## SUMMARY OF CONTENTS

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introductory Statement</td>
<td>4</td>
</tr>
<tr>
<td>About Good Samaritan Hospital</td>
<td>5</td>
</tr>
<tr>
<td>Good Samaritan Hospital’s Mission, Vision and Values</td>
<td>6</td>
</tr>
<tr>
<td><strong>EMPLOYMENT</strong></td>
<td></td>
</tr>
<tr>
<td>Equal Employment Opportunity</td>
<td>8</td>
</tr>
<tr>
<td>Employee Relations</td>
<td>8</td>
</tr>
<tr>
<td>Job Posting</td>
<td>8</td>
</tr>
<tr>
<td>Employment Application</td>
<td>8</td>
</tr>
<tr>
<td>Employment Eligibility</td>
<td>9</td>
</tr>
<tr>
<td>Licenses, Registration, Certification, Educational Degrees</td>
<td>9</td>
</tr>
<tr>
<td>Immigration Compliance</td>
<td>9</td>
</tr>
<tr>
<td>Pre Employment Health Assessment</td>
<td>9</td>
</tr>
<tr>
<td>New Employee Orientation</td>
<td>10</td>
</tr>
<tr>
<td>Probationary Employment Period</td>
<td>10</td>
</tr>
<tr>
<td>Employment Categories</td>
<td>10</td>
</tr>
<tr>
<td>Attendance and Punctuality</td>
<td>11</td>
</tr>
<tr>
<td>Reinstatement/ Rehire</td>
<td>11</td>
</tr>
<tr>
<td>Responding to Requests for References</td>
<td>11</td>
</tr>
<tr>
<td>Access to Personnel Files</td>
<td>12</td>
</tr>
<tr>
<td>Address and Personal Information Changes</td>
<td>12</td>
</tr>
<tr>
<td>Employment of Relatives</td>
<td>12</td>
</tr>
<tr>
<td>Outside Employment</td>
<td>12</td>
</tr>
<tr>
<td>Performance Appraisal and Competency Assessment</td>
<td>13</td>
</tr>
<tr>
<td>Job Descriptions</td>
<td>13</td>
</tr>
<tr>
<td>Annual Medical Examination</td>
<td>13</td>
</tr>
<tr>
<td><strong>COMPENSATION</strong></td>
<td></td>
</tr>
<tr>
<td>Work Schedules</td>
<td>15</td>
</tr>
<tr>
<td>Normal Work Hours</td>
<td>15</td>
</tr>
<tr>
<td>Non-Exempt Positions</td>
<td>15</td>
</tr>
<tr>
<td>Exempt Positions</td>
<td>16</td>
</tr>
<tr>
<td>Payday and Paychecks</td>
<td>16</td>
</tr>
<tr>
<td>Payroll Deductions</td>
<td>16</td>
</tr>
<tr>
<td>Daylight Savings Time</td>
<td>16</td>
</tr>
<tr>
<td>Reporting of Time</td>
<td>17</td>
</tr>
<tr>
<td>Meal Periods</td>
<td>17</td>
</tr>
<tr>
<td>Rest Periods</td>
<td>17</td>
</tr>
<tr>
<td>Effective Dates of Wage Changes</td>
<td>18</td>
</tr>
<tr>
<td>Overtime</td>
<td>18</td>
</tr>
</tbody>
</table>
**BENEFITS**

- Insured Benefits ................................................................. 22
- Benefit Eligibility ............................................................... 22
- Eligible Dependents ............................................................ 22
- Benefit Plan Year ............................................................... 23
- Paid Time Off / Extended Sick Leave .................................. 23
- Holiday ............................................................................. 26
- 401(K) Plan ........................................................................ 27
- Supplementary Benefits ..................................................... 27
- Medical Leave of Absence .................................................. 28
- State Disability Insurance ................................................... 29
- Family Leave of Absence .................................................... 29
- Pregnancy Leave of Absence ............................................. 31
- Personal Leave of Absence .................................................. 32
- Military Leave of Absence ................................................... 33
- Bereavement ..................................................................... 33
- Employee Assistance Program (EAP) .................................. 34
- Tuition Reimbursement ........................................................ 34
- Credit Union ...................................................................... 34
- Direct Deposit of Paycheck .................................................. 34
- Chapel ............................................................................... 34
- Blood Bank ........................................................................ 35
- Employee of the Month Award .......................................... 35
- Employee of the Year Award ............................................... 35
- Employee Service Award ..................................................... 35

**FOR YOUR GUIDANCE**

- Grievance Procedure .......................................................... 37
- Staff Rights ....................................................................... 38
- Lactation Accommodation ................................................. 38
- Telephone/Copy and Fax Machine Usage ............................ 39
- Personal Mobile/ Cell Phone Use ....................................... 39
- Computer, Voice Mail and E-Mail Systems .......................... 39
- Internet ............................................................................ 40
- Use of Equipment and Vehicles .......................................... 40
- Injury and Illness Prevention .............................................. 40
- Work Related Injuries or Illnesses ..................................... 41
- Workers’ Compensation Modified Work Program ................ 41
• Recreational Activities and Programs…………………………………………………………41
• Theft Prevention …………………………………………………………………………………. 41
• Lost and Found …………………………………………………………………………………… 42
• Fire Prevention and Disaster Plan ……………………………………………………………… 42
• Emergency Closing……………………………………………………………………………… 42
• Transfer and Promotion ………………………………………………………………………… 42
• Exchanging Shifts …………………………………………………………………………………. 42
• Termination ………………………………………………………………………………………… 43
• Resignations ……………………………………………………………………………………… 43
• Layoff (Reduction in Workforce) ………………………………………………………………. 43
• Unemployment Insurance ……………………………………………………………………… 43
• Exit Interviews …………………………………………………………………………………….. 43
• Return of Hospital Property ……………………………………………………………………. 44
• Final Paycheck …………………………………………………………………………………….. 44
• COBRA Benefits Continuation Coverage…………………………………………………… 44

STANDARDS OF CONDUCT

• Service Excellence ………………………………………………………………………………… 46
• Customer Service ………………………………………………………………………………… 47
• Compliance Program …………………………………………………………………………… 47
• Conflict of Interest ……………………………………………………………………………….. 47
• Tips and Gratuities ……………………………………………………………………………….. 48
• Performance, Conduct and Corrective Action ………………………………………………. 48
• Drug and Alcohol Use/Fitness for Duty ……………………………………………………. 50
• Identification Badge ……………………………………………………………………………. 51
• Visitors in the Workplace ……………………………………………………………………… 51
• Violence in the Workplace …………………………………………………………………….. 51
• Security Inspections and Workplace Monitoring ………………………………………… 52
• Solicitation and Distribution of Literature …………………………………………………. 53
• Dress Code ………………………………………………………………………………………. 53
• Smoking …………………………………………………………………………………………. 54
• Confidentiality ……………………………………………………………………………………. 54
• Health Insurance Portability and Accountability Act (HIPAA) ……………………………. 55
• Internal Investigations …………………………………………………………………………… 55
• Tape Recording …………………………………………………………………………………… 55
• Sexual and Other Unlawful Harassment …………………………………………………….. 55
• Employee Acknowledgment Form …………………………………………………………… 57

* Please see ALPHA listing of topics on pages 58 – 60
WELCOME TO GOOD SAMARITAN HOSPITAL.

On behalf of the Board of Directors and our entire staff, we are pleased to welcome you.

As an employee of Good Samaritan Hospital (GSH), you are an important member of a team effort. We hope that you will find your position with GSH rewarding, challenging, and productive.

As a member of the GSH team, you will work closely with other employees, as well as physicians, patients, volunteers, and guests, to provide the finest quality of care available.

Our employee handbook gives you information about our policies and procedures. It summarizes policies and practices in effect at the time of publication. This handbook supercedes all previously issued handbooks and any policy or benefits statements or memoranda that are inconsistent with the policies described here. Accordingly, GSH reserves the right to modify, supplement, rescind or revise any provision of this handbook, as it deems necessary or appropriate in its discretion. Your department director/manager and members of the Human Resources Department will be happy to answer any questions you may have.

Should you have difficulty reading or understanding any of the provisions of this handbook, please contact the Human Resources Department for assistance.

Again, welcome to Good Samaritan Hospital. We hope your employment experience with our hospital will provide you with opportunities for both professional and personal growth.

We extend a sincere welcome to you.

Andrew B. Leeka
President & Chief Executive Officer
ABOUT GOOD SAMARITAN HOSPITAL

I welcome you to GSH! We are pleased that you have chosen to join our special team of healthcare professionals.

GSH was founded in 1885. It was originally a nine (9) bed cottage located near what is today the downtown Civic Center. GSH moved to its present location in 1927 and has continued to grow ever since. The Hospital has grown to a facility licensed for 408 beds.

You are joining an organization that enjoys an outstanding reputation for quality healthcare and commitment to the community. This reputation is a result of the hard work, creativity and dedication of our employees. One of the few independent not-for-profit hospitals in the region, Good Samaritan's mission remains dedicated to respecting the dignity of the patient and to extending compassionate, personalized care to all.

GSH has approximately 1,500 employees, 600 volunteers, and more than 825 physicians on its medical staff. There are over 60 languages that are spoken by GSH staff. An acclaimed oncology program offers the widest options for gynecological, breast, brain, and prostate cancers. Each year, Good Samaritan admits approximately 18,000 patients and handles more than 91,600 outpatient visits. More than 6,550 surgeries are performed annually in 18 surgical suites. A designated level II ER, Good Samaritan handles more than 18,400 visits annually, with physicians on duty and a full-specialist panel on call. Other specialized units include Intensive Care, Cardiac/Coronary Care/ Cardiac Telemetry, Orthopedic, Skilled Nursing, Acute Rehabilitation, and Neonatal Intensive Care.

As an organization we are dedicated to teamwork and communication. We need and value each individual employee’s expertise, ideas and suggestions. Together we will strive to continually make GSH even better.

We welcome you and wish you much success in your position.

Lexie Schuster
Vice President, Human Resources
Good Samaritan Hospital

MISSION

Good Samaritan Hospital is a progressive, tertiary, not-for-profit hospital. Our mission is to provide accessible, quality, cost-effective and compassionate healthcare services that meet the needs of our patients and their families, the community, physicians and employees.

Good Samaritan Hospital’s centers of excellence focus on advancing the science of medicine and providing outstanding healthcare.

We will manage our resources responsibly, maintaining the financial viability necessary for success.

VISION

Good Samaritan will grow into a leading regional healthcare provider. As we expand the breadth of our services, we will practice continuing quality improvement.

We will accomplish our mission by seeking new opportunities and forming alliances with physicians, other healthcare providers and purchasers of healthcare services.

We will encourage improvement in the health status of community residents, advocating equal access to necessary care. We will respond to Southern California’s healthcare needs in the most caring, compassionate and efficient manner.

VALUES

We maintain the highest level of ethical and professional conduct, treating our patients with dignity and respect.

We, as employees, physicians and volunteers will work as a team to provide outstanding and compassionate care to anyone in need, regardless of race, creed, sex or religion, age, and physical or mental disability.

We constantly strive for excellence in all we do and recognize the importance of creativity and innovation.

We recognize that the care of our patients is our primary responsibility and our reason for existence.

We believe in operating efficiently to ensure fiscal soundness and maintain the viability of this organization.
EMPLOYMENT
EQUAL EMPLOYMENT OPPORTUNITY

GSH’s policy is to recruit, employ and otherwise treat all employees and job applicants on the bases of merit, qualifications and competence. GSH does not discriminate against employees or applicants because of race, color, national origin, ancestry, veteran, sex, sexual orientation, pregnancy, marital status, religion or religious creed, physical or mental disability, medical condition, age or any other protected category as defined by law. GSH will try to make reasonable accommodations for qualified individuals with known disabilities.

Employees with questions or concerns about any type of discrimination in the workplace are required to bring the issue to the attention of their manager or the Human Resources Department. Employees who raise concerns in good faith will not be subject to reprisal.

