff member to comply with these smoking regulations may result in disciplinary action, up to and including dismissal, as described in the Corrective Action policy (SPP No.: HR-25) in the Meditech Library.

Solicitations and Distributions

In the interest of maintaining a proper business environment and preventing interference with work or inconvenience to others, staff may not distribute literature or printed materials of any kind, sell merchandise, solicit financial contributions, or solicit for any other cause during working time. A staff member that is not on working time (e.g., those on lunch hour or breaks) may not solicit a

staff member that is on working time for any reason nor may they distribute literature of any kind. Furthermore, staff may not distribute literature or printed material of any kind in working areas at any time. Non-employees are likewise prohibited from distributing material or soliciting staff on MHP premises at any time. For more information, see the Solicitation/Distribution/Limited Access Policy and Procedure (SPP No.: HR-30) in the Meditech Library.

Telephone and Cell Phone Usage

MHP recognizes that cell phones and personal communications devices have become valuable tools in managing our professional and personal lives. However, use of these devices in the workplace raises a number of issues involving safety, security, and privacy. Therefore, MHP has adopted the following policy regarding the use of personal communication devices in the workplace during working hours:

- Except in cases of emergency, employees should only conduct personal business during lunch breaks and other rest periods. This includes the use of personal communications devices (including cell phones) for personal business (including personal phone conversations and text messages, personal e-mails, and use of the Internet for personal reasons). Employees should be considerate of their co-workers and keep ring tones and alerts on vibrate or silent while at work. Phone calls made during an employee's lunch break or rest period should be made away from the employee's desk or work station so as not to disturb co-workers.
- When attending a meeting with customers, clients, or co-workers, employees should turn off or silence their cell phones and personal communications devices. Except in extraordinary circumstances (e.g., family emergency), employees may not respond to personal calls during a meeting.
- Employees are prohibited from using a device's camera to take photographs in the workplace. Phones and other devices with cameras or recording capabilities are strictly prohibited in all work areas that contain proprietary information or confidential documents.
- Making discriminatory or harassing comments to co-workers via any electronic means of communication is prohibited. This includes offensive messages, photos, or images that are sexual in nature or that are offensive to a person based on his or her race, color, religion, national origin, gender, sexual orientation, disability, or any other characteristic protected by federal, state, or local law. MHP's policies on professional conduct, discrimination, and harassment apply to all electronic communications to its employees, customers, clients, and vendors.

Violation of this policy may result in discipline, up to and including termination of employment. For more information, see the Electronic Communication (SPP No.: HR-53) and Telephone and Cell Phone Usage (SPP No.: HR-54) policies in the Meditech Library.

Time Recording

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

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

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

Tipping

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

Travel Expense Reimbursement

For employees whose job descriptions require travel to off-site locations within the 46176 zip code (or to other customers within Shelby County) and are also required to use the employee's personal vehicle, the following guidelines must be adhered to:

- (a) Employee must possess a valid driver's license.
- (b) Employee must have an ACCEPTABLE driving record. For more information and the definition of ACCEPTABLE, see the Employee Driving Policy (SPP No.: HR-44) in the Meditech Library.
- (c) Employee must have insurance on the automobile that they drive for work purposes.
- (d) Employee agrees to notify Human Resources of any new citations that may adversely affect any of the above requirements. Loss of a valid driver's license, acceptable driving record, or automobile insurance could result in position changes up to termination of employment.

Employees will certify that they meet the criteria stated above each time a request for Mileage Reimbursement is made. All business travel must be approved in advance by your supervisor or the President/CEO of MHP. The costs of travel, meals, lodging, and other business related expenses will be reimbursed by MHP at standard rates in accordance with SPP-AC No.: AC-8. For more information, see the Travel & Employee Expenses Policy (SPP No.: AC-8) in the Meditech Library.

Visiting of Patients

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

Whistleblower Policy

MHP recognizes that there will be times when concerns cannot be properly addressed through the normal chain of command. Under such circumstances, personnel are encouraged to report their concerns to the Compliance Office. MHP has initiated a Hotline for this purpose. By dialing 1-855-290-0999, you will reach the MHP Compliance Hotline. The Hotline should be used to report serious concerns about suspected or known instances of fraud or violations of law.

Calls to the Hotline will not be traced or recorded. If callers choose to identify themselves, their confidentiality will be protected to the extent permitted by law. Any callers who identify themselves will receive a follow up telephone call regarding the resolution of the stated concern.

