



Employee Handbook

DISCLAIMER

THIS HANDBOOK IS NOT A CONTRACT. THE COMPANY RESERVES THE RIGHT TO AMEND, ALTER, OR MAKE EXCEPTIONS TO THE HANDBOOK AT ANYTIME. THIS HANDBOOK IS ADVISORY IN NATURE, CREATES NO CONTRACTUAL OBLIGATIONS ON PART OF THE COMPANY OR YOU, AND DOES NOT ALTER THE AT-WILL RELATIONSHIP OF YOUR EMPLOYMENT WITH THE COMPANY. THIS MEANS THAT YOU HAVE THE RIGHT TO QUIT AT ANYTIME AND FOR ANY REASON. THE COMPANY ALSO HAS THE RIGHT TO END THE EMPLOYMENT RELATIONSHIP AT ANYTIME FOR ANY REASON. NO STATEMENT, WHETHER WRITTEN OR ORAL, BY AN EMPLOYEE, OFFICER, DIRECTOR OR AGENT OF THE COMPANY CONTRARY TO THIS PARAGRAPH OR THESE GUIDELINES SHALL HAVE ANY FORCE AND EFFECT, UNLESS IT IS SIGNED BY THE PRESIDENT OF THE COMPANY.

Revised February 26, 2019

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CaroMont Health Mission, Vision, and Values

Mission (Why We Exist)

To provide compassionate, exceptional, and highly reliable care

Vision (What We Aspire to Be)

To be our community's most trusted healthcare partner

Values

Our values support the mission, vision and strategic direction of CaroMont Health. Remember the acronym **CARES**: **C**ompassion, **A**ccountability, **R**eliability, **E**xcellence, and **S**afety. These values define us as an organization and guide our interactions with patients, visitors and coworkers. We are all held accountable for embracing these values and demonstrating them in our daily work.

Compassion

- Respect everyone
- Be kind
- Demonstrate empathy

Accountability

- Take ownership
- Demonstrate integrity
- Honor Just Culture

Reliability

- Be reluctant to simplify
- Be sensitive to operations
- Be pre-occupied with failure
- Commit to resilience
- Defer to experts

Excellence

- Be an engaged team member
- Provide exceptional service
- Continually improve and innovate

Safety

- Strive for zero harm
- Anticipate risk
- Identify and correct mistakes
- Create and follow standard work

CaroMont Health Facilities

The Parent Corporation, CaroMont Health, includes the following:

CaroMont Regional Medical Center (formerly known as Gaston Memorial Hospital)

CRMC, the cornerstone of CaroMont Health, is a not-for-profit, acute care hospital licensed for 435 beds, all of which are private patient rooms.

CaroMont Medical Group (CMG)

CMG consists of a growing number of primary care and specialized physician practices serving Gaston and surrounding areas.

CaroMont Hospice

Inpatient hospice facility located in Dallas, NC

Courtland Terrace

96 bed nursing center providing long-term care and short-term rehabilitation services.

Other off-site locations:

Mt. Holly Free-Standing Emergency Department

CaroMont Outpatient Surgery

CaroMont Specialty Surgery

Belmont Endoscopy

Lincoln Cancer Center

Multiple Urgent Care Centers

About This Handbook

This Handbook is intended as a general guide to the policies and procedures of CaroMont Health. As a summary, it provides only highlights. For detailed information you should consult policy and procedure manuals located on our intranet site, CaroMont Health Intranet Portal (CHIP), and in benefit plan booklets.

You should be aware that benefits, policies and procedures can be changed at any time and you may need to contact your supervisor or Human Resources if you have specific problems or questions. It is also important to note that this handbook does not constitute a guarantee of employment as your employment status is “at-will” meaning that both you and/or the company have the right under state law to terminate the employment relationship at any time. We encourage you to read the entire handbook and to keep it handy when questions arise. Contact Human Resources if you have questions or need information on topics not covered.

Accidents, Incidents or Safety Concerns

Safety is one of the most important considerations for every employee. By following standard procedures and by reporting unsafe situations as soon as you see them, we can reduce the pain and suffering and the cost resulting from accidents.

All employees are encouraged to report safety and quality of care concerns to their director, manager or the Patient Safety Department for resolution. This also includes reporting visitor injuries or accidents. Anonymous reporting is available by completing an incident report (located on CHIP) or by calling the PATIENT SAFETY HOTLINE at SAFE (7233).

If your concern about safety or quality of care provided in the medical center is not adequately addressed by CaroMont Health, you may report your concern to The Joint Commission: Office of Quality Monitoring, The Joint Commission (630)792-5636, or email complaint@jointcommission.org. CaroMont Health will not take disciplinary action because an employee reports a concern to The Joint Commission.

All CaroMont Health affiliates are covered by the Federal Occupational Safety and Health Act of 1970 which is designed to assure safe working conditions. The law requires us to maintain a safe work environment, which is possible only when everyone is safety conscious and reports hazards as soon as they see them. Accidents will occur, however, and when they do, there are several steps you should follow:

Illness or injury on the job – Should you have an accident on the job or a work related illness at work, please report immediately to your supervisor. You will also need to complete an EMPLOYEE

OCCURRENCE REPORT and report to Employee Health Services for evaluation. To complete a report, go to Quantros under the Software Applications link on CHIP. Should you have an accident on the job or a work related illness on a weekend, or after 4 p.m. on a weekday, contact the Nursing Shift Manager.

Lost time due to illness, accident or injury – if your illness, accident or injury requires you to miss work, you will need to present a written statement from your doctor to Employee Health on the day you return. This statement must indicate if you have work restrictions, including type of restrictions and length of time or must state “no restrictions.”

Anniversary Date

The most recent date you began work is referred to as your “anniversary date.” This date is important because it’s the date on which you began accumulating benefits based on length of service. Human Resources maintains records concerning your anniversary date. Please contact them if you have questions.

Attendance

The effective operation of CaroMont Health depends on employees maintaining good attendance records. It’s essential for you to work with your department director to schedule your time off as far ahead as possible. It’s also essential that you meet all of your scheduled work obligations unless an illness or emergency arises. Should an illness or emergency occur, please notify the appropriate person in your department immediately. If you are out more than one day, you must call in each day unless prior arrangements are made with your director. In some instances, your department director or Employee Health Services may require a physician’s statement verifying an illness. Misrepresentation of the reason for an absence is grounds for discharge.

Absences are reviewed on a continuous, 18-month basis, and excessive absenteeism can result in disciplinary action. The following disciplinary progression applies:

- 5th unscheduled occurrence - Documented verbal warning
- 6th unscheduled occurrence - Written warning routed to Human Resources
- 7th unscheduled occurrence - Suspension with documentation routed to Human Resources
- 8th unscheduled occurrence - Will be reviewed with Human Resources for possible discharge

Unscheduled absences are tracked on the most recent 18-month continuous period. Employees absent without notifying their supervisor or department director will receive a written warning for the first offense and will be discharged for the second offense. Employees absent two scheduled days without notification will be discharged.

If an employee returns to work prematurely from an illness and has a relapse (within 24 hours) and is unable to work the following day, no additional occurrence will be counted. Please note that absences related to approved medical leave, such as for FMLA and workers' compensation leave, are not subject to discipline. If you are absent and believe your absence may fall under FMLA leave and/or workers' compensation, please notify your supervisor and Human Resources immediately so that the appropriate documentation can be completed. Otherwise, your absence may not be counted as approved leave and could subject you to discipline per this policy.