EMPLOYEE RELATIONS

We strive to make the work conditions, wages and benefits we offer to our employees competitive with those offered by other employers in this area and in this industry. If you have questions or concerns about work conditions or compensation you are encouraged to talk openly and directly with your department management and/or Human Resources. Please remember, don’t keep a problem or issue to yourself, we can’t reach a solution if no one knows about it.

JOB POSTING

GSH provides employees with an opportunity to indicate their interest in open positions and advancements within the Hospital. Positions are posted for a period of seven (7) calendar days. Employees are not eligible to apply for a transfer if they are currently within their six (6) month probationary period, received a “less than meets standards” performance evaluation or are involved in any form of disciplinary action. Job postings may be viewed from either the bulletin board by the staff elevator near the cafeteria, first floor, or directly outside from the Human Resources Department and may be accessed on the GSH website www.goodsam.org. Management reserves the right to waive the policy for management and administrative positions. To apply for an open position, employees should submit a completed “Employee Interest Form” to Human Resources, who will then forward the form to the appropriate hiring department. Employees should obtain their current supervisor’s approval before applying for the new position. Other recruiting sources may be used simultaneously with job postings to fill open positions.

EMPLOYMENT APPLICATION

GSH relies upon the accuracy of information contained in the employment application, as well as the accuracy of other data presented throughout the hiring process. Any misrepresentations, falsifications or omissions which in any manner concerns this information or data may, in the discretion of GSH, result in the exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.
EMPLOYMENT ELIGIBILITY

All employees of GSH must be at least 18 years of age. Employees may be asked to provide proof that they are 18 years of age at any time. Employment at GSH is based on your work experience and qualifications to perform the job.

You are eligible for employment provided you meet the minimum age requirements, receive satisfactory verification of references to include a background check, receive satisfactory verification of appropriate professional licenses and/or certifications, and successfully complete a health assessment to include a drug screening.

LICENSES, REGISTRATION, CERTIFICATION, EDUCATIONAL DEGREES

Positions requiring a license, registration, certification and/or educational degree require verification during the pre-employment process. Employees who are licensed must present verification of licensure at the time of hire and at the time of renewal. If the employee allows his or her license to expire, the employee may be subject to suspension without pay, change in employment status or termination.

If your position requires you to hold a valid license, certified or registered by the State of California, you must provide an original valid license, certification or registration to your supervisor and/or to the Human Resources Department so that a copy may be included in your personnel file, as a condition of initial and/or continued employment. It is your responsibility to pay for all license, registration and certification fees and to notify management of renewals, changes and revocations as they occur.

IMMIGRATION COMPLIANCE

In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form if they have not completed an I-9 with GSH within the past three (3) years, or if their previous I-9 is no longer retained or their previous work authorization is no longer valid.

PRE-EMPLOYMENT HEALTH ASSESSMENT

Before you begin employment with GSH following the offer of employment, you will be required to successfully complete a pre-employment health assessment, which will include pre-placement drug screening and additional tests as required by state licensing, OSHA, and JCAHO, or by the nature of your job. Every offer of employment is contingent upon successful completion of the health assessment. During the course of your employment, employees may be required to take medical exams on an annual basis to meet certain regulatory requirements, or may be asked to take a medical exam at any time to determine “Fitness for Duty.” Information on an employee’s medical condition and/or medical history will be kept separate from the employee’s personnel file, and maintained confidentially in the Employee Health Department.
NEW EMPLOYEE ORIENTATION

During your first thirty (30) calendar days of employment, you will be required to attend general orientation. The intent of this program is to acquaint you with GSH philosophy, principles, mission, vision and values, and appropriate mandated information. Your work schedule will be arranged to permit you to attend orientation on hospital paid time. Department specific orientation will be provided under the direction of the department director or designee within the first three (3) scheduled work shifts.

PROBATIONARY EMPLOYMENT PERIOD

All newly hired, rehired or reinstated employees will be placed on a probationary employment period for the first six (6) months of employment. During this time, employees will have the opportunity to evaluate the hospital and management will have the opportunity to ensure that work habits, attendance and the skills and competencies of the individual match the requirements of the position.

During the probationary period, you will have the opportunity to meet with your immediate supervisor to receive feedback on your performance. Upon completion of the probationary period, a written performance evaluation will be conducted to ascertain the advisability of continued employment. However, either you or GSH may terminate the employment relationship at any time during or after the probationary period, with or without cause and without advanced notice. GSH reserves the right to extend the duration of the probationary period for up to an additional sixty (60) days if management determines additional time is needed.

EMPLOYMENT CATEGORIES

- **Probationary Period**: The first six (6) calendar months.
- **Full-Time**: A full-time employee is hired to regularly work, on a continuing and scheduled basis, ten (10) shifts of eight (8) hours each, eight (8) shifts of ten (10) hours each or six (6) shifts of twelve (12) hours each within a two-week pay period. Full-time employees are benefit eligible.
- **Part-Time**: A benefit eligible part-time employee is one who is hired to regularly work at least forty-eight (48) hours but less than a full-time schedule bi-weekly on a continuing and scheduled basis. Part-time employees are eligible for pro-rated benefits.
- **Per Diem**: Per Diem employees are those who, whether scheduled or not, work on an as-needed basis. Except where stated otherwise, employees within this category are not eligible for benefits.
- **Temporary**: Employees hired for a limited period of time, usually not to exceed ninety (90) calendar days, arising out of special projects, or to supplement the work force. Employment beyond any initially stated period does not in any way imply a change in employment status. Temporary employees are not eligible for benefits.
ATTENDANCE AND PUNCTUALITY

Your attendance and ability to be on time and ready to begin your assigned work shift is a significant factor in fulfilling your job responsibilities. If you are absent from work for any reason, you must notify your supervisor or another person designated by your supervisor according to department/unit policy prior to the beginning of your scheduled work shift. Any unreported absence may result in disciplinary action. If you are absent for a period of two (2) consecutive scheduled work days without calling your supervisor or making other specific arrangements, you will be considered as having voluntarily terminated your employment effective the last day you worked.

If your absence is due to an illness, you should keep your supervisor informed of your progress and the expected date of your return to work. When an absence due to illness or an injury extends beyond two (2) scheduled work days, a written physician’s certification releasing you to return to work may be required. The physician’s certification must specify any limitations you might have that would prevent you from performing the essential duties of your job, and the estimated duration of the limitations. Restrictions/limitations may be accommodated based on hospital business needs.

Employees may be required to provide documentation of absences, i.e., healthcare provider certification, car repair bills, court notices, etc. Not providing required documents may result in disciplinary action, up to and including termination of employment.

Notwithstanding the above, your supervisor has the responsibility to provide counseling any time a pattern of absence or tardiness starts to develop.

REINSTATEMENT/REHIRE

If you resign in good standing and are rehired within thirty (30) calendar days after the effective date of your resignation, you may be reinstated without loss of prior seniority credit. When you are reinstated, your service will be counted as continuous from your previous date of hire for the purpose of participation in GSH benefit programs (subject to the actual terms, conditions and limitations of each plan document). If you are rehired beyond the thirty (30) calendar day period, you will not be eligible for reinstatement and will be considered a new hire.

RESPONDING TO REQUESTS FOR REFERENCES

GSH will respond to reference checks from other employers. Responses to such inquiries will confirm only dates of employment and position(s) held. More complete financial information will be provided to financial institutions that make these requests in writing and obtain the employee’s or former employee’s signed written consent.

Supervisors, managers and directors are not authorized to provide employment references beyond what has been stated. All reference calls should be referred to the Human Resources Department. Any employment reference provided that exceeds confirming dates of employment and/or falsifies positions held is a violation of our policy.
ACCESS TO PERSONNEL FILES

Personnel files are the property of GSH and access to them is restricted. Employees have access, at reasonable intervals, i.e., generally no more than once per year, to all information in their personnel files except for letters of reference, medical information and investigatory information. Employees wishing to review their personnel file must provide advanced written notice to the Human Resources Department. Review of the employee’s personnel file will be monitored by a Human Resources Department representative. Copies of any materials, which have been signed by the employee, may be provided.

ADDRESS AND PERSONAL INFORMATION CHANGES

You must notify your supervisor and the Human Resources Department promptly of any change in name, address, phone number, marital status, or other pertinent facts about yourself so that your records may reflect up to date data. In addition, any of these changes may have a bearing on your benefit and tax records. It is your responsibility to keep this information accurate and current. Returned mail will not be forwarded.

It is your responsibility to notify your local Social Security office of your name change. Until a Social Security card or receipt is received, your paycheck and personnel file will continue to reflect your current name.

EMPLOYMENT OF RELATIVES

Employees’ relatives will not be considered for employment, transfer or promotion within the same department where potential problems of supervision, safety, security, morale or potential conflict of interest may occur.

Relatives include an employee’s parents, spouse, children, siblings, in-laws, whether related by blood, marriage or adoption, or other significant relationships.

When as a result of marriage or other significant relationship, two employees become related and the potential problems noted above exist, each employee is allowed up to ninety (90) calendar days in which to apply for and receive a transfer to a position in which there is no conflict of interest. Management, at its sole discretion, may extend this time period up to an additional ninety (90) calendar days, depending on the degree of conflict and the potential for satisfactory accommodation within the extended time frame. GSH will not determine which employee will be transferred; that decision is made by the employee. However, if the prohibited conflict of interest is not resolved at the end of ninety (90) calendar days, or approved extension, GSH may terminate both employees.

OUTSIDE EMPLOYMENT

If GSH determines that an employee’s outside work or activities interfere with their ability to meet our requirements the employee may be required to terminate the outside employment or outside activity if they wish to remain with GSH. You may hold an outside job as long as you continue to meet the performance standards for your job at GSH and you will be subject to GSH’s scheduling demands, regardless of any existing outside work.
commitments. Please consider the impact outside employment may have on your health and physical well being.

Outside employment that constitutes a conflict of interest is strictly prohibited. You may not receive any income or material gain from individuals outside the hospital for material produced or services rendered while performing your job in the hospital.

Any employee who holds a managerial position should disclose any employment, including consulting relationships outside of GSH, and obtain prior approval from Administration.

Employees working through outside agencies, i.e., registries, may not be sent by an agency to work at GSH.

**PERFORMANCE APPRAISAL AND COMPETENCY ASSESSMENT**

Your job performance and competency validation will be evaluated by your department management, periodically, at least annually, based on defined job competencies. This provides you with an opportunity to discuss questions you may have regarding any aspects of your employment and job.

All GSH employees, volunteers, and contract workers will participate in the competency assessment program specific to their role on or before date of hire, annually, and at the discretion of the department management. Competency assessment is an integral part of the performance planning and appraisal process. All employees will be assessed on the performance expectations/competencies stated in his/her job description. The determination of an employee’s current competency is the responsibility of the department director or designees.

**JOB DESCRIPTIONS**

Each job classification will have a written job description that outlines the duties, responsibilities, education, training, work experience, and physical requirements of that classification. In addition, each job classification shall have identified job competencies and minimum skill requirements.

**ANNUAL MEDICAL EXAMINATION**

All departments are issued a designated month to complete their annual medical examinations. You are responsible for scheduling a medical examination appointment through your department management during the department’s designated month. Should you not complete the medical examination, specifically the TB screening, you will be subject to disciplinary action including suspension and removal from the work schedule until screening results have been read and documented.
COMPENSATION
WORK SCHEDULES

Employees are normally assigned to a regular work schedule and are expected to be on duty according to their assigned schedule. You are responsible for reporting to work at the time your work schedule begins, dressed according to department policies, ready to work, and to leave the work area when your work hours are completed. Any time you spend before or after your scheduled work hours, in which you do not work, should not be recorded as hours worked, and will not be paid. Your supervisor must approve working beyond your assigned schedule. Regular work schedules may be adjusted by the supervisor at any time, based on the business needs of the department and/or work unit.