MHP has a non-retribution and non-retaliation policy. This means no action of retaliation or reprisal will be taken against anyone for calling the Hotline to make a report, complaint, or inquiry. However, if, after investigating any complaint, MHP determines that the complaint is not bona fide or that an employee has provided false information regarding the complaint, disciplinary action may be taken against the individual who filed the complaint or who gave the false information. The Compliance Office will evaluate and respond to allegations of wrongdoing, concerns, and/or inquires made to the Hotline in an impartial manner. The Compliance Office will respect and protect the rights of all personnel, including anyone who is the subject of a Hotline complaint. To this end, all allegations will be thoroughly investigated and verified before any action is taken. Furthermore, any disciplinary action or other response resulting from a call will be held confidential by the Hotline staff.

Workplace Violence Prevention

MHP believes in maintaining a safe and healthy workplace, in part by promoting open, friendly, and supportive working relationships among all employees. Violence is not an effective solution to any problem. Neither threats of violence nor fighting will be tolerated.

All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to your supervisor or Human Resources. This includes threats by employees, as well as threats by customers, vendors, solicitors, or other members of the public. When reporting a threat of violence, you should be as specific and detailed as possible. Employees are strictly prohibited from possessing a firearm, ammunition, or other weapons inside of MHP or any MHP owned buildings. If an employee possesses a firearm's license, employee's firearms and/or ammunition must be locked/secured in employee's personal vehicle as allowed by law.

All suspicious individuals or activities should also be reported as soon as possible to a supervisor. Do not place yourself in peril. If you see or hear a commotion or disturbance near your workstation, do not try to intercede or see what is happening.

MHP will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as is practical. In order to maintain workplace safety, any employee found violating the Workplace Violence policy will be subject to disciplinary action, up to and including termination. For more information, see the Workplace Violence (SPP No.: HR-57) and Possession of Firearms and Other Weapons (SPP No.: HR-56) policies in the Meditech Library.

Your Management Team

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

Safety, Disaster, and Code Information

Codes for Emergency Paging

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

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

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

Biohazard/Hazardous Materials Response Plan - Code White

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

Bomb Threat - Code Green

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

Cardiac Arrest - Code Blue

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

Disaster Plan - Code Gray

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

Fire Plan - Code Orange

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

Infant / Child Abduction - Code Pink

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

Missing Adult Patient – Code Purple

Code Purple is to ensure the safety of high risk (suicidal) patient population during their hospital stay. Code Purple is to assure efficient and rapid response to the unaccounted patient.

Security Event - Code Red

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

Tornado Plan - Code Yellow

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

Disaster Manual

The MHP Disaster Manual is a written document that outlines the responsibilities and responses for each employee for each of the code situations. It also outlines the “call lists” for your department. The plan is available in the Meditech Library for staff members to read. Become familiar with it, as drills are held on a regular basis. See the Safety and Disaster (SD) Standard Policies and Procedures in the Meditech Library for more information on safety issues.

Reporting Job-Related Injuries or Illnesses

If you are injured or become ill on the job, you must **immediately** report such injury or illness to your supervisor – even if you are working with no immediate supervision (such as night shift housekeeping). An e-mail or handwritten note will be accepted if your supervisor is not available.

This ensures that MHP can assist you in obtaining appropriate medical treatment. Your failure to follow this procedure may result in the appropriate Worker’s Compensation report (if applicable) not being filed in accordance with the law, which may consequently jeopardize your claim for benefits in connection with the injury or illness. Forms and instructions for care are listed in Info Source and posted in each department of the organization. All paperwork should be turned into Human Resources within 24 hours of the injury if possible. *Even if you do not require medical treatment, you are required to report the incident immediately and complete the proper paperwork.*

Safety Committee

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

Safety Policy

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

MHP maintains a safety program with the purpose of eliminating personal injuries, preventing property damage or destruction, and eliminating unsafe conditions on MHP premises. This program is carried out through positive supervisory safety education programs, information

distribution programs designed to create safety consciousness, safety orientation and training sessions, and management emphasis.

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

Patient Safety Reports

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

The definition of an unusual occurrence or event is any happening, which is not consistent with the routine operation of MHP premises or the routine care of a particular patient. This might involve a patient, visitor, volunteer, or equipment. It does **not** include employee injuries. A Patient Safety Report (found in the Meditech Library) is to be completed **by the person discovering the occurrence** as soon as possible following the event and forwarded to the unit manager or risk officer.

GOOD LUCK

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

EMPLOYEE ACKNOWLEDGEMENT FORM

As of the date indicated below, I received a copy of MHP’s Employee Handbook, and I understand that I am responsible for reading the personnel policies and practices described within it. I understand that this Handbook replaces any and all prior Handbooks, policies, and practices of MHP.

