

Revised January 2020

INTRODUCTION

Welcome to Daviess Community Hospital

As an employee of Daviess Community Hospital, whether employed in the hospital or its physician practices, you now have a very important role in the success of the hospital. Throughout your employment at Daviess Community Hospital, you will be working with the rest of the staff in a team effort to make the hospital a place where patients choose to come for care, where physicians want to practice and where employees want to work. By accepting your new role with a commitment to Daviess Community Hospital values, you will support the hospital's mission to provide the best health care services to our patients. At the same time your dedication to Daviess Community Hospital's values will allow growth and expansion of our services to meet the health care needs of the community, both today and in the future.

You should take pride in being a part of Daviess Community Hospital. We are pleased to welcome you as an employee. You are an important member of the staff, carefully selected to work toward the essential goal of providing excellent medical care and friendly service to our patients, visitors and co-workers.

This handbook presents an overview of the benefits and working conditions that are part of your employment. Please read it carefully, as it is important to familiarize yourself with your responsibilities as an employee of Daviess Community Hospital.

This handbook supersedes all previous handbooks. The information contained in this handbook is not guaranteed and is subject to change. Should you have any questions as to the interpretation of any policies in this manual or regarding other employment matters, please contact your supervisor or the human resources department. It is very important you have a full and complete understanding of the Hospital's policies.

The handbook and the policies it contains are a guide to employment objectives and a guide only. They are not an employment contract either expressed or implied. From time to time, you will receive additions or revisions to your handbook. These changes will be used in updating and revising policies whenever it is necessary. Please study them carefully. The most updated employee handbook can be found under quick links on the intranet.

We believe the goals of Daviess Community Hospital and its employees will be accomplished by honest relationships, understanding and cooperation. We are glad to have you with us. Remember, Daviess Community Hospital is your hospital. You are the face of DCH in the community. Take pride in all you do and always be patient focused!

MISSION STATEMENT

Daviess Community Hospital is committed to improving the health of the people who live in our communities by providing excellent medical care, ensuring access to that care, teaching healthy lifestyles, and working with local agencies to meet community health needs.

VISION STATEMENT

We will be the regional leader in healthcare.

VALUES

Willing Attitude: Show a positive, compassionate, and willing attitude every day.

Excellence in Customer Service: Provide an excellent service experience every time.

Communication: Be open and honest always.

Accountability: Accept responsibility for all actions.

Respect: Appreciate and show consideration for all people.

Embrace Commitment: Fulfill all obligations and duties at all times.

BUILDING OUR FUTURE TOGETHER

To ensure we fulfill our mission and vision here at Daviess Community Hospital we are committed to the Nine Principles of Hardwiring Excellence. These Nine Principles come from Evidenced Based Leadership. They are the foundation that makes Daviess Community Hospital a place where employees want to work, physicians want to practice medicine and patients want to come to receive excellent care. The Nine Principles of Hardwiring Excellence are:

1. Commit to Excellence
2. Measure the Important Things
3. Build a Culture Around Service
4. Create and Develop Leaders
5. Focus on Employee Satisfaction
6. Build Individual Accountability
7. Align Behaviors with Goal and Values
8. Communicate at All Levels
9. Recognize and Reward

Daviess Community Hospital is committed to our mission and vision of excellence in healthcare by committing to doing all the Must Haves that support the Nine Principles of Hardwiring Excellence. These Must Haves are not limited to but include the following:

1. AIDET- Acknowledge, Introduce, Duration, Explain, Thank You
2. Key Words at Key Times
3. Discharge Phone Calls
4. Hourly Rounding
5. Rounding for Outcomes
6. Employee Thank You Notes
7. 30/60/90 Interviews with New Hires
8. Peer interviewing
9. Aligning Leader Evaluations with Desired Behaviors

Our organizational goals follow Six Pillars of Excellence; People, Service, Quality, Growth, Finance and Community. When we are committed to focusing on these Nine Principles and use our Must Haves then we all excel within each of our Six Pillars to provide a hospital where employees want to work, physicians want to practice medicine, and patients want to come to receive excellent healthcare.

Daviess Community Hospital has created a cultural handbook which further outlines our Standards of Excellence. Your supervisor will acquaint you with this important information.

EMPLOYMENT POLICIES AND PROCEDURES

EMPLOYMENT AT WILL

Daviess Community Hospital reaffirms that the employment relationship is expressly defined as being “at-will” and in the absence of a written employment agreement executed by the Chief Executive Officer of Daviess Community Hospital. Daviess Community Hospital or the employee may terminate the employment at any time for any reason or no reason, with or without notice.

EQUAL EMPLOYMENT OPPORTUNITIES

Daviess Community Hospital maintains an equal employment opportunity policy for all applicants and employees. We give fair consideration to all qualified persons and afford all our employees opportunities for advancement according to their individual abilities regardless of race, religion, color, national origin, sex, marital status, mental or physical disability, citizenship, age, unfavorable discharge from military service or any other protected category under applicable laws. No opportunity for promotion, transfer or any other benefit of employment will be diminished through discriminatory practices. It is illegal and against Daviess Community Hospital’s policies for any employee to create an intimidating, hostile or offensive working environment by participating in racial, religious, sexual, sexual orientation, color, national origin, marital status, disability, citizenship or age harassment against any other employee or person.

STANDARDS OF BEHAVIOR

As employees of Daviess Community Hospital, we believe that there is no higher responsibility than to provide and ensure high quality and a caring environment for our patients, customers, and coworkers. We know that individually we are only one person, but we also know that it only takes one person to make a difference, either positive or negative. When we choose to work at DCH, we are choosing to embrace the following standards of behavior in order to promote the mission and vision of our organization. We all agree to demonstrate a willing attitude, excellence in customer service and communication, be accountable, show respect, and embrace commitment by adhering to the behaviors specified in this document....because **WE CARE.**

Willing Attitude

- I will make a conscious decision to have a positive, willing, and flexible attitude each day.
- I will always convey concern and compassion as well as a willingness to serve.
- I will set aside personal differences and be supportive of others.
- I will treat others with courtesy, respect, honesty, and kindness in all interactions. (Rudeness and vulgarity will not be tolerated.)

Excellence in Customer Service

- I will smile.
- I will answer all phone calls within three rings. I will say my name, title, and department and ask "How may I help you?"
- I will inform patients/customers of any delays in service and the cause for the delay.
- I will approach those who appear to be lost or need help and assist them.

Communication

- I will make eye contact when listening and speaking, at eye level when possible.
- I will speak in terms that patients and guests can understand.
- I will refrain from loud and inappropriate talk and avoid excessive noise.
- I will ask for permission before placing a caller on hold or using a speakerphone, and wait for an answer. I will thank the caller when I return to him or her.

Accountability

- I will be fiscally responsible by not wasting hospital time, resources, or equipment.
- I will demonstrate an ongoing commitment to my job through good attendance and by being on time to work.
- I will always fulfill my obligations to others.
- I will commit to maintaining a safe, secure, and trusting environment for patients and staff.
- I will observe hand hygiene and appropriate isolation practices to promote patient safety.

Respect

- I will respect all individuals, regardless of cultural differences.
- I will dress to reflect professionalism.
- I will knock prior to entering a patient's room, identify myself, and ask permission to enter.
- I will be courteous and respectful by saying "please" and "thank you" in conversations.
- I will always recognize that we each have an area of expertise and that we can all learn from each other in order to better serve our patients.

Embrace Commitment

- I will promote confidence in Daviess Community Hospital by speaking positively of my co-workers, medical staff, and our organization, especially in front of our patients and guests.
- I will welcome new employees and be supportive by offering help and setting an example of cooperation.
- I will commit to adhere to all DCH policies and procedures.
- I will always promote inter-departmental cooperation.

AMERICANS WITH DISABILITIES ACT

Daviess Community Hospital maintains an Equal Employment Opportunity Policy ("EEO Policy") for all applicants and employees. To supplement our EEO Policy and in response to the Americans with Disabilities Act, we have adopted this additional policy statement regarding discrimination against the disabled. Equal employment opportunity for the disabled (and all other protected groups) is one of our goals and we expect all of our employees to assist us in furthering this goal.

We give fair consideration to all qualified individuals with disabilities and afford all employees and applicants opportunities for advancement according to their individual abilities without regard to any disability. No opportunity for hire, advancement or any other condition of employment will be diminished through discriminatory practices. In accordance with the law, Daviess Community Hospital will also reasonably accommodate qualified individuals with disabilities.

If you believe that you have been discriminated against or harassed in violation of this policy, or if you are a qualified individual with a disability who would like to request a reasonable accommodation, please contact Human Resources immediately at 254-2670 extension 1130. Because each individual is different, we will discuss the particular situation with you and undertake an investigation of the specific circumstances involved. Our goal will be to take action that will provide equal employment opportunity for individuals with disabilities so long as they can perform the essential functions of the job. If you have any questions concerning this policy, please contact Human Resources.

NON-HARASSMENT POLICY

At Daviess Community Hospital, discrimination or harassment on the basis of race, color, religion, gender, natural origin, age, disability or any other protected category, whether verbal, physical or environmental, is unacceptable and will not be tolerated. This harassment policy covers all employees. Daviess Community Hospital has a zero tolerance for, and will not condone or allow unlawful harassment, whether engaged in by fellow employees, supervisors, patients, clients or other non-employees who conduct business with us.

A. DEFINITION OF HARASSMENT

1. Sexual Harassment

While in some cases individuals may make sexual comments or jokes or personal advances without intending harm, such actions can be unwanted, threatening and perceived as harassment. For purposes of this policy, sexual harassment is defined as any type of sexually-oriented conduct, whether intentional or not, that is unwelcome and either:

- Is implied or stated to be a term or condition of employment or a factor in evaluating the individual's job performance, eligibility for promotion or any other component of employment, or

- Interferes directly or indirectly with an individual's work performance by creating a hostile, offensive or intimidating environment.

The following is a partial list of unwelcome behavior, which will generally be considered sexual harassment:

- Sexual jokes, language, epithets, advances or propositions.
- The display of sexually suggestive objects, pictures, magazines, posters or cartoons.
- Comments about an individual's body, sexual orientation, sexual prowess or sexual deficiencies.
- Asking questions about sexual conduct.
- Touching, leering, whistling, and brushing against the body, or suggestive, insulting, or obscene comments or gestures.
- Demanding sexual favors in exchange for favorable reviews, assignments, promotions, continued employment or promises of the same.

2. **Other Harassment**

For purposes of this policy, harassment is defined as verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of his/her race, color, religion, gender, national origin, age, disability, or any other legally protected category or that of his/her relatives, friends, or associates, and that has the purpose or effect of:

- Creating an intimidating, hostile or offensive environment.
- Otherwise adversely affects an individual's employment opportunities.
- Unreasonably interfering with an individual's work performance.

Harassing conduct includes, but is not limited to the following:

- Epithets, slurs, negative stereotyping, or threatening, intimidating or hostile acts that relate to race, color, religion, gender, national origin, age, disability or any other legally protected category.
- Written or graphic material that denigrates or shows hostility or aversion toward an individual or group because of an individual's protected classification that is placed on walls, bulletin boards, or elsewhere on the employer's premises or circulated in the workplace.

B. DAVIESS COMMUNITY HOSPITAL PROCEDURES

1. Reporting a Complaint

Daviess Community Hospital encourages prompt reporting of complaints so that a rapid response and appropriate action may be taken. Individuals who believe they are being harassed should firmly and promptly notify the offender that his or her behavior is unwelcome. In the event that direct communication between individuals is either ineffective or impossible, individuals who believe they have been subjected to harassment should immediately report the incident to the immediate supervisor or the Human Resources Department.

If Daviess Community Hospital has reason to believe (other than as a result of a complaint made under this policy) that harassment has occurred, it may independently initiate investigation.