Management, based on business needs, assigns the number of hours and days you work, as well as the actual hours of work. GSH does not guarantee the assignment of a specific work schedule or number of hours of work, nor does it guarantee any tenure of employment. Adjustments to schedules may be made by GSH without advance notice, based on business necessities.

**Workday** is defined as a recurring 24-hour period commencing at the same time each day.
- Days (Shift 1) 24 hour work period starts at 11:30 pm
- Evenings (Shift 2) 24 hour work period starts at 7:30 pm
- Nights (Shift 3) 24 hour work period starts at 3:30 pm

**Workweek** is defined as a fixed and regularly recurring period of 168 consecutive hours (i.e., seven 24-hour periods.) It may begin on any day and at any hour. Each workweek stands alone and averaging of hours over two or more weeks is not permitted.

**Work period** is defined as a fixed and regularly recurring period of 336 consecutive hours (i.e., fourteen 24-hour periods.) The work period begins on the employee’s workday on Saturday for day and night shift employees and on Sunday for evening shift employees.

Pay periods and paydays are posted on the Human Resources Department bulletin board.

NORMAL WORK HOURS

The normal work schedule for full-time employees consists of eight, ten or twelve hours each shift, exclusive of meal period(s). Various factors, such as workloads, operational efficiency and staffing needs, may require variations in an employee’s starting and quitting times and total hours worked each day. GSH reserves the right to assign employees to tasks other than their usual assignments when required as long as it is within the employee’s scope of practice and/or within the employee’s level of skill and competency. In addition, employees may be required to work overtime or hours other than those normally scheduled as necessary.

NON-EXEMPT POSITIONS

Non-exempt employees include all regular employees that are covered by the overtime provisions of Federal Fair Labor Standards Act or any applicable state laws. Employees in this category are entitled to premium pay for work in excess of eight (8) hours in a day, eighty (80) hours in a pay period.
EXEMPT POSITIONS

Exempt employees are paid a fixed salary that includes compensation for all hours worked. Due to their exempt status they are not covered by the overtime provisions, do not receive overtime pay, nor receive time off in lieu of additional worked hours. GSH does not maintain a compensatory time off plan or arrangement. Neither extra compensation nor compensatory time off will under any circumstances be owed or payable to an exempt employee upon separation from the Hospital’s employ for any reason.

PAYDAY AND PAYCHECKS

Payday is every other Friday. Pay periods and paydays are posted in the Human Resources Department. When a payday falls on a recognized holiday, you will be paid on the preceding workday. Each paycheck will include earnings for all work performed through the end of the previous payroll period. If any adjustments in pay are due, contact your supervisor. Wages are not paid in advance of paydays.

Paychecks are personal. If you cannot pick up your paycheck in person and you do not have direct deposit, you may make arrangements with your supervisor for another person to receive your check, and you must provide that individual with a written authorization to do so.

Should your check be lost or stolen, please report it immediately to your supervisor and to the payroll department. They will arrange to stop payment and reissue another check in accordance with standard bank policy.

GSH offers the option of having your paycheck electronically deposited directly into your account at a participating bank or credit union. The Payroll Office will be able to provide you with the necessary information needed to participate in this program.

PAYROLL DEDUCTIONS

When you receive your paycheck, you will find that all legally required deductions as well as those voluntarily authorized by you have been made. Legally required deductions such as: Federal withholding tax, State withholding tax, Social Security tax, Medicare tax, State Disability Insurance tax and any court ordered wage garnishment or child support payments. Voluntary deductions authorized by you in writing may include, but are not limited to, benefit plan contributions, Credit Union, etc.

DAYLIGHT SAVINGS TIME

Non-exempt (hourly) employees scheduled to work on the day and at the hour (2:00am on the first Sunday in April) daylight savings time becomes effective, work one less hour, and receive one less hour of pay on that day. Non-exempt (hourly) employees scheduled to work on the day and the hour (2:00 am on the last Sunday in October) daylight savings time ends, work one additional hour and receive an additional hour’s pay at the appropriate straight or overtime rate of pay.
REPORTING OF TIME

In order to keep accurate records of time worked, employees are required to use an automated timekeeping system to record their hours worked. The automated timekeeping system records are the basis on which employees are paid. When recording your time, you may not record “in” sooner than seven (7) minutes before the start of your schedule or “out” later than seven (7) minutes following the completion of your schedule.

If you have permission from your supervisor to leave the work site for any reason during your scheduled hours, you are required to record "out" when you leave and "in" when you return, unless you are away from the work site on official company business.

No employee is authorized or permitted to record any information on the time card/pay record adjustment or automated time management system of another employee. Such an offense may result in disciplinary action up to and including termination. If for some reason you fail to record your time or record it incorrectly on the time card/pay record adjustment or via the automated time management system, see your supervisor immediately. It is your responsibility to verify your time record to certify the accuracy of the time recorded.

MEAL PERIODS

GSH provides for meal and rest periods for non-exempt employees in accordance with applicable State and Federal wage and hour regulations. Meal periods will be scheduled by your supervisor to ensure appropriate coverage of your work unit. The thirty minute meal period is considered non-paid time.

Meal periods of not less than thirty (30) minutes as determined by the department must be allowed for employees who work more than five (5) consecutive hours in a workday. The meal period must be observed as near to the middle of the shift as is practical. (However, when the workday is not more than six (6) hours, the meal period may be waived by the employer through mutual written consent of the employee and the department manager.) Employees are not permitted to miss meal periods unless an agreement has been entered into between the employee and GSH. In addition, should you need to miss a meal period due to a patient or other emergency, you must report this fact to your immediate supervisor. Failure to comply with this policy may be grounds for disciplinary action, up to and including termination.

Employees who work a twelve (12) hour shift must be allowed two (2) unpaid thirty minute meal periods, unless an employee enters into a voluntary written agreement (waiver) with GSH for an on duty, paid, second meal period, with the first thirty minute meal period considered non-paid time.

REST PERIODS

GSH shall authorize and permit all employees to take rest periods, which insofar as practicable shall be in the middle of each work period. The authorized rest period time shall be based on the total hours worked daily at the rate of ten (10) minutes net rest time per four (4) hours or major fraction thereof.
However, a rest period need not be authorized for employees whose total daily work time is less than three and one-half (3 ½) hours. Authorized rest period time shall be counted as hours worked for which there shall be no deduction from wages.

If an employee has a patient or other emergency that interferes with the employee’s ability to take a rest period, the employee must notify his or her supervisor as soon as practical. At this time the supervisor may determine that unusual circumstances qualify the employee for additional compensation. Failure to comply with this policy may be grounds for disciplinary action, including termination.

Rest periods may not be combined with meal periods or other rest periods.

EFFECTIVE DATES OF WAGE CHANGES

GSH supports financially rewarding individual and/or team performance, which adds value and success to GSH. Employees may be considered for a salary increase. All changes in an employee’s rate of pay will normally become effective on the first day of the pay period following when the action was officially approved or scheduled to occur.

OVERTIME

Due to the workload, your supervisor may require you to work beyond your normal shift. GSH will pay overtime for overtime worked in accordance with the requirements of state and federal wage and hour laws. If overtime is based on business needs, an attempt will be made to give you advance notice where it is feasible to do so, although this is not always possible.

All overtime must be scheduled and approved in advance by your supervisor. Because unauthorized overtime is against Hospital policy, employees who work unauthorized overtime are subject to disciplinary action up to and including termination.

Overtime is computed on the basis of a non-exempt employee’s total hours worked in a workday or in a pay period (8/80.) Hours paid but not worked, i.e., education, holiday, Paid Time Off, etc., do not count as hours worked for overtime purposes. All non-exempt employees are entitled to overtime pay whenever they perform overtime work.

Employees are not to take time off in lieu of receiving overtime pay. Accordingly, employees should not request to make-up time for time missed if the make-up time will result in overtime worked. Any time off that is scheduled, unscheduled or approved by the employees supervisor will be without pay or taken as paid time off.

STANDBY TIME AND CALL BACK

GSH reserves the right to provide compensation to employees in designated positions for the inconvenience of being on uncontrolled/unrestricted standby and for the possibility of being called back to work outside the employee’s normally scheduled shift. Employees scheduled for uncontrolled/unrestricted standby are required to carry a beeper or leave
word with the department as to where they can be contacted to report for work. Time spent on uncontrolled/unrestricted standby does not constitute hours worked for the purpose of determining an employee’s regular rate of pay for overtime calculations or eligibility for employee benefits; however, standby compensation received must be included in the calculations.

“Call-back” is defined as time worked by an employee previously scheduled for standby. Call-back is guaranteed for a minimum of two hours at the designated rate. If an employee is called back a second time during the initial two-hour guarantee period, no additional guarantee of hours apply. Standby pay does not continue during call back hours worked.

SHOW-UP PAY

Non-exempt employees who report for their scheduled shift but who are sent home due to lack of work, disciplinary action, or termination will be paid for four (4) hours unless they were scheduled to work less than eight hours on that day. In that case, they will be paid for one half (1/2) of their regular schedule. In no event will any employee be paid more than four (4) hours show-up pay, even if they were scheduled to work longer than eight (8) hours. The minimum show-up pay is two (2) hours. Employees will not receive show-up pay if they are called off from work before they arrive at their work station.

GARNISHMENT OF PAY

Employers are required by law to accept legal garnishments against an employee’s wages. The Human Resources Department will notify you of any attachments or garnishments to your pay. You are responsible for handling your financial affairs and obligations in a manner in which such actions are avoided.

TIME OFF TO VOTE

Employees who are unable to vote during non-working hours may arrange in advance to take up to two hours off from work with pay to vote in state and federal elections. Employees must obtain advanced approval from their supervisor and upon returning to work from voting, the employee will be required to present a voter’s receipt to their supervisor.

JURY DUTY

Non-exempt (hourly) employees wishing to serve on jury duty may do so. However, time-off to serve on jury duty will be without pay. In accordance with Wage and Hour Law, exempt (salaried) employees will receive their salary for any week in which they perform any work and also serve on a jury. Employees must show the jury duty summons to their supervisor as soon as possible so that the department may make scheduling arrangements.
WITNESS DUTY

GSH allows employees to appear in court for witness duty if subpoenaed to do so. Employees will be granted unpaid time off to appear in court as witnesses when requested by a party other than GSH. Employees may use any available Paid Time Off (PTO) for the absence. The subpoena should be shown to the employee’s supervisor immediately after it is received so that staffing requirements may be adjusted. Employees are expected to report for work whenever the court schedule permits. A copy of the subpoena should be sent to the Human Resources Department.

SHIFT DIFFERENTIAL PAY

Non-exempt (hourly) employees are paid a differential rate to their base rate of pay if they work in an eligible position and during specified hours for which a pay differential has been established by GSH.

Shift differentials will be paid on only productive eligible hours worked and when the majority of scheduled hours worked fall within those hours specified to receive the additional pay. Eligible hours do not include non-productive time, i.e. education, Paid Time Off, holiday or sick hours.

SOCIAL SECURITY

GSH must deduct Social Security and Medicare taxes on each employee’s earnings up to a specified limit that is called the Social Security “Wage Base.” GSH matches the amount of Social Security taxes paid by each employee.

If you have any questions concerning why deductions were made from your paycheck or how they were calculated, please contact the Payroll Department or the Human Resources Department.
BENEFITS
INSURED BENEFITS

GSH provides a comprehensive package of benefits for eligible full-time and part-time employees:

**Group insurance benefits**

- Medical Insurance
- Dental Insurance
- Vision Insurance
- Basic and Supplemental Life Insurance
- Personal Accident Insurance
- Short term/Long term Disability
- Health Care Reimbursement Account
- Dependent Care Reimbursement Account

BENEFIT ELIGIBILITY

Full-time employees who work 72 hours or more per pay period on a regularly scheduled basis and part-time employees who work at least 48 hours per pay period on a regularly scheduled basis are eligible for benefits. Part-time benefit eligible employees receive benefits on a pro-rated basis.

