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Colleague Handbook

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Message from the CEO

Dear New Colleague:

Welcome to Goshen Health! We are delighted that you are joining our organization as a new Colleague. Your role is critical in fulfilling the mission of our organization.

We are excited about your having the opportunity to use your skills to assist us in meeting our mission on behalf of the communities we serve. As a new Colleague joining our organization, you have an objective perspective on the organization and how we provide care for the people of our communities. It is important for you to set early goals that reflect your personal mission and your commitment to healthcare in this organization. From that starting point, we will work with you to train and assist you in maximizing your opportunities to meet your personal mission

I am looking forward to meeting you individually and to working with you on what I hope will be a long-term relationship.

Sincerely,



Randal E. Christophel
President & Chief Executive Officer



Our History

In 1898 hospitals in the Goshen area consisted of small, privately-owned and operated facilities. One of the more successful efforts was operated by Dr. J.S. Bucknell who established a hospital on the top floor of his office building on South Fifth Street, where he served the people of Goshen for fifteen years. Despite the fine efforts of Dr. Bucknell, the people of Goshen sensed a strong need for a public hospital that would be open and available 24 hours a day, 7 days a week. On May 20, 1906, a meeting was held by a group of interested people who began planning for what eventually would become Goshen General Hospital.

The Goshen Hospital Association was incorporated on December 1, 1909. Over the next few years, long hours of hard work and painstaking efforts on the part of the newly named board of directors resulted in the purchase of the first hospital property in January of 1912. The Fifth Street property, formerly the residence of Mrs. Rebecca Smith, was considered to be a mansion and was the venue for many social functions. Mrs. Smith had operated a boarding house known as Goshen House in her home up until that time. After almost two years of planning, fund-raising and renovation, the hospital was ready to open its doors to care for the sick and injured of the community. The date was November 29, 1913. Goshen Hospital's capacity was 25 beds.

During the first several decades, there were several significant events that had an impact on the history of Goshen General Hospital:

- June 1, 1920: Goshen Hospital was closed after a dispute between some of the physicians and surgeons of Goshen and the board of directors of the hospital.
- July 20, 1920: Goshen Hospital reopened under the direction of Mrs. Laura Fell White, a previous matron of the hospital.
- 1921: The Laura A. Kindig School of Nursing opened, accepting single women only.
- 1923: Goshen Hospital began construction of an addition that would increase its capacity to 50 beds.
- 1941: Goshen Hospital is free of indebtedness for the first time since 1924 when the new addition was completed.
- 1955: The School of Nursing was closed.

Due to crowded conditions in the 1940s, Goshen Hospital's board of directors began to search for options to build a larger hospital at a new location. Fund-raising efforts were started. In 1946 property was purchased south of High Park Avenue on Goshen's south side. In 1950, a countywide fund-raising effort climaxed with the announcement that more than 600 volunteers had raised over \$1,000,000. This money would be used for the new Goshen Hospital and for other health care ventures in Elkhart County. In 1952, costs were skyrocketing, and hospital planners found themselves short of the funds

needed to move the project forward. Revised plans were developed that dramatically scaled back the original plan. The hospital would be a two-story, 350,000 cubic foot building rather than the original plan for a 650,000 cubic foot building. Even so, the modified project moved forward.

On April 2, 1953, a groundbreaking ceremony took place under a large oak tree at the edge of the property just off of Main Street, which at that time was a cornfield. The citizens of Goshen were concerned about the location for the new hospital because it was “so far out in the country.” Construction was completed in 1955, and at that time Goshen Hospital became a not-for-profit hospital. The new hospital facility provided 35 beds and 10 bassinets. Almost from the start, the demand exceeded capacity. Another expansion plan was developed in 1964 that allowed for a total of 91 beds upon its completion in 1966. But even with the additional space, the demand continued to exceed capacity. In July following the completion of construction, the hospital was extremely overcrowded with a 107% census, necessitating extra beds to be set up in hallways to meet the needs of the patients. Just six months later plans were approved to add two more floors to the hospital, bringing the bed count up to 166. In 1975, an addition allowed for a new lobby, gift shop, coin cafeteria and the expansion of the physical therapy department. In 1982 yet another expansion project provided new space for the emergency, imaging, laboratory and nuclear medicine departments.

In the 1980s and 1990s, the complexion of health care was drastically evolving all across the country. Changes in reimbursement coupled with improvements in the management of health care greatly reduced the length of stays, and thus the need for inpatient beds. In response to this shift, Goshen General Hospital developed services to support the needs of individuals needing outpatient care. The board of directors realized that health care would never be the same as it once was, and that they needed to plan strategically in order to ensure the future viability of the organization.

In 1995, under the leadership of James O. Dague, President and CEO, Goshen General Hospital became a part of a newly formed corporation called Goshen Health System. The health system included Goshen General Hospital, Park Pharmacy and Home Medical Equipment, PrimeCare Physician Network, Indiana Lakes Managed Care Organization and Dunlap Urgent Care. This vertically integrated organization provided a broader base of health care services designed to meet the growing and complex health care needs of the communities we serve. In 1996, the need for comprehensive cancer services in our region was identified. After seeking a partner that could provide the level of services we wanted to offer, and at the same time would be consistent with the mission of Goshen Health System, a joint venture with Cancer Treatment Centers of America was formed in 1998. Shortly thereafter, a groundbreaking ceremony celebrated the start of yet another expansion project that would house our state-of-the-art cancer treatment program.

Understanding the importance of linking with other strong partners across the state of Indiana, Goshen Health became a Clarian Health Partner in March 2000. This strategic partnership provides direct access to the expertise of nationally known and respected

organizations such as Indiana University Hospital, Methodist Hospital of Indianapolis, and Riley Hospital for Children. In December 2000, the new cancer center was completed and patients from all across the region and from many states began to receive treatment.

At the heart of our culture and positive work environment is The Uncommon Leader program. Through this participative management program, Colleagues have the power to improve the processes they do each day. All Colleagues are empowered to submit ideas, including cost savings ideas that improve efficiency and patient care on a daily basis. In 2008 alone, Colleagues submitted nearly \$3 million in cost savings ideas. In over a decade, those savings are in the area of \$20 million in savings. The success of The Uncommon Leader program is due to the work and dedication of the Colleagues. The success can be measured in numerous ways and following are just a few examples.

The Indiana Chamber of Commerce recognized Goshen Health System for setting the standard for our ability to create a workplace culture where Colleagues feel valued. In 2006 Goshen Health was named among the “Best Places to Work in Indiana” and has ranked this position for four consecutive years.

In 2004 Goshen General Hospital was designated as a Magnet® hospital and has earned this four-year designation consecutively four times, with the most recent designation in 2019. Magnet status recognizes excellence and professionalism in nursing, creating a work environment that nurses find both personally and professionally rewarding, advancing the practice of nursing and improving patient outcomes. Being re-designated, Goshen is among an elite group of hospitals in the nation to achieve this status.

Nothing beats the satisfaction of a job well done, and nowhere is that more true than at Goshen Health System, the number one workplace in the nation for job satisfaction according to HR Solutions. Areas ranking #1 were; Overall Job Satisfaction, Concern for Patient Care, Productivity and Efficiency, and Promotions and Career Advancement. Goshen Health is a great place to work, as echoed by its Colleagues, with national stature among the top 1% of all surveyed companies. HR Solutions recognized Goshen with the added distinction of “Best in Class” in an unprecedented 16 of 18 areas, awarded for reaching the top 10% of each measure.

We also are among the few organizations that can boast to having no layoffs in fourteen years, A feat obtained through The Uncommon Leader program and the Colleagues of the organization.

In January of 2011, we changed our name from Goshen Health System to Indiana University Health Goshen. With the name change, we joined 15 other hospitals from across the state in its affiliation with the Goshen Health name, establishing a new identity that better aligns with Clarian Health’s vision while allowing us to maintain our

local identity. Our name change and strengthened partnership with Clarian brings with it several significant benefits, including:

- Being linked to the Indiana University School of Medicine, the only medical school in the state, and the increased technology and research opportunities that come with it;
- Increased purchasing power and access to funding for large capital improvements on the hospital itself;
- Increased physician recruiting power.

Our story is never-ending. There will be many more events and milestones to add as time goes on. We are thrilled that you have chosen to help us write the next chapter in our history. Through the years, many people have worked hard to ensure that our communities would always have access to quality health care. They dedicated themselves to matching the health care needs of individuals to the services that we offer. This was their legacy, and now it is ours. Our flagship organization, Goshen Health established a tradition of providing high quality care, delivered by compassionate, caring and qualified health care experts. The leaders of Goshen Health have committed themselves to continuing and building upon that tradition. Amidst so much change, our resolve to live out these core values will remain constant.

INTRODUCTION

This Colleague Handbook contains a general description of the Goshen Health employment policies, benefits and procedures. It is not possible to put everything in writing, but the Handbook should provide the general information you need. Please understand that the policies in this Handbook, as well as any other policy or practice of Goshen Health, are subject to change at any time without notice at the sole discretion of Goshen Health. From time to time, you may receive updated information concerning changes in policy. Should you ever have any questions about Company policy or changes in policy, please ask the person you report to or a member of the Human Resources Department. Copies of the actual written policies may be obtained upon request from the Human Resources Department.

It must be remembered that the employment relationship is based on the mutual consent of the Colleague and Goshen Health. Accordingly, at any time, either the Colleague or Goshen Health can terminate the employment relationship at will, with or without cause or advance notice.

This Handbook is not a contract guaranteeing employment for any specific period of time, nor does it guarantee any particular salary level, benefit level, work schedule, or any other term or condition of employment.

No one, other than the CEO, has the authority to make representations, either express or implied, that are inconsistent with this policy. The CEO may amend the policy in a written statement, at any time. This policy supersedes all written and oral representations to the contrary.

EQUAL EMPLOYMENT OPPORTUNITIES

Goshen Health is committed to the principle of employment to all qualified individuals regardless of race, color, religion, sex, age, national origin, marital status, ancestry, physical and/or mental disabilities, or any other status defined by federal, state, or local law not related to job requirements. This policy of non-discrimination applies to all conditions of employment including recruitment, selection, training, discipline, compensation, promotion, transfer, layoff, recall, and termination.

If you have any questions regarding equal employment opportunities, please see a member of the Human Resources department.

INTRODUCTORY PERIOD

From your date of hire, promotion, or transfer you will enter into an introductory period of **ninety days**. This time period has been designed in order to evaluate and determine whether continued employment is beneficial to both you and Goshen Health. During this period, you are encouraged to meet with your director to discuss your progress. On or before the conclusion of the introductory period, Goshen Health will appraise your performance. Your introductory period may be extended if your director believes a longer period of evaluation is needed. However, if a Colleague's performance is not satisfactory it may result in termination of employment.

PERSONAL INFORMATION

Keeping personal information accurate and up-to-date is important with regards to pay, deductions, benefits, and other matters. It is important that Colleagues notify their department manager and that the proper paperwork is filed with the Human Resources Department if there are any changes in the following items:

- Legal name
- Home address
- Home telephone number
- Person to notify in case of emergency
- Number of dependents
- Marital status
- Change of beneficiary
- Driving record or status of driver's license (if you operate any Goshen Health vehicle or are required to drive in the course of your employment)
- Military status
- Exemptions on your W-4 tax form

PROFESSIONAL LICENSE AND CPR CERTIFICATION

As a Colleague of Goshen Health, you may be required to hold a current professional license as a condition of your employment. A current copy of that license must be on file in the Human Resource Department at all times. It is the Colleague's responsibility to ensure that the license is valid and up to date. The Human Resource Department monitors the renewal process and notifies the appropriate director if a license expires. Failure to provide a current license will result in suspension from work until proof of current licensure is presented.

All Colleagues who work in a position requiring direct patient care are required to have current CPR certification. Proof of current certification must be on file in the Human Resource Department. Colleagues will not be allowed to work in a patient care area without current certification. CPR classes are held regularly at the hospital. You can register for a CPR class by calling 1-877-566-4660.