Benefits

A comprehensive range of benefits are available to eligible full-time and part-time employees. In some cases, benefits have a value equal to or more than 25 percent of base pay. Additional information regarding your benefits is available on CHIP, under "Benefits" and also under the Human Resources homepage on CHIP. Please refer to the Benefits & Enrollment Guide online for more details. Also, feel free to contact Human Resources any time you have questions.

Call Pay

Some jobs require you to be available to be called to work during your off-duty hours. Employees on call must be available by telephone or beeper and must be able to be at work within 30 minutes. A special rate of pay is provided for employees who take call. Your department director will provide details concerning call schedules and pay

Communication

Effective two-way communication is essential to the success of CaroMont Health. We've created several approaches to keep you informed and to give you opportunities to report problems and make recommendations for improvements. Our communication approaches are described below:

- **CHIP (CaroMont Health Information Portal)** – Your primary source for information and should be checked daily for news and updates.
- **Google E-Mail** – Be sure to review the Weekly Digest messages.
- **Human Resources** – This department serves as your primary source of information concerning employment policies, procedures and benefits. Please feel free to contact Human Resources any time you need information.
- **Orientation** – The Organization Effectiveness & Staff Development department provides a comprehensive orientation program for CaroMont Health. While corporate orientation classes acquaint you with overall policies and procedures, you also will receive a thorough orientation to your job by your department director or supervisor.
- **Supervisors/Directors** – Your first line of communication should be your immediate supervisor and then your department director. They should be able to answer most questions and concerns.

If an issue arises that you are not comfortable discussing with your supervisor or department director, you may access other avenues, such as communicating directly with members of senior leadership.

- **Senior Leadership Open Door Policy** – While employees are encouraged to resolve problems at the supervisor or department director level, CaroMont Health follows an open door policy. It assures you access to senior leadership, including the president.
- **Chiefs' Chatter** – This newsletter provides timely information about CaroMont Health. It is sent out through e-mail and is available on CHIP.
- **Letters** – Special announcements are mailed periodically to your home.
- **Employee Relations Coordinator** – Employees are encouraged to work with their supervisor to resolve issues. The Employee Relations Coordinator is available to provide assistance and consultation as you work through the occasional issues that may arise.

Computer Use

Personal computers, printers and related peripheral equipment are to be used for CaroMont Health business only. However, employees who are involved in college or research projects that benefit the health care community or general community may use their computer if approval is granted by the appropriate vice president. Rules governing computers are summarized below.

- Personal screen savers, personal software and/or hardware, and games are not allowed. Only software and hardware procured through CaroMont Health may be used.
- Staff will honor software license agreements and will report any violations to the Director of IS for resolution.
- Passwords must never be shared or revealed to anyone other than the authorized user, or written down and left in a place where unauthorized persons might discover them.
- If the computer system contains confidential or sensitive patient information, employees must not leave their PC unattended without logging out or using a password protected screen saver.

Confidential Information

Patients have a right to strict confidentiality of information concerning their care. This right creates a responsibility for every employee to protect information about our patients. Patient information should be shared only by employees as they provide care. No information should be shared with anyone not directly involved in caring for a specific patient. Every employee is required to sign a Confidentiality Statement as a condition of employment. Any inquiries you receive from the news media concerning patients or CaroMont Health activities should be referred to the Public Relations/Marketing Department, (704) 834-2227. Photography must be approved in advance by the Public Relations/Marketing Department or by senior leadership.

Corporate Compliance

CaroMont Health is committed to conducting its business lawfully and ethically. It is each employee's responsibility to ensure that all rules, regulations, policies and procedures are followed. It is also the employee's responsibility to report any suspected violations of these rules, regulations, policies or procedures to his or her supervisor, the Human Resources Department and/or the Corporate Responsibility Hot Line at 1-877-785-0001. No retaliatory disciplinary action will be taken against employees who report their concerns. Any report of non-compliance will be treated confidentially as much as is practical, and will be investigated in a quick, concise manner.

Criminal Record Reporting

CaroMont Health performs background investigations on all volunteers and newly hired employees. Hospice and Hospice House employees have a criminal background check and sex offender registry check conducted every 3 years to meet accreditation requirements. Current employees and volunteers are also obligated to report to Human Resources any changes in their circumstances that have resulted in pending criminal charges, convictions or a guilty plea to a misdemeanor or felony. See Policy 204-2, Criminal Background Checks and Policy 402-3, Obligation to Report Criminal Charges, for more details regarding crimes to be reported.

Cultural Diversity

Our values (CARES) define us as an organization and guide our interactions with patients, visitors and coworkers. We are all held accountable for embracing these values and demonstrating them in our daily work.

If patients feel we understand and respect their cultural and religious beliefs, they are more likely to trust us and comply with our treatment plan

- Learn about the culture of patients
 - Religious Diversity Manual on CHIP
 - Spiritual Care Department
 - Reference books, internet searches
- Ask questions to avoid stereotypes
 - Ask patients about any beliefs or practices that would impact their care.
- Try to provide care in a way that honors their beliefs, practices, and rituals
 - Arranging for special food requests, honoring religious Rituals for a dying patient

CaroMont Health has a process whereby an employee may request to be excused from participating in an aspect of a patient's care or treatment in situations where prescribed care or treatment presents a conflict with the employee's cultural values, sense of ethics, or religious beliefs. Treatment and care will be provided to all persons in need without regard to disability, race creed, color, gender, national origin, life-style, or ability to pay.

Customer Service

CaroMont Health is an organization that is committed to its values. Our commitment is reflected in all of our contacts with our customers. It is the expectation of CaroMont Health that all individuals acting on behalf of the organization - employees, contract employees, physicians, volunteers, and students - provide excellent service to our customers. Customers may be internal to the organization (i.e., other CaroMont Health employees, physicians, students or volunteers) or external to the organization (i.e., patients, family members, or visitors).

Educational Assistance

CaroMont Health encourages employees to continue their professional development by providing financial assistance and educational programs. Employees are encouraged to apply for scholarships through the CaroMont Health Foundation and Hospital Auxiliary. These scholarships are offered to those seeking degrees in nursing and allied health professions as well as other areas useful to CaroMont Health.

The Education Reimbursement Program primarily provides reimbursement to full-time and part-time employees for classes earning college credit from an accredited college or university. CaroMont Health will consider reimbursement requests for non-degree programs as well, not including certifications (e.g., RN-BC, etc.); funding for certifications is managed at the division level outside of the Education Reimbursement Program. Programs and courses must be approved in advance by the Organizational Development department. Employees must complete an electronic application available on CHIP during the application open window period. Applications will be approved or denied based upon appropriateness, organizational priorities and available funds.

Classes, computer-based training courses, workshops and seminars are also available to help employees stay abreast of changes in their fields and to add specific skills. You are encouraged to take advantage of these programs. For further information concerning the Education Reimbursement Program and educational opportunities, contact the Organizational Development department.

Emergency Plans

CaroMont Health maintains detailed plans of action for emergencies that can occur inside our facilities or in the community. Copies of these plans are maintained on CHIP and in each department and affiliate. It's important that you become familiar with these plans and your responsibilities. The facility conducts emergency drills and you are asked to participate.

Emergency Relief Fund

A fund is established by CaroMont Health to make funds and assistance available to employees in the case of a catastrophic situation. The fund is for the purpose of helping employees in the event of an emergency or tragic situation such as the loss of a home through fire or a major medical situation. Funding for the Employee Relief Fund comes from CaroMont Health. Employees may apply for assistance by writing a request to their director. Employees may make application for other employees who need assistance.

Employee Assistance Program

We all face personal problems from time to time that may affect our job performance. If you have these types of problems, there is help through the Employee Assistance Program. We have partnered with McLaughlin Young Employee Services to provide this benefit to our employees. The Employee Assistance Program (EAP) offers help for personal and/or professional concerns by providing free, confidential, short-term counseling and personal consultation.