I agree to abide by the policies and procedures contained therein. I understand that the policies and benefits that are covered in the Employee Handbook may be added to, deleted, or changed by MHP at any time with or without notice.

I understand that neither this Handbook nor any other written or verbal communication by a management representative is intended to in any way create a contract of employment. I have entered into my employment relationship with MHP voluntarily and acknowledge that there is no specified length of employment. Accordingly, either MHP or I can terminate the relationship at will and for any reason, with or without cause, at any time, and with or without notice, so long as there is no violation of applicable federal or state law. MHP will not modify its policy of employment-at-will in any case.

The Employee Handbook describes important information about MHP, and I understand that I should consult Human Resources regarding any questions not answered in the Handbook. Since the information, policies, and benefits described herein are necessarily subject to change, I acknowledge that revisions to the Handbook may occur, except to MHP’s policy of employment-at-will. I understand that revised information may supersede, modify, or eliminate existing policies. Only the President of MHP has the ability to adopt any revisions to the policies in this Handbook.

Furthermore, I acknowledge that this Handbook is neither a contract of employment nor a legal document. I have received the Handbook, and I understand that it is my responsibility to read and comply with the policies contained in this Handbook and any revisions made to it.

EMPLOYEE’S NAME (printed):

EMPLOYEE’S SIGNATURE:

DATE: _____

EXHIBIT A

Attendance for MHP Employees

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

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

Note: Approved Family/Medical Leaves of Absence, time off for funeral leave, jury duty, mandatory or voluntary staff adjustment (as defined in SPP No.: HR-15), declared weather emergencies, and scheduled PTO do not count as absences.

Employees must notify their supervisor or designee of the absence at least 2 hours before the beginning of their scheduled shift according to the departmental policy. If proper notification is not received or a message is left with an inappropriate person, voice mail, or the switchboard, the absence will be considered a “no-show” and the employee will be charged with 3 days of absence.

An employee must notify their supervisor each day of the absence according to the departmental guidelines unless they are hospitalized or a doctor's statement is presented at the beginning of the absence stating a definite date of return to work.

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

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

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

For more information, see the Attendance policy (SPP No.: HR-22) in the Meditech Library.

Paid Time Off (“PTO”) for MHP Employees

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

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

Regular full and part-time staff earns PTO based on their scheduled hours (or Full-Time Equivalents). All paid time off hours go into a bank of accrued time. For example, a full-time employee would accrue PTO as follows:

- 10 days after 6 months of employment**
- 21 days per year after 1 year of employment**
- 26 days per year after 5 years of employment**
- 31 days after 15 years of employment**

Major Hospital PTO Accrual Schedule

Employees will accrue PTO on the following schedule:

		6 months - 5 Years of Service			5 - 15 Years of Service			15 + Years of Service		
FTE	Hrs / Pay	Per Pay Accrual	Annual Accrual	Max Bal.	Per Pay Accrual	Annual Accrual	Max Bal.	Bi-Weekly Accrual	Annual Accrual	Max Bal.
1.0	80	6.46	168	252	8.0	208	312	9.54	248	372
0.9	72	5.81	151	226.5	7.2	187	280.5	8.58	223	334.5
0.8	64	5.17	134	201	6.4	166	249	7.63	198	297
0.7	56	4.52	118	177	5.6	146	219	6.68	174	261
0.6	48	3.88	101	151.5	4.8	125	187.5	5.72	149	223.5
0.5	40	3.23	84	126	4.0	104	156	4.77	124.0	186.0
0.4	32	2.58	67	100.5	3.2	83	124.5	3.82	99	148.5
0.3	24	1.94	50	75	2.4	62	93	2.86	74	111
0.2	16	1.29	34	51	1.6	42	63	1.91	50	75
0.1	8	0.65	17	25.5	0.8	21	31.5	0.95	25	37.5

A terminating staff member will be paid any unused accrued PTO on the payday following his/her final paycheck unless employee is terminated for “cause” as defined below. An employee who fails to give the minimum notice (2 weeks for hourly employees or 4 weeks for exempt employees) will not receive a payout of their PTO. Employees who are terminated for “cause” including, but not limited to: inappropriate conduct as defined in this Handbook or progressive discipline leading to termination as defined in this Employee Handbook, will not be eligible for payout of their PTO. **None of the above applies to a staff member who has not completed his/her 6 month probationary period, as they are not eligible for PTO prior to completion of their probationary period.**

Short Term Disability

STD is provided to staff members for income protection during periods of extended illness, maternity, surgery, and related recovery periods. Coverage is accrued based on an employee’s FTE status. STD can be used starting on the 15th day of an employee’s own illness. There is a 14-day waiting period prior to accessing an employee’s STD bank. For more information, see the Short Term Disability policy (SPP No.: HR-5) in the Meditech Library.