EMPLOYMENT STATUS

The following is a list of current employment statuses.

Proper classification of Colleagues is important to administering salaries, determining eligibility under Goshen Health's Colleague benefits plan, and complying with employment and tax laws. Goshen Health offers full-time, part-time, casual, temporary and seasonal employment opportunities to meet a variety of staffing needs and Colleague preferences.

All Colleagues are classified as exempt or non-exempt for overtime and minimum wage requirements and are paid on an hourly or salaried basis.

Colleague Classifications:

Full-time regular Colleagues are budgeted to work a minimum of 72 hours per pay period. Full-time Colleagues are eligible to participate in Goshen Health's Colleague benefit programs.

Part-time regular Colleagues are budgeted to work at least 32 hours per pay period. Part-time Colleagues are eligible for the same benefits as full-time Colleagues with the exception of disability benefits.

Casual Colleagues work on an "as needed" basis when illness, vacations or other absences require additional help to maintain a high level of patient care. Casual Colleagues can work a maximum of 30 hours per pay period. Casual Colleagues are not eligible for most of Goshen Health's benefit programs, with the exception of PTO accrual.

4. Seasonal Colleagues work as needed during peak seasons of the year. Generally seasonal Colleagues work no more than 500 hours in a year and are not eligible for any of the Goshen Health's benefit programs
5. Temporary Colleagues are part-time or full-time Colleagues hired by Goshen Health to work for the duration of specific projects or assignments. Temporary assignments generally do not extend beyond a 12-month period, unless approved by the Goshen Health's Human Resources Director. Temporary Colleagues can be exempt or non-exempt. Temporary Colleagues can work no more than 500 hours in a year or 90 days of full-time employment. Temporary Colleagues are not eligible for Goshen Health's benefit programs.

NOTE: Temporary Colleagues should not be confused with workers from temporary agencies. Temporary Colleagues are on Goshen Health's payroll for the duration of their assignments. Agency temporaries are employed by the temporary agency.

6. Contract Colleagues are employed by firms with which Goshen Health has contracted for services or self-employed individuals with which Goshen Health has contracted directly.

NOTE: As a general rule, Goshen Health contracts with self-employed individuals only if they are incorporated or bonded.

Exempt and Nonexempt Status: Goshen Health classifies each Colleague or position as exempt or non-exempt.

Exempt Colleagues are not entitled to overtime pay. A Colleague is exempt if determined to be an executive, administrative or professional Colleague, or an outside sales representative as defined by the Fair Labor Standards Act.

Nonexempt Colleagues are entitled to overtime pay. Any Colleague who is not classified as exempt is considered non-exempt.

Salaried and Hourly Pay Method: Goshen Health pays each Colleague or position on either a salaried or hourly basis.

1. Salaried Colleagues are regularly paid a predetermined compensation amount each pay period regardless of the number of days or hours worked within that time period. Salaried non-exempt Colleagues may, under certain circumstances, be paid an additional amount for exceeding their predetermined number of hours in their workweek.
2. Hourly Colleagues are paid at a predetermined rate for each hour that they work.

COLLEAGUE COMMUNICATIONS

Whether providing assistance to our customers, discussing information with your direct report, or sharing important information with your fellow Colleagues, communication is vital to the success of Goshen Health. To help you keep in touch with what is going on; various channels of communication are available to you. Be sure to pay attention to them so you can stay up-to-date on the latest information. They include:

Bulletin Boards – Bulletin boards are located throughout the property and in your department. Postings include information regarding job safety, environmental guidelines, health news, benefits, updates, job opportunities, Colleague events, and other important information. Check these bulletin boards at least once a week to keep updated on what is going on around the system. **Human Resources must approve all postings.**

Newsletters (Colleague Compass, The Lead) – These publications communicate what is happening around the property. They will come out on a regular basis and will provide you with vital information to what is going on at Goshen Health.

Rumor and Accuracy – Communication is such a part of our lives that we tend to take it for granted. At Goshen Health we need to be aware of how and what we communicate. What we say often reflects how we feel, which means we need to be careful about how we influence our surroundings. Colleagues are expected to strive for accurate, fact-based communications at Goshen Health.

Please consult the Human Resources Department to answer any questions you may have about this policy.

PROMOTION & TRANSFER

Goshen Health strives to offer opportunities for career development and job advancement within the organization by promoting qualified Colleagues wherever possible. Colleagues are encouraged to prepare for and actively seek the position within the organization that best matches their skills, interests and ambitions.

Colleagues are eligible to apply for an intra-department (within the department) promotion or lateral move immediately. Colleagues are eligible for an inter-department (department to department) promotion or transfer provided they have satisfactorily completed 6 months in their current position.

Colleagues may not apply for a job transfer for a period of six (6) months from the date of a Colleague Corrective Action received for a performance related discrepancy.

Colleagues who are on a Colleague Corrective Action for attendance/tardiness infractions are not eligible to apply for a job change transfer for a period of six (6) months from the date of the counseling, or until the number of occurrences is equivalent to a first written warning, whichever comes first.

Additionally, the hiring manager will consult with a Colleague's current manager to ascertain performance levels, etc., should the Colleague be a viable candidate for the hiring manager's position. As a result, Colleagues are urged to speak to their current managers regarding their interest in other job opportunities at Goshen Health prior to interviewing for those opportunities.

If you meet the eligibility requirements and are qualified for the position, you should go to GoshenHealth.com under "Careers" and complete the online Application as if applying for a new position at Goshen Health and select that you are a "Current Colleague".

FAIR TREATMENT POLICY

It is management's intent to treat all Colleagues in a fair and equitable manner and to maintain open lines of communication at all times. Recognizing, however, that differences can occur, a more formal process has been established to appeal decisions and actions regarding disciplinary actions, hours and working conditions. Every Colleague is eligible and encouraged to use this policy. No Colleague will be subject to retaliation as a result of initiating a formal or informal complaint.

Time limitations have been established to assist in promptly resolving complaints. Failure to comply with the specific time limitations at each step in the procedure results in the forfeiture of the right to continue with the Fair Treatment process. A complaint may be withdrawn at any time. It is the role of the Human Resources Department to monitor the process, its timeliness, and to serve as an advisor for both the individual filing the complaint and management.

This policy will allow for review of any matter properly brought before it which arises out of or relates to employment. The process will not, however:

1. Review Performance Evaluations;
2. Change, modify, rescind, or add to any policy or procedure of the company, including but not limited to the personnel policies and the Colleague handbook;
3. Set or review rates of pay or benefits;
4. Review layoffs;
5. Consider Workers Compensation claims;

6. Consider unemployment claims;
7. Consider health, welfare and retirement benefit claims;
8. Consider or review disability claims.

Step-by-Step Process:

Step 1 Colleagues are encouraged to resolve issues with their immediate direct report. This initial contact should be made as soon after the incident as possible, preferably within five calendar days. If the direct report is personally involved, the Colleague should begin with **Step 2** and/or see Human Resources.

It is the responsibility of the Director to act on the complaint and respond verbally to the Colleague **within three working days**.

Step 2 If the Colleague's concern is unresolved, the Colleague should submit the complaint in writing, to the Department Director or next level of management within three working days after receipt of the director's reply. All available information should be included in the written complaint with one copy given to the Director, one copy given to the Vice President of Human Resources, and one copy that the Colleague keeps. The format to be used is at the end of this policy. The Department Director will notify the Divisional Vice President that the complaint has been filed.

It is the responsibility of the Department Director to give the Colleague a definite answer, in writing, **within three working days** after receiving the complaint. A copy of the response will be given to the Vice President of Human Resources at the same time it is given to the Colleague. If the response needs to be mailed, it will be sent Certified-Return Receipt Requested with the return address to the Vice President of Human Resources. If additional time is needed, the Vice President of Human Resources will so advise the parties within the time frame established above.

Step 3 If the Department Director's answer or action is not acceptable to the Colleague, the Colleague may prepare a written response and submit it and all other documentation to the Divisional Vice President and the Vice President of Human Resources. This response must be submitted **within three working days** after the Colleague receives the response from the Department Director.

The Divisional Vice President will prepare a written response to the Colleague **within three working days** after receiving the Colleague's request for a review. A copy of the response should be given to the Vice President of Human Resources. If the response needs to be mailed, it will be sent Certified-Return Receipt Requested with the return address to the Vice President of Human Resources. If additional time is needed, the Vice President of Human Resources will so advise the parties within the time frame established above.

Step 4 If the Divisional Vice President's answer or action is not acceptable to the Colleague, the Colleague may prepare a written response and submit it and all other documentation to the Chief Operating Officer, if applicable, and the Vice President of Human Resources. This response must be submitted **within three working days** after the Colleague receives the response from the Divisional Vice President.

The Chief Operating Officer will prepare a written response to the Colleague **within five working days** after receiving the Colleague's request for a review. A copy of the response will be given to the Vice President of Human Resources. If the response needs to be mailed, it will be sent Certified-Return Receipt Requested with the return address to the Vice President of Human Resources. If additional time is needed, the Vice President of Human Resources will so advise the parties within the time frame established above.

Guidelines:

1. If a response to a complaint at any step is not issued by one of the reviewers within the specified time limit, the Colleague may proceed to the next step.
2. If a Colleague does not respond within the specified time limit, the complaint is considered resolved and the matter is closed.
3. Working days, for the purpose of this policy, are defined as Monday through Friday.

The Human Resources Department is available to Colleagues and management personnel for assistance and counsel at any time with respect to this policy.

ATTENDANCE AND TARDINESS

Goshen Health is committed to the highest quality care. This commitment places a high value on consistently delivering service with a competent staff throughout Goshen Health.

The Attendance and Tardiness Policy is a key standard for evaluating a Colleague's reliability at work. It is a policy of Goshen Health that Colleagues shall report to work on time and as scheduled. Excessive tardiness or absenteeism is not acceptable and may result in disciplinary action up to and including termination. The intent of this policy is to establish a fair, consistent, and reasonable approach to tardiness and absenteeism.

Definitions:

Tardy: Reporting for work from one minute to up to two hours after the Colleague's scheduled shift or leaving work within two hours before the end of the Colleague's scheduled shift.

Absence: An absence is defined as missing a minimum of two hours of a shift and includes consecutive days away from work.

Occurrence: An absence or tardy or multiple consecutive days of the same illness.

Most Recent 12-Month Period: The most recent 12-month period consists of the current month back to that same month one year before.

Guidelines:

Proper Notification:

1. If you are unable to be at work on a day you are scheduled to work, you must notify your direct report or designee **BEFORE** the beginning of your shift, according to your departmental notification policy. This applies to each day of absence, unless your direct report has approved a specific number of days. Departments with special coverage needs may require more notice in order to arrange for coverage of your duties. In order to document our records, you are requested to supply the reason for your absence at the time of notification.

Notification is essential to arrange for coverage needs. Failure to comply with notification policies can lead to disciplinary action for any Colleague. It is a more serious violation when the Colleague does not notify their direct report until later in the shift. This is considered a willful breach of duty to your employer, since it delays your direct report's ability to cover for your duties.

Who to Notify: Colleagues are required to personally notify their direct report unless medical necessity prevents this. Messages left with other Colleagues or on voice mail must be followed up personally with your direct report. This personal contact enables your direct report to ask questions to fully understand coverage issues.

No Call/No Show: Failure to notify your direct report about your absence is a very serious violation of policy. Immediate disciplinary action in the form of a written warning may be given when a Colleague is absent without proper call-in, regardless of the number of absences a Colleague has on record.

Lack of Notice for Three Consecutive Days: Absence for three consecutive work days without proper notification will be considered a voluntarily resignation. A certified letter will be sent to you notifying you of your lack of notice and voluntary resignation.

Attendance Record:

1. Your direct report maintains a Colleague's attendance record. Of particular concern is a pattern of behavior indicating intentional and predictable absenteeism and/or tardiness.
2. The general guidelines below suggest possible disciplinary action. Excessive tardiness or absenteeism may be grounds for discipline up to and including termination of employment. Each situation of tardiness or absenteeism will be evaluated on a case-by-case basis. However, even one absence may be considered excessive, depending on the particular circumstances. Goshen Health reserves the right to modify or skip one or more of the steps of the disciplinary policy and to act in accordance with its best business interests.