2. Description of Misconduct

An accurate record of objectionable behavior or misconduct is needed to resolve a formal complaint of harassment. Verbal reports of harassment must be put in writing by either the complainant or the individual(s) designated to receive complaints, and be signed by the complainant. The complaint should include dates, times, witness names and specific information about the offending behaviors.

3. Investigating the Complaint

Any allegation of harassment brought to the attention of Daviess Community Hospital will be promptly investigated. Confidentiality will be maintained throughout the investigatory process to the extent consistent with adequate investigation and appropriate corrective action.

4. Resolving the Complaint

Upon completing the investigation of a harassment complaint any conduct found constituting harassment, discrimination or retaliation will be dealt with promptly and appropriately. Responsive action may include, for example, training, referral to counseling, monitoring of the offender and/or disciplinary action such as warning, reprimand, withholding of promotion or pay increase, reduction of wages, demotion, reassignment, temporary suspension without pay or termination, as Daviess Community Hospital believes appropriate under the circumstances.

Although Daviess Community Hospital's ability to discipline a non-employee harasser (e.g. outside sales persons, patients, suppliers) is limited by the degree of control, if any, that Daviess Community Hospital has over the alleged harasser; any employee who has been subjected to harassment should file a complaint. Daviess Community Hospital assures the complainant that it will take appropriate action. Possible remedial steps available include, but are not limited to, letters of objection, discussing the issue and requesting that the harassment cease, or refusal to continue the business relationship.

C. PROTECTION AGAINST RETALIATION

Retaliation is a very serious violation of this policy and should be reported immediately to any manager, department director, a member of the administrative team or human resources. Retaliation against any individual for reporting harassment will not be tolerated and will be treated as harassment itself. Each offense will be investigated and sanctioned separately. Individuals who are not themselves complainants, but who assist in a harassment investigation, will also be protected from retaliation under the policy.

D. FALSE ACCUSATIONS

Daviess Community Hospital recognizes that the question of whether a particular course of conduct constitutes harassment requires a factual determination. Daviess Community Hospital recognizes also that false accusations of harassment can have serious effects on innocent persons. If, after investigation, it is clear that the complainant has maliciously or recklessly made a false accusation, the accuser will be subject to appropriate sanctions including possible termination. In such an event, Daviess Community Hospital will also take appropriate action to restore the reputation of the accused. There will be, however, no adverse job-related consequence to any individual for bringing good faith concerns about harassment to Daviess Community Hospital's attention, regardless of the outcome of the investigation.

WORKPLACE VIOLENCE PREVENTION

DCH seeks to provide a work environment free from violence or threats of violence against individuals, groups, or employees, or threats against company property-including patient violence that may occur on our property. This policy requires that all individuals on company premises or while representing the Company conduct themselves in a professional manner consistent with good business practices and in absolute conformity with non-violence principles and standards.

For purposes of this policy, workplace violence is defined as a single behavior or series of behaviors which constitute actual or potential assault, battery, harassment, intimidation, threats or similar actions, attempted destruction, or threats to Company or personal property; which occur in a Company workplace, while using Company resources, at a Company work location, or while an individual is engaged in Company business.

DCH strictly prohibits use of violence or threats of violence in the workplace and views such actions very seriously. The possession of weapons in the workplace, threats, threatening foul language or menacing behavior, stalking, or acts of violence against employees, visitors, guests, or other individuals by anyone on DCH property will not be tolerated. Violations of this policy will lead to disciplinary actions up to and including termination of employment and the involvement of appropriate law enforcement authorities as needed.

Any person who makes substantial threats, exhibits threatening behavior, or engages in violent acts on DCH premises shall be removed from the property as quickly as safety permits, and may be asked to remain away from DCH premises pending the outcome of an investigation into the incident. People who commit these acts outside the workplace but which impact the workplace are also violating this policy and will be dealt with appropriately. DCH reserves the right to respond to any actual or perceived acts of

violence in a manner we see fit according to the particular facts and circumstances.

When threatening behavior is exhibited or acts of violence are committed, DCH will initiate an appropriate response. This response may include, but is not limited to, evaluation by Life Services Employee Assistance Professionals and/or external professionals, suspension and/or termination of any business relationship, reassignment of job duties, suspension or termination of employment, and/or criminal prosecution of the person/persons involved.

PERFORMANCE REVIEW

A performance appraisal system has been established to assist you and your supervisor with the evaluation of your work and progress. You will receive an evaluation after your first 90 days of employment or transfer to a new position. The purpose of the performance appraisal is to recognize the level of your achievement and to indicate where further improvement is possible or required. Your performance criteria will be explained to you. After your introductory appraisal your supervisor will formally evaluate your performance on an annual basis.

PROMOTIONS AND TRANSFERS

Daviess Community Hospital encourages promotions from within and transfers, which widen experience and provide for professional growth. New positions or vacancies are posted on the DCH website and sent to all staff via email. All employees interested in such positions should contact the Human Resources Department within (3) three working days of the job posting. Employees may be considered for a transfer or promotional opportunity within their own work area at any time. Employees may apply for a posted position outside their current work area if they have; successfully completed at least one year of employment in their current position, (This may be permitted at 6 months with Senior Leader approval) demonstrated positive work performance, and have no disciplinary actions in the last six months. Transfers and promotions will be based on ability, qualifications and past performance. Some positions may require specific qualifications, certifications or licensure. Transfers will not be allowed more than one time per year, unless administratively approved, to ensure stability in each department.

EMPLOYMENT OF RELATIVES

In order to avoid potential conflicts of interest, an employee may not supervise or direct the work of another employee who is a family member. Also, no family members can report to the same supervisor or manager unless approved by the senior leader over the department. This includes spouse, children, parents, grandparents, grandchildren, brothers and sisters. It also includes the same members of the spouse's family.

EMPLOYEE REFERRAL BONUS

Daviess Community Hospital offers a referral bonus to employees who have referred candidates for employment and are identified by the new employee as their referral source. The employee will receive \$100 after the satisfactory completion of their referrals first 90 days of the employee and at the new

employee's one year anniversary \$100 if the employee remains in good standing with no written warnings in the file.

RESIGNATION AND EXIT INTERVIEWS

If you should decide to leave Daviess Community Hospital's employ, at least two weeks' notice is expected for hourly/non-exempt employees and four weeks for salaried/exempt and supervisory employees. Daviess Community Hospital discourages taking benefit time during the notice period and requires advanced notice and approval by the supervisor. This notice period is necessary in order to provide adequate service to our patients and to allow time for the position to be filled. Failure to give the proper notice will jeopardize eligibility for rehire. For the purposes of benefit calculation, the final day of employment for the separating employee will be the last day of work performed. PTO earned will be included in a separate final paycheck, from the one in which work was performed, to ensure all PTO earned is accrued and paid appropriately.

All employees voluntarily separating from Daviess Community Hospital are offered an exit interview with Human Resources. Your opinions of our organization are important to us as we strive to be the place where people want to work, come for care and practice medicine. Such interviews will help evaluate not only the working conditions in the organization but assist us in evaluating how we can be better as a provider of medical services to our community.

COMPENSATION & BENEFITS

EMPLOYEE STATUS & CLASSIFICATION

Daviess Community Hospital will establish job descriptions for each position by evaluating the job requirements, responsibilities, education and experience required. Each position will then be assigned a job title, job classification and pay range in accordance with the current organizational structure at Daviess Community Hospital. The purpose of establishing job classifications is to assure proper determination of pay for each position. In addition, the human resource department periodically makes external comparisons for similar positions with other like organizations and other comparisons when appropriate to assure external equity to the extent possible and considering the budget and other guidelines determined by Daviess Community Hospital funding sources.

Full Time Employee: Any employee who is regularly scheduled to work 30 or more hours per week. Full time employees are eligible for all benefits:

Part Time Employee: Any employee who is scheduled to work 20 hours per week or 40 hours per pay period but less than 30 hours per week. Part time employees are eligible for certain benefits.

Temporary/Seasonal Employee: Any employee who is employed for a limited period of time, regardless of the number of hours worked or scheduled. Temporary employees are not eligible for any benefits.

Float Employee: Any employee who has no regular work assignment but is available on a regular basis to work where needed based on the FTE assigned. May be full time or part time.

Weekend Option: Available to RNs who agree to work 5 weekends with the 6th weekend off. Weekend option hours are between 7am Friday and 7am Monday. The weekend option employee receives \$4.00 per hour in addition to their regular rate of pay and must work a minimum of 30 hours per week. Weekend option agreements are for a 3 month period.

PRN Employee: A PRN employee has no regularly scheduled hours of work but is expected to work at least 3 shifts per month with one of those being a weekend shift and one holiday per year. PRN staff work on an “as needed basis” and subject to their availability. PRN staff are not guaranteed any amount of hours and are not eligible for benefits. Time spent as a PRN will not count toward seniority status or PTO accruals. Whether an employee is granted PRN status is up to the discretion of the manager and the respective VP and based on the needs of the department. PRN staff are required to complete all mandatory education assignments, annual skin testing, and all other employment requirements. Staff may not move from FTE assigned positions to PRN positions and/or back again more than 1 time per year unless administratively approved.

Student: Students are defined as those participating within Daviess Community Hospital through programs, without compensation, sponsored by an educational institution or to fulfill requirements for internships, externships, postgraduate externship, or similar programs.

Rehired Employee: An employee who terminates employment with Daviess Community Hospital and is rehired after 60 days will start the employment as if they were hired as a new employee. Any seniority and benefits would not be accrued to an employee who is rehired, except in the following instances:

1. An individual who has been laid off will resume their seniority and benefits if they are rehired within six months.
2. An individual who has resigned their employment would maintain their seniority and benefits if they are rehired within 60 days. Rehire is not guaranteed in any circumstance.
3. An individual with full or part time status who moves directly to PRN status and returns to full or part time status will resume their seniority in regards to PTO accrual and will be eligible for benefits the beginning of the month after 30 days of full time status.

EXEMPT AND NON-EXEMPT JOB CLASSIFICATIONS

By law, positions are classified as either exempt or nonexempt. Exempt employees work in positions that meet specified tests established by federal law, and are ineligible for overtime compensation. Nonexempt employees are paid for actual hours worked and are entitled to receive overtime pay for hours worked in excess of forty (40) hours per week. Employees will be notified of their classification at the time of hire, transfer or promotion.

Pay Grades and Job Classifications

Daviess Community Hospital makes every effort to determine a fair way to pay within the guidelines of a carefully developed job classification schedule. Wage and salary surveys are conducted on a regular

basis to assess the market competitiveness of our pay rates. Market adjustments will be made to certain job classifications as indicated and approved.

Each employee's progress is reviewed at scheduled intervals. Increases within the employee's wage are based upon factors including, but not limited to; attendance, customer service, adherence to Daviess community Hospital policies and behavioral expectations, essential functions of the positions and technical competence. Any increases are determined by Daviess Community Hospital's Board of Governors sole discretion and are not guaranteed.

Pay Practices

Employees are paid every two (2) weeks with twenty six (26) pays per year. Pay is normally through direct deposit every other Thursday. It is mandatory that employees have their pay directly deposited to the banking institution of their choice. Paper checks will only be acceptable if deemed necessary and approved by Administration. Employees may change their banking institution at any time thereafter by obtaining and completing the direct deposit forms and returning them to the Human Resource office. Pay vouchers will be sent to all staff via email on Thursday of the payroll week. Employees are to report payroll errors to their respective supervisor for correction. Efforts will be made to promptly pay the employee for missing compensation.