Some examples of concerns that the EAP addresses include:

- Family conflict
- Relationship issues
- Grief and loss
- Stress
- Personal consultation
- Depression and anxiety
- Communication breakdowns
- Financial difficulties
- Work related issues
- Alcohol and/or drug use

Your first three visits to the EAP each calendar year are free. Participation is voluntary and all information is confidential. No one at CaroMont Health will know you are using the service unless you volunteer that information or if you are referred by management because of concerns over job performance. The EAP staff at McLaughlin Young Employee Services is available 24 hours a day, seven days a week, ready to assist you. To make an appointment, call (704) 529-1428 (Charlotte) or 1-800-633-3353. To access the web based services go to: <http://www.myemployeeservices.com/>, click on members, then work-life login.

Username: CaroMont
Password: guest

In the event of the death of a loved one, co-worker or patient, you may also want to contact the C.A.R.E. Team (Compassionate Actions Reaching Everyone). The C.A.R.E. Team can share information about how to take care of yourself, how to support others and about how to take care of caregivers too in times of loss. To reach them email CARETeam@caromonthealth.org or call pager number (704)-833-2701 or extension 18804 from an internal phone.

Employee Records

CaroMont Health maintains a confidential employment record for each employee. Information in this file enables us to reach you in case of an emergency and helps maintain your benefits, payroll deductions and paycheck. If you have a change of address or telephone number, marital status, name or person to identify in the case of an emergency, please notify your department director and Human Resources so that your record can be updated.

Employer-Employee Relations

CaroMont Health is committed to the basic humanitarian principle that proper care for our patients comes first and should not be put in jeopardy by the threat of strikes or disruptions caused by labor unions. CaroMont Health is also dedicated to providing a stable, safe and quality work environment for all. Management strives to keep lines of communication open throughout the organization so that we create a positive atmosphere of teamwork and trust.

In addition, CaroMont Health prefers to deal directly with its employees without intervention by an outside union that has no interest in the success of the business. Unionization can carry several costs to employees such as the payment of dues, initiation fees, and possibly fines and/or assessments. Similarly, there are many indirect costs of unionization to the company, including executive time spent on bargaining, working time of employees spent on union business, and the expense of hiring lawyers

and other labor relations experts. Money spent for such costs obviously cannot go to our employees in higher wages. For all of these reasons, CaroMont Health is absolutely opposed to having a union.

Employee Wellness Program

In keeping with our Vision statement, which describes CaroMont Health as a recognized leader and valued partner in promoting individual health and vibrant communities, we want to encourage you to maintain a healthy lifestyle and to detect any health problems early when easily treated. Through adherence to standard precautions, we also want to take every measure possible to protect our employees from health hazards related to work. We also have an obligation to protect our patients. The Employee Health Program helps safeguard the health of all employees.

Services include:

Pre-placement health screening - Final employment placement is contingent on successfully completing a pre-placement health screening.

- Annual health risk assessment - Employees covered by our health insurance are asked to complete a health risk assessment as part of the annual health insurance enrollment process in November. Completion of the risk assessment can qualify you for the health insurance plan's lower premium rates. The information entered is confidential and cannot be accessed by anyone at CaroMont Health.
- Annual health screening - For all employees, your annual health screening requires completion of a CBL questionnaire during your birth month. It covers requirements by federal, state and local regulations for health care workers.
- Return-to-work - Employee Health reviews the status of employees who are returning to work after a leave related to injury or illness. They also work with employees having difficulties with their jobs related to health problems.
- Health screenings and prevention - The Employee Health program offers employee wellness screenings, illness and injury management, health education, and immunizations.

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Employment Classifications

All employees fall into one of several employment classifications based their work schedule. These classifications are important because they affect pay and benefits. Below is a summary of major employment classifications:

- Full-time – Employees are full-time if they work on a continuous, year round basis of a regular 72 hours or more per pay period. They receive all available benefits.
- Part-time – Employees working a continuous, year-round schedule of at least 40 hours in a two-week pay period are considered part-time. They're eligible for prorated benefits of full-time employees, except life insurance, accidental death & dismemberment and short/long-term disability.
- Temporary – Temporary employees are hired for a specific project or for a maximum of six months in a calendar year. They receive benefits mandated by state and federal regulations.
- PRN or Relief – Employees work “as needed” and do not have a guaranteed number of hours each week. PRN employees must provide the department manager/supervisor notice of their availability at least two weeks in advance of the posted schedule. They generally work at least one shift per pay period (requirements may vary by department or location), but no more than 29 hours per week. They receive only benefits mandated by state and federal regulations.
- WE-OP – These employees work a part-time or full-time schedule with at least 24 weekend hours per week. They're entitled to most benefits with certain exceptions.

Employment of Relatives

Relatives may not be employed in the same department when one relative directly or indirectly supervises another.

Equal Employment Opportunity

CaroMont Health is committed to Equal Employment opportunity. We extend equal employment, training, promotions and compensation regardless of sex, age, race, color, marital status, religious beliefs, national origin, disability or genetic background.

Employees who experience incidents they believe involve discrimination should contact their supervisor or Human Resources immediately. Each reported situation is investigated fully and corrective action is taken as needed. Please refer to the Harassment Policy in this handbook for additional information.

Fitness Center

All employees have free access to the CaroMont Fitness Center located in the Medical Center basement and to the CaroMont Health and Fitness Center located at Summit Crossing. Both facilities have a full range of exercise equipment. Contact Employee Health Services for information about special exercise programs and the availability of these facilities.

Fitness for Duty

It is CaroMont Health's intent to ensure that all employees are capable of performing their tasks safely and efficiently without impairment of any sort, whether because of the influence of any drug (legal or illegal), alcohol, illness or other conditions.

1. Employees must not to come to work in an impaired condition.
2. Employees must also ensure that the workplace is free from impaired employees and/or the presence of substances or conditions that could lead to impairment and must report suspected cases of co-worker impairment.
3. Upon receipt of each such report, CaroMont Health will initiate an investigation and will take appropriate disciplinary and remedial steps as outlined in this policy. If possible, CaroMont Health will assist employees in overcoming impairments of any sort which may adversely affect employee job performance. CaroMont Health provides its employees with an Employee Assistance Program (EAP) which is a confidential benefit and its use is encouraged.
4. Fitness for Duty evaluations may be required as part of a sentinel event (adverse patient event) investigation or following a work place or work related injury.

For a complete list of definitions and procedures, please refer to the Fitness for Duty Policy (401-1) on CHIP or contact Human Resources.

Grievances

It is the organization's desire to settle grievances promptly, as near as possible to the point of origin, and to settle them fairly with an attitude of mutual confidence and respect. Therefore, in order to maintain open channels of communication and in an effort to ensure that all employees are treated fairly, the organization has established a grievance procedure. Any employee who desires to use the grievance procedure should bear in mind the following facts:

- A grievance is defined as any condition of employment that the employee considers unjust or inequitable. Conditions of employment shall include those matters regulated by the personnel policies and procedures of CaroMont Health such as wages, hours of work, working conditions, equal opportunity, and the general area of employee relations.
- Any regular employee has a right to use the grievance procedure to express a legitimate complaint without fear of retaliation.
- The grievance process is a step-by-step method of reviewing grievances in an orderly manner, and it is recommended that prior to filing an official grievance, you discuss your concerns with your supervisor or department director. If your concern is not resolved you may also complete a form available in Human Resources or on CHIP.
- However, if at any time a grievance is against a staff member's supervisor, an employee of another department, a physician or provider, or against a broader issue, the staff member may by-pass any or all of the steps and go directly to Human Resources for review of the grievance. Review by the Chief Executive Officer (or his/her designee) is considered the final appeal level.
- Timely resolution of a grievance is essential. Consequently, the times as specified for each step of the procedure must be strictly adhered to.
- CaroMont Health guarantees that there shall not be any discrimination or adverse action against the aggrieved party because of the grievance claim.