(a) First Written Warning	5 occurrences within 12 months
(b) Second Written Warning	6 occurrences within 12 months
(c) Third Written Warning	7 occurrences within 12 months
(d) Termination	8 occurrences within 12 months

Additionally, a pattern of occurrences over a period of time less than or greater than the most recent 12-month period may be evaluated in determining whether any discipline may be necessary.

3. During the Introductory Period, attendance is monitored closely. Tardiness or absences during the Introductory Period may result in disciplinary action up to and including termination at any time that the supervisor feels an unacceptable pattern is developing.

Tardy Record: Colleagues are expected to be at work at the starting time of their shift and are expected to work until the end of their scheduled shift. Each direct report has the authority to counsel and discipline a Colleague when a pattern of tardiness is observed.

Absences Which Are Not Subject to Disciplinary Action:

1. Approved requests for time off made in advance of schedules, in compliance with departmental notification policies
2. Approved short-notice requests for time off which comply with the departmental notice requirement
3. Absences attributable to a valid Goshen Health Leave of Absence including: COLLEAGUE'S SERIOUS HEALTH CONDITION*; COLLEAGUE'S SERIOUS CHRONIC HEALTH CONDITION*; COLLEAGUE'S PARENTING LEAVE*; and SERIOUS HEALTH CONDITION OF SPOUSE, CHILD, OR PARENT* as defined by Goshen Health Leave of Absence Policy

4. Work-related injury or illness*
5. Funeral time, jury duty, military duty or other situations as reviewed and approved by the Colleague's direct report.*
6. Reduced hours or shifts due to business necessity*
7. Accommodations made for Colleagues in accordance with the ADA*

**Please note: Colleague's must provide appropriate certification to the Human Resource Department.*

Colleagues Who Become Ill at Work: Colleagues who become ill at work and are unable to continue work are to report to their direct report. Partial absences may count towards a Colleague's attendance record.

Affect on Performance Rating: Each direct report has the discretion to rate a Colleague as "Needs Improvement" on the Attendance and Punctuality criteria when a Colleague's attendance or tardy record is not acceptable for the coverage needs of the department or the guidelines regarding call in and notification procedures have not been followed.

It is not possible to achieve an overall evaluation rating of "Exceptional" if a Colleague is rated as "Needs Improvement" in the Attendance and Punctuality criteria of the Performance Evaluation.

Use of Paid Time Off:

9. Use of paid time off which has been pre-approved by your direct report is not counted as an absence. An absence for which you are paid but did not have prior approval may be counted against your attendance record.
10. Any time off **must** be covered by PTO time. If a Colleague is eligible for short-term disability, PTO time must be used to cover any portion that is not paid by disability benefits. If a Colleague does not have any available PTO time, appropriate wage reductions will be taken.

HIRING OF RELATIVES

Goshen Health permits the hiring of relatives with the exception that relatives do not supervise one another, work in the same department or compromise necessary checks and balances. The hiring of a relative needs to be approved by the divisional Vice President and the Vice President of Human Resources prior to an offer being made.

NON-SOLICITATION POLICY

Disruptions to work flow and patient care can be caused by the solicitation of Colleagues or the distribution of handbills or other materials. Goshen Health recognizes the importance of contributing to the wellbeing of the community to which it belongs. As such, Goshen Health encourages its Colleagues to participate in charities, activities, and clubs of their own choice on their own time and to participate in Goshen Health sponsored events and activities if they desire.

In order to prevent any interruption in the work environment or inconvenience to our patients the following guidelines will apply:

Colleagues may not solicit or distribute literature during their own working time.

Colleagues may not solicit or distribute literature to other Colleagues who are on working time.

Colleagues may not distribute literature or printed material of any kind in working areas at any time or use the interoffice mail for distribution of such material.

Distribution of literature by non-Colleagues on Goshen Health premises is strictly prohibited.

Solicitation by non-Colleagues in all working areas is strictly prohibited.

No notices or literature will be posted on bulletin boards, except work schedules and internal memos, without the approval of the Director and the Vice President of Human Resources.

7. Colleagues may not sell candy, gift wrap etc. for fund raising purposes during work time or on Goshen Health premises.
8. Solicitation through the use of product parties for items such as Tupperware, Mary Kay, Longaberger Baskets, etc. is prohibited during work time or on Goshen Health premises.
11. Use of the Goshen Health newsletter for solicitation for private business purposes is prohibited.
12. Goshen Health authorized solicitations include the annual United Way Campaign, The American Red Cross Blood Donor Drive, and National Lee Denim Day for the Susan Komen Breast Cancer Fund, American Cancer Society Relay for Life, Cancer Care House or other events as designated by the Company and approved by the Vice President of Human Resources.

SECONDARY EMPLOYMENT

Any Colleague who desires to obtain secondary employment outside of Goshen Health must receive approval of any such employment from their director. Generally, such requests will be granted unless such employment may compromise his/her ability to safely and efficiently perform his/her duties or compromise confidential information.

Colleagues holding outside employment are expected to notify their supervisor to ensure that it does not cause scheduling conflicts or adversely affect performance, absenteeism or tardiness.

BREAKS AND LUNCHES

Since each department operates differently, Colleagues shall schedule their breaks and lunch schedules with their direct report.

Goshen Health policy requires that all hourly Colleagues clock in/out for a thirty-minute lunch break when working more than six hours. Failure to follow the policy will result in Corrective Action counseling.

PERSONAL PHONE CALLS

To avoid disruption of work schedules, personal phone calls and visitors are discouraged except in urgent or emergency situations. Interruption by personal phone calls or visitors could interfere with proper and prompt delivery of patient care.

Cellular Phone Usage

Cellular phones **should not** be used in areas that are posted for no cell phone usage.

NO cellular telephone usage will be allowed on the Intensive Care Unit (ICU) due to interference with equipment.

Personal cellular telephone usage, including text messaging, accessing the internet should be limited to your lunch/break times.

LOST ARTICLES

Any Colleague finding lost or misplaced property, personal items, or clothing, is required to report this to the Environmental Services Department immediately. Articles of value must be turned over to the Security Department for safekeeping and documentation.

LOCKERS / SEARCHES

If a locker is needed, a locker will be assigned through your direct report

Goshen Health reserves the right, at any time, to inspect Goshen Health property including, but not limited to, vehicles, merchandise, equipment, lockers, tool boxes, work stations, desks, file cabinets, and any other container for alcohol, illegal drugs, illegal items, or other inappropriate items, without permission.

If Goshen Health has any reason to suspect that a Colleague is in possession of any illegal substance or contraband, the Colleague may be asked to immediately submit to a search of his or her vehicle, desk, locker, lunch box, briefcase, purse, wallet, packages, personal possessions, or other items on the premise to which the Colleague has or had access.

Refusal to agree to a search or an inspection is considered insubordination and may result in disciplinary action up to and including termination.

SMOKING

For your safety and the safety of your fellow Colleagues, Goshen Health is a **NON-SMOKING, NON TOBACCO USING** campus.

LEAVES OF ABSENCE

Periodically there may be reasons, that require a Colleague to be absent from work for an extended period of time. Recognizing Goshen Health's investment in its Colleagues and the importance of retaining them, Goshen Health has established this procedure for granting leaves of absence for legitimate family, medical, industrial, personal or military reasons.

FAMILY AND MEDICAL LEAVE ACT ^{**}(The term "employee" is referenced several times in the FMLA guidelines, this has been intentionally left and not changed to "Colleagues" as it is the regulation from the DOL).

Goshen Health complies with the Family and Medical Leave Act of 1993 (FMLA). The FMLA allows certain Colleagues to obtain unpaid leaves of absence for qualifying events.

- A. Full-time, part-time and temporary employees who have completed one year of service, have worked at least 1,250 hours in the preceding twelve (12) month period, and work in a facility with 50 or more employees or in a facility where 50 or more employees work within a 75-mile radius are eligible to request a LOA for a qualifying reason under the FMLA Policy.
1. For determining whether the 1250 hours criteria is met, an employee who is absent to fulfill his/her National Guard or Reserve military obligations will be credited with the hours-of-service that would have been performed but for the period off for military service.
 2. If an employee is on a non-FMLA LOA and becomes eligible for FMLA LOA, the leave time after becoming FMLA eligible is considered FMLA LOA and the leave time before is considered non-FMLA LOA.
- B. FMLA qualifying reasons are where the employee is unable to work due to
1. his/her own serious health condition (12 weeks);
 2. to care for the employee's parent, child or spouse with a serious health condition (12 weeks);
 3. the birth, adoption or foster care placement of the employee's child (including prenatal care) (12 weeks);
 4. the employee's spouse, child or parent is on active duty or has been notified of an impending call or order to active duty status in the Armed Forces in support of a contingency operation (Qualifying Exigency Leave) (12 weeks); and/or
 5. the employee is needed to care for the serious injury or illness of the employee's spouse, child, parent or next of kin who is a covered Servicemember (Servicemember Family Care Leave) (26 weeks).

Servicemember Family Care LOA (#5 above) is permitted under certain criteria for a 26-week period in one 12-month period, going forward from the date Servicemember Family Care LOA begins. Although all of the criteria and requirements of FMLA LOA apply to Servicemember Related LOAs (#4 & 5 above), there are additional criteria which are set out below.

- C. FMLA LOA is a total of 12 (or 26) weeks of unpaid leave during a designated leave year when the employee:
1. has not used the allowed weeks of FMLA leave in the past twelve (12) months;
 2. has completed and submitted the required forms and followed the advance notification requirements (if practical);
 3. has been approved for FMLA leave; and
 4. is not designated as a "key" employee and/or executive for whom

additional requirements and procedures may apply.

- D. The 12 (or 26) weeks of employment and benefit protection under FMLA includes:
1. restoration to the same or equivalent position upon return to work;
 2. maintenance of benefits accrued prior to leave;
 3. maintenance of group health insurance coverage provided the normal employee contributions are timely and fully paid; and
 4. immediate reinstatement to the medical plan upon return to work, if medical coverage is not continued during the approved FMLA leave.
- E. Except for Servicemember Family Care LOA, the designated leave year is the rolling twelve (12) month period measured backward from the first date FMLA leave is used. FMLA LOA is without pay. Although all unused days must be used prior to beginning unpaid leave, paid leave is not in addition to, but runs concurrently with, FMLA leave. In other words, PTO days must be used in conjunction with FMLA leave and will be considered part of the 12 (or 26) weeks of FMLA LOA.
- F. Advance notice of at least 30 days should be given by the employee where the need for FMLA LOA is known or predictable. In occasions where the need is unknown or immediate and advance notice is not practical; notice as soon as practicable by the employee or his/her immediate family is required. The employee's family member (or employee if possible) must also contact the employee's manager in the event of a sudden absence. Please see the Company policy on attendance for questions regarding notification to the Company in the event of an absence. Regular call-in is required until FMLA LOA is approved and failure to meet the call-in requirement means the absences are not FMLA covered and will be applied under Goshen Health's regular attendance policy, which may result in disciplinary action.
- G. If the FMLA LOA is for the serious health condition of the employee, a medical certification form must be completed and returned to Human Resources within 15 days. If the FMLA LOA is to care for another immediate family member's serious health condition, a written certification from that family member's physician indicating the employee is needed to care for the family member must be completed and returned to Human Resources within 15 days. Failure to promptly provide proper documentation may result in the denial of FMLA leave and waiver of its benefits.
- H. Once Goshen Health receives a completed and sufficient certification, it will authenticate it with the employee's health care provider. If it contains vague or