EXHIBIT B

Attendance for MD Solutions' Employees

Physician office employees are expected to report to work at the beginning of their scheduled shift, and to leave and return from meals or breaks as scheduled. Every employee has the responsibility to maintain a good attendance record. Excessive absence or lateness is an undesirable performance factor and will be managed by the employee's immediate supervisor.

MD Solutions has established a policy to promote fair and consistent treatment of employees with regard to their attendance. To function smoothly, every department depends on each employee to be at work every day. Our goal is to minimize the amount of unexcused employee absences from work. This policy covers all employees. It also covers all unexcused time away from work, regardless of the reason, and addresses 4 consecutive rolling 12-month period. This means that each absence is "active" for 12 months from the date it was incurred. When applying disciplinary action, only absences in the most recent 12-month period are considered. However, once an employee receives a written warning for attendance, he/she will remain in the disciplinary tract for 1 year and all subsequent absences will count toward further disciplinary action.

An absence is defined as the unavailability of a staff member for duty at any time during a scheduled work period that is not scheduled at least 24-hours in advance. This could include employees own illness, family members illness, car trouble, weather conditions, or anything other than scheduled PTO. The staff member is expected to provide their supervisor, in a timely way, information regarding the reason and duration of their absence.

When unscheduled absences occur, employees must notify their supervisor or designee of their absence at least 2-hours before the beginning of their scheduled shift. Employees may make other suitable arrangements, such as contacting another member of the management team. Leaving voice mail and/or text messages will not be considered a suitable arrangement in order for the supervisor to know the employee's estimated date and/or time of return to work. Notification does not guarantee approval for the time off work or that the time will be paid. If proper notification is not received, the absence will be counted as a "no-show."

An employee who does not call in to report an absence or does not follow the proper call-in procedure for their practice will be counted as a "no-show" and charged 3 days of absence.

An employee must notify their supervisor each day of an absence according to the practice guidelines unless they are hospitalized or a doctor's statement is presented at the beginning of the absence stating a definite date of return to work. Doctor's statements should be completed by physicians only not by their employees. These slips should also indicate the specific illness as defined in the FMLA regulations.

Excused absences include:

- Office closing
- Medical leave (with Health care provider documentation and management approval)

A Physician's excuse does not automatically result in an excused absence. The absence must meet FMLA guidelines to be excused.

- Funeral leave (with documentation of death of eligible family member and management notification).
- Illness, more than 3 days (with Management notification and Physician’s statement)
A Physician’s statement does not automatically result in an excused absence. The absence must meet FMLA guidelines to be excused.
- Jury duty (with Management notification and copy of Summons or Subpoena).
- PTO (with Management approval and/or notification).

Absenteeism

- Each day of an absence is counted as an occurrence.
- If an employee misses more than 2 hours of a scheduled shift, it is counted as an absence.
- Approved Family Medical Leaves of Absence do not count as an unexcused absence.
- Time-off for funeral leave, jury duty, mandatory or voluntary staff adjustment, declared weather emergencies and scheduled PTO does not count as an absence.

Unexcused Absences

Absences for reasons other than those defined as excused are considered an unexcused absence. An absence is considered any period of time over 2 hours that the employee is regularly scheduled to work.

The following steps will automatically occur if, within a 12-month period, an employee accumulates the following number of absences:

3 Absences	Verbal counseling
4 Absences	Written counseling
5 Absences	Suspension
6 Absences	Termination

Termination due to excessive unexcused absences will be classified as an involuntary termination due to attendance, with no eligibility for rehire. Employees who are absent from work 2 consecutive days without giving proper notice to their supervisor shall be considered as having quit and abandoned their job. A formal letter will be sent to the home of the employee notifying them of the termination.

Paid Time Off (“PTO”) for MD Solutions’ Employees

PTO is provided to staff members to allow time off for vacations, holidays, sick, and personal time. New hires start with 0 hours PTO. New employees begin accruing PTO after successfully completing their 6 month probationary period. Accrual will be calculated based on number of years of employment with the Organization.

Regular **part-time** employees will earn PTO in the same manner as above but at a rate of 50% of the hours listed for a full time employee (for the purpose of PTO accrual, part-time is considered anyone who is working fewer than 30 hours per week).