For more information and a complete description of the procedure, refer to the policy manual or contact Human Resources.

Harassment

In general, harassment is defined as inappropriate, unwelcome or offensive conduct based upon a legally protected characteristic or condition where:

- Submission to such conduct is considered a condition of employment; or
- Submission to, or rejection of such conduct is used as a basis for employment decisions; or
- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or working conditions by creating an intimidating, hostile, humiliating, or offensive work environment.

While in some cases individuals may make comments, jokes or personal advances without intending harm, such actions can be unwanted, offensive, threatening and perceived as harassment. Stopping harassment and discrimination in its many forms requires an increased awareness by everyone of the impact that such actions may have on others.

Sexual harassment includes harassment of women by men, of men by women, and same-sex gender-based harassment.

All forms of harassment are strictly prohibited. CaroMont Health is committed to providing a work environment that is free from all forms of unlawful harassment. CaroMont Health strictly prohibits unlawful harassment of any kind, including harassment on the basis of sex, race, color, religion, gender, age, mental or physical disability, legally protected medical condition, national origin, marital status, veteran status, or any other legally protected characteristic or condition. This policy covers all forms of harassment by, among, and/or between employees, patients, physicians, and guests.

Any employee who encounters, witnesses, or becomes aware of conduct which he/she believes is inconsistent with this policy must immediately file a report with his/her immediate supervisor, director, Human Resources Department or senior leadership.

CaroMont Health will thoroughly and promptly investigate all complaints of harassment. Investigations into complaints of harassment will be kept confidential to the extent possible. CaroMont Health prohibits any form of retaliation against anyone for making a good faith complaint under this policy or for assisting in a complaint investigation.

High Reliability Organization

A highly reliable organization consistently achieves the correct outcome by standardizing systems that support humans, reducing the variability and likelihood of errors.

There are five principles that guide HRO's.

1. Preoccupation with Failure HROs are always looking for ways that things could go wrong or processes could fail, and they are never satisfied when things appear to be going right. They are always looking for areas of weakness or areas that need further improvement.

2. Reluctance to Simplify Healthcare is complex and so are the issues and problems that keep us from achieving zero patient harm. HROs refuse to accept a simple answer to a complex problem. They use

the tools for Robust Process Improvement to dive deep and identify all possible issues to correct the problem.

3. Sensitivity to Operations HROs understand that the earliest signs of a problem appear as small issues in how the company operates. This often happens on the front lines, or in our case at the bedside. Involving and empowering those who care for and provide service to our patients is critical to make sure we identify and address issues as soon as possible - before they become more serious.

4. Commitment to Resilience HROs understand that sometimes, despite their best efforts and past successes, errors will happen. Resilience refers to an organization's capability to recognize errors quickly and contain them, thereby preventing harm that results when small errors ...mushroom into major problems (Chassin and Loeb 2013).

5. Deference to Expert HROs do not assume that those with the highest rank are the best people to make decisions on how to address an issue. HROs identify those who have the most training, experience or information and allow them to make decisions and guide the performance improvement processes

Hours of Work

Work shifts normally consist of an eight-hour or twelve-hour period, not including a 30-minute unpaid meal break. Each pay period consists of two weeks. The work week begins at 12:01 a.m. Sunday and ends at midnight the following Saturday. Your schedule will be arranged by your department director. Employees should report in no more than one minute before their shift begins and report out no more than one minute after the end of the shift unless an employee is working overtime. Contact your supervisor if you need to leave work during your regular shift.

Breaks - Each department strives to provide employees with regular rest periods or breaks. Rest periods are usually 10 minutes for every four hours worked. Workloads will dictate the break schedule or availability for each department. In accordance with the Patient Protection and Affordable Care Act (PPACA) as amended by the Health Care and Education Reconciliation Act of 2010, a break for nursing mothers will be permitted. Reasonable breaks will be provided for up to one year after the birth of a child for employees who need to express milk as well as a private place to do so. The employee should notify her supervisor to make arrangements for these breaks.

Meals - Employees working full shifts of eight hours or more are entitled to an uninterrupted, 30-minute meal break during their work period. Meal periods are unpaid time. If your meal is interrupted by work requirements, you must report this work time to your supervisor or time keeper so you will be appropriately compensated. Employees receive a discount on meals purchased in the cafeteria.

Human Resources

From time to time, you will have questions about your employment with CaroMont Health. These questions may concern compensation, benefits or policies and procedures. While your immediate supervisor can answer many of your questions, you are encouraged to contact Human Resources any time they can be of service.

Human Resources is located at 2315 Court Drive in Gastonia, at the corner of Court and New Hope. Open Monday through Friday 8:30am to 5:00pm

Identification Badges

All employees are required to wear an identification badge while on duty. Badges are to be worn above the waist so that the name and picture of the employee are visible. When a badge picture is not visible, you should ask to see the picture. No decals or stickers should be applied to the badge unless approved by management.

Employees are not permitted to work without a valid CaroMont Health identification badge. The badge should be worn at all times while in the building, and upon entering the building. If an employee observes someone in the work area who is not properly identified, he/she is responsible for notifying Safety & Security, or their supervisor.

Badges must be secured at all times. Employees are not permitted to access badge control doors in patient care areas while off duty. While visiting patients/family members, employees must follow the standard visitation policy.

Employees are not permitted to open locked doors or grant access to secure areas of the medical center unless the person has a proper identification badge or is a visitor with permission to visit the area.

What to do if a badge is lost or stolen:

- Each lost or damaged identification badge must be replaced immediately. Employees are responsible for notifying Safety & Security that they need a replacement. A fee will be charged to replace lost or damaged cards.

- If the employee has a change of name, there will be no charge for the replacement. Safety & Security Services will make the necessary changes only upon notification from Human Resources or the employee's department manager.
- If an employee transfers into another position, there will be no charge for the replacement.
- If an employee obtains a certification that is relevant to his/her job, the badge will be modified at no charge. Badges will only be modified at the direction of Human Resources or the employee's department manager.

Inclement Weather

CaroMont Health will ensure the appropriate level of patient care in times of bad weather. Therefore, employees are expected to report to their work assignment at the start of their shift. In situations where the department manager is able to schedule the employee off or the employee is deemed to be "non-essential" by their manager, the employee can elect to use paid time off (PTO) for the time missed or it can be recorded as a scheduled day off without pay. If your position is deemed to be essential, you will not be permitted to use PTO if you do not report to your assigned shift.

In the event that the inclement weather attendance policy portion of the Inclement Weather Plan is activated, failure to report as assigned after activation will result in the following disciplinary action:

- First occurrence in a 12 month period – written reprimand
- Second occurrence in a 12 month period – discharge

Internet Usage and Social Media

CaroMont Health provides internet access to approved staff for justifiable business needs such as e-mail and inquiry into healthcare related Internet sites. Specifications for Internet Usage and Social Media:

- E-mail – All messages composed, sent or received on the electronic mail system are property of CaroMont Health. The use of e-mail is intended for the conduct of company business. However, incidental or infrequent personal use of e-mail is permitted. Offensive or disruptive messages are not allowed. The e-mail system may not be used for commercial ventures, religious or political causes, outside organizations, or other non-job-related solicitations.

CaroMont Health reserves the right to review, audit, intercept, access, and disclose to the proper authorities all messages created, received, or sent over the email system for any purpose.