Per Diem and temporary employees are not eligible to participate in the Health, Dental, Life, Vision, LTD, STD, Paid Time Off or Extended Sick Leave programs offered by GSH. However, Per Diem employees are eligible for participation in GSH’s 401(k) Savings Plan. Contact the Human Resources Department for more information.

**Per Diem (No Benefits) to Part time or Full time Benefit Status**

You will be eligible to participate in the insurance plans effective the first pay period following 30 days in a benefited employment status. Enrollment forms must be submitted within one week of status change date.

You will be eligible for the Paid Time Off / Sick Leave benefit accrual effective the first pay period following 90 days within your benefited employment status. The actual accrual rate will be determined by your date of hire and full or part-time status.

ELIGIBLE DEPENDENTS

As you become eligible for these benefits, so do your eligible dependents. In general, eligible dependents include your spouse and children under the age of 19. If your child is covered under your plan, they may continue coverage through age 22 if they are a full-time student attending an accredited college/university. Proof of full-time enrollment (minimum of 12 units) must be provided. Continuous enrollment is required or your child will not qualify for future coverage. Children may include natural, adopted, foster or stepchildren, legal documentation is required.

If your child is mentally or physically disabled coverage may continue beyond the age of nineteen (19), proof of the ongoing disability must be provided.
BENEFIT PLAN YEAR

Group benefits provided by GSH are governed by the IRS; therefore, each plan year runs from January 1, to December 31. Normally, during the last week of September, there will be a benefits enrollment fair for all employees to attend to learn more about their insurance coverage and to ask questions of the insurance vendors.

PAID TIME OFF / EXTENDED SICK LEAVE

Paid Time Off (PTO) hours shall be accrued by benefit eligible employees to provide paid time off from work for vacation, holidays, incidental sick days, or other reasons of personal necessity. Paid Time Off hours begin to accrue on the first pay period following 90 days of continuous employment with the hospital. Additional or premium time, such as overtime or standby, shall not increase the amount of PTO earned. Paid Time Off is not accrued during a leave of absence.

Employees that are on any type of leave of absence, work-related or non-work-related, will be placed on inactive status. During the time the employee is on inactive status, Paid Time Off (PTO) benefits will not accrue.

GSH has the sole right to determine the number of employees who will be off at any one time on PTO, except for illness, accident or bona fide emergency. When two or more employees in the same department request the same time off, the supervisor will determine which request, if either, may be granted. Exempt employees may only take PTO in full day increments.

Paid Time Off Accrual Schedules

Eligible employees shall accrue PTO hours, according to their employment category and status, as follows:

**Full Time Benefit Eligible**

<table>
<thead>
<tr>
<th>Length of Service (In Full-Time Benefit Accruing Status)</th>
<th>Hourly Accrual Per Pay Period</th>
<th>Annual Accrual (Hours)</th>
<th>Maximum Balance (Hours)</th>
</tr>
</thead>
<tbody>
<tr>
<td>*90 days to 5 years</td>
<td>7.38</td>
<td>192</td>
<td>384</td>
</tr>
<tr>
<td>6 to 10 years</td>
<td>8.92</td>
<td>232</td>
<td>464</td>
</tr>
<tr>
<td>11 years +</td>
<td>10.46</td>
<td>272</td>
<td>544</td>
</tr>
<tr>
<td>* 90 days to 1 year</td>
<td>7.38</td>
<td>144</td>
<td></td>
</tr>
</tbody>
</table>

**80% Regular Part-Time Benefit Eligible**

<table>
<thead>
<tr>
<th>Length of Service (In At Least Part-Time 80% Benefit Accruing Status)</th>
<th>Hourly Accrual Per Pay Period</th>
<th>Annual Accrual (Hours)</th>
<th>Maximum Balance (Hours)</th>
</tr>
</thead>
<tbody>
<tr>
<td>*90 days to 5 years</td>
<td>5.90</td>
<td>153</td>
<td>306</td>
</tr>
<tr>
<td>6 to 10 years</td>
<td>7.13</td>
<td>185</td>
<td>370</td>
</tr>
<tr>
<td>11 years +</td>
<td>8.36</td>
<td>217</td>
<td>434</td>
</tr>
<tr>
<td>* 90 days to 1 year</td>
<td>5.90</td>
<td>114</td>
<td></td>
</tr>
</tbody>
</table>
### 60% Regular Part-Time Benefit Eligible

<table>
<thead>
<tr>
<th>Length of Service (In At Least Part-Time 60% Benefit Accruing Status)</th>
<th>Hourly Accrual Per Pay Period</th>
<th>Annual Accrual (Hours)</th>
<th>Maximum Balance (Hours)</th>
</tr>
</thead>
<tbody>
<tr>
<td>* 90 days to 5 years</td>
<td>4.42</td>
<td>114</td>
<td>228</td>
</tr>
<tr>
<td>6 to 10 years</td>
<td>5.35</td>
<td>139</td>
<td>278</td>
</tr>
<tr>
<td>11 years +</td>
<td>6.27</td>
<td>163</td>
<td>326</td>
</tr>
<tr>
<td>* 90 days to 1 year</td>
<td>4.42</td>
<td>86</td>
<td>172</td>
</tr>
</tbody>
</table>

The maximum allowable accrual balance of Paid Time Off (PTO) hours is twice the employee’s annual accrual. Once an employee reaches the limit, that employee will cease to accrue further PTO hours until he or she uses enough hours to fall below the maximum balance at which time the employees’ PTO accruals will be reactivated. The amount of available PTO hours is noted on each employee’s paycheck stub.

### Use of Accrued Paid Time Off

Requests for PTO must be submitted to and approved by the employee’s Department Director. Requests for five (5) or more sequential workdays must be submitted as far in advance as possible and in any event, prior to the preparation of the next work schedule.

Generally, accrued, and unused, PTO hours must be used for scheduled and/or unscheduled time off from work. However, an employee’s PTO combined with any worked hours for any pay period shall not exceed the employee’s full time or part time defined scheduled number of hours in a pay period, i.e., full time, 8 hours = 80 hours per pay period, 12 hours = 72 hours per pay period, prorated for part time at 60% or 80%. Payment is made at the current base rate of pay, excluding any shift differential or other special pay.

In the event an employee is “called off” or required to “flex” by their department, the employee may opt not to use their accrued, but unused, PTO hours.

The minimum amount of PTO that an employee may take in one workday is one hour or greater.

### Termination of Employment

Upon termination of employment, employees will be paid for all unused PTO hours that have been earned through the last work day and will be paid with the final paycheck.

### Benefit status to Per Diem status

When a benefited employee changes to Per Diem status all accrued and unused PTO will be paid. Such hours will be paid at the employee’s regular hourly rate (excluding shift differential) that was effective on the date of change or termination. Please review the Benefit Eligibility section.
**Extended Sick Leave Eligibility**

A full-time or regular part-time benefit-eligible employee who has completed ninety (90) calendar days of continuous employment with the Hospital shall be eligible to accrue Extended Sick Leave benefits beginning on the first pay period following ninety (90) days.

**Extended Sick Accrual Schedules**

1. **Full-Time Benefit Eligible Employees**

<table>
<thead>
<tr>
<th>Length of Service (In Full-Time Benefit Accruing Status)</th>
<th>Hourly Accrual Per Pay Period</th>
<th>Annual Accrual (Hours)</th>
<th>Maximum Balance (Hours)</th>
</tr>
</thead>
<tbody>
<tr>
<td>*90 days – 5 years</td>
<td>1.85 hours</td>
<td>48.1 hours</td>
<td>320 hours</td>
</tr>
<tr>
<td>6 – 10 years</td>
<td>1.85 hours</td>
<td>48.1 hours</td>
<td>320 hours</td>
</tr>
<tr>
<td>11 years +</td>
<td>1.85 hours</td>
<td>48.1 hours</td>
<td>320 hours</td>
</tr>
<tr>
<td>*90 days to 1 year</td>
<td>1.85 hours</td>
<td>36.0 hours</td>
<td></td>
</tr>
</tbody>
</table>

2. **80% Regular Part-Time Benefit Eligible**

<table>
<thead>
<tr>
<th>Length of Service (In At Least Part-Time 80% Benefit Accruing Status)</th>
<th>Hourly Accrual Per Pay Period</th>
<th>Annual Accrual (Hours)</th>
<th>Maximum Balance (Hours)</th>
</tr>
</thead>
<tbody>
<tr>
<td>*90 days – 5 years</td>
<td>1.48 hours</td>
<td>38.48 hours</td>
<td>256 hours</td>
</tr>
<tr>
<td>6 – 10 years</td>
<td>1.48 hours</td>
<td>38.48 hours</td>
<td>256 hours</td>
</tr>
<tr>
<td>11 years +</td>
<td>1.48 hours</td>
<td>38.48 hours</td>
<td>256 hours</td>
</tr>
<tr>
<td>*90 days to 1 year</td>
<td>1.48 hours</td>
<td>29.00 hours</td>
<td></td>
</tr>
</tbody>
</table>

3. **60% Regular Part-Time Benefit Eligible**

<table>
<thead>
<tr>
<th>Length of Service (In At Least Part-Time 60% Benefit Accruing Status)</th>
<th>Hourly Accrual Per Pay Period</th>
<th>Annual Accrual (Hours)</th>
<th>Maximum Balance (Hours)</th>
</tr>
</thead>
<tbody>
<tr>
<td>*90 days – 5 years</td>
<td>1.11 hours</td>
<td>28.86 hours</td>
<td>192 hours</td>
</tr>
<tr>
<td>6 – 10 years</td>
<td>1.11 hours</td>
<td>28.86 hours</td>
<td>192 hours</td>
</tr>
<tr>
<td>11 years +</td>
<td>1.11 hours</td>
<td>28.86 hours</td>
<td>192 hours</td>
</tr>
<tr>
<td>*90 days to 1 year</td>
<td>1.11 hours</td>
<td>21.65 hours</td>
<td></td>
</tr>
</tbody>
</table>

**Extended Sick Leave Maximum**

Extended Sick Leave benefits may be accrued to a maximum of 320 hours for full-time benefit eligible employees. Extended Sick Leave benefits may be accrued to a maximum of 256 hours for 80% part-time benefit eligible employees and to a maximum of 192 hours for 60% part-time benefit eligible employees.
Use of Extended Sick Leave

Extended sick leave benefits shall be paid only to those employees who are in compliance with the Hospital’s sick leave and leave of absence policies. Failure to keep the Hospital informed of a medical disability or status shall void the employee’s eligibility for extended sick leave benefits. Extended Sick Leave benefit usage shall commence:

- On the fourth consecutive day of absence for illness or disability for employees with 90 days to 5 years of employment with the Hospital.
- On the third consecutive day of absence for illness or disability for employees with 6 to 10 years of employment with the Hospital.
- On the second consecutive day of absence for illness or disability for employees with 11 to 15 years of employment with the Hospital.
- On the first day of absence for illness or disability for employees with 16 or more years of employment with the Hospital.

For an illness or disability resulting in inpatient hospitalization, benefit usage shall commence on the first calendar day of in-patient hospitalization. Extended Sick Leave shall be coordinated with benefits received from state disability insurance or worker’s compensation insurance, as applicable, not to exceed the employee’s normal gross pay for the period covered.

Extended Sick Leave Upon Termination or Status Change

Extended Sick Leave is not a “vested” benefit and is not paid to employees upon termination of employment, except that employees who have at least fifteen (15) years of completed seniority with the Hospital may cash out one-half of their accrued Extended Sick Leave benefits at the time of voluntary termination from the Hospital. Accrued Extended Sick Leave shall be forfeited upon an employee’s change from benefit-eligible status to Per Diem or other non-benefit-eligible status.

An employee may use up to 50% of their annual accrued extended sick leave hours for illnesses of their child, parent or spouse. The use of extended sick leave benefits to attend to the illness of a child, parent or spouse is subject to the same conditions as the use of sick leave benefits for the employee’s own illness.