Time Worked

Federal and state laws require that official records be kept of employee's time worked. Accuracy is extremely important in this record-keeping process. This is done by time clocks and other written documentation. Each non-exempt employee is issued a name badge that also serves as a time card to clock in and out. Employees are required to clock in no more than seven (7) minutes before their scheduled starting time or more than seven (7) minutes after their scheduled quitting time, unless overtime work has been approved by a supervisor. Each employee must clock out every time he/she leaves Daviess Community Hospital premises during regularly scheduled hours (e.g., lunch). All employees are to keep their supervisor informed of their departures from and returns to the premises during the workday. Non-exempt employees are not allowed to work off the clock.

Time records are official Daviess Community Hospital records. Falsification or tampering with the time keeping system is cause for corrective action up to and including termination.

Overtime

Daviess Community Hospital attempts to schedule work assignments within a forty (40) hour work week, defined as Sunday 12 a.m. through Saturday 12 p.m. There may be instances in where overtime work is requested. Non-exempt employees will be paid at the rate of one and one half times the hourly rate. Non-exempt employees must receive approval before working overtime. The overtime rate applies to all non-exempt employees. Non-exempt employees, who work over forty (40) hours in a work week, are paid at one and one half times their rate of pay.

Shift Differentials

Employees who work evening, night and weekend shifts are paid a shift differential.

Employees who regularly work five (5) or more hours after 3:00 p.m. or before 7:00 a.m. receive a shift differential of 10%. These differentials are only paid for hours worked.

A weekend differential of 10% will be paid to employees who work at least a four (4) hour shift between 11 p.m. Friday through 11:00 p.m. Sunday.

On Call Pay (effective 1/1/2014)

Certain positions in the hospital are staffed on an “on call” basis. “On call” employees are scheduled to be available to work as needed but need not remain on campus. Due to varying needs in the different departments of the hospital and physician practices there may be different “on call” policies and procedures based on department and job role.

“Call back” will not be paid at an overtime rate unless the employee has already worked 40 hours in the pay week.

Rest and Meal Periods

Employees are permitted a 15 minute rest break for every 4 hours of work. Rest periods should be scheduled at times when they will not disrupt worksite operations and must be taken on campus since the break time is paid for by DCH. Rest periods should not be taken in conjunction with the meal period or at the beginning or end of a normal shift. Smoking is not allowed during the paid rest period as staff are not allowed to leave the premises for these breaks.

A meal period is defined as an uninterrupted time away from the work area, when the staff member is completely relieved of his/her duties. A 30-minute meal period will automatically be deducted after 6 worked hours. A 60 minutes meal period will automatically be deducted for physician clinic offices. If a staff member leaves campus for their lunch break they must clock out and clock in upon return to work. Occasionally, your meal period may be shortened because your supervisor needs you to return to work. In such cases, the meal period becomes work time and you will be paid, or you will receive another unpaid meal period at another time during the same shift. Your supervisor must approve and document any “no-lunch” adjustments.

Wage Assignments and Garnishments: Daviess Community Hospital will comply with all legal requirements and court orders in dealing with demands from creditors to withhold money from the employee’s pay; however, employees should make every effort to assure personal financial stability. Employees are asked not to assign their wages voluntarily.

Inclement Weather: Daviess Community Hospital must provide care to our patients regardless of the weather conditions. The hospital remains open during extreme weather conditions. When adverse

conditions occur staffing needs will be based on the needs and circumstances of the immediate situation as it concerns Daviess Community Hospital.

All employees scheduled to work are expected to make every attempt to report for work. In addition, the hospital may need employees to remain on duty beyond their normal work schedules, or to perform duties in other areas until the emergency ceases. Each department supervisor is responsible to assign staff to ensure that all patient needs are being met and all department matters are under control before some or all employees are excused from work. Off duty employees may be called to report to work as needed.

DCH administration will make the decision on clinic closing and notify office managers and the media. Clinical offices and other departments that are not involved in patient care should make reasonable efforts to report to their respective work site.

Hospital administration will make the final determination as to whether an occurrence will be counted for an absence in the event of such emergencies.

BENEFITS

Daviess Community Hospital has established a variety of employee benefit programs designed to assist you and your eligible dependents in meeting the financial burdens that can result from illness and death, and to help you plan for retirement.

Summary Plan Description booklets are provided to you once you are eligible to participate in these programs. Additionally, Human Resources will have the official plan documents for these benefit plans. The nature and extent of these benefits are expressly dictated by the plan documents, which are available for your inspection in the Human Resources Department. Each employee should read the official plan documents for all relevant terms, conditions, rights and benefits. The official plan documents are solely determinative of your rights and responsibilities, and nothing in this handbook should be construed to alter or amend those documents or the rights stated and defined therein.

Daviess Community Hospital reserves the right to amend or terminate any of these plans or to require increases in employee premium contributions toward any benefit at its discretion.

GROUP INSURANCE

Daviess Community Hospital makes available the following benefits for employees who work 30 or more hours/week. Eligibility commences on the first day of the month following 30 days of employment for those employees meeting the FTE requirements.

MEDICAL INSURANCE: A comprehensive major medical plan is available to each eligible employee and eligible dependents. Both Daviess Community Hospital and the employee pay for the premiums for this benefit. Spouses are not eligible for the health insurance if they are eligible for coverage with their employer.

LIFE and ACCIDENTAL DEATH AND DISMEMBERMENT: Provided to all fulltime employees. 100% of the premium is paid by the hospital. The life insurance provided is equal to (1) one times the employee's annual salary, not to exceed \$35,000. Employees may purchase additional life insurance for themselves, their spouse and children through a separate policy.

SHORT TERM DISABILITY: Available to those staff working a minimum of 30 hours per week. The monthly rate is based on the amount you choose. Coverage begins on the 1st day of an accident and on the 8th day of an illness.

LONG TERM DISABILITY: Employees working a minimum of 30 hours per pay period are eligible to participate in this benefit. The monthly premium is based on the annual income of the employee. The policy will pay 66% of the employee's regular pay after 90 days of time off due to disability. Both DCH and the employee pay the premium on this benefit.

DENTAL, VISION, VOLUNTARY LIFE: Full time employees who work 30 hours or more per week are eligible for these benefits. Premiums are paid by the employee. The employee must elect both vision and dental to participate.

GROUP CRITICAL ILLNESS: Eligible employees are those working 30 hours per week or more. This insurance will pay you on the onset of a covered critical illness. Premiums are based on the plan you choose. You may purchase critical illness coverage in the amounts between \$5000 and \$50,000. This lump sum benefit is paid directly to you upon initial diagnosis of a covered illness and will be paid regardless of any other insurance you may have. Benefits paid by the employee.

CANCER SELECT: Employees must work a minimum of 30 hours per week to be eligible. This is a cancer policy only and provides benefits for the direct medical and indirect medical costs of cancer treatment. Benefits paid for by the employee.

FULL AND PART TIME EMPLOYEES ARE ELIGIBLE FOR THE FOLLOWING BENEFITS:

403B Plan Eligible employees are those employees 21 years of age or older who work a minimum of 1000 hours in the year. Effective January 1, 2016 new employees will automatically be enrolled in the 403(b) plan with an automatic deduction of 6%. The employee has the option to waive this contribution. After one year of service the hospital will match 50% of the employee's contribution up to your 6% contribution. Participants over 50 years of age may make catch-up contributions. Catch-up contributions are 403(b) elective deferral contributions in excess of any limits on such contributions under the plan. Vesting refers to your right of ownership to the money in your account.

You are always 100% vested in your own contributions and any earnings on these contributions.

Less than 2 years 0%

Two years 20%

Three years 50 %

Four Years 75%

Five years 100%

EMPLOYEE ASSISTANCE PROGRAM

Outside counseling services are provided to eligible employees experiencing serious work or personal stress. Contact the HR department in confidence for further details. Each employee along with their spouse and children are eligible to participate in eight (8) free counseling sessions per event that occurs.

PAID TIME OFF

Daviess Community Hospital established a Paid Time Off (PTO) Benefit Program, which provides employees with days off with pay based on employment status and length of service. Its purpose is:

- To provide time off with pay to meet the employee's need for rest and recreation as well as time off for unexpected illness, injury or other emergencies.
- To allow greater flexibility in the use of earned time off benefits while meeting the patient care needs of the hospital.
- To encourage the planning and predictability of time off.
- To establish a standardized, equitable system which recognizes all days off equally

Earned PTO is used to compensate the employee at the employee's base hourly rate of pay when the employee is away from work for short-term absences.

For non-exempt employees, PTO accrued rates are based on work hours and benefit hours paid during any pay period, which are regular hours, in-service, PTO, or low-census. PTO does not accrue on overtime hours.

For exempt employees, PTO is frontloaded at the beginning of each calendar year. For employees that move to exempt status or for new hires in the middle of year, the PTO will be pro-rated. In the event that an exempt employee ends their employment, their remaining PTO balance will be not be paid out. Please see the PTO Policy for further information.

With the approval of the department director or administration, time off with pay will be used for any of the following reasons:

Sick Leave	Vacation	Religious Observance	Other
Inclement Weather	Holidays	Family Illness/Emergency	

While still subject to the hospital's reserved right to approve the scheduling of time off, PTO allows the employee greater flexibility and individual management in the use of earned time off.

Eligibility - Full and part time employees working at least 20 hours per week or 40 per pay period are eligible for PTO. PTO is accrued in the Payroll System. The payroll system will not allow PTO balances to exceed the amounts defined under the PTO Accrual Schedule. When an employee's balance reaches the maximum allowed, the system will discontinue the accrual until the balance is brought down either by the utilization or sell back of PTO time.

Non-Exempt Full Time and Part Time Employees

- a. Employees accrue PTO in accordance with the accompanying schedules.
- b. PTO begins to accrue on the date of employment.

Temporary, PRN Employees

- a. Temporary employees and PRN employees are not eligible to earn PTO.

The amount of PTO that can be earned in any one anniversary year is based on the following:

- a. Most recent date of hire and/or separation from employment that does not exceed sixty (60) Days.
- b. Number of hours worked.

The maximum amount of PTO that can be earned in any year is indicated by the accompanying schedule.

PTO Accrual Schedule:

On-call hours are not considered when computing PTO hours. PTO hours continue to accrue during paid leave, but do not accrue during any unpaid leave of absence. An employee is eligible to accrue PTO hours at the end of each pay period, based on an 8 hour workday, as follows:

0-2 Years	.088462	184 Maximum Hours earned per year or 23 days per year
3-5 years	.096154	200 Maximum Hours earned per year or 25 days per year
<i>(Effective 7/13/14)</i>		
5-19 Years	.107692	224 Maximum Hours earned per year or 28 days per year
20+ Years	.126923	264 Maximum Hours earned per year or 33 days per year

If an employee reaches the maximum accrual hours, no additional hours will accrue until the employee uses PTO hours to move him/her below the maximum number. At no point will an employee be eligible for more than the maximum number of hours based on their number of years of service.

Payment of PTO for Non-Exempt Employees

1. Employees are responsible for monitoring their PTO balances to ensure that they do not reach the maximum which will result in the discontinuation of their PTO accrual.
2. PTO will be paid at the current hourly base rate. PTO will not be counted as productive hours worked for the purpose of computing overtime.
3. To ensure all employees receive time away from work for rest and relaxation DCH requires each employee to take a minimum of 80 hours PTO per calendar year.

Unless authorized by the department director, employees will not be paid the total number of PTO hours requested if it results in the employee receiving pay for a total number of hours in a week that exceeds their assigned FTE hours. The department director must authorize all cases of payment of PTO hours that result in employees receiving pay for a total of hours exceeding their FTE hours per week. These authorizations will be made only for situations where the employee working extra hours was at the request of the department director and not due to scheduling changes arranged between employees.

Use of PTO

Whenever possible, employees are asked to request and schedule PTO in advance. Exempt employees may request scheduled or unscheduled PTO for absences in full day increments. For non-exempt employees there is no minimum number of hours for which PTO may be requested to replace pay for regularly scheduled hours. Employees may not request PTO in excess of scheduled hours per day.