- Whenever a worker posts a message to an Internet discussion group, an electronic bulletin board or another public information system, this message should be accompanied by words clearly indicating that the comments do not represent the position of CaroMont Health.
- Management can review messages at any time and without prior notice and may remove messages that include but are not limited to (a) political statements, (b) religious statements, (c) cursing or other foul language, and (d) statements viewed as harassing others based on race, creed, color, national origin, sexual orientation, religion, political beliefs, age, gender, disability, veteran status or genetic background.
- Staff must not publicly disclose internal CaroMont Health information via the Internet.
- Staff may not employ individual or departmental Internet Service Providers.
- Incidental personal use of the Internet is permissible as long as it does not interfere with worker productivity, and does not consume more than a trivial amount of computer or communication resources.
- Copying of software in a manner that is not consistent with the vendor's license is strictly forbidden.
- If connection with a web site occurs that contains sexually explicit, racist, violent, or other potentially offensive material, the staff member must immediately disconnect from that site.
- Downloading software and executable (.exe) files from the Internet or from other systems outside CaroMont Health is strictly prohibited.
- Access to Skype for personal reasons, blog sites, personal webmail accounts, social media and instant messenger during work time is not permitted.
- Misrepresenting, obscuring, suppressing, or replacing a user's identity on the Internet or any CaroMont Health electronic communications system is forbidden.
- Photos/recordings of patients are prohibited without prior written consent from the patient (HIPAA Authorization for Use Form) and approval from the public affairs and marketing department.
- Employees and affiliated staff or other members of the workforce should not respond to media or press contacts, online complaints, criticisms, or negative commentary about CaroMont Health. Media and Press responses should be referred directly to Public Relations /Marketing at 704-834-2080.

Jury Duty

Jury duty is the civic responsibility of every citizen. All employees receiving notice of a call for jury duty should immediately notify their immediate supervisor or department manager. The employee must provide their supervisor with all pertinent information regarding this call, including the date for reporting and the court of jurisdiction. Employees may keep the payment from the court system for jury duty. If you are not selected for a jury on a particular day and are released by the courts, please contact your supervisor to determine if you should report for work.

Just Culture

Just Culture is a commitment – a commitment that we make to each other about how we will treat each other; the commitment as to how you will be treated when things do not go as planned. The term “Just Culture” refers to our efforts as an organization to be “just,” to be fair, with all our employees. It is justice we seek in light of the fact that as humans we will make mistakes.

It is important that we learn from our mistakes at an individual, organizational and societal level. The Just Culture is about creating the environment for that learning and about creating a culture where employees are encouraged and supported in making the right choices. It is our shared values, as employees, as neighbors, as citizens that inform us on what it means to do the right thing and make the right choices. Also, we cannot create the best outcomes if we do not hold each other accountable for our everyday work choices. Our policies and procedures guide us in our everyday work, and it is our expectation that employees know the policies and follow them so that we stay on the right path.

In the Just Culture model, we address three behaviors: human error, at-risk behavior, and reckless behavior. When things do not go as planned, how you will be treated in this organization will depend upon how your behaviors fit with these definitions.

1. Human error is the inadvertent, the slip, the lapse that we do not intend. We do not choose to make mistakes; they happen to us within the nature of the systems we have designed around us, and the choices we make in those systems.
2. At-risk behavior is the choice we make, where the risk of harm, whether harm to persons or property, is unjustifiably increased, yet we incorrectly convince ourselves that the risk is justified.

3. Reckless behavior is the choice to knowingly take a substantial and unjustifiable risk. It is, by definition, the conscious disregard of a substantial and unjustifiable risk of harm.

The duty to avoid causing unjustifiable risk or harm and the duty to follow policies and procedures are the first two duties in the Just Culture model. It is under these duties that we see the difference between human error, at-risk behavior and reckless behavior which lead to consoling, coaching, counseling and only when necessary taking disciplinary action.

The third duty is to produce an outcome. There are times when we as an individual create the system and then act within that system. Getting to work on time is a good example. We as your employer do not tell you how to get to work on time, only that you do so. You design your system and control your choices to create the outcome you have been asked to produce. As an employer, it is our obligation to let you know how good your system must be. You are accountable for the results.

Therefore, Just Culture is not about creating expectations that we can be perfect. It is, however, about holding each other accountable for the quality of our choices. In our commitment to employees, we create the expectation that human error, at-risk behavior and reckless behavior will be viewed differently.

CaroMont Health administration, managers and supervisors follow an established system of progressive discipline to address reckless behaviors, to try to improve poor or marginal performance and to correct behavioral problems while maintaining an environment in which employees are empowered and have the opportunity to improve and to correct past mistakes. This approach is intended to emphasize that improvement is the expectation, and the focus of the disciplinary process, is corrective action. You should also bear in mind, however, that the Just Culture Algorithm is used when investigating incidents and the seriousness of each violation is weighed in determining disciplinary action. CaroMont Health reserves the right to use any and all disciplinary measures, up to and including discharge, for any instance of employee misconduct.

The following disciplinary grid includes some of the more common violations. It is not intended to be all-inclusive and serves only as a guide. The Employee Relations Coordinator and Human Resources Director are available to supervisors for consultation concerning disciplinary action.

Possible Action (a range of actions depending upon circumstances):
VW – Verbal Warning WW – Written Warning S – Suspension D – Discharg

Infraction	Possible Action	Possible Action	Possible Action	Possible Action
Insubordination	D			
Theft (CaroMont Health or Personal Property)	D			
Unauthorized possession of contraband on CaroMont Health grounds (includes but is not limited to razor blades, knives, guns, explosives, clubs and chains)	D			
Provoking or participating in a fight	D			
Willful destruction of property (CaroMont Health or personal)	D			
Falsification of records (patient charts, employee time records, or other patient, staff or corporate documentation)	D			
Forging or falsifying any employment documents	D			
Walking off the job	D			
Intoxication or impairment on the job (Fitness for Duty Policy 401-1)	D			
Possession/Use of narcotics (legal or illegal) or alcohol on the premises	D			
Conviction for selling controlled substances	D			
Excessive absenteeism (See Attendance Policy 500-1)	D			
Negligence of duties	WW	S	D	
Sleeping on the job	S	D		
Inconsiderate treatment of patients, visitors or other staff	WW	S	D	
Violation of dress code (Dress and Uniforms Policy 403-1)	VW	WW	S	D
Causing friction on the job/disruptive behavior (Disruptive Behavior Policy 416-1)	WW	S	D	
Willful work slowdown or refusal to perform reasonably assigned work tasks	WW	S	D	
Unsatisfactory work performance	VW	WW	S	D
Disregard for patient, visitor or staff safety	WW	S	D	
Violation of CaroMont Health, federal or state rules and regulations including Corporate Compliance & EMTALA violations (Corporate Compliance Policy CC050)	WW	S	D	
Harassment for any reason including creating a hostile work environment (Harassment Policy 412-1)	S or D	D		
Violation of solicitation and donations policy (410-1)	WW	S	D	
Immoral or indecent act	S or D	D		
Horseplay or disorderly conduct	WW	S	D	
Failure to report incident or on-the-job injury	WW	S	D	
Leaving work area without permission	VW	WW	S	D
Multiple violations of the same or of different policies, rules or regulations	D			
Failure to take physical exam	VW	WW	S	D