HOLIDAY

GSH observes the following holidays:

New Year’s Day (January 1)  Labor Day (First Monday in September)
Memorial Day (Last Monday in May)  Thanksgiving Day (Fourth Thursday in November)
Independence Day (July 4)  Christmas Day (December 25)

When a holiday falls on a Saturday or Sunday, it is usually observed on the preceding Friday or the following Monday.

To be eligible for holiday pay, the employee must work their regularly scheduled workday preceding and following the holiday.
Non-Exempt (hourly) employees who work the holiday will be paid time and one-half for all hours worked on that day. Additionally, if the employee has unused and accrued Paid Time Off (PTO) hours in their bank, eight (8) hours will be paid, prorated 80 or 60 percent for part-time employees.

Non-Exempt (hourly) employees who do not work the holiday will automatically be paid eight (8) hours of Paid Time Off (PTO) if they have accrued and unused PTO in their bank, prorated 80 or 60 percent for part-time employees.

Exempt (salaried) employees who work the holiday will be paid straight time for hours worked. Exempt (salaried) employees who have requested the holiday off will be paid accrued and unused Paid Time Off for that holiday.

For more information see Paid Time Off (PTO).

**401 (k) SAVINGS PLAN**

The Good Samaritan Hospital 401(K) Savings Plan is an excellent way to supplement your financial security during your retirement years.

You are eligible to join the Plan once you have completed 90 days of service with the hospital. Enrollment periods to the plan occur quarterly. You may enroll prior to beginning quarter dates of January 1, April 1, July 1, or October 1. The Human Resources Department has further details for interested employees.

**SUPPLEMENTARY BENEFITS**

- On-site Child Care Center
- On-site Fitness Center
- On-site Credit Union
- On-Site Gift Shop
- Employee Referral Bonus
  (If GSH hires a Staff RN that you have referred)
- Public Transportation Subsidy
  (Up to $30.00 a month)
- Tuition Reimbursement
- On-site Holiday Banquets
- Amusement Park Discounts
- Employee Assistance Program (EAP)
- Employee Emergency Assistance Program
- Employee Recognition Programs, i.e., Employee of the Month/ Year
- 401(k) Savings Plan
- Service Awards
MEDICAL LEAVE OF ABSENCE

GSH provides Medical Leaves of Absence without pay to eligible employees who are temporarily unable to work due to a serious health condition or disability. A serious health condition is described as an illness, injury, impairment, or physical or mental condition that involves inpatient care in a hospital, hospice, skilled nursing facility or continuing treatment by a healthcare provider.

For temporary disability leaves associated with pregnancy, childbirth, and related medical conditions see Pregnancy Leave of Absence.

Employees who have been employed for at least twelve (12) months and have worked at least 1250 hours in the previous twelve (12) months are eligible for Medical Leave.

A healthcare provider statement must be submitted verifying the need for the medical leave and its beginning and expected ending dates. Any changes in this information must be reported promptly to the employee’s supervisor.

Eligible employees should make requests for a medical leave to their supervisor at least thirty (30) days in advance of foreseeable events and as soon as possible for unforeseeable events.

GSH may require an examination by a hospital selected healthcare provider at the hospital’s expense if the leave is due to a serious health condition.

Eligible employees may take medical leave and/or family leave (see Family Leave of Absence section) up to a maximum of twelve (12) weeks within any twelve month period. The twelve (12) month period is calculated on a rolling basis backwards from the date the employee uses any medical or family leave. Any combination of medical and family leave may not exceed this maximum limit. Employees must return when the conditions of leave no longer exist. Failure to return or to be approved for another type of hospital leave may result in termination.

Employees will be required to first use one week of PTO/ESL before taking unpaid leave. Benefits may be coordinated with state disability insurance. However, employees may not receive coordinated benefits which exceed their normal weekly wage.

Leaves may be taken on an intermittent basis when medically necessary. The need for intermittent leaves for serious health conditions must be supported by medical certification, which may include submission of a Certification of Health Care Provider form. Employees taking intermittent leaves may be temporarily transferred to positions with equivalent pay and benefits which better accommodate recurring periods of leave than the employee’s regular job. The minimum leave period for medical leaves is one hour.

Employees are responsible for paying the employee paid portion of their insurance premiums. Failure to make payment will result in termination of coverage.
Benefit accruals such as Paid Time Off (PTO) will not continue during the medical leave of absence and will resume upon return to active employment.

So that an employee’s return to work may be properly scheduled, an employee on medical leave is requested to provide the hospital with at least two (2) weeks advance notice of the employee’s return to work date. Employees must provide a health care provider’s signed note that the employee is able to return to work and can perform the essential functions of their job. When an approved medical leave ends, the employee will be reinstated to the same position, if it is vacant and available or to a comparable position for which the employee is qualified.

In the event of position elimination during the employee’s approved leave, the employee may return to a comparable position for which the employee applies for in writing, meets the qualifications, is interviewed for the position and is offered the position. In the event the employee does not apply in writing for other available and/or vacant positions, the employee will be laid off.

If an employee fails to report to work at the end of the approved leave, GSH will assume that the employee has voluntarily terminated employment with GSH. For further information regarding any Leaves of absence please contact the Human Resources Department.

STATE DISABILITY INSURANCE

As an additional benefit, you are covered under the state disability plan (SDI). This insurance provides low cost disability protection if an illness or injury not caused by the job prevents you from working. All employees are eligible and pay for this program. Claim forms are available in the Human Resources Department. You must file a claim to receive any payment.

To protect employees who miss work due to non-work related accidents or illnesses, the law requires that a small percentage of each employee’s wages, up to the prevailing maximum, be deducted each pay period for disability insurance. Benefits begin after the seventh day of the illness on accident. Eligible employees will be paid a percentage of their regular earnings for a maximum period provided by the law. SDI is integrated with your Extended Sick Leave (ESL) days and PTO hours if authorized by you.

FAMILY LEAVE OF ABSENCE
Family and Medical Leave Act "FMLA"/ California Family Rights Act "CFRA"

GSH provides unpaid Leaves of Absence to eligible employees who wish to take time off from work to fulfill family obligations relating directly to childbirth, adoption or placement of foster child or to take care for a child, spouse or parent with a serious health condition.

A serious health condition means an illness, injury, impairment, or physical or mental condition that involves inpatient care in a hospital, hospice, skilled nursing facility or continuing treatment by a healthcare provider.
Employees who have been employed for at least twelve (12) months and have worked at least 1250 hours in the previous twelve (12) months are eligible to request Family Leave.

Eligible employees should make requests for a Family Leave to their supervisor at least thirty (30) days in advance of foreseeable events and as soon as possible for unforeseeable events.

Employee’s requesting Family Leave related to the serious health condition of a child, spouse or parent may be required to submit a medical certification, which may include submission of a Certification of Health Care Provider form, verifying the need for the Family Leave to provide care, and its beginning and expected ending dates. Any changes in this information must be reported promptly to the employee’s supervisor.

Eligible employees may request up to a maximum of twelve (12) weeks of Family and/or Medical Leave within any twelve month period. The twelve (12) month period is calculated on a rolling basis backwards from the date the employee uses any medical or family leave. Any combination of medical and family leave may not exceed this maximum limit. Employees must return when the conditions of leave no longer exist. Failure to return or to be approved for another type of hospital leave may result in termination.

Employees will be required to first use one week of PTO/ESL before taking unpaid Family Leave. The total of paid and unpaid leave may not exceed the maximum of twelve (12) weeks within any twelve (12) month period.

Married couples may be restricted to a combined total of twelve (12) weeks leave within any twelve (12) month period for childbirth, adoption or placement of a foster child.

Employees are responsible for paying the employee paid portion of their insurance premiums. Failure to make payment will result in termination of coverage.

Benefit accruals such as Paid Time Off (PTO) will not continue during Family Leave and will resume upon return to active employment.

The minimum leave period for Family Leaves which relate to the serious health condition of a family member is one hour for non-exempt employees and one day for exempt employees.

Employees who apply for PTO or personal leave to fulfill family obligations relating directly to
a) Childbirth, adoption or placement of foster child, or
b) Take care for a child, spouse or parent with a serious health condition,

will have such leave designated by GSH as Family Leave. This means that Family Leave may run simultaneously with other approved leaves.

So that an employee’s return to work may be properly scheduled, an employee on Family Leave is requested to provide the hospital with at least two (2) weeks advance notice of the employee’s return to work date. If the employee does not return within twelve (12) weeks, they may be terminated.
When an approved Family Leave ends, the employee will be reinstated to the same position, if it is vacant and available or to a comparable position for which the employee is qualified.

In the event of position elimination during the employee’s approved leave, the employee may return to a comparable position for which the employee applies for in writing, meets the qualifications, is interviewed for the position and is offered the position. In the event the employee does not apply in writing for other available and/or vacant positions, the employee will be laid off.

If an employee fails to report to work at the end of the approved leave, GSH will assume that the employee has voluntarily terminated employment with GSH. Contact the Human Resources Department for more information.

**PREGNANCY LEAVE OF ABSENCE**

GSH provides Pregnancy Leaves of Absence without pay to eligible employees who are temporarily unable to work due to disabilities associated with pregnancy, childbirth and related medical conditions.

Employees who have been employed for at least twelve (12) months and have worked at least 1250 hours in the previous twelve (12) months are eligible for Pregnancy Leave.

Eligible employees may request a pregnancy leave from their supervisor at least thirty (30) days in advance of the leave.

A medical certification, which may include submission of a Certification of Health Care Provider form, must be submitted verifying the pregnancy leave and it must also include the beginning and expected ending dates of the leave. Any changes in this information must be reported promptly to the employee’s supervisor.

Eligible employees are normally granted pregnancy leave for the period of the pregnancy disability only. If a medical condition during and/or after the leave warrant additional time off, the treating physician may extend the pregnancy leave up to a maximum of four (4) months. If needed, an employee may be eligible for Family Leave in addition to the pregnancy leave.

If an employee fails to report to work at the end of the approved leave, GSH will assume that the employee has voluntarily terminated employment with GSH. Contact the Human Resources Department for more information.

Employees will be required to first use one week of PTO/ESL before taking unpaid leave. Benefits may be coordinated with state disability insurance. However, employees may not receive coordinated benefits which exceed their normal weekly wage.

Pregnancy Leaves may be taken on an intermittent basis when medically necessary. The need for intermittent leaves must be supported by medical certification. Employees taking intermittent leaves may be temporarily transferred to positions with equivalent pay and
benefits which better accommodate the intermittent leaves. The minimum leave period for pregnancy leaves is one hour.

Employees are responsible for paying the employee paid portion of their insurance premiums. Failure to make payment will result in termination of coverage.

Benefit accruals, such as Paid Time Off (PTO) will not continue during Pregnancy Leave and will resume upon return to active employment.

So that an employee’s return to work may be properly scheduled, an employee on pregnancy leave is requested to provide the hospital with at least two (2) weeks advance notice of the employee’s return to work date. If an employee fails to report to work at the end of the pregnancy leave, GSH will assume that the employee has voluntarily terminated employment with GSH.

When an approved pregnancy leave ends, the employee will be reinstated to the same position, if it is vacant and available or to a comparable position for which the employee is qualified.

In the event of position elimination during the employee’s approved leave, the employee may return to a comparable position for which the employee applies for in writing, meets the qualifications, is interviewed for the position and is offered the position. In the event the employee does not apply in writing for other available and/or vacant positions, the employee will be laid off.

**PERSONAL LEAVE OF ABSENCE**

GSH provides Leaves of Absence to benefit eligible full-time and part-time (80%, 60%) employees. Employees may request time off for personal obligations.

Personal leave is not available to extend or substitute medical leave, pregnancy leave, or to extend family leave.

Eligible employees may request personal leave after completing one (1) year of service. As soon as an eligible employee becomes aware of the need for a personal leave of absence, he or she must submit a request for the personal leave to their supervisor.