- unresponsive information, with the employee's written consent, Goshen Health will obtain clarification from the employee's healthcare provider. If such clarification is not successful or the form is otherwise insufficient, Goshen Health will provide the employee with a list of information needed and allow the employee 7 days to cure the deficiencies. If the deficiencies are not corrected within the cure period, FMLA leave will be denied.
- I. If the employee's healthcare provider will not complete the certification or provide subsequent clarification of it to Goshen Health without a HIPAA authorization from the employee, the employee is responsible for curing any deficiencies within the cure period or FMLA leave will be denied.
 - J. A medical certification is effective as to a particular condition or qualifying reason for the stated duration of the leave or for the remainder of the designated FMLA leave year, whichever is less. However, for employees who are on leave for at least 30 days, Goshen Health may require a re-certification after 30 days. Goshen Health may also require re-certifications every 6 months for an employee's absence related to an earlier provided certification. Goshen Health may also require a re-certification in the following situations: (1) if an extension to a leave is requested; (2) where circumstances described in the last certification have changed; and/or (3) where Goshen Health received information casting doubt on the employee's stated reason for an absence or on the continuing validity of the last certification.
 - K. If Goshen Health will require a fitness-for-duty certification before an employee may return to work after a FMLA LOA, it will provide a list or job description of essential job duties for the employee to provide to the healthcare provider, which will be used to assess whether the employee has the ability to perform those functions upon his/her return to work. This list or job description of essential job duties will be provided at the time Goshen Health designates the leave as FMLA leave.
 - L. Inability to or failure to return to work after exhaustion of the 12 (or 26) weeks of FMLA leave removes the employee's right to the employment and benefits protection under the FMLA, including the right to be reinstated to his/her prior position. Additionally, Goshen Health may recover the costs of group health benefits it paid on the employee's behalf unless the failure to return is due to the continuation or recurrence of the health of the employee, the family member or Servicemember. A certification from the health care provided is required under these circumstances.
 - M. Non-work and work-related injuries may meet FMLA criteria and, if so, exhaust some or all of the employee's FMLA leave. Goshen Health recognizes and abides by the Workers' Compensation Laws and Regulations in effect.

- N. Intermittent or Reduced Schedule Leave may be requested and approved for situations, which meet the FMLA's criteria, such as ongoing treatment for a serious medical condition or chronic illness or pregnancy. Intermittent or Reduced Schedule Leave is to be scheduled as much as possible to avoid disruption of the employee's work schedule and duties and Goshen Health's work environment. Such leave must be taken in no less than one (1) hour intervals.
- O. If you request Intermittent or Reduced Schedule Leave, where the need is foreseeable based on planned medical treatment, you may be required to transfer temporarily to an available alternative position for which you are qualified, with equivalent pay and benefits, but which better accommodates recurring periods of leave than your regular position.
- P. After the exhaustion of all FMLA leave, an employee may request additional time off under the Personal and/or Extended LOA provisions. If additional time is granted under either of those provisions, FMLA reinstatement rights do not continue.

Q. **Servicemember Related FMLA LOA**

1. **Definitions**

"Active Duty" is defined as duty under a call or order to active duty under Federal law.

"Contingency Operation" has the same meaning given under federal law.

"Covered Servicemember" is a current member of the Regular Armed Forces, the National Guard or Reserves who is undergoing medical treatment, recuperation or therapy, is otherwise in outpatient status or is otherwise on the temporary disability retired list for a serious injury or illness. Former members are not covered nor are individuals on the permanent disability retired list.

"Armed Forces" includes all branches of the United States Armed Forces, including National Guard or Reserves.

"Outpatient Status" with respect to a covered Servicemember, means the status of a member of the Armed Forces assigned to (a) a military medical treatment facility as an outpatient or (b) a unit established for the purpose of providing command and control of members of the Armed Forces receiving medical care as outpatients.

"Parent and/or Son or Daughter" means the Servicemember's biological, adoptive, step or foster father or mother or anyone who stood in *loco*

parentis to the Servicemember. Son or daughter means biological, adopted or foster child, stepchild, legal ward or a child for whom the Servicemember stood in *loco parentis* and who is of any age.

“Next of Kin” means the nearest blood relative of the individual other than the Servicemember’s spouse, parent, son or daughter in the following order of priority: blood relatives who have been granted legal custody by court decree or statute, brothers and sisters, grandparents, aunts and uncles, and first cousins unless the Servicemember has specifically designated in writing another blood relative for purposes of Servicemember Care Leave.

“Serious Injury or Illness” in the case of a member of the Armed Forces means an injury or illness incurred by the member in the line of duty on active duty that may render the member medically unfit to perform the duties of his/her office, grade, rank or rating.

2. **Qualifying Exigency Leave may be taken only in the following circumstances:**
 - a. If the Servicemember is a member of the National Guard or Reserve or a retired member of the Regular Armed Services or Guard. Note: Exigency Leave is not available when the Servicemember is a member of the Regular Armed Forces.
 - b. Two certifications are required: (1) certification that the Servicemember is a covered military member who is on active duty or called to active duty (a copy of the Servicemember’s active duty order is required); and (2) the employee’s statement as to the nature of the exigency, the amount of leave needed, and the relationship to the Servicemember (submission of Goshen Health’s form is required). Both certifications are required to be returned to Human Resources within 15 days.
 - c. **Short-Notice Deployment** applies only when the family member is notified of an impending call or order to active duty 7 or fewer days before the date of deployment. An employee is entitled to leave only for a period of 7 calendar days starting with the day the Servicemember is notified of the call/order to active duty status.
 - d. **Military Events and Related Activities** applies to allow the employee to attend official ceremonies, programs or events sponsored by the military and for family support, assistance

programs, and informational briefings sponsored/promoted by the military, its service organizations or the American Red Cross where such activities and events are related to the active duty or call/order to active duty status. Examples of such events/activities are arrival and departure ceremonies, pre-deployment briefings, family briefings during the deployment, and post-deployment briefings.

- e. **Childcare and School Activities** applies where the activities require the attention of the employee due to the active duty or call/order to active duty status of a Servicemember, such as: (i) arranging alternative childcare when the active duty/call or order to active duty results in a change in the childcare arrangement; (ii) providing childcare on an urgent, immediate need basis (but not routine, regular or everyday basis); (iii) enrolling in or transferring the child to a new school/day care; and (iv) attending meetings with school/day care staff, such as those regarding discipline, parent-teacher conferences or school counselor meetings when the meeting is necessary due to circumstances arising from the active duty/call or order to active duty status and not those such that occur regularly for all parents.
- f. **Financial and Legal Arrangements** applies for employees to address financial or legal arrangements related to the Servicemember's absence while on active duty/call or order to active duty, such as preparing and executing financial and healthcare powers of attorney, transferring bank account signature authority, preparing or updating a will or living trust or representing the Servicemember before a federal, state or local agency to obtain, arrange or appeal military service benefits during the time the Servicemember is on active duty/call or order to active duty status and for 90 days following termination of active duty status.
- g. **Counseling** is to allow an employee to attend counseling for the employee, the covered Servicemember or a family member covered by this provision provided by someone other than a healthcare provider. Specifically, such counseling is for military families that is non-medical in nature, e.g. by a military chaplain, pastor or minister or counseling offered by the military or a military service organization.
- h. **Rest and Recuperation** allows an employee to spend time with family members who return on short-term, temporary,

rest and recuperation leave during the deployment and is limited to 5 days for each instance.

- i. **Post-Deployment Activities** allows employees to attend arrival ceremonies, reintegration briefings and events, official ceremonies or programs sponsored by the military for a period of 90 days following the termination of the Servicemember's active duty status. This leave also allows bereavement leave to make funeral arrangements or address other issues related to the death of a Servicemember while on active duty status.
- j. **Additional Activities** allows other additional activities that arise out of a Servicemember's active duty/call or order to active duty, where the activities are usually unforeseen and do not fall under another type of leave. Goshen Health and the employee must both agree that the activity is a qualifying reason and to the timing and duration of the leave.
- k. **Intermittent or Reduced Schedule Leave** may apply to Exigency LOA.

- 3. **Servicemember Family Care Leave** is for a total of 26 workweeks of leave during a single 12-month period. An eligible employee is entitled to a combined total of 26 weeks of leave under FMLA and Servicemember Family Care Leave. In other words, the maximum LOA is 26 weeks and this 26 weeks runs concurrently with, not in addition to, the 12 weeks of FMLA leave allowed for non-Servicemember Related FMLA LOA or a Qualifying Exigency Servicemember Related FMLA LOA.
- 4. **Servicemember Family Care Leave** requires written certification using the specific Servicemember Family Care form which includes certification related to the Servicemember's military status and the care to be provided by the employee and the medical certification of the Servicemember's serious injury or illness from the Dept. of Defense or Veterans Association's healthcare provider. These certifications are to be returned to Human Resources within 15 days. If the employee received an invitational travel order or authorization from the Dept. of Defense, that form constitutes automatic certification of the serious injury or illness of the Servicemember and remains in effect for the duration specified on it.
- 5. Where eligible employees are both employed by Goshen Health, special rules apply. See below.

R. **Special Rules apply if both spouses/parents are employed by the Company.**

1. FMLA New Child Leave (12 weeks). When both parents/spouses work for Goshen Health, the combined number of weeks to which they are entitled is limited to 12 weeks during a 12-month period. However, the portion of the mother's leave that is an employee medical leave due to pregnancy, childbirth or nursing is not considered in this combined maximum leave period. The mother is entitled up to 12 weeks (or up to 4 months, if eligible under the Tennessee Maternity/Family Leave law) of leave for pregnancy, childbirth or nursing regardless of any leave taken by the father.
 2. FMLA Care for Family Member (12 weeks). When both spouses work for the Company and need to care for a family member with a serious health condition, the combined total amount of leave is 12 weeks in any 12-month period.
 3. Servicemember's Family Care (26 weeks) or a combination of Servicemember's Family Care and FMLA (12 weeks). Where both spouses or next of kin work for the Company, the total number of workweeks is 26 weeks during a single 12-month period. If the leave taken by the employees includes FMLA (12 weeks) leave, that leave is limited to 12 weeks, with the remainder of the 26 weeks allowed only under the Servicemember's Family Care LOA.
- S. Special Rules apply to return to work rights. When an employee returns from an approved FMLA LOA, he/she will be returned to the same or an equivalent position as he/she would have held if he/she had not taken the leave, with equivalent employment benefits, pay, and other terms and conditions of employment. There will be no loss of length of service or other benefits due to the leave, although no additional vacation, sick or other benefits accrue while on the leave.

PERSONAL/MEDICAL LEAVE

Colleagues who have successfully completed their introductory period are eligible to request a personal medical leave. This leave is designed for Colleagues who do not meet the hourly or yearly requirements for an FMLA leave; this leave must be supported by medical documentation that meets the requirements considered to be a serious

health condition. A Colleague is eligible for up to 12 weeks of this non-job protected leave of absence.

INDUSTRIAL LEAVE

All Colleagues are eligible for Industrial Leaves. Industrial Leaves will be granted to a Colleague who is unable to work because of a work-related injury for the duration of the injury, except that a leave normally will not be approved to exceed six months, unless as required by law. **Important: All time off and treatment is coordinated through the Colleague Health Nurse.** An injury will be considered work-related only if the Colleague timely informs his or her direct report of the work-related injury and if his or her workers' compensation claim is accepted.

Colleagues on Industrial Leave must inform their direct report of their condition and their anticipated return-to-work date no less than every thirty days. Requests for extensions of Industrial Leave must be supported by a physician's certification. A physician's certification will also be required for returning from an Industrial Leave. All Industrial Leaves will run concurrently with FMLA leave, if applicable.

MILITARY LEAVE

All Colleagues are eligible to take Military Leave in accordance with law. Colleagues requesting such leave must provide the Human Resources department with a copy of their orders directing them to report for duty at the time they make their request.

JURY DUTY

It is the civic responsibility of every citizen to serve as a juror when called to do so. Goshen Health's philosophy is to make service on a jury as easy as possible.

All full or part-time Colleagues who are required by the court to be absent from work for jury duty shall be eligible to receive jury duty pay equal to the difference between the jury duty payment and their regular pay. Upon notification of jury duty selection, the Colleague must present his or her direct report with the proper evidence showing the dates of jury duty service so that the supervisor can plan the schedule accordingly.