1. Employees may use PTO as accrued with the approval of the department director.
2. PTO will not be used for time away from your assigned work facility (i.e. hospital or clinic) for a preapproved in-service, seminar, meeting, or outside community function.
3. If an exempt employee is engaged to perform work duties that would otherwise require them to present to the worksite, and is unable to return due to logistical constraints, the employee may not be required to use PTO, through the preapproval of the Vice President or CEO.
4. PTO will be used for holidays when they fall within the regularly scheduled hours of employment. Example: four day per week employee works Monday, Tuesday, Wednesday, and Thursday and is regularly scheduled off on Fridays. The holiday falls on Friday, employee would not need to use any PTO. If a holiday falls on Monday, employee would need to use PTO.
5. PTO cannot be advanced and used prior to being accrued, unless a holiday occurs within the 30-day initial employment period.
6. Employees within their 30-day employment period may “borrow” against their accrued PTO if an observed holiday occurs during this time. If the employee leaves within the 30-days, he/she will be required to pay back the used PTO.

7. Scheduled PTO must be requested in writing in advance of the time off desired and be approved in writing by the immediate supervisor or department director.
8. Written approval for PTO should be obtained at least two (2) weeks prior to the posting of the affected work schedule or as defined by individual department policy. Schedules are generally posted 2-6 weeks in advance.
9. Whenever practical, PTO will be scheduled in conjunction with the employee's wishes. When requests conflict, the department director will make the final determination.
10. The department director may disapprove a request for PTO if staffing or work requirements cannot be reasonably rearranged or if sufficient advance notice is not given.
11. When taking time off, employees with hours in their PTO balance will be required to utilize this time and may not opt to take time off without pay. (*This is subject to change based on the approval of the Administrative Leadership Team.*) The exceptions to this would be those cases when a scheduling change results in an employee working their normal hours in the week in addition to taking the time off or if the employee is on-call. In those cases, the employee will not be required to utilize PTO if he/she has actually worked the normal hours for the week.
12. PTO cannot be used for unpaid suspensions or other corrective action events.

Reduced Staffing

- a. PTO is generally expected to be used for all approved time off except that which is required to reduce staffing levels due to low census. Low census hours accrue PTO.
- b. Such time may be unpaid or charged to PTO at the employee's option with the prior approval of the department director.

Employees should understand that the accrual and use of PTO hours does not affect the director's responsibility to address excessive absenteeism.

PTO Cash Conversion

1. Non-exempt employee may choose to be paid for earned PTO time in lieu of taking paid time off. PTO payout will be at 75% of its value and may be requested two times per year in May and November providing sufficient operating cash is available. PTO buy back paid at 75% may be deferred into the 403B account as well as paid as a lump sum or combination of the two.
2. Additional PTO hours are not earned on PTO cashed in since it was earned on the hours worked in lieu of time off.
3. The employee must retain at least a 40 hour PTO balance to provide additional protection in case of a major disability or other emergencies. (The 40 hour balance is applicable, only when cashing-in PTO hours.)

5. PTO conversions will not be allowed to replace pay in the event of an unpaid suspension.

PTO Carry Over

1. For non-exempt employees, any unused PTO hours will automatically carry forward from one year to the next unless the maximum accrual of 400 hours or fifty (50) days is exceeded.
2. For exempt employees, a maximum of 40 hours of PTO may be carried forward from one year to the next.

Status Changes

1. Employees changing to PTO eligible status may begin using PTO time upon accrual in their new status.
2. Employees changing from a PTO eligible status to a non-eligible PTO position will be paid all accumulated PTO time the next pay period.

Separation from Employment

1. For non-exempt employees, the PTO bank hours will be paid on the next pay day following the pay period in which the employee is paid for final hours worked. This allows for the accrual of PTO on all hours worked.
2. For exempt employees, the PTO bank hours will not be paid out.

Re-employment

1. If an employee is rehired by the hospital within 60 days of separation, he/she will receive credit for previous length of service.
2. For PTO accrual purposes, employees hired after 60 days of separation will begin as if a new employee.

DAVIESS COMMUNITY HOSPITAL EMPLOYEE EMERGENCY ASSISTANCE FUND

Updated 09/26/2019

Daviess Community recognizes that employees may encounter unexpected personal emergencies during their employment. To accommodate these situations, leaves of absence are provided. In addition, employees in need of financial assistance may complete an application outlining his or her emergency need. If the proper criteria is met and approved by the Employee Emergency Financial Assistance Committee, the employee may receive financial assistance. A personal emergency is defined as a medical or family emergency or other hardship situation that results in a loss of income because of unavailability of PTO, short term disability, worker's compensation or military duty pay.

Employee must have twelve consecutive months of employment with Daviess Community Hospital before being eligible. Full and part time DCH employees in good standing, defined as having no

suspensions or last chance agreements in their employee file within the last year, may apply for support through the Employee Emergency Assistance Fund (EEAF) at any time by completing a current EEAF Application Form, available from the hospital's Human Resource Department or by downloading from the hospital's Intranet site, and submitting it to the Human Resource Department.

Status	Maximum Request per year	Maximum lifetime request
Full-time	\$500.00	\$1,000.00
Part-time	\$250.00	\$500.00
PRN	\$0.00	\$0.00

Applications are reviewed by the EEAF Committee with employees receiving notification of the Committee's decision within 14 days of submission with awards being made to vendors as specified by the employee within 25 days of submission to the Human Resource Department. All applications are kept confidential with all employee identifying information retained within the committee.

HOLIDAY PAY

Holidays include New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. Employees who are scheduled to work on the holiday will receive a differential of time-and-a-half of their base rate. Effective January 1, 2012 there will no longer be a floating holiday.

WORKER'S COMPENSATION

Employees are required to report all occupational injuries or illness to their supervisor immediately, and complete the on line Incident Report. Daviess Community Hospital provides medical and lost time benefits for all employees who sustain a work related injury or illness while on duty as specified under the Indiana Worker's Compensation and Occupational Disease Act. Worker's compensation begins on the 8th day of absence due to a work related injury or illness. The employee is expected to cooperate with the Worker's Compensation Providers guidelines for light duty and return to work directions.

TUITION REIMBURSEMENT – Updated 08/23/2019

All full time employees (0.75 – 1.0 FTE) who have been employed for at least 6 months with no corrective action in the past 6 months are eligible to apply for tuition reimbursement if the career is applicable as determined by the hospital. If you are full-time, 30 or more hours per week, you will have your tuition and book payments reimbursed at 80%. The maximum paid out in one year for this will be \$3000. You must show proof of attaining a grade of a "C" or better before reimbursement will occur. The maximum annual benefit for graduate courses will be \$3000 for full-time. For graduate courses, proof of a "B" or better must be submitted before reimbursement will occur.

Please ask the HR department for a tuition reimbursement application before you enroll in classes to help ensure you are approved for reimbursement. You will be required to submit documentation and valid receipts of payment along with your grade(s) in order to be reimbursed for the educational activity. If you are receiving tuition loans, grant monies or any other assistance in paying for your education you are required to present documentation which reflects this along with the amount of assistance being

received. In the event your employment terminates either voluntarily or involuntarily within 36 months after completion of any degree or course, for which tuition reimbursement was received, you will be responsible to pay back via payroll deduction or other means the amount equal to the tuition reimbursed within the prior 18 month period. In addition, the employee must remain in the same status for 36 months after completion of any degree or course, or they will be responsible to pay back the amount equal to the tuition reimbursed within the prior 18 month period. (PRN status is prohibited.)

PROFESSIONAL DUES AND REIMBURSEMENT

If you are a full time or part time employee, (authorized to work 20 or more hours per week), you are eligible to participate in this program. The hospital will provide partial reimbursement for professional membership dues and subscriptions for managers and staff. The hospital will provide 50% reimbursement for staff members for up to one professional organization. 100% reimbursement will be provided to department managers for one organization. This benefit is intended to assist eligible employees become a part of their professional organization and to stay current and informed with the rapidly changing landscape in the healthcare industry.

EMPLOYEE DISCOUNTS

Employees receive a 20% discount on meals and other items purchased in the cafeteria when using their DCH ID badges. Employees may also receive discounted memberships at the YMCA and Anytime Fitness through payroll deduction. Please see HR or the intranet for a complete list of discounts offered to DCH employees.

LEAVES OF ABSENCES

FAMILY AND MEDICAL LEAVE ACT (FMLA)

DAVIESS COMMUNITY HOSPITAL has adopted the following Family and Medical Leave Policy, which is applicable to all of its employees. The purpose of this policy is to provide a leave of absence without pay (“FML”) to qualified employees in compliance with the Family and Medical Leave Act (“FMLA”). Our FML benefit will be outsourced to CIGNA with an implementation date of April 2016. If you believe you are eligible for FML you should call CIGNA toll-free at **1-888.84-CIGNA (24462) or 1-866-652-8421. You may also apply online at myCIGNA.com**

Eligible Employees

Employees who satisfy all of the following requirements shall be eligible for FML Leave:

- A. The employee must have actively worked for Daviess Community Hospital for at least twelve (12) months before the first day of FML. The 12 months need not be consecutive;

- B. The employee must have worked at least 1,250 hours (not including paid hours when the employee was not at work, such as personal and vacation or holidays) during the twelve (12) month period immediately before the first day of FML; and
- C. The employee must not be on layoff either at the time FML is requested or when the FML Leave is scheduled to begin.

Qualifying Reasons for FML Eligible employees shall be entitled to a FML Leave if it is demonstrated that any of the following qualifying reasons exist:

- A. The birth of the employee's child.
- B. The placement of a child for adoption or foster care with the employee.
- C. The serious health condition of the employee as defined in the FML.
- D. The employee taking care of the employee's child, spouse or parent who (i) has a serious health condition, (ii) is incapable of self-care and (iii) needs the assistance of someone in carrying out daily living activities.

Nature of FML

The maximum FML available to any eligible employee with a qualifying reason is twelve (12) work-weeks during a twelve (12) month period. Daviess Community Hospital uses a "rolling" 12 month period measured backward from the date of any FML usage. No FML for the birth of a child or the placement of an adopted or foster child can be taken more than twelve (12) months after the date of birth or placement. If an employee and the employee's spouse both work for Daviess Community Hospital, they are only entitled to an aggregate of twelve (12) weeks of FML in the case of the birth or placement of a child for adoption or foster care.

FML will be unpaid. If, however, the eligible employee is entitled to any paid leave time under any other Daviess Community Hospital's benefit programs (such as PTO or grandfathered sick time), the employee shall first use such available time before continuing the FML on an unpaid basis. Any time for which the employee receives pay while on FML shall be counted as a part of the employee's FML. Daviess Community Hospital counts leave time taken under or pursuant to Workers' Compensation as part of FML. If an employee fails to report to work immediately upon expiration of a FML, such employee shall be subject to termination.

Procedure to Obtain a FML Leave

Any eligible employee who desires a FML Leave for a foreseeable need shall provide CIGNA with the following:

- A. At least thirty (30) days prior to the start of the FML (if it is impossible to do so 30 days in advance, then as soon as practicable), a completed written request for FML in the form required by; CIGNA and

- B. If the leave is due to the employee's own health condition or the health of a family member, at least thirty (30) days prior to the start of the FML (if it is impossible to do so thirty (30) days in advance, then as soon as practicable), a written certification from a health care provider on the form provided by CIGNA.
- C. In the case of pregnancy, please inform your supervisor as soon as possible of the date you and your doctor anticipate you will begin your leave.

Failure to furnish a timely request for FML or a medical certification can result in the denial or delay of a FML. In the case of a medical emergency, the employee or the employee's representative shall furnish a Request for FML Leave form and a medical certification as soon as possible.