Using profanity	VW	WW	S	D
Deliberately not being cooperative	VW	WW	S	D
Using Tobacco Products on CaroMont Health property or shared grounds (Tobacco Free Environment Policy 122)	WW	S	D	
Excessive or inappropriate use of meal and/or work breaks (Meals and Work Breaks Policy 405-1)	WW	S	D	
Failure to detect and/or report conduct by another employee that a "reasonable" person should know is criminal or that violates CaroMont Health policies, or federal or state rules & regulations	WW	S	D	
Willfully providing incorrect information to CaroMont Health and/or a third party regarding Corporate Compliance or related investigation(s) (Corporate Compliance Policy CC050)	S	D		
Retaliation against an individual reporting a violation of CaroMont Health policies, or federal or state rules & regulations	S	D		
Any abuse or habitual misuse of CaroMont Health Information Systems (including email & internet) (Internet Policy 157)	WW	S	D	
Failure to use appropriate infection control precautions or to do proper hand hygiene	VW	WW	S	D
Making or publishing false, vicious or malicious statements concerning patients, employees, supervisors, CaroMont Health or its business operations	D			
Confidentiality, Access To and Release of Medical Information Infraction (Confidentiality of Patient Information Policy CC200): Level I: Accidental, incidental, employee acting in good faith believing access/use/disclosure was permissible; no aggravating factors. Level II: Intentional, not based on good faith representation that access/use/disclosure was permissible; No aggravating factors; or aggravating factors are substantially mitigated by other factors. Level III: Intentional, not based on good faith representation that access/use/disclosure was permissible; Aggravating factors without adequate mitigation.	VW WW D	WW S or D	S or D	

Examples of confidentiality infractions include, but are not limited to:

Level I: This level of breach occurs when an employee accidentally or incidentally accesses, uses, or discloses confidential information.

- Accidentally sending confidential information to the wrong recipient.
- Leaving a copy of patient or other confidential information in a public area.
- Leaving a computer unattended with patient or other confidential information unsecured.

Level II: This level of breach occurs when an employee intentionally and inappropriately accesses, uses or discloses patient or other confidential information.

- Use of another staff member's password to access computerized patient or other confidential information to which you are not authorized.
- Discussing confidential information with those who do not need to know.
- Accessing one's own medical information.
- Accessing the medical record of relatives, neighbors, coworkers, etc.
- Posting confidential information on the internet, such as on social networking sites.

Level III: This level of breach occurs when a staff member intentionally and inappropriately accesses, uses or discloses patient or other confidential information and aggravating factors are present without adequate mitigation.

- Accessing the medical record of relatives, neighbors, coworkers, VIPs, etc.
- Compiling a patient list or other confidential information for personal use or to be sold.
- Releasing patient or other confidential information to the media without authorization.
- Obtaining medical information under false pretenses such as a forged authorization.

Leave of Absence – FMLA

CaroMont Health will grant family and medical leave in accordance with the requirements of applicable state and federal laws in effect at the time the leave is granted. Please contact your supervisor as soon as you become aware of the need for a family or medical leave and obtain the appropriate FMLA documents on CHIP. The following is a summary of the relevant provisions of CaroMont Health's family and medical leave policy.

Employee Eligibility – To be eligible for family and medical leave benefits, an employee must have:

1. Worked at CaroMont Health for a total of at least 12 months; and
2. Worked at least 1,250 hours over the previous 12 months.

Reasons for Taking Leave – Unpaid FMLA leave will be granted for any of the following reasons:

- To care for a spouse, son, daughter or parent for any qualifying exigency due to active military duty or to provide care if their covered service member is recovering from a serious illness or injury sustained in the line of duty.
- To care for the employee's child after birth, or placement for adoption or foster care.
- To care for the employee's spouse, child (child includes biological adopted or foster children, stepchildren, legal wards, or children of people serving in loco parentis) or parent who has a serious health condition; or for a serious health condition that makes the employee unable to perform his/her job.

Leave Available – Eligible employees may receive up to a total of 12 workweeks of unpaid leave during a 12-month period. A 12-month period begins on the date of an employee’s first use of federal family and medical leave. Successive 12-month periods commence on the date of an employee’s first use of such leave after the preceding 12-month period has ended. Under some circumstances, employees may take family and medical leave intermittently – which means taking leave in blocks of time, or by reducing their normal weekly or daily work schedule.

Advance Notice and Medical Certification – Employees are required to provide 30 days advance leave notice when the leave is foreseeable. If the leave is not anticipated, whenever possible, the employee must give verbal notice to his/her supervisor within 24 hours of commencing leave and the oral request must be confirmed in writing to his/her supervisor within 3 working days. In addition, employees must provide medical certification from a health care provider, including the date the condition began, probable duration, and appropriate medical facts; a signed statement of need is required for the care of a spouse, child or parent. CaroMont Health may require periodic recertification and reports during the leave.

When leave is needed to care for an immediate family member or the employee’s own serious health condition, and is for planned medical treatment, the employee must try to schedule treatment so as not to unduly disrupt daily operations. A medical statement for return to work is also required.

Overtime

From time to time, it may be necessary to work overtime. All overtime work must be approved in advance by your department director. Employees who are entitled to overtime are referred to as “non-exempt.” If you are a non-exempt employee, you will receive overtime pay as described in the next section.

Non-Exempt Employees

Under the Fair labor standards act (“FLSA”), most employees must be paid at least the federal minimum wage and must receive overtime pay at one and a half times their regular rate of pay for all time worked over 40 hours in a workweek or over 8 hours in a day or over 80 hours in a pay period, depending upon your overtime classification. The default classification is for over 40 hours worked in a work week.

If you are classified as a non-exempt employee, you must record the time you work each day. Your arrival, departure, and meal break times must be recorded accurately through the timekeeping system. When you view your paycheck, please verify immediately that your working time was recorded accurately and that you were paid correctly for all hours worked. When you work, you must report all

the time you work. Non-exempt employees are prohibited from working “off the clock” (i.e., without reporting the time worked).

Non-exempt employees should not work any time that is not authorized by their supervisors. Do not start work early, finish work late, work during a meal break, or perform any other extra or overtime work unless you are directed to do so. If your meal break is interrupted please record the work time on your variance log. If you have any questions about when or how many hours you are expected to work, contact your supervisor immediately.

It is a violation of CaroMont Health’s policy for anyone to instruct or encourage another employee to work “off the clock,” to incorrectly report hours worked, or to alter another employee’s time records. If anyone directs or encourages you to incorrectly report your hours worked, or to alter another employee’s time records, you should report the incident immediately to your supervisor or to the Human Resources Department.

Exempt Employees

Under the FLSA, some employees are exempt from the minimum wage and overtime requirements. In particular, the statute includes exemptions for executive, administrative, and professional employees. The U.S. Department of Labor has issued detailed regulations concerning these exemptions. Under these regulations, exempt employees must be paid a pre-determined salary of at least \$455 per week, or a higher amount if required by state or local law.

If you are classified as an exempt employee, you will receive a predetermined salary. Depending on your position, you may also be eligible for additional compensation. Your base salary will be established at the time of hire or when you become classified as an exempt employee. The base salary is subject to review and may be changed from time to time.

Under the FLSA, the base salary of an exempt executive, administrative or professional employee may not be reduced due to variations in the quantity or quality of the employee’s work. However, the regulations permit salary deductions for the following absences from work:

- Full-day absences for personal reasons, sickness or disability;
- Unpaid disciplinary suspensions of one or more full days imposed in good faith for violations of a written policy applicable to all employees;
- Leaves of absence taken pursuant to the Family and Medical Leave Act;
- To offset amounts received as payment for military pay;

- Time not worked during the first and last weeks of employment; and
- Any full work week in which you do not perform any work.