30 – DAY PERSONAL LEAVE

Colleagues who have successfully completed their introductory period are eligible to request a Personal Leave. A Colleague may be granted a Personal Leave up to thirty days a year for compelling personal reasons as approved by the Human Resources department and their direct report, if his or her absence will not disrupt the department's operations; and if the Colleague has any vacation or personal days, this paid time must

be used before unpaid time begins. **Personal Leave does not guarantee job reinstatement.**

BEREAVEMENT LEAVE

POLICY:

Bereavement pay is intended to replace income for scheduled time not worked due to a death of a family member as outlined in this policy. A maximum benefit of up to thirty-six (36) hours of time off with pay (three days) is available to a full-time or part-time Colleague who has a death in the immediate family. Bereavement pay is intended to be used to allow for a Colleague's attendance at event(s) to memorialize the deceased family member. The Colleague must have completed his/her Introductory Period to be eligible to receive this benefit.

Immediate family is defined as a mother, father, spouse, child, daughter/son-in-law, grandchild, sister, brother, parents-in-law, grandparents, step-mother, step-father, step-sister, step-brother, step-child.

Bereavement pay of one day up to twelve (12) hours is available for relatives defined as grandparents-in-law, sister/brother-in-law, aunt, uncle, niece or nephew, great-grandparents.

Bereavement pay is equivalent to the Colleague's normally scheduled work days and rate of pay. Bereavement pay is not included in overtime calculations for the week. To be paid bereavement payment, the Colleague must provide a memorial card from the funeral home or the obituary from the newspaper for the deceased relative and place his/her name and Colleague ID number along with the relationship of the deceased to the Colleague on the back of the card or obituary. The card or obituary must be turned in to the Human Resource Department within the same pay period as the bereavement leave was taken.

Any additional time off would need to be covered by PTO time or, if a Colleague does not have any available PTO time and is an hourly Colleague, an appropriate wage reduction will be taken. (Time off in excess of the three (3) days may constitute a leave. The Colleague should see a member of the Human Resource Department.)

COLLEAGUE CODE OF CONDUCT

To better know what is expected of you as a Colleague of Goshen Health and to ensure that we are providing our guests and patients with the ultimate customer service while providing a certain level of consistency in the workplace, it is important that you become familiar with the Colleague code of conduct. The intent of the code of conduct is to

promote an efficient, courteous environment in which to work. Violations of these rules will result in disciplinary action up to and including termination.

The following list is not all-inclusive; Colleagues may be disciplined for misconduct not identified in this list and additional rules may be established when deemed necessary by the Goshen Health. Individual departments may also establish additional rules that are necessary for their particular operational requirements.

The following is a list of possible misconduct:

1. Exhibiting discourteous, rude, or offensive behavior to a guest, patient, Colleague.
2. Extended or excessive breaks.
3. Engaging in any acts of carelessness, intentional negligence, or other substandard work performance, which may jeopardize guest, patient, or Colleague safety, and/or cause major damage to Goshen Health property, equipment or image.
4. Failure to follow instructions or any other form of insubordination.
5. Failure to clock in or out.
6. Clocking in or out for another Colleague.
7. Selling, possessing, or consuming alcohol or illegal drugs on Goshen Health property, or illegally distributing prescription drugs on company property.
8. Working under the influence of alcohol or illegal drugs.
9. Failure to return to work as scheduled following a leave of absence.
10. Theft or misappropriation of Goshen Health or guest property (including food, keys, documents or data, electronic or otherwise).
11. Possession of weapons, firearms, or explosives or the threat to use them on Goshen Health property.
12. Deliberate omission or falsification of information.
13. Sleeping while on duty.
14. Release of operating and/or confidential information of any type or scope to media or other outside sources.
15. Failure to submit to or pass a random or incident drug/alcohol test.
16. Violation of the Goshen Health Colleague parking policy.
17. Harassment of any Colleague by another Colleague.
18. Threatening, intimidating or coercing Colleagues.
19. Fighting or instigating a fight on Goshen Health property.
20. Immoral, improper or illegal conduct.
21. Violation of Goshen Health safety regulations.
22. Failure to cooperate with officials engaging in an official investigation.
23. Making false or non fact-based communications about a Colleague or Goshen Health.

GROOMING AND ATTIRE STANDARDS

As a representative of Goshen Health, every Colleague is responsible for creating a favorable impression to support a positive customer service image for our patients, families and guests. An individual's appearance should create a feeling of confidence and respect through grooming and attire that is tasteful, neat, and clean and of appropriate size and length.

All full-time, part-time, casual, and temporary status Colleagues with Goshen Health Hospital, Goshen Health or Goshen Health Home Medical are covered by this policy.

All Colleagues are required to dress in a professional manner, and this policy outlines the minimal acceptable standard for dress. Subject to administrative approval, departments may adopt department-specific dress code guidelines above the minimum standards that support their specific patient care and business goals.

Minimum Standards

Identification Badges: All Colleagues are required to wear their identification badge at all times while on duty. Uniformed Colleagues must wear their ID badge at shoulder height and in a way that doesn't cover the Goshen Health logo on their uniform. Uniformed Colleagues are restricted from using lanyards for their ID badges. All other Colleagues must wear their ID badge above the waist. Only pins, emblems, and/or related to hospital sponsored or supported affiliations and professional affiliations may be attached to the ID badge as long as pertinent information is not covered. Where technology is available, locator badges must be worn by all direct patient care providers on inpatient units. Non-direct patient care providers may be required to wear a locator badge by a nursing unit's clinical manager. Where applicable, Colleagues must wear radiation monitoring devices to measure radiation exposure. Uniformed Colleagues may be provided with a hangtag that further helps patients and guests identify which role that Colleague plays on the Goshen Health team. These hangtags should be worn with their position visible from the bottom of the name badge.

Personal Hygiene: All Colleagues are required to be clean and maintain appropriate personal hygiene with regard to their body, hair and nails. Hair will be clean and neatly styled and of a natural color (for example, no fluorescent colors). Notwithstanding the forgoing, one moderately sized stripe of non-natural hair color is permitted. When providing direct patient care, hair longer than shoulder length must be contained. Braids and dreadlocks are acceptable, provided that they are clean, neat and do not cover a Colleague's face. Beards, sideburns and mustaches are permitted, but must be neatly trimmed. Fingernails and toenails need to be clean, neat, well-manicured, with nails trimmed not to exceed ¼ inch from the tip of the fingers. Nails may be polished. Colleagues with direct patient contact may not wear artificial nails of any kind. Sensitivity and moderation should be exercised in the use of fragrance products. Health related issues associated with fragrance products may lead to the establishment of control parameters and may be addressed on a case-by-case basis.

Uniforms: Uniforms will be standard dress for all Colleagues who provide direct patient care services in the following departments:

- Nursing and Patient Care Services
- Environmental Services
- Ambulatory Services
- Emergency Services
- Nutrition and Dietetics

In the absence of administrative approval, individuals not designated to wear scrubs or lab coats may not elect to do so and should be dressed in attire consistent with their role within the department. Uniforms or professional attire must be worn at all times while on duty. With the exception of General Orientation, Colleagues on-site solely to attend a meeting may wear jeans. Goshen Health uniforms must be in good repair, clean, not wrinkled and appropriate in size and length. The hemline of the uniform pants should not touch the floor. Except as provided at Cintas.com, non-scrub uniform pants may include any kind of dress slacks or khaki-, twill-, or corduroy-style pants. However, Uniformed Colleagues may not wear pants that are cargo-style or jean-style. Scrub gowns may be worn for surgical procedures and isolation/protection purposes only. Where available, hospital-provided scrubs may be worn for emergencies when personal scrubs become soiled or contaminated while on duty. Shirt layers under uniform tops may be black or white long-sleeved or short-sleeved t-shirts, mock turtlenecks or turtlenecks. Uniformed Colleagues may wear their approved cold weather garment, except when providing direct patient care.

Clothing and Accessories: Colleagues should dress and accessorize in a manner that projects a professional image and is appropriate to the type of work they perform. Clothes and work shoes need to be clean, neat, and in good repair. Earrings and/or one small nose stud (no bigger than 2mm, no septum or hoops) are acceptable. Ear gauges must be plugged with a flesh tone plug and not tunneled. No other visible pierced jewelry or body adornment is permitted, including tongue piercing. Colleagues providing direct patient care may not wear dangling jewelry (ex: bracelets, earrings and necklaces), and it may be completely banned in some areas to safeguard against injury. Jewelry must not interfere with a Colleague's and/or patient's safety or ability to perform the job. Subject to administrative approval, individual departments may establish a policy more restrictive than the minimum standards presented in the general policy. Undergarments must be worn, covered and not visible. If the fit of a Goshen Health uniform may reveal undergarments, underwear or skin when performing routine job functions, an approved color and style of shirt must be worn under the uniform top. Clothing, jewelry and accessories must also follow department-specific dress code guidelines, if applicable.

Footwear: Uniformed Colleagues must wear hosiery or socks in all patient care areas (including any inpatient or outpatient area, physician office, or other area where patient contact occurs). All Uniformed Colleagues must wear clean closed-toe, non-skid-sole shoes

Work in Multiple Facilities: Uniformed Colleagues working in multiple facilities must wear the uniform appropriate for each facility. When advance scheduling indicates the Colleague will staff multiple facilities in the same shift, the Colleague must change uniforms to match each facility's approved uniform. When unexpected scheduling changes occur, Uniformed Colleagues will change uniforms whenever possible. However, as long as the Colleague is wearing a Goshen Health branded uniform, the Colleague will not be penalized as being "out of uniform."

Work in Multiple Roles: Uniformed Colleagues who work in multiple roles must work with their manager to determine the appropriate uniform. Generally, the Colleague will wear the designated uniform for the role in which they perform the majority of their duties.

Attire While Attending Educational Offerings or Meetings: Colleagues who are being paid for attending educational offerings, including orientation, CPR or off-site meetings must be dressed in professional wear or an appropriate Goshen Health uniform. With the exception of General Orientation, Colleagues coming in solely to attend a meeting may wear jeans. Jeans may not have holes or be frayed at the bottom.

Holiday, Sports Team and Fundraising Attire: Goshen Health is open to patients and families 365 days a year. They come to Goshen Health with the same concerns, anxieties and expectations on holidays as they do on every other day. As such, they should be greeted, welcomed and received with the same level of care, reassurance and professionalism that they experience on other days as well. Therefore, no holiday-themed attire may be substituted for a Goshen Health uniform and no “jeans days” or similar events will be approved for any purpose, including to recognize a local sports team or raise funds. Tasteful holiday attire may be incorporated into professional wear, to the extent that it does not interfere with other requirements of this policy.

Contractors and Students: Contractors in patient-facing roles must follow the uniform standards for that role; however, contractors’ uniforms should not contain the Goshen Health logo. Students without school-specified scrubs or other uniform should wear their discipline’s specified uniform, without the Goshen Health logo.

Tattoos: Tattoos may be visible if the images or words do not convey violence, discrimination, profanity or sexually explicit content. Tattoos containing such messages must be covered with bandages, clothing or cosmetics. Goshen Health reserves the right to judge the appearance of visible tattoos.

The following items considered to be **ACCEPTABLE** attire guidelines for non-uniformed Colleagues include:

- Suits
- Dresses
- Skirts
- Blouses/Shirts and/or Sweaters
- Sleeveless dresses and or blouses are allowed in immediate work areas, but must be covered when leaving workspace or if a client/patient is present.
- Dress Slacks, Twill- or Khaki-type Casual Slacks, Corduroy and Cotton Pants that are no shorter than ankle length.
- Leggings may be worn if under a dress or skirt that is not more than 3” above the knee.
- Sport coats, Blazers and Cardigans
- Dress shirt w/tie
- Collared Polo Shirts
- Traditional and Mock Turtlenecks
- Goshen Health Logo Shirts
- Appropriate Shoes for Business (e.g., heels, dress sandals or flats for women, dress shoes or loafers for men). Tennis shoes are not permitted.