At the option and expense of Daviess Community Hospital, the employee requesting a FML can be requested to obtain a second opinion from a health care physician or professional selected by Daviess Community Hospital or CIGNA. Failure of the employee or the employee's family member to submit to an examination by the health care physician or professional selected by the hospital/CIGNA can result in the denial or delay of the requested FML. If the second medical certification differs from the medical certification furnished by the employee's health care physician or professional, CIGNA can request a certification from a third health care provider at its expense. The third health care physician or professional will be paid by the hospital and will be selected by Daviess Community Hospital/CIGNA and employee together. Failure of the employee or the employee's family member to submit to such third medical examination may result in the denial or delay of the FML. The opinion of such third health care physician or professional shall be final and binding on Daviess Community Hospital and the employee.

During the Leave

An employee who will be on a FML is required to keep their supervisor, CIGNA and the Human Resources Department aware of when and if the employee expects to return to work. Every thirty (30) days during a FML Leave CIGNA may request recertification of the need for FML. Upon receipt of such certification, CIGNA may require the employee to obtain a second or a third medical certification in the same manner as provided for in the case of the original certification. Also, if Daviess Community Hospital or CIGNA has reason to suspect that an employee on FML Leave has fraudulently obtained a FML, Daviess Community Hospital/CIGNA can at any time require such employee to obtain a recertification of the health condition from a health care physician or professional, and if desired by Daviess Community Hospital/Cigna a second or third certification in the manner provided in Section 4 above. It is the employee's responsibility to submit or call in a timely manner the notice described above. Daviess Community Hospitals or CIGNA's failure to request such notice if the employee is delinquent shall not be a waiver of this requirement.

Intermittent of Reduced Leave Schedule

When necessary, an employee can take a FML on an intermittent basis or work on a reduced schedule. Intermittent leave will be tracked in Quarter hour increments and no FMLA hours will be counted against time not actually spent on FML.

Every employee is obligated to make a reasonable effort to schedule medical treatment so as not to unduly interrupt Daviess Community Hospital's operations. Any employee who needs an intermittent or reduced schedule leave shall submit an application for such leave on a form supplied by CIGNA at the time described in paragraph 4 above. The employee shall also, within the time limits set forth in Section 4 above, furnish CIGNA with a medical certification on a form supplied by them regarding the need for such intermittent or reduced schedule leave. As in the case of other FML Leaves, Daviess Community Hospital/ CIGNA can require a second or third medical certification. The hospital or CIGNA may require the employee to transfer to another job for the duration of such intermittent or reduced schedule leave. Prior to the commencement of any intermittent or reduced schedule leave, the employee will be required to specify the time, duration and essential terms of such intermittent or reduced schedule leave.

Insurance and other benefits while on FML

During the time that an employee is on FML, the employee's medical insurance shall continue on the same basis as when the employee was actively at work. An employee on FML Leave should deliver payment of the employee's portion of such premium to the HR department prior to the first workday of each month. Failure to make prompt payment of the employee's portion of the premium may result in the loss of medical insurance coverage for the duration of the FML, but on the employee's return to work, the medical insurance will be restored as of the date that the employee returns. If the employee does not return from FML or returns to work, but does not remain an active employee for at least thirty (30) days, Daviess Community Hospital may recover the amount paid for such insurance premiums from the employee.

An employee on FML Leave shall be responsible for the payment of the full premium for all other insurance, pensions and other benefits. Failure of the employee to pay the entire premium for such items shall result in their lapse for the duration of the FML. If the employee returns from FMLA Leave, all such insurance, pension and other benefits shall be restored without any break in service.

An employee shall not accrue any credit toward PTO or benefits based upon time worked for the time that he or she is on FML leave.

Job Restoration

Upon expiration of a FML, an employee who returns to work shall be restored to the same or an equivalent job, if the employee has:

- A. Called the HR department and/or their supervisor in accordance with this policy;
- B. Furnished the HR department with medical recertification in accordance with
- C. Submitted to any second or third examination by a health care physician or professional upon request Daviess Community Hospital;

- D. Furnished the HR department with a medical certification of the employee's ability to return to work; and
- E. Returned to work upon expiration of the FML.

Failure to comply with any of the above requirements may result in steps of corrective action up to and including termination.

Certain employees, who may be designated as "key employees", may not be entitled to restoration to the same or an equivalent job upon expiration of their FML. Such employees shall be notified of their status and under what circumstances they will be denied position restoration prior to the commencement of their FML where the key employee has provided notice of a need for a FML or when the FML commences.

LEAVES FOR MILITARY DUTY & MILITARY FAMILY LEAVE

Service member FMLA leave Military Duty Leave

Federal law and Daviess Community Hospital policy require that you receive leave to perform required Armed Forces, Military Reserve or National Guard training duty. You will also be eligible for leave time if your Guard or Reserve unit receives an active duty assignment, or if you enlist or are drafted in the regular Armed forces. To receive military leave, present your training or service notice to your supervisor before your service starts. The employee is not required to utilize PTO for military or reserve leave but may if they so choose. Daviess Community Hospital will adhere to all applicable state and federal laws on the re-employment rights of veterans.

Note: Service member leave now includes veterans undergoing medical treatment, recuperation or therapy for an illness, if the veteran was released or discharged (other than dishonorably) at any time during the 5-year period before the first date an eligible employee takes military caregiver leave.

The definition of "serious injury or illness" includes pre-existing injury or illness aggravated by active duty. Any healthcare related provider may certify the Covered Service Members "serious injury or illness".

Leave duration up to 12 workweeks during any 12 month period.

Military Family Member Leave

Eligible employees may take Military Family Leave for either of the following reasons:

Military Member's Serious Illness or Injury

To care for a covered family member (next of kin now includes parents) who has incurred a serious illness or injury in the line of duty in the Armed Forces provided that such injury or illness may render the family member medically unfit to perform duties of the members office, grade, rank or rating.

Leave duration up to 26 workweeks of leave during a single 12 month period (Leave may not exceed 26 weeks in a single 12 month period when combined with other FML qualifying leave) Employees may take leave for a covered family member's service in the Armed Forces.

Service member family leave runs concurrent with other leave entitlements provided under federal, state and local law.

Veterans: The 2009 amendments extends military caregiver leave to close family members of veterans who were members of the Armed Forces (including the National Guard or Reserves) at any point in time within five years preceding the date on which the veteran undergoes medical treatment, recuperation or therapy.

Military Family Member Exigency

Leave A qualifying exigency arising out of a covered family members active duty or call to active duty in the Armed Forces for family member deployed to a foreign country. Qualifying exigencies may include attending certain military events, arranging for child care, addressing certain financial or legal arrangements, attending certain counseling sessions and attending post deployment reintegration briefings and rest and relaxation with the Service Member. A military family member is entitled to up to 15 days leave in a 12 month period rolling period measured backwards from the date of the initial leave.

BEREAVEMENT LEAVE

If you are a full time employee working 30 or more hours per week, you are entitled to receive up to 24 hours of paid time upon the death of a member of your immediate family. Part time employees working less than 30 hours per week earn 8 hours of paid time off. These days do not come out of your PTO bank. If a holiday or part of your time off occurs on any of the days of absence, you may not receive holiday or differential pay in addition to bereavement pay for the same day.

Immediate family members are defined as mother, father, step parent, guardian (proof of guardianship must be presented), spouse, children, step children, sister, brother, step sister, step brother, grandchild, parent-in-law. One (8) hours will be granted for the death of a grandparent, sister-in-law, brother-in-law. The supervisor may at their discretion request documentation to support the bereavement leave.

JURY DUTY

Full time employees called to perform jury duty will receive the difference between regular pay rate and jury duty payment while serving, for a maximum of ten working days. To qualify for jury duty pay, employees must submit to their respective supervisors a copy of the summons to serve on a jury as soon as it is received. In addition, proof of service will be required when the employee's period of jury duty is completed. If court is out of session on any scheduled workdays during the jury duty period, the employee is expected to report to work. Part time employees will be paid according to average hours.

In addition to jury duty service, Daviess Community Hospital recognizes each person's civic obligations to serve as a witness when summoned. To qualify for time off to engage in such service, you must

present the witness subpoena requiring your attendance to your supervisor immediately upon receipt. Time off for such service will be without pay.

EMPLOYEE CONDUCT

CONFIDENTIAL INFORMATION AND PROFESSIONAL ETHICS

The relationship between a physician or other healthcare professional and his/her patient is a personal and privileged one and is strictly confidential, both ethically and legally. As members Daviess Community Hospital staff, employees may come across confidential information concerning the medical condition of patients, themselves and coworkers. Under no circumstances is the business or medical affairs of any patient of Daviess Community Hospital to be discussed with any unauthorized party. Carelessness or idle conversation leading to the release of patient's information is ethically wrong and could involve both the offender and Daviess Community Hospital in legal difficulties. All information concerning the hospital or any other individual's medical or financial record is private and confidential. Employees may access documents and records only when necessary for Daviess Community Hospital purposes.

Employees are not allowed to review their own medical records or the record of any individual with which he/she is involved.

Accessing hospital employee records and personal information (e.g. medical records, account balance, etc.) or personal information concerning any other person through paper files or electronic media will be considered a breach of this policy. Unauthorized release or access of confidential information may result in corrective action, up to and including termination. Failure to abide by this policy constitutes a violation of Federal HIPAA rules and can result in fines and imprisonment

HEALTHCARE ETHICS LINE/COMPLIANCE

If you have information about unethical behavior, falsification of claims for payment or approval, other criminal activity or other work related concerns, please refer to the DCH policies relate to the Federal False Claims Act and whistleblower protections or speak with a member of management. If you are uncomfortable with this approach, call the HealthCare Ethic Line. Trained communications specialists are available to take your confidential call 24 hours a day 7 days a week. The TOLL FREE NUMBER IS 1-800-340-5877. Compliance training is provided at hire and required annually thereafter and is part of the online HEALTHSTREAM curriculum. All employees, students, and physicians are responsible for reporting any knowledge or suspicion of unethical behavior and will be held accountable to abide by the guidelines for confidential behavior and professional ethics.

Federal and state whistleblower laws and DCH policy prohibit any retaliation or retribution against persons who report suspected violations of law or policy. Anyone who believes they have been subject to any such retribution or retaliation should also report this to the compliance hotline. For additional

information please click on the following link to review our policies on the False Claims Act and Whistleblower protections.

- [False Claims Policy](#)
- [Whistleblower Policy](#)

ATTENDANCE/TARDINESS

Daviess Community Hospital is a healthcare organization providing important and valuable services to the people of our community. In order to accomplish this mission, it is imperative that every employee be present when scheduled to fulfill our patient's expectation of quality service and healthcare.

Daviess Community Hospital provides employees with PTO throughout the year. These must be scheduled at least two weeks in advance in order to allow time to manage scheduling needs. PTO must be used for purposes of sudden illness or emergency.

This policy details how absences and tardiness are counted for purposes of maintaining excellent customer/patient service. In order to be efficient we must require employees to be regular in their attendance and report to work on time. The intent of this policy is to establish a fair, consistent and reasonable approach to absenteeism and tardiness.

Absences and Tardiness

The below listed absences will be considered approved/excused absences

- PTO-Prescheduled and approved in advance
- Holidays observed by Daviess Community Hospital
- Jury Duty or absence due to court appearance as required by subpoena
- Bereavement Leave- *May require documentation at discretion of supervisor*
- Absence due to Workers Compensation injury or illness.
- Absence due to Military Leave
- Absence due to approved FML.

ABSENCES

Employees are expected to call in at least two (2) hours prior to shift or according to departmental policy. Daily notification must be made unless prior arrangements have been made. It is essential to talk to an actual staff member. It is not acceptable to leave a message on an answering machine, email, text a message, or have another individual call to report the absence; unless the employee is so physically incapacitated another must make the call. Failure to abide by this policy may result in disciplinary action. If you are unsure of the method used in your department for calling in an absence, check with your supervisor. Absences of three (3) consecutive days without notice to the supervisor will be interpreted as job abandonment and voluntary resignation. Any employee not reporting to work due to illness for more than three (3) consecutive days must complete a request for FMLA or Medical Leave

of Absence. A doctor's certification of illness is required as is a release to return to work. Excessive absenteeism or tardiness may result in corrective action, up to and including termination.