MD Solutions' PTO Accrual Schedule

An employee may begin to use PTO after 6 months of employment with the approval of his/her direct supervisor. **The 2 exceptions to this will be the use of sick time up to a maximum of 3 days (24 hours or no more than 3 days), and payment for holidays during the first 6 months of employment.** To request PTO, employees should request advance approval from their supervisors. Requests will be reviewed based on a number of factors, including operational needs and staffing requirements.

No employee will be permitted to take time off leaving a negative balance (with the exception of probationary employees). If any associate has available PTO they will be required to use the PTO prior to any unpaid days off being approved. Unpaid time off will be discretionary as approved by your manager depending on staffing requirements, and may be subject to disciplinary action.

PTO can be taken in single-day increments with hourly increments granted at manager's discretion. Desk nurses are encouraged to take their PTO in conjunction with the physician's scheduled time off.

PTO can be accumulated up to a maximum amount equal to 1 year of accrual. Once an employee's PTO balance reaches this maximum level, no additional PTO hours will be earned until the balance is reduced. Balance will carry over at the end of each year but will not accrue over the maximum allowed by employees' years of service.

A terminating employee will be paid any unused accrued PTO on the payday following his/her final paycheck, if the employee leaves MD Solutions in good standing. **This does not apply to an employee who has not completed his/her 6 month probationary period. Probationary employees are not entitled to any PTO.** An employee who fails to give the minimum notice (2 weeks for hourly employees or 4 weeks for exempt employees) will not receive a payout of their PTO. Employees who are terminated for "cause" due to disciplinary action or inappropriate conduct as described in this Handbook will not be eligible for PTO payout.

Note: Employee's transferring from another Affiliate Company of MHP may qualify for consideration of time employed with that Affiliate Company. This would entitle that employee to accrual of time at the number of years in which they have been employed with the Affiliate Company. He/she would also be given the option to carry forward a maximum of their current accrual level or have part of the balance paid out should the new maximum balance be less than the employee's old one.

MDSolutions - PTO Accrual Schedule Matrix

Effective 1/1/13

Employees will accrue PTO's on the following schedule. Move Levels After Year of Service

Employees move to the next level of accrual after completing 1, 2, 5, 15, 20, and 25 years of service.

		1st year of service		2nd yr of service		3 - 5 Yrs/Service		6 - 15 Yrs/Service		16 - 20 Yrs/Service		21 - 25 Yrs/Service		26 + Yrs/Service	
FTE	Hrs/ Pay	Per Pay Accrual	Max Accrual	Per Pay Accrual	Max Accrual	Per Pay Accrual	Max Accrual	Per Pay Accrual	Max Accrual	Per Pay Accrual	Max Accrual	Per Pay Accrual	Max Accrual	Per Pay Accrual	Max Accrual
1.0	80	3.70	96	4.92	128	6.50	169	8.00	208	10.77	280	11.38	296	12.00	312
0.9	72	3.33	87	4.41	115	5.85	152	7.20	187	9.69	252	10.24	266	10.80	281
0.8	64	2.96	77	3.92	102	5.20	135	6.40	166	8.62	224	9.10	237	9.60	250
0.7	56	2.59	67	3.43	89	4.55	118	5.60	146	7.54	196	7.97	207	8.40	218
0.6	48	2.22	58	2.94	76	3.90	101	4.80	125	6.46	168	6.83	178	7.20	187
0.5	40	1.85	48	2.45	64	3.25	85	4.00	104	5.39	140	5.69	148	6.00	156
0.4	32	1.48	38	1.96	51	2.60	68	3.20	83	4.31	112	4.55	118	4.80	125
0.3	24	1.11	29	1.47	38	1.95	51	2.40	62	3.23	84	3.41	89	3.60	94
0.2	16	0.74	19	0.98	25	1.30	34	1.60	42	2.15	56	2.28	59	2.40	62
0.1	8	0.37	10	0.49	13	0.65	17	0.80	21	1.08	28	1.14	30	1.20	31

Sick Time

Each employee will receive an initial allocation of sick time on January 1 of each year. This will amount to 24 hours of sick time. For probationary employees, a prorated amount of sick time will be allocated. This would equal approximately 8 hours per 4-month period. This time will not carry forward to the new calendar year for any employee.

Short Term Disability (“STD”)

STD is provided to all employees after they have successfully completed their 6 month probationary period, at no cost. This allows an employee to continue to be paid 60 percent of their income if they are unable to work for a period of 15 days or longer. There is a 14 day eligibility period prior to benefits being paid. If the employee elects to be paid for their time off, PTO will need to be used for continued pay during the first 14 days of their medical leave.