- Hosiery is optional for women. Open-toed shoes may be worn without hosiery.

The following items considered to be **ACCEPTABLE** attire guidelines for uniformed Colleagues include:

- Clean and pressed uniforms
- Collared polo shirts
- Goshen Health logo shirts
- Lab Coats
- For Uniformed Colleagues, all layers worn underneath a Goshen Health uniform must be tucked in and not visible below the uniform top. All outer-layer, button-down shirts, except for those with a tailored hem (designed to be worn untucked), must be tucked in. Tucking in polo shirts is preferred.
- Appropriate closed toe shoes (e.g., athletic shoes if approved by Director); Croc style shoes are prohibited.
- Appropriate stockings/leg wear must be worn in patient care and food service areas at all times.

- The following items considered to be **UNACCEPTABLE** attire include, but are not limited to:
- Bare back tops, tank tops, halter tops, midriff tops, spandex tops, or other formfitting materials
- Clothing or accessories bearing pictures or writing that state or implies nonprofessional, illegal, distasteful, or suggestive language/activities
- Sunglasses (without medical reasons)
- Head coverings except when associated with professional, medical, or religious rationale or are required for reasons related to practice or Board of Health regulations. Appropriate head coverings may be worn when the covering is worn to provide safety, coverage from debris and for outdoor work.
- Tongue studs.
- Slippers or flip-flops (defined as a light sandal, typically of plastic or rubber, with a tongue between the big and second toe).
- Shorts (except when worn during an outdoor health fair or similar event).
- T-shirts without a scrub top or cover-up jacket, sweatshirts, sweatpants, sweat suits (includes, but is not limited to, silk and nylon materials), Capri pants, above ankle length pants, leggings (worn as pants), stretch pants, tight pants, or pants with the waists rolled down, or miniskirts (skirts being more than three (3) inches above the knee), spaghetti strap dresses
- Any color of any denim apparel including skirts, dresses, jumpers, shirts, pants, vests and jackets
- Painter/carpenter overalls and pants and bib overalls
- Excessively worn, frayed, or wrinkled items
- Reflective clothing (i.e. shiny garments with a liquid appearance)
- Any attire which would be worn for sports activity except when athletic shoes are worn by Colleagues involved in providing patient care services and environmental services

- Thermal underwear, Henley's, any clothing and waffle-type material or any see-through material that is worn as a visible layer.
- Undershirts with visible logos, sleeveless fashions that expose underwear, exposed midriff, tying shirttail or arms at the waist
- Plunging necklines or shirts that expose chest hair or cleavage

Appropriateness to the type of work being performed is the applicable standard if there is a question about the appropriateness of a Colleague's appearance or dress that is not specifically mentioned in this policy.

Colleagues who violate policy will be directed to leave the premises, without pay, to change their attire. Repeated violations of this policy will be addressed under the Disciplinary Action policy and may lead to discipline up to and including termination of employment.

Professional Appearance Accountability It is the responsibility of each Colleague to uphold these Professional Appearance standards. These standards have been established by Goshen Health and may be changed at any time. Failure of any Colleague to adhere to these standards will be addressed under the Disciplinary Action policy and may lead to discipline up to and including termination of employment.

Colleagues who do not follow the Professional Appearance standards while on duty will be placed corrective action plan. In addition, Colleagues who do not follow these standards will be sent home without pay to change their attire, provided that patient care is not compromised. If patient care would be compromised by sending a Colleague home, the Colleague will be required to change into hospital-provided scrubs.

Managers, under the direction of their Directors, will be held accountable for consistent application of these standards. Managers will exercise their best judgment to determine if a Colleague is not dressed according to the Professional Appearance standards. Failure to address violations will result in a corrective action plan for the Manager.

Any concerns about appropriate attire should be resolved with the Colleagues direct report prior to wearing the attire. If an issue cannot be resolved at that level, it will be taken to the Colleague's Director or to Human Resources for further assistance.

Department Dress Code Subject to administrative approval, individual departments may establish a policy more restrictive than the minimum standards presented in the general policy. More specific department policy should be an integral part of the initial department orientation and communicated as a standard expectation for every Colleague. It is the responsibility of the department director and management to ensure both the general policy and any department policy are honored by every Colleague. These policies should be reviewed periodically to ensure appropriateness:

- Must incorporate the organization's minimum standards

- Need to be appropriate to the work setting
- Need to include paid time frame for changing clothes, if applicable
- Need to include consequences of not following policy, i.e., Colleagues sent home to change on unpaid time and subject to appropriate disciplinary action

RESPONSIBILITY

The department director is responsible for consistent application of this policy within the department. The Director of HR or Vice President of Human Resources/Corporate Compliance/Legal is responsible for consistent application of this policy throughout the organization.

EXCEPTIONS

Any exceptions to this policy require approval by the VP of HR/Corp Compliance/Legal or designee prior to any action being taken.

CROSS REFERENCE

Disciplinary Action Policy

PROCEDURES

- Colleagues must obtain an ID badge from the Human Resource department upon employment or after a job change transfer or name change
- All Colleagues are required to wear their ID badge during scheduled work time in a location where it can be easily read. An exception to this requirement would be those Colleagues restricted from wearing their ID badge while working in a sterile environment.
- ID badges are to be returned to the direct supervisor upon termination of employment status.

COACHING AND COUNSELING

It is the Goshen Health's philosophy to provide a work environment which encourages excellent service, enhances Colleague productivity through training and development, provides clear-cut performance goals and recognizes and rewards Colleagues for their accomplishments. From time to time performance problems may occur. In these instances, efforts will be made to assist the Colleague in correcting the problem. The steps outlined here are intended to produce positive results and are not intended to punish the Colleague, except in instances of gross or deliberate violations of Goshen Health policy, which may result in immediate termination.

Corrective action should be initiated taking the following items into consideration:

1. The circumstances surrounding the performance problem.
2. The frequency with which the incident or incidents have occurred.
3. Colleague's work history and length of service.

The following steps may be used in the corrective action process, although the particular circumstances may result in skipping or repeating steps in the process. Serious violations of policy may result in immediate suspension or termination of employment, without prior corrective action counseling.

1. First Written Warning: First-time offenses.
2. Second Written Warning: Problems where the Colleague has received previous counseling/ warnings or corrective action plan; problems of a more serious nature.
3. Final Written Warning: Continued repetition of the problem despite verbal and/or written warnings; or extremely serious infractions. At this point a suspension may be appropriate.
4. Discharge: Efforts to correct the problem have failed and the Colleague cannot or will not meet the required job standards; or the Colleague has engaged in a gross misconduct or violation of Goshen Health or departmental policy.

Before any corrective or counseling action is taken, rest assured that your direct report will attempt to review and/or investigate the facts surrounding the situation. This could include interviewing Colleagues to ascertain his or her version of what happened.

For an infraction of a serious nature, the Colleague may be suspended, with or without pay, immediately from work pending a full and complete investigation of the facts. If the Colleague is cleared of the allegation, he or she will be compensated for any lost work time. All corrective measures should be reviewed with the Colleague in private, and with another member of management present to act as a witness when possible. The outcome of the discussion should be carefully documented for later reference and follow-up.

It is our goal to make sure that we have a cooperative working environment. Mistakes happen in the workplace and these counseling notices should be taken as opportunity to learn and grow by our Colleagues. If you have any questions regarding this policy, please feel free to contact the Human Resources Department.

PAY DAYS

Goshen Health uses paperless payroll through direct deposit of your paycheck to a bank or credit union of your choice. Pay vouchers can be viewed on our website for verification. PayHub.GoshenHealth.com

OVERTIME

Goshen Health follows overtime guidelines set by the Federal and State Government. Non-exempt, hourly Colleagues who work more than forty hours in a workweek are entitled to receive time and a half. Colleagues must receive approval from their direct report prior to working any overtime.

HOLIDAY PREMIUM PAY

In recognition of those Colleagues who are required to work on the six recognized holidays, holiday premium pay is authorized at one and one-half (1/2) times each Colleague's base hourly rate.

Colleagues who work on the designated holiday hours are paid holiday premium pay for all hours actually worked during the designated holiday hours.

Recognized holidays and hours for which premium pay is authorized include:

Christmas: All hours worked from 1500 hours on December 24 to 2330 hours on December 25

New Year's: All hours worked from 1500 hours on December 31 to 2330 hours on January 1

Memorial Day, Independence Day, Labor Day and Thanksgiving Day: All hours worked from 2300 hours prior to the actual date to 2300 hours on the date of the holiday

BENEFITS

Goshen Health offers a variety of benefits and benefit eligible Colleague's are supplied with a detailed benefits plan booklet at Annual Open Enrollment, upon notification of a status change to a benefit eligible position, and during the new hire process.

Benefits plan booklets are available in the Human Resources Department.

GROUP MEDICAL INSURANCE

All full-time and part-time Colleagues are eligible to participate in our group insurance plan on the first of the month following your first day of employment. The group

insurance plan includes medical, dental, and life insurance coverage for Colleagues and their dependents.

COLLEAGUE ASSISTANCE PROGRAM (EAP)

Goshen Health recognizes that personal problems can affect your life at home and your productivity at work. These problems, such as marital or family conflicts, depression, alcoholism, or drug abuse, legal or financial pressures and other personal stresses can be relieved by professional help. It is because of such problems and our commitment to your physical and emotional well-being that the Employee Assistance Program (EAP) is provided to full and part-time Colleague's.

The EAP is a voluntary, professional counseling service that is available to you and your immediate family members. This counseling benefit provides assessment, treatment and referral services for a broad range of personal, emotional or financial concerns and is designed to assure you **complete confidentiality**.

Your job security and your chances for advancement will not be threatened by the use of this service. All professional information regarding personal problems identified through the EAP is confidential.

You and your immediate family members are invited to use this service if you feel that professional assistance with a personal problem could be helpful. The program is offered for a limited number of visits at NO COST to the Colleague.

New Avenues EAP: (800) 731-6501 or (574) 232-2131

Helpful work-life balance information available at NewAvenuesOnline.com

401(k)

All Colleagues, age 21 or over, are eligible to enroll in pre-tax or Roth 401k as soon as they are hired. The hospital matches 100% up to 4% each pay period. To be eligible for the profit sharing portion, a Colleague must work 1000 hours in each plan year and be employed the last day of the year. Both the company match and profit sharing are discretionary.

This handbook provides you with a general outline of the 401(k) plan, but this handbook cannot cover all details of the plan. The administration of the plan is subject to the actual terms of the plan as set forth in the formal plan document.

TUITION REIMBURSEMENT

It is our goal at Goshen Health to develop a better-educated and highly skilled work force by providing educational assistance to our Colleagues. To ensure that reimbursement dollars are aligned with our workforce strategic needs, the tuition reimbursement will be available only for designated health careers (mission critical positions) as outlined in the Tuition Reimbursement policy. Goshen Health will provide for reimbursement up to a maximum of \$3,000 per calendar year for undergraduate studies and up to a maximum of \$3,600 for graduate studies. Tuition reimbursement will be paid according to the policy.

Courses must be offered by an accredited college or university or a recognized vocational institution. For further information regarding this program, please consult the Human Resources Department or view the materials on the InfoHub at Share.GoshenHealth.com/sites/GHS/SitePages/Home.aspx under Human Resources, then Tuition Reimbursement.

PAID TIME OFF

Goshen Health has designed a Paid Time Off (PTO) policy to give the Colleague more control and flexibility of his/her own time off. PTO is time accrued by the Colleague to cover all scheduled days off including vacation, holiday and sick time.

Accrual Rate - Colleagues earn PTO based upon his/her paid hours (excluding stand-by hours) totaling up to 80 hours per pay period or 2,080 paid hours a year,

PTO accrual begins from the date of hire. The accrual rate is earned at the following rates:

Goshen Health, Goshen Health Physicians and Goshen Health Home Medical Colleagues:

	Accrual Rate Per Hours Worked	Max. Accrual Per Pay Period	Max. Accrual Over 12 Months
Less than 3 years	0.0962	7.695	200.08
3-5 years	0.1077	8.62	224.02
5-10 years	0.1154	9.23	240.02
10 years or more	0.1269	10.15	263.95

Accrual Exceptions:

Managers and Directors: PTO accrual starts at one level higher than the minimums in each category.