Your salary may also be reduced for certain types of deductions such as your portion of health, dental/vision or life insurance premiums; state, federal or local taxes; social security; or, voluntary contributions to a retirement plan. In any work week in which you performed any work, your salary will not be reduced for any of the following reasons:

- Partial-day absences for personal reasons, sickness or disability unless the absence is due to an approved Family Medical Leave;
- Absences on a regularly scheduled work day when CaroMont decides not to operate the facility where you work;
- Absences for jury duty, attendance as a witness, or military leave in any week in which you have performed any work;
- Unpaid disciplinary suspensions of less than one day, or unpaid suspensions for reasons that do not involve violations of a written workplace conduct policy applicable to all employees; or
- Any other deductions prohibited by federal, state or local law.

Under FMLA it is not an improper deduction to reduce an employee's accrued vacation, personal or other forms of paid time off for full or partial day absences for personal reasons, sickness or disability.

Paid Time Off (PTO) Paid Time Off (PTO) is a benefit combining vacation, holiday, bereavement and sick leave into one leave benefit. PTO provides full-time and part-time employees with paid time off for illness or injury, vacation and personal or family needs. PTO allows flexibility of paid leave hours. You manage your own time off, and you may have the option of cashing in PTO days or transferring them to a Short-Term Disability Income account.

- **Eligibility** – All regular full-time and regular part-time employees are eligible for PTO. Relief and PRN employees are not eligible.
- **Accrual** – Eligible employees accrue PTO each pay period based on their length of service. The maximum amount of accrual of PTO is one and one half times the amount you can accumulate in one year based on length of service. Any accrual above that amount is transferred automatically to the Short-Term Disability Income account.
- **Using PTO hours** – Employees can use PTO hours for any absence by scheduling time off in advance. PTO will also be used for unscheduled days off due to sickness, injury or emergency. In these cases, attendance guidelines also apply. You are encouraged to retain PTO hours to protect yourself against an accident or illness. If you have used all accrued PTO hours and do not have Short-Term Disability Income hours available, you will not be paid in the event of illness.

- **Payment of PTO** – When you use PTO hours, you are paid at your current base rate, excluding overtime, shift differentials or any other premiums.
- **Designated days of reduced operations (DRO)** – CaroMont Health has 7 days designated each year as days of reduced operations: July 4, Labor Day, Thanksgiving, Christmas, New Year's Day, Good Friday, Memorial Day. On these days and certain other days, CaroMont Health reduces activity to the lowest possible level, closing some offices and departments. If you are in a department that is closed or operating with reduced staff, you may be scheduled off and paid with PTO hours.

Cashing in PTO – CaroMont Health allows only non-exempt employees (and physicians if permitted by their contract) to cash in PTO time. They must maintain a balance of 40 hours at all times in order to cash in PTO. The 40 hour minimum is based upon the accrued balance as of the last paycheck. They will be permitted to cash-in a maximum of 100 hours per fiscal (July-June) year. Effective January 1, 2018, employees eligible to cash in PTO will be subject to a 10% penalty. This means that PTO will be cashed out at 90% of its value. The 10% penalty applies to both PTO taken in cash and cashed-in PTO used to make CaroMont Health medical expense payments. If you cash in PTO to make CaroMont Health medical expense payments then CaroMont will discount your bill by 10%. The penalty does not impact donations to other employees or made to the Foundation.

Please note that PTO can be used in conjunction with unpaid FMLA leave. PTO and FMLA leave run concurrently, though, and cannot extend the maximum 12 weeks per year of FMLA leave available to eligible employees.

PTO is paid out at termination of employment as long as the employee works the required notice period.

Parking

Free parking is available at the designated employee parking areas. Use your identification badge to gain access to the employee parking lot behind the medical center. Employees working the evening shift who arrive after 1:00 p.m. should park in the designated lot behind Facility Services. Employees parking in prohibited areas are subject to disciplinary action. Please drive carefully when entering and leaving the parking lot. All employees are required to register any vehicle they will be driving to work with the Safety & Security Department. CaroMont Health is not responsible for theft or damage involving employees' automobiles.

Pay Day

Official payday is every other Friday. All employees are required to have checks directly deposited into a bank account of their choice. Forms to begin or stop direct deposit are available in Human Resources. Employees on direct deposit will normally have their pay deposited into their bank account on Thursday, but occasionally this deposit may not happen until Friday morning. Employees may not cancel direct deposit, but the destination of the deposit can be changed at the request of the employee. Changes in direct deposit may result in a paper check being mailed to the employee's home for one or two pay periods.

Paychecks, Timekeeping and Payroll Procedures

Your first paycheck will be mailed to your home. Afterwards, it will be directly deposited to the bank account of your choice. **You will be able to access your "iPay" account after you have registered with ADP at <https://adpvantage.adp.com/public/index.htm>. You will need to use the universal CaroMont code during registration, [caromont-caromont123](#) (all lowercase).** You can access this on CHIP (intranet) and at home (via the Internet). To access via CHIP, go to Software Applications, and click on iPay. Externally, go to <https://ipay.gmh.org>. (Note: Be sure that you add the "s" to http. The "s" indicates a secure site. Do not include "www").

Be sure to log out of the system each time you leave the site to protect the security of your information.

Reporting Errors and Obtaining More Information – If you have questions about deductions from your pay, if you believe you have been subject to any improper deductions, or if your pay does not accurately reflect your hours worked, please contact your supervisor or your Human Resources representative immediately.

If the supervisor, department director, or Human Resources representative is unavailable, or if you believe it would be inappropriate to contact those persons, or if you have not received a prompt and acceptable reply from them, you should immediately contact the Corporate Compliance Hotline at 1-877-785-0001.

Every report will be fully investigated and CaroMont Health will make every effort to ensure you receive pay to which you are entitled. CaroMont Health will not allow any form of retaliation against individuals who make good faith reports of alleged violations of this policy, or who cooperate in CaroMont Health's investigation of such reports, even if the reports do not reveal any errors or wrongdoing. Retaliation is unacceptable, and any form of retaliation in violation of this policy will result in disciplinary action, up to and including discharge. If CaroMont Health concludes that an employee has violated this policy, corrective action will be taken, where appropriate, up to and including discharge.

Pay Grades

Every job has an established pay grade determined by a careful evaluation of several factors. These factors include comparisons with other jobs at CaroMont Health, the recruiting, education and training required to do the job, the responsibilities and job duties, and if management of other employees is required.

Each pay grade has minimum and maximum rates of pay, which are reviewed at least annually for every job. If you do not know your pay grade with its minimum and maximum points, ask your supervisor. You can advance through your pay grade each year based on merit. Pay increases are not automatic at CaroMont Health. They're based on your supervisor's evaluation of your job performance.

Payroll Deductions

CaroMont Health is required to withhold federal and state taxes and FICA (social security) from your paycheck. It's your responsibility to provide Human Resources with accurate information so that appropriate deductions are made. Other deductions may include health, dental and other insurance premiums and United Way contributions.

Performance Reviews

You should review your job performance and career goals on a regular basis with your supervisor. Using Eappraisal, an electronic performance review system, you can access your performance review any time using the link on CHIP. You can document your performance throughout the year which saves you time by automating the process.

Formal appraisals are to occur no less than once every 24 months. Generally, after the end of each fiscal year (June 30), an appraisal will be completed by your supervisor for employees hired prior to April 1 of that year. Your supervisor will then schedule a meeting to review it and you will have an opportunity to add comments to it. Copies of your Eappraisal and your job description are maintained in systems accessible through CHIP. You are encouraged to have periodic "check-ins" with your supervisor to ensure that your performance is meeting the expectations of your customers, and to ensure that you have the necessary feedback to improve your performance. If particular issues arise, you may receive a special review in addition to annual reviews. This review might be prompted by job problems or if you are being considered for new duties or re-assignment.