A tardy arrival, early departure or other shift interruption is considered a tardy. The supervisor, at their discretion, may adjust the day's work schedule to work an equivalent amount of time at the end of the shift and remove the tardy from the record. Because your supervisor is accountable for your activities while you are on duty, you must notify your supervisor if it becomes necessary for you to leave your particular work area at other than normally scheduled times. Failure to follow procedures can result in corrective action, up to and including termination.

If you need to leave Daviess Community Hospital on personal business during your normal working hours, you must have your supervisor's permission prior to leaving. You also must clock out as you leave and clock in as you return.

Arrival and departure times will be determined by the time on the time recording system. Employees are expected to be at their workstation and ready to commence their work activities at their scheduled work time. For purposes of this policy an employee will be considered tardy if he or she punches in after the scheduled starting time. A pattern of consistent tardies may be dealt with via the disciplinary process. An early departure is one in which the employee leaves before the scheduled end of his or her shift. Any early departures require the approval of the supervisor.

Absence and Tardiness

- a. Absences will be recorded per occurrence. An occurrence is counted as the first day an employee calls in when they are scheduled to work.
- b. Employee must work a minimum of two (2) scheduled hours or it will be considered an absence.
- Emergency Medical Service Employees
 - Must work a minimum of 3 hours if they are scheduled to work a 12 hour shift
 - Must work a minimum of 6 hours if they are scheduled to work a 24 hour shift
- c. Reporting after a scheduled start time but less than two (2) hours from the scheduled start time will be considered an incident of tardiness.
- d. Any employee who consecutively misses more than three (3) days to personal illness or injury will be required to submit a return-to-work authorization from a health care provider prior to returning to duty.

Notification

- a. When an employee is going to be absent, notification must be given in accordance with his/her departmental policy on calling off from scheduled work assignments.

- b. Any absence without proper notification is cause for termination unless the employee is physically incapacitated or it is an unusual circumstance—this is at the discretion of the manager and Human Resources. The employee is responsible to notify their supervisor of their need for absence unless physically unable to do so.

Holiday/Weekend Absence

- c. Anyone absent on a scheduled weekend will be required to work the following holiday or weekend, or a subsequent weekend. NOTE: The shift the employee may be required to cover may not be the original shift that the employee would have worked had they not called off.
- d. Failure to comply will result in corrective action.

Corrective Action/Discipline for Attendance and Tardiness

- a. Absences and incidents of tardiness will be counted over a rolling 12-month period.
- b. The following guidelines will be used for corrective action:

Number of Occurrences	Corrective Action
5	Documented Verbal Warning
6	Written Warning
7	Termination

Number of Incidents of Tardiness	Corrective Action
4	Documented Verbal Warning
7	Written Warning
10	Termination

IMPORTANT NOTE: An employee is also subject to termination if the employee receives a combination of any five (5) Corrective Actions for absences and for tardiness within a rolling 12-month period.

- a. Absences that occur on a scheduled holiday, or the employee's last scheduled shift before or next scheduled shift following a holiday or scheduled PTO time, will result in the absence being counted as 2 occurrences.

- b. Incidents of tardiness and absence will be eliminated from the employee's record one (1) year after the date of the incident.
- c. Patterned absences can reflect abuse of the attendance system and will be evaluated by the department manager and the director of human resources. Although occurrences may roll off for purposes of corrective/disciplinary action after 12-months, habitual offenders (those who have established a pattern of absences, such as consistently having six or more occurrences in any given 12-month period or routinely calling off on Mondays and/or Fridays) may trigger corrective action steps even though 12-month old infractions have fallen off, if the employee continues to incur absences.
- d. Not reporting to work and not calling to report your absence is a no call no show and is a serious matter and may result in termination of employment. Failure to notify of your absence will be considered a voluntary resignation.
- e. If the employee has already begun the step corrective action process for attendance and punctuality when a no call/no show occurs the corrective action process may move to the final step of termination.

Exceptions

- a. Leave of absences protected under federal or state law, or otherwise approved under Human Resources Policy "Family Medical Leave of Absence," do not constitute an absence or incident of tardiness for purposes of this policy.
- b. Human Resources with the CEO, and/or his designee, may determine exceptions to this policy.

Responsibilities

- a. It is the responsibility of all staff to comply with the attendance and tardiness policy. The manager is responsible to track occurrences and incidents according to policy.

Procedures

Corrective actions should be documented and placed in the employee's personnel file in the Human Resource office. Terminations require the involvement of the HR department. All corrective/disciplinary actions are to be delivered by the direct supervisor, department manager or human resources, as situations require.

New employees within their first 90 days of employment are expected to be at work each day and on time for their scheduled shift. An occurrence of absenteeism or tardiness during this time frame will start at the written counseling step of the corrective process unless there exists, in the judgment of the supervisor or other management staff, extenuating circumstances that warrant an excused absence or tardiness.

CORRECTIVE ACTION FOR WORK PERFORMANCE AND OTHER INFRACTIONS

Corrective action is intended to address, counsel and correct employees for misconduct or a behavior not conducive to effective work on the part of the employee. The objective is to reduce the likelihood of recurrence of the objectionable behavior and to maintain an orderly, safe, and efficient work environment and assist the employee to excel in their position. It is the policy of Daviess Community Hospital that corrective action be reasonable, and constructive. Normally, informal counseling by the supervisor/manager will correct situations and prevent them from requiring formal corrective action.

Daviess Community Hospital strongly encourages each employee to maintain our values, both while at work and away from work. For this reason, it is necessary for us to maintain and enforce rules of order and conduct. Outlined in the policy is a list of common work rule violations and the corrective action identified with them. These are guidelines only and while corrective action generally will be progressive, there may be certain circumstances that Daviess Community Hospital would impose corrective action other than identified below based on the seriousness or resulting consequences of the violation

CORRECTIVE ACTION SEQUENCE:

- Documented Verbal Counseling
- Written Counseling: *(In this step the employee is given 3 days to write their own written coaching plan. This will be a step in accountability by the employee. This has to be submitted to their supervisor for discussion and final approval.)*
- Termination

All corrective actions beyond written counseling shall be investigated, documented and discussed with Human Resources prior to taking action. Employees will normally receive a documented verbal or written counseling for a first offense for any of the following infractions. Further infractions will result in additional steps of corrective action up to, and including termination.

1. Improper or discourteous conduct toward a patient, visitor, or other employee.
3. Failure to follow dress code and personal hygiene policy.
4. Creating disharmony among employees and patients, or interfering with work performance of others.
5. Spending time while on duty with hobbies, crafts, games or work for third parties.
6. Selling, soliciting, canvassing or distributing items without permission.
7. Stopping work before specified time or overstaying rest or meal periods.
8. Abuse of telephone or office equipment for personal business.
9. Violation of the parking policy.
10. Refusal to report for physical exam, lab tests, or x-rays when requested by Employee Health.
11. Failure to badge in or out for two or more shifts in a pay period.

12. Failure to observe safety and health policies and regulations.
13. Smoking in violation Daviess Community Hospital policy.
14. Remaining on premises before or after duty for no valid reason.
15. Violating established departmental and Daviess Community Hospital policies and procedures.
16. Unintentional breach of Confidentiality policies - *Level 1 and 2*.

This list is intended to provide examples only and does not cover all possible infractions.

SUSPENSIONS & DISCHARGE

Employees will be suspended and or discharged for a first offense of any of the following. No form of pay may be substituted during the unpaid suspension time. The suspension should preferably occur as soon after the incident as possible and will be from 1 to 3 days unless further time is needed to complete an investigation. Department managers can exercise discretion in scheduling the suspension to ensure efficient operations. All suspensions must be discussed with Human Resources prior to taking action.

1. Reporting to work or working while under the influence of alcohol or controlled substances and other drugs, or having possession of these on Daviess Community property. This does not exclude prescriptive medication where observable impairment exists.
2. Concealing defective work or deliberately reporting inaccurate results or information.
3. Threatening, intimidating or coercing patients, visitors or other employees.
5. Use of profane or abusive language with patients, visitors or other employees.
5. Physical abuse of patient, co-worker, visitor or guest of Daviess Community Hospital.
6. Refusal to follow directives of a supervisor in a timely respectful manner (Insubordination).
7. Theft of property belonging to Daviess Community Hospital, patients, visitors or employees.
8. Falsification of records including: fraudulent payment or approval of claims, employment applications, time records, intentional failure to utilize the time recording system or knowingly falsifying other hospital related information or information on hospital employees.
9. Sexual or other harassment.
10. Willful damage or unauthorized removal of property.
11. Refusal to cooperate in a Daviess Community Hospital investigation including refusal to submit to an investigative or diagnostic test.

12. Leaving work assignment or premises while on duty without permission.
13. Unauthorized possession of a weapon or explosives while on the premises.
14. Grossly negligent, careless or willful act, which may result in injury or damage.
15. Accepting or soliciting tips, gifts, incentives or gratuities from patients, visitors or vendors.
17. Sleeping on duty.
18. Dishonesty.
19. Failure to report to work without notification of and approval by Daviess Community Hospital management.
20. Off duty conduct that brings discredit to the organization.
21. Failure to complete mandatory training requirements or renew a required license or certification.
22. Repeat or willful violations of Confidentiality policies such as disclosing confidential information. Accessing, reviewing or revealing patient health information without a legitimate need or failing to report such a breach - *Level 3*
24. Placement on OIG (Office of Attorney General) exclusions list for fraud or abuse related to the False Claims Act or other patient billing procedures.

This list is intended to provide examples only and does not cover all possible infractions.

THEFT

The abuse, theft, destruction of, or tampering with Daviess Community Hospital property and equipment as well as the property of the patients, visitors or other employees is prohibited and will result in corrective action, up to and including immediate termination, as well as possible legal action. Daviess Community Hospital reserves the right to inspect all packages and parcels entering and leaving the premises. Daviess Community Hospital is not responsible for damage, theft or loss of personal items and recommends that you not bring valuables or large sums of money to work with you.

SOLICITATIONS AND CONTRIBUTIONS

Employees may not solicit or distribute literature/products or emails during working hours, for any purpose. Working hours include the working time of both the employee doing the soliciting or distributing and the employee to whom the soliciting or distributing is directed. Working time does not include break periods, meal times, or any other specified periods during the work day when employees are not properly engaged in performing their job duties.

Employees may not solicit or distribute literature at any time, for any purpose, in immediate patient care areas, such as patient rooms, operating rooms, and places where patients receive treatment, such as x-ray and therapy areas, or in any other area that would cause disruption of health-care operations or disturbance of patients, such as corridors and patient treatment areas, and rooms used by the patients for consultations with physicians or meetings with family members or friends.

Exceptions

The sole exception to this policy shall be fund-raising or charitable solicitations expressly authorized by the hospital for the benefit of the hospital and/or its employees or a charitable organization that support health initiatives. Examples of charitable organizations that support health initiatives include but are not limited to; The United Way, March of Dimes, Relay for Life, American Red Cross, DCH Foundation, and DCH Auxiliary. All fundraising must be requested on a *Request to Conduct Fundraising* form and approved by the CEO.

TIPS/GRATUITIES

Employees are prohibited from soliciting or accepting tips, gratuities, gifts or donations to gain influence for employment, services, materials or contracts. All cash and any gifts with a value of \$75.00 or greater (separately or in aggregate) for the calendar year must be disclosed to the CEO or his or her designee to authorize the appropriate employee action regarding the gift: *Keep, Return or Donate*. Employees who violate this policy will be subject to corrective action, up to and including termination.