Temporary and Seasonal: Temporary and seasonal Colleagues do not accrue PTO hours.

Weekend Premium Staff: Colleagues on weekend premium shifts do not accrue PTO hours. Weekend premium Colleagues receive a flat rate of 48 hours per year to be taken in increments of 24 hours.

A Colleague's accrual rate will be adjusted, when appropriate, to the new level during the pay period in which the appropriate years of service are attained or a change in employment classification (salaried/hourly; manager/non-manager; or weekend premium) is effective.

At the end of every pay period, a Colleague's PTO is adjusted by subtracting from the balance the amount used during the pay period, and then adding the amount of PTO earned during the pay period.

Carryover Provisions - PTO may be carried over each year. Weekend Premium Colleagues are the exception and cannot carry over PTO. If not used within the calendar year, the hours are lost.

The maximum accrual balance (PTO cap) is equal to one year's worth (26 pay periods) of the maximum accrual rate times the status hours (FT=80, PT=64, C=24). The PTO Cap for Full-time Colleagues is 263.95 hours; Part-time Colleagues is 211.16 hours; Casual Colleagues is 79.19 hours.

The accrual stops when the maximum accrual balance has been reached. The PTO accrual will begin again when the balance is below the PTO cap. All prior PTO rules described earlier will again apply. Accruals lost due to the maximum accrual balance being reached cannot be earned back.

If the PTO cap is exceeded due to a status change, the amount in excess plus the amount necessary to bring the Colleague's bank to within six months of his/her new PTO cap will be paid out at a rate of 100% of base pay.

Except for as stated in the preceding paragraph and in the PTO cash out section, PTO time will not be "cashed out".

PTO Cash Out Provision – Twice a year, a Colleague may "cash out" all but 40 hours of accrued PTO for full-time Colleagues, all but 20 hours of accrued PTO for part-time Colleagues and all but 8 hours of accrued PTO for casual Colleagues. Weekend premium Colleagues may cash out all but 24 hours of accrued PTO.

The "cash out" dates are the closest off payroll period to: a) March 15 and b) October 15. Executives and Directors are not eligible for PTO cash out.

PTO Donations – Goshen Health encourages Colleagues to help other Colleagues, particularly in a time of personal crisis. As such, Colleagues may donate to other Colleagues any amount of PTO time. The donated PTO must be for a serious personal or family illness, the birth or adoption of a baby, or to help cover short or long term disability.

Colleagues may not donate PTO to another Colleague to cover vacations, holidays, or routine sick days.

Attendance Related Provisions - As long as PTO time is available, PTO is paid for any planned or unplanned absence from a scheduled day.

If a Colleague “calls off” for his/her scheduled shift due to an illness or unforeseen emergency, he/she must follow the department’s call-in procedures. This time will be paid as PTO if there is PTO in the Colleague's accrual bank. If PTO is unavailable, the day is unpaid.

PTO hours must be used to bring you up to your approved budgeted hours, except

- Low census and standby times are excluded
- If a Colleague has *approved* PTO and picks up additional hours at their Direct Reports request, the pre-approved PTO will be honored.
- Colleagues must use their PTO hours for Goshen Health’s six (6) recognized holidays regardless of how many hours they work in the week of the holiday (New Year’s Day, Memorial Day, 4th of July, Labor Day, Thanksgiving Day and Christmas Day).

Termination of Employment – For Colleagues hired prior to 04/30/2013, the Colleague’s PTO balance at termination is paid at 100% of his/her first rate of pay if termination follows completion of 90-day introductory period.

For Colleagues hired on or after 05/01/2013, the Colleague must be employed for one full year to be eligible for the PTO Bank payout upon termination of employment. In other words, if termination takes place prior to their one-year employment anniversary, there will be no PTO Bank payout.

NON-DISCRIMINATION AND HARASSMENT

Goshen Health promotes a work environment free of harassment, discrimination and intimidation. Goshen Health will not tolerate any form of harassment. Any employee who violates this policy will be subject to disciplinary action including discharge.

**Harassment of any kind by
any Colleague is
unacceptable.**

Harassment in any form disrupts lives, decreases productivity, and damages reputations and careers. It creates feelings of uneasiness, humiliation and discomfort. Harassment undermines the employment relationship. No Colleague should be subjected to such misconduct, whether committed by management or non-management personnel.

Harassment in any of the following forms is strictly prohibited:

Race, Color, Age, National Origin, Ethnicity, Religion, Sexual Orientation, Familial Status, Sex or Disability

This workplace harassment policy applies:

- in the workplace
- at off-site social events sponsored by Goshen Health
- during business trips and work assignments away from the workplace.

Harassment by management, Colleagues, temporary workers, customers, visitors, contractors, consultants, and anyone working on behalf of Goshen Health violates this policy and will not be tolerated.

Each Colleague, anyone working on behalf of Goshen Health, and anyone conducting Goshen Health's business off-site is responsible for maintaining a professional environment free from harassment.

Management has additional duties and responsibilities. They must act affirmatively to prevent harassment.

This guide helps Colleagues prevent harassment by:

- stating Goshen Health's policy prohibiting harassment;
- defining sexual harassment;
- defining other types of prohibited harassment;
- recognizing situations where harassment may arise; and

- providing strategies for handling harassment.

**This policy does not limit
Goshen Health's
authority to take appropriate
corrective action for unacceptable
workplace conduct, even if the conduct
does not amount to harassment.**

WHAT IS SEXUAL HARASSMENT?

**Sexual harassment is a form of illegal sex discrimination.
There are two types of sexual harassment:**

“quid pro quo,” and hostile work environment.

Quid Pro Quo Sexual Harassment

“Quid pro quo” sexual harassment occurs when a supervisor, boss, or manager requests sexual favors from a subordinate in exchange for something work-related. If the higher up implies or states that the other Colleague has to go along with the requests or conduct if they are to get or keep their job, pay or other work benefits, this is illegal harassment.

Examples of “quid pro quo” sexual harassment include:

- A Colleague is promised a promotion, pay increase or other job benefit if he or she agrees to a sexual request;
- A Colleague is demoted or loses a job benefit for refusing to agree to a sexual request;
- A Colleague is told that his or her job will improve if he or she accepts a manager's sexual advances.

Hostile Work Environment

A hostile work environment occurs when unwelcome sexual words or conduct are so pervasive they unreasonably interfere with a Colleague's work. Persistent unwelcome sexual conduct can also create an intimidating, hostile, humiliating or sexually offensive work environment. One severe instance of unwelcome conduct may create a hostile environment, but usually the unwelcome conduct is persistent and disruptive.

Conduct that could contribute to a hostile work environment includes:

- Unwelcome sexual advances;
- Patting, touching or brushing up against a person's body;
- References to a person as a "hunk," "stud," "doll," "babe," or "honey;"
- Staring at someone's body parts;
- Blocking or cornering someone;
- Sexual jokes or comments that demean someone due to their sex;
- Asking about a person's sexual activities, sexual fantasies or sexual preferences;
- Derogatory comments about a person's sex or sexual orientation;
- Spreading gossip or rumors about someone's sex life;
- Whistling or making cat calls at someone;
- Disparaging remarks to a person about his or her gender or body;
- Repeated requests for a date or romantic intimacy after the person has refused;
- Whistling, or making sexual gestures toward another person; or
- Displaying or transmitting sexually explicit pictures, e-mail or website materials.

Third Party Harassment

Goshen Health also prohibits harassment towards its Colleagues by persons who are not employed by Goshen Health. If a tenant, vendor, repairperson or other non-Goshen Health Colleague engages in unwelcome sexual words or conduct, please

report this to a member of management or to the HR Department so the appropriate preventive steps can be taken.

OTHER FORMS OF PROHIBITED HARASSMENT

Goshen Health also prohibits harassment based on race, color, religion, gender, national origin, age, disability, familial status and sexual orientation that:

- Creates an intimidating, hostile or offensive work environment;
- unreasonably interferes with an individual's work performance; or
- otherwise negatively affects an individual's employment opportunities.

Insulting words or conduct about the following characteristics are prohibited harassment:

- color, race or physical characteristics;
- religion;
- sex;
- place of birth, ethnic or aboriginal origin;
- age;
- disability;
- familial status;
- sexual orientation; or
- citizenship.

Some examples of harassing behavior include:

- derogatory pictures or materials;
- epithets, slurs, taunting or jokes;
- mocking an accent or a speech impediment;
- refusing to interact with an individual because of the listed characteristics;
- cartoons, posters or other pictures showing people of color or of certain national origins in a demeaning manner;
- negative stereotyping on the basis of the listed characteristics;

- words or actions that humiliate or intimidate others based on the listed characteristics;
- using computers, fax or copy machines, telephones, e-mail, Internet services, computer applications, online forums and company sponsored websites to transmit, receive, store, download or display material that is obscene, illegal, discriminatory, offensive.

RETALIATION PROHIBITED

Goshen Health will *not* tolerate retaliation against any person who complains about unlawful harassment. Workplace retaliation occurs when a member of management or a Colleague punishes another by reducing their pay, transferring them to a less favorable position, tries to fire them, gives them no work or excessive work, or gives them less favorable hours because they have filed or assisted in making a harassment complaint.

Colleagues who give information about a complaint or participate in a harassment investigation are also protected from any workplace reprisals.

**Retaliation is against the law
and against Goshen Health's policy.**

Any Goshen Health Colleague who tries to retaliate against another will be disciplined. Disciplinary action can range from a reprimand up to and including termination from employment.

PREVENTING AND REPORTING HARASSMENT

Treat all Colleagues with respect, dignity and in a businesslike manner. Be sure your Colleagues understand you will not tolerate harassment of any kind in the workplace.

Speak up. When you witness an incident that is offensive or makes someone feel uncomfortable, express your disapproval even if the conduct does not bother you.

**You *must* report all incidents of
workplace harassment affecting
yourself or others.**

COMPLAINT PROCEDURE

If you believe you or someone else is being harassed, take action. Stop the offensive conduct by expressing your disapproval. If you believe you or another Colleague has been the victim of harassment you must promptly report the incident to:

- **your direct report;**
- **the Director of your Department; and**
- **the Human Resources Department;**

If your complaint involves people in any of the above offices, you may file a complaint with any member of management not involved in the misconduct. Harassment complaints may be oral or written.

The Human Resources Department is currently located at 2120 S Main Street in the Pro Park Building, and may be contacted at ext. 2626, or you may call the Values Line at (844) 782-0441.

INVESTIGATION PROCESS

Once a workplace harassment complaint has been filed, the complaint will be investigated. Under no circumstances will any individual named in the complaint be involved in conducting or supervising the investigation.

Harassment complaints will be investigated as quickly as possible. Investigations normally will include interviews with:

- the person(s) filing the complaint;
- the person or persons alleged to have committed the harassment; and
- any witnesses with relevant information.

Charges of harassment will be kept as confidential as possible. They will only be discussed with those who have a "need-to-know" about the charges.

All persons interviewed in the investigation will be asked to keep the matter confidential. Colleagues who discuss a confidential workplace investigation may be disciplined up to and including termination from employment.

Goshen Health will investigate the facts and circumstances surrounding any complaint or reported incident and document its findings. The report will include any recommendations for follow up action.

If inappropriate conduct has occurred, Goshen Health will act promptly to eliminate the offensive conduct and take other appropriate action, including disciplinary action.

A summary of the results of the investigation will be conveyed to the victim and the alleged harasser.

DISCIPLINARY ACTION

Depending on the circumstances, disciplinary action imposed on a Colleague found to have committed harassment may include one or a combination of the following:

- an apology to the offended party;
- counseling;
- training;
- a verbal or written warning;
- reprimand;
- a change in job assignment;
- a transfer;
- probation;
- suspension;
- a lowered performance rating;
- a reduction in rank and pay;
- termination from employment; and/or
- any other form of appropriate corrective action.