Performance reviews are important because they are used in making personnel decisions, such as promotions, pay increases, transfers and employment status.

Personal Appearance

Employees are expected to project a professional image in their dress and appearance. Often patients, family members and visitors evaluate our ability to provide professional care based on our appearance. All employees are expected to show good judgment which includes being well-groomed and neat while at work. All clothing should be clean, correctly sized and in good repair.

Dress considered unacceptable includes transparent, low-cut, or tight-fitting apparel, denim/corduroy jeans of any description/color, including designer jeans, jean skirts/suits, t-shirts, shorts or sweat shirts. Use of chewing gum or perfumes and colognes is prohibited. Footwear for clinical areas should be appropriate for the work area. Safety should be a primary consideration when selecting footwear and it should be neat, clean and in good condition. Flip-flops are not allowed.

Individual departments may have their own dress codes. Check with your supervisor concerning your area. The Professional Appearance Standards Policy can be found in the Administrative - Human Resources Policy Manual.

Personal Calls and E-mails

To avoid interruptions in the workday, you should make every effort to limit personal calls and e-mails at work to emergencies only. Please have personal mail, personal calls, and callers directed to your home. Avoid using personal cell phone or smart phone devices while working, and especially when in sight of patients and visitors.

Promotions and Transfers

CaroMont Health wants you to succeed! We want you to advance in our organization based on your interests, abilities and our operational needs. When vacancies occur, current employees are encouraged to apply, provided they've completed at least six months in their current position and have not had any disciplinary actions during the past six months.

Job vacancies are posted for at least five days in the careers section on the www.CaroMonthealth.org web site. To apply for a transfer or promotion, employees should complete an online Transfer Request Form found in the job posting. If you are invited to interview for a position, you should inform your department director.

Reasonable Accommodations

CaroMont Health will not discriminate against qualified individuals with disabilities and may provide reasonable accommodations as required by law. To request a reasonable accommodation, an employee must submit a written statement to the Human Resources Department requesting and describing the nature of the reasonable accommodation. Additional information regarding the nature of the disability and the functional limitations with respect to the claimed disability may be required. See Americans with Disabilities Policy 104-1.

Safety and Security

Report the following types of suspicious activity immediately to Safety and Security and your supervisor: Individuals dressed as health care providers who do not have a badge, individuals without badges who are wandering the halls or looking in patient rooms or offices, and individuals who do not directly answer questions regarding their activity. Any other activity that you deem suspicious should also be reported. Always secure your personal valuables while on duty and keep offices locked when you are not in the office. Report potential thefts, losses, or other security problems.

Separations

Resignations – If you resign your position with CaroMont Health, you should provide a written resignation to your department director stating the effective date of your resignation and the reason you are leaving. In order to receive pay-out of your accrued but unused PTO at the cessation of employment, you must provide written notice of your resignation and work through that notice period. Executives and administrators are required to give a sixty (60) day notice; managers, staff in professional, exempt positions, all positions requiring CLS/MT or MLT, and all positions requiring a license (such as registered nurses), must give a notice of thirty (30) calendar days; all other positions, must give a 14-day notice. Without working the required notice, you will not be paid accrued but unused Paid Time Off. PTO cannot be used to fulfill notice requirements; the notice must actually be worked.

Reinstatement of benefits – CaroMont Health recognizes the value to the organization that former employees can provide. Therefore, employees who are rehired within twelve months of their termination date may be eligible for re-instatement of certain benefits. Eligible employees who are rehired within 13 weeks of their termination date or loss of eligibility date will have their health insurance reinstated effective their first day back.

Discharge – A discharge is separation initiated by CaroMont Health for violation of policies, rules and/or regulations. Employees discharged for gross misconduct are not eligible for payment of accrued PTO and are not eligible for rehire. An employee has the right to appeal a discharge by filing a written “Appeal of Termination Form” within three (3) days of separation. These forms are available in Human

Resources. The discharged employee's vice president will review the separation and respond to the employee within five days. If the employee is not satisfied with this decision, the appeal will be reviewed by the CEO or his/her designee who will respond within five days.

Return of property – Upon separation, employees are required to turn in all CaroMont Health property, including identification badges, keys and equipment.

Service Awards

CaroMont Health employees are recognized with service awards for each five years of service. Awards are presented to full-time and part-time employees on an annual basis within their departments. Employees with 15 or more years of service are invited to attend a Service Anniversary Celebration. The service award recognition is based upon years of service as of April 1 each year.

Shift Differentials

If you work a shift during the evening or night, you may receive additional pay as a shift differential premium. Shift differentials apply to employees only in selected positions working between 3:00 p.m. and 7:00 a.m., and a minimum of 4 hours. Your supervisor, department director or Human Resources can provide details concerning eligibility for a shift differential and the amount of the differential.

Solicitation and Donations

Solicitation for donations or sales for charities, businesses, personal gain, or for any other reason is not allowed on any property owned or managed by CaroMont Health without the approval of Senior Leadership. To maximize the potential of our people and to keep our focus on our mission to provide exceptional health care to the communities we serve, CaroMont Health provides an environment that is not disturbed by the distractions of various solicitations or distribution of literature that promotes other businesses or causes. Because these restrictions apply to staff, they also apply to anyone coming on the organization's premises.

CaroMont Health encourages staff (employees and volunteers) to take part in civic affairs and charitable activities. However, staff members may not solicit items of value from patients, visitors, vendors or other employees and volunteers, unless authorized to do so by senior leadership.

Staff members may not conduct paid or voluntary personal business while at work, or distribute promotional or sales literature of any sort during work time.

Persons who are not employed by the organization shall not be permitted to distribute promotional or sales literature or solicit employees, volunteers, patients, customers or visitors on any property owned or managed by CaroMont Health.

Requesting donations from fellow employees/volunteers for any fundraising activity other than for those listed above is prohibited unless approved by Senior Leadership. Soliciting donations from patients and visitors at any CaroMont Health facility is prohibited. Employees are prohibited from selling any items at work, including non-profit charitable fundraisers for schools.

Selling merchandise/services for personal gain is prohibited in the work environment. Selling merchandise/services for other businesses, associations, organizations or charities is prohibited in the work place unless approved by Senior Leadership.

No employee/volunteer may solicit gifts or tips from any patient or visitor. See Policy 702, "Gifts, Gratuities & Entertainment" for definitions and limits regarding gifts and gratuities.

United Way – CaroMont Health supports the United Way campaign as a major fund-raising effort permitted within the organization each year. While support of the United Way is strictly voluntary, CaroMont Health endorses the United Way approach of supporting many local organizations with a single gift. You may contribute to United Way by cash, check or payroll deduction.

Occasionally the organization sponsors other charitable causes, and requests for sponsorship must be approved in advance by a member of senior leadership. See the Donations and Solicitations Policy 410 -1 for a list of approved organizations

Spiritual Care Service

We have professionally trained Chaplains as members of our CaroMont Health team, as well as, our volunteer and Associate Chaplains, who are available 24 hours/7 days a week. Our chaplains offer support to our patients and families, as well as counseling and support for employees. You may reach a chaplain through the department of spiritual care at ext. 2888 or through the medical center switchboard.

Violence in the Workplace

CaroMont Health conducts criminal checks on all newly hired employees and does not condone any violence in the workplace. If you observe any violent act, report it immediately to your director, the safety and security department or the Human Resources Department.

Visitors

Occasionally, CaroMont Health employees will have family members or friends who are patients in the medical center. It is important to remember that the visitation policy applies to employees just as it does to the general public. You should visit only during regular visiting hours (posted in the main lobby) and only during your off-duty time.