TELEPHONE USAGE/COMMUNICATION MONITORING

Upon answering the telephone, each employee is to identify the department and themselves by saying (for instance) "Pediatric Department, Ms. Jones speaking."

Personal telephone calls should be kept to a minimum and made only during rest or lunch periods, except those of an emergency nature. Long distance calls are not permitted.

No long distance or fee-based calls (976, 900, etc.) of any type for personal reasons are permitted.

Cell phone use is prohibited during work time unless used as part of your communication for hospital related duties. We ask that you refrain from using your cell phone during paid work time.

The advanced electronic and communication means at our disposal make internal and external communications much easier and faster. Their advent does not, however, come without responsibility. To the extent that you use any electronic or computerized means to transmit or receive information, you must take responsibility for ensuring its confidentiality and integrity to the greatest extent possible. Highly sensitive or confidential information should never be transmitted via such means without first discussing the matter and receiving approval for the transmission from a supervisor.

As an added safeguard, Daviess Community Hospital reserves the right to monitor and search all e-mail messages, internet communications, computer files and other documents and information maintained on Daviess Community Hospital's systems, at any time, without cause or notice. Employees are strictly prohibited from using Daviess Community Hospital's systems to transmit profane, abusive, offensive messages (such as those containing racial or sexual slurs, demeaning or derogatory comments), or any other messages that are inappropriate for a professional environment. Employees are also prohibited from using Daviess Community Hospital's systems to solicit any materials or communications not related to Daviess Community Hospital's business. Any such messages or solicitations found on Daviess Community Hospital's systems shall subject the participating employees to corrective action up to and including immediate termination. For quality assurance purposes, Daviess Community Hospital reserves the right to monitor, at random and without notice, business phone calls of its employees.

Because privacy and confidentiality are key to many aspects Daviess Community Hospital's business, employees are prohibited from using unauthorized codes or passwords to gain access to other's files. Employees are also prohibited from transmitting any confidential or sensitive information over Daviess Community Hospital's systems without prior authorization.

Any abuse Daviess Community Hospital's systems or violation of the above stated rules and prohibitions would subject the employee to corrective action, up to and including immediate termination.

SOCIAL MEDIA

Social media are works of user created video, audio, text or multimedia that are published and shared in an electronic environment such as a blog, wiki, instant messaging, email or video hosting site. You may use social media for personal use only during non-working time and in strict compliance with all Daviess Community Hospital policies.

Keep in mind that conduct that would be illegal or a violation of a Daviess Community Hospital in the "offline" world would still be illegal or violation of policy when it occurs on line. While you are entitled to express your views, opinions and ideas you have the responsibility not to violate Daviess Community Hospital policies or negatively affect the operations of the organization.

Following this policy will ensure that your actions reflect our core values while exhibiting a level of professionalism that our and patients expect. Daviess Community Hospital reserves the right to restrict, and monitor employee's use of social media.

GENERAL INFORMATION

MANAGEMENT OF EMPLOYEE CONCERNS

Daviess Community Hospital is committed to treating you with dignity and respect. It is our intent to provide all employees a way to discuss any problems that they may have. Whenever you have a problem that makes your time at work difficult, please discuss the situation with your supervisor. Your

supervisor will work with you to try reasonably to solve the problem. If the problem is not resolved at this level you may use the chain of command: Supervisor, Department Head, Vice President, and CEO. Your supervisor will work with you to try to reasonably to solve the problem.

Concerns related to ethics, patient rights, insurance fraud, and compliance issues should be reported through the Ethics Hot Line, Compliance Officer or Risk Management.

Employee concerns related to workplace conduct such as substance abuse, harassment, discrimination and concerns related to employment decisions are to be addressed using the 3 step procedure outlined below.

Step 1: Discuss the problem or complaint with the Supervisor/Department Head within seven (7) calendar days after the source of the problem or complaint has taken place. If not satisfied with the answer given by your Supervisor/Department Head or settlement has not been reached within three (3) calendar days, proceed to Step 2.

Step 2: Submit the problem or complaint in written form to your department director or VP within three (3) calendar days after receiving an answer as outlined in Step 1 above from the Supervisor/Department Head. Human Resources shall consider, investigate and answer the complaint within three (3) calendar days. If not satisfied, proceed to Step 3.

Step 3: Submit a written report to Human Resources within three (3) calendar days of your response from the department director or VP. HR shall consider, investigate and answer the complaint within three (3) calendar days. While HR will make every effort to keep employee issues and concerns confidential this may not be possible in order to successfully investigate and resolve the complaint. If you remain dissatisfied with the response you may proceed to Step 4 within (3) calendar days.

Step 4: You may request, in writing, a review of the matter by the CEO who, after appropriate investigation, will make a final decision. The decision of the Executive Administrator will be communicated to you in writing within seven (7) calendar days of completion of the investigation.

If you have a problem, question, or complaint and you do not know how to proceed, contact the HR department for guidance.

No adverse action will be taken against employees who, in good faith, assert complaints under this procedure.

SUGGESTIONS

You know your job better than anyone and therefore are in the best position to offer suggestions for improvement. Suggestions are welcomed and any suggestions as to methods of improvement of services will be appreciated and given consideration. Employees are encouraged to submit any suggestions/recommendations they may have regarding quality management/improvement through the BRIGHT IDEAS program or through their immediate supervisor, human resources or any member of administration.

CHANGE OF ADDRESS OR PERSONAL INFORMATION

It is essential that employees help Daviess Community Hospital maintain an up-to-date record of correct address, telephone number, and name change, dependents and/or benefit coverage. All changes must be reported to the Human Resources Department as soon as possible.

EMPLOYEE HUMAN RESOURCE RECORDS

Each employee of the hospital will have a current personnel file which will include: application for employment and all pre-employment information, performance reviews, copies of credentials such as licenses, registrations or certifications, payroll information, benefits, corrective action and other items related to your employment. A separate medical file is maintained with any health examinations, fitness for duty, immunization record, physician statements and other health related information. An employee who wishes to see their file may do so in the presence of a HR staff member. If copies are requested the employee will be charged the same rate as is used in Medical Records (HIM).

EMAIL & BULLETIN BOARDS

Email is our organization's "official" way of keeping everyone informed about new policies, changes in procedures, special events and government regulations. Information of general interest is posted regularly on the intranet. This includes mandatory education assignments for staff on Health Stream. Please form the habit of reading your email regularly so that you will be familiar with the information posted there. Information is also posted on bulletin boards outside the HR office and in various places throughout the hospital and its off site facilities.

Only authorized personnel are permitted to post, remove or alter any notice on the email system or bulletin boards. Authorization is required to post personal items on bulletin boards.

MANDATORY INSERVICE/MEETINGS

Daviess Community Hospital conducts many in-service programs for its employees. Some of these are required and may be scheduled before, during or after working hours. Your supervisor will advise you of programs where your attendance is mandatory. It is our goal to improve our facility by educating our employees to help provide excellent service to our patients. These meetings give employees a chance to receive information on hospital events, to review problems and possible solutions, employee training, safety in-service training, and to make suggestions about your department or your job. Employees are encouraged to attend voluntary meetings. These meetings are for informational purposes and will also address any questions/concerns that you may have. Failure to attend a mandatory meeting or in-service without prior approval of your supervisor may result in corrective action and may result in suspension and/or termination of employment.

LICENSURE, REGISTRATION AND CERTIFICATION

Employees whose positions require licensure, registration or certification are responsible for maintaining active status of these and keeping Human Resources informed of current license

registration and certification numbers and dates. The hospital is under no obligation to continue employment for persons who fail to become or continue to be licensed, registered or certified.

DRESS AND APPEARANCE

Every employee is a reflection of Daviess Community Hospital's image. For this reason, anything that could be considered offensive, distracting, or not in the best interest of Daviess Community Hospital will not be permitted. All employees will adhere to specific grooming, dress, and uniform regulations. Personal cleanliness, appearance, professionalism, and safety are important employee and organizational responsibilities. Department specific or job specific policies concerning appearance must meet with the guidelines set forth by this policy and also must have administrative approval. Appropriate dress and grooming is a condition of continued employment and violation is considered cause for disciplinary action. It will be the responsibility of all employees to be in compliance with this policy and the responsibility of each department manager and/or supervisors to ensure this compliance.

A. Hospital Dress Code:

1. For areas involving direct or indirect patient contact:

- a. Footwear should be safe, supportive, and clean. No crocs with holes, flip flops or sandals are permitted.
- b. Hose, stockings or socks must be worn. No bare legs are allowed.
- c. Artificial fingernails are prohibited. Natural nails will be kept short (no longer than $\frac{1}{4}$ inch beyond the fingertip) and clean. Artificial fingernails includes, but is not limited to, acrylic nails, all overlays, tips, bonding's, extensions, tapes, inlays and wraps. Nail jewelry is not permitted. Nail polish, if worn, will be clear, neutral or shades of pink in color. Nail polish must be well maintained and non-chipped. See Hand Hygiene policy #3006.
- d. Jewelry must be kept to a minimum.
- e. Visible body piercings will be limited to minimal ear piercings. No facial piercings are allowed.
- f. Visible tattoos are acceptable with the exception of tattoos containing nudity, profanity, violence or derogatory connotations as determined by the Administrative Leadership Team.
- g. Highly fragranced lotion, perfume or cologne will be avoided.
- h. In order to prevent contamination, hair will be worn off the neck and free from falling forward.

- i. When staff's clothing or uniform becomes contaminated while on duty with blood, body fluids, or hazardous chemicals, staff will exchange their soiled clothing for scrubs per policy.
- j. Underwear will not be visible through clothing or above the waist band of pants.
- k. If scrubs are permitted, they must be clean and properly fitted. The bottoms of pants will not drag the ground or be frayed. Employees will obtain approval to wear or carry Daviess Community Hospital scrubs offsite. Employees who work in "clean areas" will wear a $\frac{3}{4}$ length lab coat buttoned as a cover gown if they leave the building.
- l. Wearing or carrying of personal pagers or cell phones during work time for the purpose of making or receiving personal calls or pages is prohibited.

2. For clerical or administrative positions not involving patient contact:

- a. Business casual dress is appropriate for all positions. For men this includes belted pants, firm soled shoes with socks, and long or short sleeves collared dress knit or sport shirt. For women, this includes a just above the knee to long skirt, or dress pants no shorter than below the calf length.
- b. Polo shirts with Daviess Community hospital logos are permitted
- c. Minimal scents, such as lotion, perfume or cologne may be worn.
- d. Jewelry will be kept to a minimum.
- e. Visible body piercings will be limited to minimal ear piercings.
- f. Visible tattoos are acceptable with the exception of tattoos containing nudity, profanity, violence or derogatory connotations as determined by the Administrative Leadership Team.
- g. In work areas where nail polish can be worn, it will be in neat condition and not chipped.
- h. Shoes will be clean and professional in appearance. Sandals may be worn by staff in non-patient care areas. Crocs or flip flop style shoes are not allowed for any staff members. No athletic shoes (unless prescribed by a physician) may be worn in non-patient care departments (tennis shoes, Keds, Sketchers, etc.)
- i. Underwear will not be visible through clothing or above the waist band of pants.
- j. Wearing or carrying of personal pagers or cell-phones during work times for the purpose of making or receiving personal calls or pages is prohibited. Please refer to Cellular Phone Usage policy 5.3.5.

3. For other positions:

- a. Employees are to follow the basic hospital dress code and any department specific policies developed to conform with the safety and hygiene requirements of the position (example: food service, pharmacy, engineering).
- b. Students will be addressed on an individual basis if no uniform required per their schools program.

4. Orientation and Education:

- a. Employees coming into the facility for orientation or any educational program should be appropriately dressed in business casual as defined in the Dress Code policy.