SAFETY STANDARDS

Focusing on your job is extremely important and part of everyone's role at Goshen Health is to keep an eye out for potential safety hazards and special occurrences that warrant attentions.

Safety should never be compromised. Read the safety guidelines of this section very carefully so that when situations arise, you know what to do. Virtually all accidents are preventable. **The following guidelines should be followed to be sure that we eliminate the element of risk from our everyday operation.**

- Report unsafe equipment or conditions to your direct report immediately
- Know what to do in the case of an emergency
- Observe all safety policies and procedures

- Practice good housekeeping and sanitation procedures
- Integrate safe practice techniques into everyday activities
- Keep work and traffic areas free of obstructions
- Know what chemicals to use and use them only as directed
- Remember, safety is everyone's responsibility

In case of emergency, it is important that you think clearly, act promptly, remain calm, and sometimes even take control of the situation. Our customers will not know what to do; someone has to tell them or show them. That someone could be you. Be sure you know our evacuation plan and every emergency exit in your area.

By following the procedures in this section, you can help make sure that we control emergency situations and protect both our customers and our Colleagues from loss or injury. Contact the Director of Security if you have any questions, suggestions or comments.

QUALITY CONCERNS/COMPLAINTS

If you feel you want to report a concern, you may file a formal complaint with the agency below. There **will not** be any negative actions towards you for filing a complaint.

Office of Quality Monitoring
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181

If you have questions about how to file your complaint you may contact the Joint Commission at (800) 994-6610 between the hours of 8:30 to 5:00 p.m., Central Time.

PARKING POLICY

It is the policy of Goshen Health System, Inc. d/b/a Goshen Health ("Goshen Health") to provide adequate parking for visitors, patients, volunteers, students, physicians and Colleagues (including contract/traveler Colleagues). All parking will be allotted for Colleagues either on the hospital campus, in the Professional "Pro" Park lot located behind the Wound Center/Gerig Surgical Group building, or at the off-site facility were the Colleague is assigned to work.

To accommodate the parking needs of all Colleagues, the following system has been developed. Colleagues will be required to register their vehicle with the Human Resources Department prior to their first day of active employment. First and second

year Colleagues will park in the Pro Park lot. More tenured Colleagues will park in designated parking areas marked by BLUE signs or in the Pro Park Parking Lot. Physicians will park in designated parking areas marked by RED signs.

At the time of hire, each Colleague will be issued a parking sticker to be placed on the lower right corner so that it may be viewed from the outside through the windshield. It is mandatory that all Colleague vehicles display a parking sticker. The sticker will identify a Colleague vehicle. Colleagues routinely driving different vehicles should be assigned a parking sticker for each vehicle.

Parking permissions are assigned/displayed through different colored parking sticker as Listed below:

- Green: 1st and 2nd year Colleagues and Students
- Blue: Colleagues with more than 2 years tenure
- Red: Physicians and Executives

Colleagues, Students and Contract/Travelers working weekday hours between 3:00pm and 7:30am, and/or anytime on weekends, may park in hospital campus BLUE lots if parking is available.

Colleagues, Students and Contract/Travelers

1. Parking stickers will be registered and issued to Colleagues at the time of hire and students at the time they receive their ID badge in Human Resources. Students who utilize their school ID while on premises are also required to register their vehicle with Human Resources and display the assigned parking sticker. Each sticker will be marked with a consecutive number. Upon a Colleagues second year employment anniversary, a new BLUE sticker will be assigned allowing them to utilize hospital campus parking (BLUE lots).
2. Parking stickers are the property of Goshen Health and will be collected by Human Resources as part of the termination process when Colleagues terminate their employment at Goshen Health.
3. Parking without a Colleague parking sticker, or parking in areas not permitted by the sticker displayed, will result in loss of privileges to park in hospital campus parking for six months following the infraction. Subsequent violations will follow the Disciplinary Action policy.
 - Vehicles parked in violation of policy will be notified by a parking ticket attached to the vehicle window by a Goshen Health Public Safety Officer.
 - Parking tickets may be disputed by bringing the ticket to the Public Safety Office (located in the area of the Emergency Department waiting room) and speaking with a Public Safety Officer.

4. At any time Colleagues are unable to locate available parking in the BLUE hospital campus Colleague parking lots, they are required to park in the Pro Park lot located behind the Wound Center/Gerig Surgical Group building. Colleagues may not utilize physician parking or visitor parking at any time during their work hours. Escorts for Colleagues, Students and Contract/Travelers are available from Public Safety when walking to or from Pro Park in hours of darkness. Public Safety may be contacted by calling Extension 2830.

Physicians

1. Employed Physicians will register their vehicle and receive a parking sticker at the time of their new hire appointment in Human Resources. Physicians not employed by Goshen Health will receive their parking sticker from the Medical Staff Services Colleague.
2. Physicians will utilize the lot designated with the RED signs. If these spaces are filled, physicians may utilize other available spaces as needed. Signs are posted at each entrance of the lot to help prevent unauthorized parking in this lot.
3. Physicians must display a RED parking sticker on their vehicle.
4. If the assigned parking sticker is misplaced, request another sticker from either Medical Staff Services or Public Safety.
5. A Medical Staff Services Colleague will collect parking stickers when physicians terminate their privileges at Goshen Health.

Volunteers

Volunteers will be instructed, during the orientation provided by the Director of Volunteer service, they are to park in the RED parking lot. Parking stickers will not be assigned to Volunteers. If parking is not available in the RED parking lot, volunteers may park wherever there is available space.

Handicapped Parking

1. Goshen Health has reserved spaces for parking by handicapped persons with a valid state permit.
2. Handicapped parking is available to our Colleagues who have a valid state permit.
3. Unauthorized vehicles parked on handicapped spaces may be towed at the

owner's expense.

4. Unauthorized Colleagues parked in handicapped spaces will be subject to progressive discipline in addition to the tow-away provision.
5. Goshen Code Enforcement patrols handicapped designated parking on our campus and will issue tickets to vehicles without a valid state handicapped parking permit.

FALSE CLAIMS ACT POLICY

The purpose of this policy is to comply with certain requirements set forth in the Deficit Reduction Act of 2005 with regard to federal and state false claims laws. Goshen Health must ensure that all Colleagues, including management, and any contractors or agents, are educated regarding the federal and state false claims statutes and the role of such laws in preventing and detecting fraud, waste and abuse in federal health care programs. This policy applies to all Colleagues and, as defined below, contractors or agents of Goshen Health in the state of Indiana, including but not limited to, hospitals, ambulatory surgery centers, outpatient imaging centers, home health agencies, physician practices, service centers, and all corporate departments, groups, divisions and markets.

FALSE CLAIMS LAWS

One of the primary purposes of false claims laws is to combat fraud and abuse in government health care programs. False claims laws do this by making it possible for the government to bring civil actions to recover damages and penalties when healthcare providers submit false claims. These laws often permit qui tam suits as well, which are lawsuits brought by lay people, typically employees or former employees of healthcare facilities that submit false claims.

There is a federal False Claims Act and an Indiana state version of the False Claims Act. Under the federal False Claims Act, any person or entity that knowingly submits a false or fraudulent claim for payment of United States government funds is liable for significant penalties and fines. The fines include a penalty of up to three times the Government's damages, civil penalties ranging from \$5,500 to \$11,000 per false claim, and the costs of the civil action against the entity that submitted the false claims. In general, the federal False Claims Act applies to any federally funded program. The False Claims Act applies, for example, to claims submitted by healthcare providers to Medicare or Medicaid.

One of the unique aspects of the federal False Claims Act is the "qui tam" provision, commonly referred to as the "whistleblower" provision. This allows a private person with knowledge of a false claim to bring a civil action on behalf of the United States Government. The purpose of bringing the qui tam suit is to recover the funds paid by the

Government as a result of the false claims. Sometimes the United States Government decides to join the qui tam suit. If the suit is ultimately successful, the whistleblower that initially brought the suit may be awarded a percentage of the funds recovered. Because the Government assumes responsibility for all of the expenses associated with a suit when it joins a false claims action, the percentage is lower when the Government joins a qui tam claim.

However, regardless of whether the Government participates in the lawsuit, the court may reduce the whistleblower's share of the proceeds if the court finds that the whistleblower planned and initiated the false claims violation. Further, if the whistleblower is convicted of criminal conduct related to his role in the preparation or submission of the false claims, the whistleblower will be dismissed from the civil action without receiving any portion of the proceeds.

The federal False Claims Act also contains a provision that protects a whistleblower from retaliation by his employer. This applies to any employee who is discharged, demoted, suspended, threatened, harassed, or discriminated against in his employment as a result of the employee's lawful acts in furtherance of a false claims action. This whistleblower may bring an action in the appropriate federal district court and is entitled to reinstatement with the same seniority status, two times the amount of back pay, interest on the back pay, and compensation for any special damages as a result of the discrimination, such as litigation costs and reasonable attorney's fees.

A similar federal law is the Program Fraud Civil Remedies Act of 1986 (the "PFCRA:). It provides administrative remedies for knowingly submitting false claims and statements. A false claim or statement includes submitting a claim or making a written statement that is for services that were not provided, or that asserts a material fact that is false, or that omits a material fact. A violation of the PFCRA results in a maximum civil penalty of \$5,000 per claim plus an assessment of up to twice the amount of each false or fraudulent claim.

REPORTING CONCERNS REGARDING FRAUD, ABUSE AND FALSE CLAIMS

Goshen Health takes issues regarding false claims and fraud and abuse seriously. Goshen Health encourages all Colleagues, management, and contractors or agents of Goshen Health to be aware of the laws regarding fraud and abuse and false claims and to identify and resolve any issues immediately. Issues are resolved fastest and most effectively when given prompt attention at the local level. Goshen Health, therefore, encourages its Colleagues, managers, and contractors to report concerns to their immediate direct report when appropriate. If the direct report is not deemed to be the appropriate contact or if the direct report fails to respond quickly and appropriately to the concern, then the individual with the concern should be encouraged to discuss the situation with Goshen Health Corporate Compliance Officer, another member of management, or with the Goshen Health Values Line.

Colleagues, including management, and any contractors or agents of Goshen Health should be aware of related policies regarding detection and prevention of health care fraud and abuse. These policies and procedures can be accessed on the Goshen Health Intranet site. The following are some of the policies that are relevant to this policy and to the prevention and detection of fraud and abuse:

DEFINITION:

Contractor or agent includes any contractor, subcontractor, agent, or other person which or who, on behalf of Goshen Health, furnishes, or otherwise authorizes the furnishing of Medicaid health care items or services, performs billing or coding functions, or is involved in monitoring of health care provided by Goshen Health.

PROCEDURE: Goshen Health responsibilities include, but are not limited to:

- a. Ensuring that all Colleagues, including management, and any contractors or agents of Goshen Health, are provided with this policy, within thirty (30) days of commencing employment or contractor status.
- b. Ensuring that Goshen Health's Colleague handbook includes a detailed summary of this policy.

On behalf of the Human Resources Department welcome to Goshen Health

Location of Human Resource Policies and Handbook

The Colleague Handbook is located on InfoHub under Human Resources

All policy information is kept up to date in Policy Tech and can be accessed using this link <https://goshenhealth.policytech.com/>

We encourage Colleague's to review policies and call the HR Department if you have any questions or need further clarification.

Colleagues should also be aware of their departmental specific policies and consult their Director with departmental policy clarification or concerns.

If you have any questions, please feel free to contact Human Resources

HR Department: extension 2626

Benefits: extension 2977

Payroll: extension 2732 (**Finance Department**)

401K: extension 2977

Recruiting: extensions 2976, 2921, 2892

Colleague Health: extension 2735

Colleague Relations: extension 2837

Helpful Websites:

<https://share.goshenhealth.com/sites/GHS/HR/SitePages/Home.aspx> (InfoHub)

[Payhub.GoshenHealth.com](https://payhub.goshenhealth.com) (View payroll voucher)