Personal leave may be granted for a period of up to thirty (30) days. Employees will be required to first use any accrued Paid Time Off (PTO) before taking unpaid leave. During the unpaid leave PTO will not accrue.

Requests for personal leaves will be evaluated based on a number of factors, including anticipated work load requirements and staffing considerations during the proposed absence.

Employees are responsible for paying the employee paid portion of their insurance premiums. Failure to make payment will result in termination of coverage.
When an approved personal leave ends, the employee may be reinstated to the same position, if it is vacant and available or to a comparable position for which the employee is qualified, if it is vacant and available.

In the event of position elimination during the employee’s approved leave, the employee may return to a comparable position for which the employee applies for in writing, meets the qualifications, is interviewed for the position and is offered the position. In the event the employee does not apply in writing for other available and/or vacant positions, the employee will be laid off.

GSH does not guarantee reinstatement from personal leave to any employee.

If an employee fails to report to work at the end of the approved leave, GSH will assume that the employee has voluntarily terminated employment with GSH. Contact the Human Resources Department for more information.

**MILITARY LEAVE OF ABSENCE**

A military leave of absence will be granted to employees to attend scheduled drills or training if called to active duty with the US Armed Services.

The leave will be unpaid. However, employees may use any available Paid Time Off (PTO) for the absence.

Employees are responsible for paying the employee paid portion of their insurance premiums. Failure to make payment will result in termination of coverage.

Benefit accruals, such as Paid Time Off (PTO) will not continue during the leave.

Employees must provide a copy of their military leave document to the Human Resources Department. Military leave and reinstatement will be consistent with existing laws and military re-employment rights program.

**BEREAVEMENT**

GSH provides for bereavement time off to attend funeral or memorial services for the death of immediate family members, the employee must notify their supervisor immediately of their request.

Eligible full-time employees may receive up to twenty four (24) hours of paid bereavement. Benefit eligible part-time employees (80%, 60%) will be paid on a pro-rated basis. The hours will not be charged against accrued Paid Time Off (PTO). Bereavement leave will be normally granted within one month of the date of death of the family member, unless there are extenuating circumstances.

Bereavement pay is calculated based on the primary rate of pay at the time of the absence and will not include any special forms of pay, i.e., shift or other differentials.
GSH defines immediate family as the employee’s spouse, parent, child, brother, sister and
grandparent. The hospital reserves the right to grant time off for bereavement in situations
where an unusually close relationship is apparent. Your supervisor may request a copy of
the death certificate.

EMPLOYEE ASSISTANCE PROGRAM (EAP)

An Employee Assistance Program (EAP) helps you maximize your health and
effectiveness at home and at work. An EAP helps you obtain confidential, personal
information and support for a wide range of issues, from every day concerns to much more
serious problems. Our employees and their family members are offered free, confidential
help, 24 hours a day. Counseling services are provided by EAP specialists and are strictly
confidential. Telephone the EAP anytime for confidential help for you and/or your family
member at 1-866-225-9517 (Toll free). Please contact the Human Resources Department
for further information or to request a brochure.

TUITION REIMBURSEMENT

GSH encourages its employees in their efforts to advance by taking professional
development courses or working toward degrees, credentials or licenses, which are
directly related to the employee’s present job or that, will enhance the employee’s potential
for advancement to a position within the hospital and to which the employee has a
reasonable expectation of advancing.

After twelve months of continuous employment, the Hospital may provide benefit-eligible
employees with reimbursement to cover the cost, in full or part, of educational expenses
for approved job-related courses of study taken through an accredited college, university,
or recognized professional organization.

Further details and an application for advanced approval for tuition reimbursement are
available at the Human Resources Department.

CREDIT UNION

Employees of GSH may belong to the Credit Union. As a member employees may borrow
and save money through a payroll deduction plan.

DIRECT DEPOSIT OF PAYCHECK

The net amount of an employee’s paycheck may be directly deposited to the employee’s
bank, financial institution, or credit union account. Paychecks may only be deposited into
one account. Employees are encouraged to take advantage of this benefit, Contact the
Payroll Department for details.

CHAPEL

The main Chapel is located in the lobby of the hospital.
BLOOD BANK

GSH has established a blood donor area within the hospital. Employees may volunteer to donate blood for patients at GSH and assure the availability of blood whenever the need arises. If interested call the Blood Bank at extension 4080 for an appointment.

EMPLOYEE OF THE MONTH AWARD

Each month, an employee will be recognized for their demonstration of superior job performance, team building efforts, going above and beyond the call of duty, or by showing a genuine, caring attitude towards our patients and their family members, our physicians and/or the co-workers in which they work with. Contact the Human Resources Department for a nomination brochure.

EMPLOYEE OF THE YEAR AWARD

Each year, an employee will be chosen from the group of “Employee of the Month Awardees” as the honored “Employee of the Year”. This honored recognition will take place at the Employee Service Awards presentation.

EMPLOYEE SERVICE AWARD

GSH will honor employees that have completed five years of continuous employment at our Employee Service Awards Banquet held annually. Each five-year employee will receive a hospital service award pin. Each five years thereafter, you will be honored with a tenure service award pin and presented with a wonderful gift to be remembered.
FOR YOUR GUIDANCE
GRIEVANCE PROCEDURE

It is important to GSH that employees feel they can communicate job-related issues or concerns in an open, honest manner, without fear of reprisal or recrimination. Employees are encouraged to discuss problems/complaints in an informal manner with their Department Management or a Human Resources representative.

If you feel the informal discussion of your issues and concerns were not satisfactorily resolved in the informal discussion described above, you have the right to pursue the following grievance procedure. The Human Resources Department will assist you in understanding the procedure and provide you with the necessary information. To the degree reasonably possible, all matters related to the grievance are to be treated in a confidential matter.

Step One: Department Director Review
An employee must give his immediate Department Director the first opportunity to resolve any grievance. The events surrounding the grievance should be summarized in writing by the employee and submitted for review within thirty (30) calendar days of the event that gave rise to the grievance. The Department Director will advise the employee of his decision, either in writing or verbally, generally within ten (10) working days of the submitted grievance.

Step Two: Human Resources Review
When an employee is not satisfied with the outcome of Step One, the matter may be submitted to the Vice President of Human Resources. This appeal must be in writing and is to be submitted within ten (10) working days following the date the decision was rendered in Step One. Where appropriate, the Vice President of Human Resources will involve the Vice President or Assistant Vice President of the department where the grievance arose. The Vice President of Human Resources will provide a written decision to the employee within twenty (20) working days, or such additional time as is necessary under the circumstances.

Step Three: Grievance Committee Meeting
An employee who is not satisfied with the results from Steps One and Two may request that the Vice President of Human Resources arrange for a Grievance Committee meeting. This request must be made in writing and must be submitted within ten (10) working days following the date the decision was rendered in Step Two. The hearing will be scheduled in a timely manner.

Committee Composition
The grievant may select two employee representatives of his choice to serve on the committee. Representatives must be current GSH employees and may not be involved in the grievance itself. Members of the medical staff or volunteers are not considered GSH employees. No third parties may be present during any committee meeting, unless so requested by GSH.

The Department Director or Supervisor opposing the grievant's position may select two employee representatives from outside the grievant's department to serve on the committee.
All Grievance Committee members will serve on their own time. (Note: absences from the work area to serve on the committee must be communicated in advance to supervisory personnel so that staff coverage can be provided. A minimum of 48 hours notice is required.)

The Vice President of Human Resources or designee will conduct the Grievance Committee meeting and provide each side with an opportunity to discuss the issue. The employee and those serving on the Grievance Committee are not to discuss the contents of the recommendations or of the meeting itself, which are considered confidential.

If the grievance is not resolved in the course of the grievance meeting, the Vice President of Human Resources or designee will submit to the President/CEO the written recommendations of the committee within twenty (20) working days of the committee meeting or such additional time as needed. The Vice President of Human Resources or designee will make copies of the Committee’s recommendation and the President’s response available to the grievant. The decision of the President/CEO shall be considered final and binding on all parties.

Participation in the grievance process is available to only current employees of Good Samaritan Hospital.

**STAFF RIGHTS**

You may request not to participate in any aspect of patient care based on your personal ethics, cultural values, or religious beliefs. Caregivers may not request not to participate in patient care based on the patient’s race, religion, age, sex, and national origin. Request not to participate will be reviewed in advance by your Department Director, who is responsible for determining appropriate alternatives for patient care and treatment.

No employee shall be discriminated against or retaliated against for choosing not to participate in patient care or treatment based on their ethics, cultural values, or religious beliefs.

The hospital will make every reasonable effort to accommodate requests not to participate, so long as the accommodation of such requests will not negatively affect the patient’s care, including treatment, and so long as there is an appropriate alternative method or methods of care delivery.

**LACTATION ACCOMMODATION**

Upon requests, employees will be assisted in finding a private area (not a restroom) in which to lactate. Employees wishing to express breast milk may do so during their regularly scheduled paid rest periods. However, if more time is required in addition to the paid rest periods, such time will be unpaid. GSH is not required to provide additional break time if to do so would seriously disrupt its operations, nor is it responsible for providing facilities for the temporary storage of expressed breast milk. The “Mom’s Pump Room” is located on the seventh (7th) Floor in the Main Hospital. The room provides a peaceful environment to relax and pump in private.
TELEPHONE/COPY AND FAX MACHINE USAGE

Because of the heavy volume of business calls, it is important to keep the telephone lines open for business use. Telephone calls are tracked, i.e., actual number called, duration of call, and the cost of the call. Public telephones are provided in various locations for your off duty personal telephone calls.

In the event of an emergency, employees may request permission from their supervisor to use a hospital telephone, copy machine or fax machine.

When answering a business call, please be friendly and courteous. Identify yourself and/or your department and take notes as necessary. In taking a message for another individual, take the time to verify that the information you have documented is accurate.

PERSONAL MOBILE/CELL PHONE USE

Employees are requested to keep their mobile/cell phones off during working hours. Mobile/cell phone calls should be made during break periods and/or meal periods, and not in the department. Mobile/cell phones should never be used in the presence of patients. Violations of this policy may result in disciplinary actions.

COMPUTER, VOICE MAIL AND E-MAIL SYSTEMS

Computers, computer files, voice mail, E-mail and software furnished to you are the hospital’s property and intended for business use. You should not use a password, access a file, or retrieve any stored communication without authorization. To ensure compliance with this policy, computer, voice mail and E-mail usage may be monitored.

GSH purchases and licenses the use of various computer software for business purposes and does not own the copyright to this software or its related documentation. Unless authorized by the software developer, GSH does not have the right to reproduce such software for use on more than one computer. Employees may only use software on local area networks or on multiple machines according to the software license agreement. GSH prohibits the illegal duplication of software and its related documentation.

The telephone system is an important asset of GSH and has been installed at substantial expense to facilitate business communication. Although employees are allowed to use codes to restrict access to phone messages that are left on the system, it must be remembered that the phone system is intended for business use.

In keeping with this intention, GSH maintains the right to monitor any phone calls made on its telephone system. GSH also maintains the right to access any messages left on or transmitted over the phone system or the computer mail system at any time, and for any reason, with or without the employee’s prior consent. Because GSH reserves the right to obtain access to all voice mail and computer messages left on or recorded on the system, employees should not assume that such messages are confidential or that access by GSH or its designated representative will not occur.
INTERNET

GSH is supportive of and encourages employees to use the Internet to assist in meeting the business objectives of the organization. Use of the Internet is permitted and encouraged in cases where such use is both suitable for business purposes and supports the goals and objectives of GSH. In such cases, the Internet is to be used in a manner that is consistent with GSH standards of business conduct and confidentiality. GSH reserves the right to monitor and maintain an audit log of every Internet transaction. Unethical, abusive or inappropriate use of the Internet will not be tolerated and will be considered cause for disciplinary action up to and including termination.