5. Uniforms:

- a. Individual departments may specify a particular style and/or color of uniform which will be loaned to the employee, and must be returned to the hospital upon termination.

6. Scrubs:

- a. Those departments that provide direct/indirect patient care as identified in this policy will have a designated colored scrub to be worn by their staff. The colors will be assigned to each department and may not be duplicated by any other department. Short or long sleeve color coordinated shirts may be worn under the scrubs. Jackets that are color coordinated with the same color may be worn over the designated scrubs.

7. For all employees:

- a. Good personal hygiene is required, including bathing and grooming.
- b. Clothing will be neat, clean, wrinkle-free, and in good repair.
- c. Special occasions/holidays will be addressed by administration for any changes that may be allowed to the dress code.

Prohibited items include, but are not limited to the following:

- Shorts
- Capri pants (*above the calf*), leggings (*unless worn under a dress or long tunic*), stretch pants, spandex, sweatpants
- Jeans or denim material is not allowed
- Sweatshirts with/without hoodies or T-shirts. (Sweatshirts with embroidered DCH logos are not acceptable unless approved by Senior Leaders for a limited time only.)
- Tank or tube tops, halter tops, spaghetti straps, or strapless tops or dresses
- Any tight, low cut, or sheer clothing, or any attire that exposes skin between the top and bottom layer of clothing
- Mini-skirts or deeply slit skirts
- Flip flop sandals or crocs with holes on the top
- Headwear such as baseball caps, visors, durags, hats (unless issued as part of a department's uniform or worn for medical purposes or religious reasons).
- Brightly colored underwear that is visible through uniform or clothing
- No athletic shoes (unless prescribed by a physician) may be worn in non-patient care departments.

The hospital may take action in response to violations of the dress code policy. An employee may be sent home to change, or a lab coat or scrubs may be provided for the scheduled shift. Repeated violations of the policy may result in disciplinary action.

Good grooming and neat appearance is a prerequisite for employment at Daviess Community Hospital. All employees are required to maintain high standards of dress, appearance and hygiene. Employees must wear neat and clean apparel that is consistent with their professional position in the organization. Some departments and patient care areas are not required to wear uniforms, however, must wear neat, conventional daytime clothes suitable for maintaining the proper professional environment. If an employee reports for work improperly dressed or groomed, the supervisor shall instruct the employee to punch out and return home to change clothes, or may take other corrective action.

Daviess Community Hospital has adopted these standards for all employees and employees of contract service companies.

NAME BADGES

A name badge will be given to each employee when he/she begins employment. This identification badge must be visibly displayed at all times while on any hospital property. The badge is not to be altered or used by other persons. This badge also serves as a non-exempt employee's time card used to swipe in and out.

If a badge is lost, stolen, or damaged, immediately report this to your supervisor and the HR department. Your name badge must be returned to the HR department upon termination of employment.

PARKING

Parking is generally provided for employees on our premises. Your supervisor and/or Human Resources will personally inform you of the proper place to park based on your work location. All employees are to park only in the areas approved for employee parking. Any employee who violates this policy is subject to disciplinary action up to and including termination, and vehicle towing at the employee's expense. Daviess Community Hospital does not assume any liability for any loss or damages you may sustain.

HEALTH AND SAFETY

Safety in Daviess Community Hospital is each employee's concern. In order to reduce the possibility of accidents to employees, as well as patients, Daviess Community Hospital endeavors to provide safe working conditions and equipment for all employees and to promote safety consciousness. If you become aware of an unsafe condition, you must immediately report it to your department head and/or supervisor. Employees are required to report all occupational injuries or illnesses to their supervisor immediately so prompt medical attention can be given.

Each employee is required to follow safety precautions as outlined in his/her department or as instructed by his/her supervisor. This may include wearing personal protective equipment or garments

provided by the hospital, using proper lifting techniques, disposing of soiled, infectious, or hazardous matter by the proper method, using appropriate equipment, following directions indicated on chemical labels and equipment, etc.

Failure to practice safe working habits endangers patients, coworkers or yourself. Corrective action, up to and including termination may be taken for safety violations.

SMOKE FREE WORKPLACE

Due to the acknowledged hazards arising from exposure to tobacco, it is the policy Daviess Community Hospital to provide a tobacco free environment to all employees, visitors and patients. This policy covers the smoking and or use of any tobacco or vapor products by any medical staff, employees, volunteers or visitors. Smoking is not allowed on any Daviess Community Hospital premises. If you smoke you must clock out for a minimum of 30 minutes and leave the facility. You must clock back in when you return. Employees who smell of tobacco products may be requested to clock out, go home, bathe and change clothes.

ACCIDENTS

Accidents to patients or employees, no matter how minor, must be immediately reported to your supervisor and the on-line Incident Report must be completed. Employee injuries and accidents must be recorded using the on-line incident report and immediately reported to Human Resources.

SECURITY

In an effort to maintain a safe environment for employees, patients and visitors Daviess Community Hospital has well trained and experienced security staff on duty 24/7. Should you require their assistance please do not hesitate to call 1189. When leaving the facility please be aware of your surroundings and leave in groups after dark. Please keep your vehicles locked and your personal possessions limited and locked in your desk or other area. The hospital cannot be held responsible for loss or damage to personal items. This includes items brought in to decorate your personal work areas.

DRUG FREE WORKPLACE

Daviess Community Hospital is committed to establishing and maintaining an alcohol and drug-free environment. The unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited. Consistent with this commitment, a drug and alcohol testing policy has been designed to prevent the hiring and/or continued employment of individuals currently using illegal drugs or individuals whose current abuse of legal drugs or alcohol indicates a potential for impaired or unsafe job performance (such abuse or improper use of legal drugs may be referred to in these policies and procedures as "illegal drugs").

To ensure a drug free work environment, job applicants, after a conditional offer of employment has been made, will be screened for the presence of illegal drugs prior to beginning employment.

Applicants offered a conditional offer of employment refusing to consent to a drug screen, or who test positive for illegal drugs, will not be considered for employment.

Drug and alcohol testing will also be conducted on any employee when a “reasonable suspicion” exists that the employee has been using illegal drugs or abusing legal drugs or alcohol, has been involved in a serious accident or a loss of controlled medications in the department.

Employees involved with the alcohol/drug screening procedure must maintain all information in a confidential manner.

FITNESS FOR DUTY

Employees are responsible for maintaining their health in a manner that allows them to safely perform the essential functions of their job duties. Employees are responsible to notify their supervisor when experiencing conditions that may jeopardize their fitness for duty or have been prescribed medications that may impair their performance and Judgment. Failure to make such notification may result in corrective action.

SAFETY

During the course of employment, if an employee demonstrates an inability to physically function appropriately in their position, he/she may be referred to the Employee Health for a Fitness-For-Duty evaluation. The employee will be required to furnish a physician’s certification indicating ability to work in the position including any reasonable accommodations necessary. Daviess Community Hospital reserves final approval for return to work.

Safety in Daviess Community Hospital is each employee’s concern. In order to reduce the possibility of accidents to employees as well as patients, Daviess Community Hospital endeavors to provide safe working conditions and equipment for all employees and to promote safety consciousness. If you become aware of an unsafe condition, you must immediately report it to your Department Head and/or Supervisor. Employees are required to report all occupational injuries or illnesses to their supervisor immediately so prompt medical attention can be given.

Each employee is required to follow safety precautions as outlined in his/her department or as instructed by his/her supervisor. This may include wearing personal protective equipment or garments provided by Daviess Community Hospital, using proper lifting techniques, disposing of soiled, infectious, or hazardous matter by the proper method, using appropriate equipment, following directions indicated on chemical labels and equipment, etc.

Failure to practice safe working habits endangers patients, coworkers or yourself. Disciplinary action, up to and including termination, may be taken for safety violations.

HAZARDOUS MATERIAL PROGRAM

Copies of Daviess Community Hospital's Hazardous Materials Program along with appropriate Material Safety Data Sheets (MSDS) are available in each department. A copy of the Hazardous Materials Policy is available to all employees. Any questions regarding materials used should be directed to the safety

HEPATITIS B VACCINE

Daviess Community Hospital also wishes to provide appropriate safeguards to employees that may be exposed to this virus. Therefore, any employee at risk for blood or body fluid exposure will be offered this vaccine at the time of their employment. The employee will receive training and either show proof of immunity, begin the vaccination series or sign a declination form. Employees may reconsider and opt for the vaccine any time during employment with the hospital. There is no cost to employees for this injection. However, if an employee is terminated or leaves employment before completing the vaccine series, Daviess Community Hospital will not be responsible for providing the remainder of the Hepatitis B vaccine.

HIV/AIDS

Daviess Community Hospital does not discriminate against any employee or applicant for employment because he/she may have or is perceived to have AIDS, belong to a group particularly susceptible to AIDS or tested positive for the HIV antibody.

People with AIDS may continue to work for Daviess Community Hospital providing reasonable precautions can be made to protect employees, patients and visitors from transmission of the virus.

Pregnant employees will not be involved in the direct care of HIV/AIDS patients due to the risk of the employee acquiring cytomegalovirus. Other employees who refuse to perform their assigned work duties involving the care of HIV/ AIDS individuals or those suspected of having HIV/AIDS are subject to discipline up to and including termination. Employees who refuse to work with another employee that is (or suspected to be) HIV positive are subject to corrective action up to and including termination.

INFECTION CONTROL

A series of precautionary measures have been implemented to help avoid contamination and provide a medically safe environment by preventing the exposure to the transmission of infectious disease such as Hepatitis B and HIV/AIDS. These precautionary measures are written in the Infection Control Policy and are available to all employees working in patient care areas.

All employees are required as a condition of employment to receive an annual flu shot or have appropriate physician or clergy's statement to which contraindicates such.

CONCLUSION

As Daviess Community Hospital continues to evolve, and laws and employee needs change, the hospital and its clinics must remain flexible with respect to its employment policies and benefits. Except where otherwise mandated by law, Daviess Community Hospital reserves the right to alter, reduce or eliminate any policy or benefit stated here, at any time, without notice. We will do our best to keep you informed of any revisions to Daviess Community Hospital's policies and procedures.

DAVIESS COMMUNITY HOSPITAL EMPLOYEE HANDBOOK ACKNOWLEDGMENT

I, _____, hereby acknowledge receipt of my Daviess Community Hospital Medical Group ("DAVIESS COMMUNITY HOSPITAL") Employee Handbook. I understand that the Handbook has been developed for the general guidance of Daviess Community Hospital employees and that it is my responsibility to read and understand of the information contained in the Handbook. I have been advised that the Human Resources Department is available to answer any questions I may have concerning the Handbook. Furthermore, I understand that neither the Handbook nor any of its individual terms constitutes or represents binding contractual commitments on the part Daviess Community Hospital, and that the policies, benefits and rules described in the Handbook can be unilaterally changed or discontinued by Daviess Community Hospital at any time without prior notice. I recognize that I am an employee-at-will and may resign at any time or be discharged at any time for any reason with or without cause.

Because the information, policies and benefits described here are necessarily subject to change, I acknowledge that revisions to the Handbook may occur, except to Daviess Community Hospital's policy of employment-at-will. As new policies are enacted or current policies are revised, I acknowledge that I may receive additional or revised information that may supersede, modify or eliminate existing policies to include in my Handbook. I understand that a current up to date handbook is available on DCH computer system. Only the Executive Administrator Daviess Community Hospital has the ability to approve any revisions to the policies in the Handbook.

I understand that the Employee Handbook, although assigned to me, is considered property Daviess Community Hospital and I will be expected to return it upon separation from employment with the hospital.

I, _____, have received a copy of the Employee Handbook, issued ____/____/. I certify that I have read and understand the Handbook, and will comply with the policies contained in it.

Date _____

Signature

Printed Name (print legibly)

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