USE OF EQUIPMENT AND VEHICLES

Equipment and vehicles essential in accomplishing job duties are expensive and difficult to replace. When using Hospital property employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards and guidelines. The improper, careless, negligent, destructive or unsafe use of Hospital equipment or vehicles may result in disciplinary action, up to and including termination of employment.

INJURY AND ILLNESS PREVENTION

Every employee should understand the importance of safety in the work place. By remaining safety conscious, employees can protect their own interests as well as those of their co-workers. Accordingly, GSH emphasizes “safety first” and expects all employees to take steps to promote safety in the workplace.

Employees must understand that compliance with safety requirements is a condition of employment and will be evaluated, together with other aspects of an employee’s performance, as part of the performance appraisal process. Due to the importance of safety considerations to GSH, employees who violate safety standards, who cause hazardous or dangerous situations, or who allow such situations to remain when they could be effectively remedied, may be subject to disciplinary action, up to including termination. It is, therefore, essential that all employees comply fully with the standards and practices that are designed to promote a safe and healthful working environment.

Whenever an employee perceives an unsafe condition or an occupational safety or health risk, the employee must report the concern immediately to their supervisor or the Engineering and/or Security Department, so that any potential dangerous condition can be corrected. Employees are strongly encouraged to report any situations of this nature and need not fear any form of reprisal as a result of compliance with this policy.

Employees may occasionally be asked to assist or participate in inspections. Full cooperation by all employees is necessary to the accomplishment of our goals.
WORK RELATED INJURIES OR ILLNESSES

Most accidents can be prevented if we take safety precautions and remain on alert to conditions which could result in accidents. Incidents caused as a result of an apparent unsafe condition must be reported to your supervisor immediately.

Workers’ Compensation insurance is intended to provide medical care resulting from injuries or illnesses arising out of the course and scope of employment. If you are injured on the job, you must report the injury to your supervisor immediately. Your supervisor can clarify any health and safety procedures that are specific to your job and department. If you become ill at work, you must notify your supervisor immediately of your illness.

If your claim is found to be compensable, you will be entitled to workers’ compensation benefits which may include temporary disability payments, medical care, permanent disability, and vocational rehabilitation benefits. You have the right to pre-designate your own personal physician or chiropractor prior to an injury. The personal physician must have treated you in the past and must have maintained your medical records. A workers’ compensation pamphlet and a designated physician form are provided at new employee orientation.

WORKERS’ COMPENSATION MODIFIED WORK PROGRAM

The modified work program has been established for temporary job placement. This Program allows employees that have a work related illness or injury and has medically authorized restricted work activities, continued active employment up to ninety (90) days. After ninety (90) days, the participation in this program will be reviewed.

Employees that have received a medically authorized release from their physician that includes restrictions in which the hospital can accommodate are placed in the modified work program. Employees that refuse to be placed will forfeit their Worker’s Compensation temporary disability benefits. All other Worker’s Compensation benefits will continue. The Human Resources Department has further details regarding this program.

RECREATIONAL ACTIVITIES AND PROGRAMS

GSH or its insurer will not be liable for payment of workers’ compensation benefits for any injury that arises out of an employee’s voluntary participation in any off-duty recreational, social, or athletic activity that is not part of the employee’s work-related duties.

THEFT PREVENTION

The hospital is open at all times. We urge you to be alert for the entry of unauthorized persons whenever you are on duty. Employees of GSH are required to wear their hospital ID badge while on hospital property. If you see anyone in the hospital who does not appear to be an employee or who is outside his or her regular working area without permission, please offer assistance and direct him or her to his or her destination. If you see anyone acting suspiciously, notify your supervisor and/or the Security Department immediately.
LOST AND FOUND

Articles found on GSH property or left in patients’ rooms at the time of discharge must be given to the Patient Relations Department.

FIRE PREVENTION AND DISASTER PLAN

Every employee is responsible for being watchful of any conditions that could result in a fire and to immediately report the condition to their supervisor. GSH holds classes on the premises periodically regarding fire instruction. Attendance at these classes is mandatory for all employees. Complete fire instructions are in every workstation and all employees are expected to be familiar with them and to review them frequently. On an annual basis, employees may be required to demonstrate competency in fire and other safety related protocols, as regulatory agency requirements dictate.

As an employee you have an important role to play in GSH’s Disaster Plan. Your responsibility in such events will be described to you by your immediate supervisor. Copies of GSH’s plan are available for review in your department.

EMERGENCY CLOSING

At times, emergencies such as fires, power failures, earthquakes, etc. can disrupt Hospital business operations. In extreme cases these circumstances may require the closing of all or part of the Hospital. When operations are officially closed due to emergency conditions, the time off from scheduled work will be unpaid. However, employees may use accrued and unused Paid Time Off (PTO) benefits. Some employees may be asked to work on a day when operations are officially closed. In these circumstances, employees who work will receive regular pay.

TRANSFER AND PROMOTION

GSH will make every effort to fill job openings with internal candidates by promotion or transfer of qualified employees whenever possible. GSH believes in transferring and promoting qualified employees to positions of increased responsibility whenever that action is most appropriate.

Individuals who transfer to another position or who are promoted will be required to complete a thirty day (30) probationary period in their new position. GSH reserves the right to extend the duration of the probationary period if management determines that additional time is needed. If you wish to be considered for an open position, please contact your supervisor or Human Resources.

EXCHANGING SHIFTS

An employee is not permitted to exchange shifts with another employee without the prior authorization from both employees’ supervisors. No authorization for exchanging shifts will
be granted unless the exchange can be accomplished without interference with Hospital operations and without either employee working overtime.

TERMINATION

There may be a number of reasons for termination of employment. Because employment is at the mutual consent of you and GSH, you are free to resign at any time or GSH may terminate your employment at any time with or without cause. Neither you nor GSH are obligated to any specific term or duration of employment; employment is completely at will. No one other than the President of GSH, and then only if the agreement is in writing, has any authority to enter into any agreement for employment which is in any way contrary to the terminable at-will nature of employment described herein.

RESIGNATIONS

Employees are encouraged to provide as much advance notice of their decision to resign as possible under the circumstances. Although employees have the same right as GSH to terminate the employment relationship at will, at any time, GSH would appreciate at least two weeks’ notice of an intention to resign for non-management employees and at least four weeks’ notice for management and above employees. Based on circumstances that may exist, GSH may exercise its right to accept a resignation immediately and accelerate the final date of employment. Nothing herein will affect the at-will nature of employment with GSH.

LAYOFF (Reduction in Workforce)

A layoff or reduction in workforce is an involuntary separation that can occur for various reasons.

A layoff or reduction in workforce may consist of permanent layoffs, adjustments to work hours or employment status changes. Employees will be selected for layoff or retention based upon their job performance, skills and abilities as determined by management at its sole discretion. Seniority will be considered when management determined that all other factors are equal with respect to two or more employees.

UNEMPLOYMENT INSURANCE

If your employment terminates, you may be eligible to receive unemployment insurance. In most cases, you must file a claim in order to collect this benefit. Should such a situation arise, you should inquire about unemployment insurance at the time of your separation from service.

EXIT INTERVIEWS

GSH will attempt to conduct exit interviews for all employees who have separated from the Hospital. A representative will call the former employee in the weeks following their departure to conduct the exit interview.
Identities will not be disclosed and responses will be compiled with those of other former employees. The information gained by former employees may assist us in recognizing areas of strength and areas for improvement.

**RETURN OF HOSPITAL PROPERTY**

Employees are required to return all GSH property in their possession and/or control immediately upon termination of employment for any reason. Hospital property, such as keys, tools, equipment, pagers, laptops, name badge, manuals, written information, parking permits, etc. must be returned by each employee at the time that the final paycheck is provided.

**FINAL PAYCHECK**

If you voluntarily resign, you must complete a written resignation notice stating your reason for resignation, your last day of work and the disposition of your final paycheck. In accordance with policy, you must submit this form to the Human Resources Department or your supervisor no later than three working days prior to your last day worked in order for your final paycheck to be prepared. In the event of your involuntary termination or layoff, you will be paid on your last day of work. For purposes of benefit calculations the last day worked will be considered the last day of active employment. Your final paycheck will reflect payment of any accrued/unused Paid Time Off (PTO) hours. There is no payout of accrued/unused sick leave benefit hours upon termination.

**COBRA BENEFITS CONTINUATION COVERAGE**

In accordance with the Consolidated Omnibus Budget Reconciliation Act (COBRA), when coverage under the Good Samaritan Hospital benefit plans ceases, you and/or your dependents may be eligible to continue your medical, dental and vision benefits at your own expense for a temporary period of time. To be eligible, a “qualifying event” causing the loss of coverage must take place.

These events include an employee’s termination (other than due to “gross misconduct”), resignation, reduction in hours, divorce, legal separation, death, Medicare entitlement, and certain other events. Where the right to continue coverage arises, coverage may be continued at special rates that are authorized by COBRA.
STANDARDS OF CONDUCT
SERVICE EXCELLENCE

We set forth the following standards for our pursuit of service excellence. We define our standards as the “Baseline expectations of Good Samaritan Hospital’s staff and environment which align with our mission, vision, and values.” We consider our customers to include our patients, visitors, physicians, vendors, and fellow co-workers, everyone who enters our facility.

We Always Have A Positive Attitude
- We always extend Good Samaritan Hospital ity!
- We always show a positive and encouraging attitude to everyone we encounter.
- We greet and acknowledge everyone with a smile.
- We always answer the telephone with a smile.

The Way Everything and Everyone Looks Matters to Us
- We take pride in our personal appearance and uphold our dress code.
- We take pride and ownership in everything around us.
- We contribute to a clean and pleasing environment for everyone.
- Litter is not acceptable, we pick it up.

Safety Always Comes First
- We report all safety issues immediately and correct them when possible.
- Issues we cannot solve are always referred to someone who can.

We Know How to Communicate
- We listen to everyone and respond with encouragement.
- Frequent and open communication is important in all that we do.
- We always escort people to their destination.
- Courtesy is extended to everyone.

This is Our Hospital
- We are proud of Good Samaritan Hospital and we celebrate its greatness and successes.
- We become involved and we know we make a difference.
- We participate in resolving problems and fulfilling requests.
- Problems we cannot solve and requests we can not fulfill are always referred to someone who can.

Elevator Etiquette
- Patients always have first access to available cars.
- We greet and acknowledge everyone using our elevators.
- Whenever we can, we take the stairs before using an elevator – one flight up and two down.

Customer Responsiveness
- We always think of our customers’ needs before they do.
- We acknowledge and respond to every request immediately.
- We listen carefully and look everyone in the eye.
- We’re always prompt because we know time is money.
Commitment to Each of Our Co-Workers
- We treat our co-workers in the same manner as we like to be treated.
- We know our success is dependent on everyone’s success, so when we assure other’s successes, we assure our own.
- We promote and contribute to teamwork every day, every week, and every month.
- We care about and support one another.

Privacy is Prime
- We regard all information as confidential.
- We respect and protect the privacy of our patients and that of our co-workers.
- Public areas are public areas – we know when to discuss information and when not to.
- We report all breaches of confidentiality immediately.

CUSTOMER SERVICE
GSH is committed to a standard of excellence in providing quality patient care. Our patients, visitors, and physicians judge us not only by our service and equipment, but equally as important, by how they are treated. People will usually form their opinion of GSH through contact with employees. We ask that everyone be courteous and helpful in performing their jobs and help in maintaining a professional and pleasant environment.

COMPLIANCE PROGRAM
You will receive a copy of the GSH Code of Organizational Ethics and Conduct which reflects our culture and provides employees with a set of ethical and legal guidelines that all individuals or entities associated with GSH will follow when performing their duties or providing services on behalf of GSH. The Code of Conduct must be reviewed and observed by all employees to ensure that business conduct is consistent with our high expectations and standards. It is expected that employees adhere to the Code of Conduct. Violating the Code is a serious matter that will lead to disciplinary action, up to and including termination of employment. Questionable or unethical conduct is never acceptable as a means to achieve business results. The Code covers many areas of potentially unethical and illegal behavior, and was developed as a guide to describe what is expected of employees in the workplace.

CONFLICT OF INTEREST
As an employee, you must be extremely careful not to engage in any action, which might create an actual or potential conflict of interest. You will be asked to review the Employee Conflict of Interest Policy, and to complete the appropriate disclaimer form. A copy of which becomes a part of your personnel file.

Some of the circumstances wherein a conflict of interest might arise are:
- Receipt of gifts whose value exceeds fifty dollars ($50.00), entertainment, loans from persons doing business with GSH.
• Obtaining any interest in real estate, or other personal property, which GSH is considering purchasing, or leasing.

• Expenditure of time during normal working hours for personal business or activities unrelated to GSH.

• Disclosing or using information relating to GSH business operations for personal profit or advantage.

Employees may seek further clarification on issues related to conflict of interest and acceptable standards of operations.

TIPS AND GRATUITIES

Under no circumstances may an employee accept tips, gratuities, gifts, or anything of value, an amount exceeding fifty dollars ($50.00) from patients, patients’ family members or friends, physicians, vendors, or fellow employees. Neither are employees allowed to purchase items or borrow money from patients or become involved in any personal or business relationships. Please contact Human Resources if you have any questions.

PERFORMANCE, CONDUCT AND CORRECTIVE ACTION

GSH maintains a progressive discipline procedure to ensure a fair method of counseling employees. Guidelines regarding conduct are necessary for Hospital operations and for the benefit and protection of the rights and safety of our patients, visitors, physicians, volunteers and employees. The following guidelines and others, which might be established from time to time by GSH, are designed to provide each employee with examples of the types of conduct that are considered to be unacceptable. The following are examples, and not a complete list, of what are considered unacceptable. Unacceptable conduct, behavior and/or performance issues are subject to disciplinary action up to and including immediate termination of employment.

• Disorderly conduct on GSH property, such as fighting, horseplay, attempting bodily injury, the use of threatening or profane language toward others (co-workers, management staff, visitors, patients, etc.)

• Insubordination, including refusal or intentional failure to perform assigned work, or other disrespectful conduct

• Waste, neglect or damage to GSH property; unauthorized removal or use of any GSH property or that of a patient, visitor, physician or another employee

• Negligence or failure to perform assigned job responsibilities in a safe manner, use of poor judgment which results in physical harm, failure to follow or carry out orders, exceeding or not performing within parameters of professional scope of practice

• Possession, transfer, sale, distribution or use of, or reporting to work under the influence of intoxicating beverages, drugs or any other mind-altering agents, or otherwise being incapable of working
• Carrying a weapon (gun, knife, etc.) while on GSH property

• Failure to report for scheduled duty, or to give appropriate notice or obtain permission from your supervisor to be absent, except when circumstances beyond your control prevent your giving such notice; loiter or go off duty without permission

• Falsifying or making a material omission on GSH records, reports or statistics, including your employment application, time cards/pay period adjustments or automated time management system, personnel and/or employment records, or divulging information of a confidential nature to unauthorized persons

• Interfering with the work of other employees

• Unacceptable or unsatisfactory job performance

• Failure to observe security, traffic, parking or health and safety regulations and/or practices

• Recording time on another employee’s time card, or requesting another individual to punch or record one’s time card

• Unauthorized removal or possession, or attempted removal or possession, of any property belonging to GSH, another employee, patients, visitors, physicians, or any other person

• Excessive tardiness/absenteeism

• Threatening, intimidating, coercing or abusing a patient, another employee, member of the Medical Staff, volunteer, or the public in a physical and/or verbal manner

• Improper dress and grooming

• Sexual or other unlawful harassment

• Violation of the Solicitation & Distribution of Literature Policy

• Unauthorized disclosure of any confidential information

• Misconduct

• Smoking in unauthorized areas

• Sleeping, or giving the appearance of sleeping while on duty

• Violation of safety or health rules. Refusal to comply with annual health screening requirement or refusal to be immediately drug and alcohol tested when management has a reasonable suspicion that an employee is under the influence of drugs or alcohol

• Failure to report a safety hazard to management

• Unauthorized absence from the workstation during the day
• Failure to tell the truth or any act or failure to act that constitutes less than fully honest behavior

• Failure to maintain current required licensure and/or certification

• Failure or refusal to cooperate fully and in a timely manner in any GSH or other authorized investigation

• Gambling on hospital premises or during working hours

• Discourtesy in the opinion of GSH’s management to any patient employee, director, supervisor, physician, visitor, vendor or anyone else

• Behavior on or off the job that may harm job performance or cause negative publicity to GSH

• Unauthorized use of GSH’s telephone, computers, or other GSH property, vehicles or equipment. Installing software into a GSH computer without proper authority and license

• Unauthorized use of GSH’s paid postage for personal correspondence

Violations of these conduct and work rules will lead to immediate counseling and corrective action, up to and including termination of employment. Any corrective action requiring the employee to refrain from reporting to work for a period of time may be without pay.

The type of disciplinary action which may be taken in response to unacceptable employee conduct or poor job performance will be determined by all circumstances of the individual case. While no specific order of discipline is required, disciplinary action may take a number of forms, including, but not limited to the following: verbal and/ or written warnings, suspension without pay, or immediate termination.

**DRUG AND ALCOHOL USE/ FITNESS FOR DUTY**

GSH wishes to provide a drug-free, healthful, and safe workplace. To that end, employees are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner.

GSH conducts pre-employment drug screenings on all new applicants for employment.

While on GSH premises (including GSH parking lots) and while conducting business related activities off GSH premises, no employee may use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs. The legal use of prescribed drugs is permitted only if it does not impair an employee’s ability to perform the essential functions of their jobs effectively and in a safe manner that does not endanger the employee or any other person.

Violation of this policy may lead to disciplinary action up to and including immediate termination of employment. Such violations may also have legal consequences.
If a supervisor suspects that an employee may be under the influence of alcohol and/or illegal drugs, GSH may require an employee to submit to a laboratory test to determine if the employee is so impaired. Employees sent for drug/alcohol testing shall be suspended without pay until the results are received. Employees who refuse to comply with this test may be subject to disciplinary action up to and including termination of employment.

Employees with questions on this policy or issues related to drug or alcohol use in the workplace should raise their concerns with their supervisor or the Human Resources Department without fear of reprisal.

**IDENTIFICATION BADGE**

Employees are required to wear the GSH issued identification badge at all times while on hospital property. The identification badge must be worn so that your picture, name and job title are visible. If your identification badge is lost, immediately request a new badge from the Human Resources Department; a replacement fee may be charged. Failure to wear your identification badge while on hospital property could result in disciplinary action up to and including termination.

**VISITORS IN THE WORKPLACE**

To provide for the safety and security of employees and our patients, only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps maintain safety standards, protect against theft, ensure security of equipment, protect confidential information, safeguard employee welfare, and avoid potential distraction and disturbances.

For safety and security reasons, family and friends of employees are discouraged from visiting. Former employees may only visit with current employees or patients if they obtain the express permission of the current employee’s supervisor or Human Resources Department.

Authorized visitors will receive directions and visitor badges from security and may be escorted to their destination. If an unauthorized individual is observed on GSH premises, employees must immediately notify their supervisor or the security department who will be responsible for having the individuals removed.

**VIOLENCE IN THE WORKPLACE**

GSH is committed to providing a safe violence-free workplace and strictly prohibits employees, visitors, vendors or anyone else on hospital premises from behaving in a violent or threatening manner. As part of this policy, GSH seeks to prevent workplace violence before it begins and reserves the right to deal with behavior that suggests a propensity towards violence even prior to any violent behavior occurring.

If you observe or become aware of any of the actions listed below you must notify your supervisor, director, Human Resources Department, or Security Department immediately.
Workplace Violence includes:

- Threats of any kind
- Threatening, physically aggressive or violent behavior, such as intimidation of or attempts to instill fear in others
- Other behavior that suggests a propensity towards violence, which can include belligerent speech, excessive arguing, profanity, sabotage or threats of sabotage of hospital property or a demonstrated pattern of refusal to follow GSH Policies and Procedures
- Defacing Hospital property or causing physical damage to the facilities
- Bringing weapons or firearms of any kind on Hospital premises, or Hospital parking lots

All reports of workplace violence will be taken seriously and will be investigated promptly by the Human resources Department. GSH may discipline or terminate an employee who retaliates against any employee who reports workplace violence.

SECURITY INSPECTIONS AND WORKPLACE MONITORING

The hospital maintains a work environment that is free of illegal drugs, alcohol, firearms, explosives or other improper materials. In administering this policy, the hospital prohibits the possession, transfer, sale or use of such materials on its premises. Workplace monitoring may also occur to ensure patient and employee safety, quality control, security and patient satisfaction. Video surveillance of non-private workplace areas is used to identify security and safety concerns, maintain quality control, detect theft and misconduct, and discourage or prevent acts of harassment and workplace violence.

Desks, lockers and other storage devices may be provided for the conveniences of our employees but remain the sole property of the hospital. Accordingly, any agent or representative of the hospital may inspect them, as well as any articles found within them, at any time, either with or without prior notice.

Computers furnished to employees are the property of GSH. As such, computer usage and files may be monitored or accessed at any time with or without notice to the employee.

The hospital strictly prohibits theft or unauthorized possession of the property of employees, patients, facility visitors and customers. To facilitate enforcement of this policy, the hospital or its representative may inspect not only desks and lockers but also persons entering and/or leaving the premises and any packages or other belongings.
SOLICITATION AND DISTRIBUTION OF LITERATURE

To prevent disruptions of Hospital operations and interference with patient care the following rules shall apply to solicitation and distribution of literature on GSH property:

Non-Employees

- Persons who are not current employees of GSH may not solicit or distribute any written materials on GSH property at any time, for any purpose.

Employees of Good Samaritan Hospital

- Employees may not solicit during working time for any purpose. Working time includes the working time of both the employee doing the soliciting or distributing, and the employee to whom the soliciting or distributing is directed to. Working time does not include authorized rest periods and meal periods, or any other periods during the workday when employees are properly not engaged in performing their jobs.

- Employees of GSH may not solicit at any time for any purpose in immediate patient care areas, such as patient rooms and places where patients are examined or receive treatment, such as outpatient areas, therapy areas, or any other areas that would cause disruption of healthcare operations or disturbance to patients, such as corridors and patient treatment areas and rooms used by patients for consultation, with physicians or meetings with families or friends.

- Employees of GSH may not distribute any written or other materials on working time for any purpose, in working areas. Working areas include all areas of GSH property except the authorized employee lounges, lobbies, cafeteria, and parking areas.

- Employees may not utilize e-mail to solicit at any time for any purpose.

Employee lounges and the Hospital Cafeteria are available for GSH employees. No salesperson or other solicitors are allowed in employee lounges or the Hospital Cafeteria at any time. Organizations, clubs, groups, etc. are not permitted to solicit memberships or seek donations in our employee lounges or Hospital Cafeteria at any time. Nor are salespersons or other solicitors permitted to solicit sales of products or services to our employees or anything else from our employees in the employee lounges or Hospital Cafeteria at any time.

Employees who observe any violation of this policy should call the Security Department.

DRESS CODE

In the interest of presenting a professional image to our patients and others it is the policy of GSH that all individuals observe good habits of dress, grooming and personal hygiene in an appropriate manner according to the nature of the duties performed and the specific requirements of the department.
Be selective of clothes you wear on your job, avoiding extremes in both clothing and grooming. Accessories, scents and jewelry are to be appropriate for the work assignment and pose no potential safety issues. Jewelry, associated with body piercing of the eyebrows, lips, tongue, cheeks or nose, which may pose safety issues, are not acceptable. Visible body tattoos must be conservative and pose no potential customer relations issues. Shoes are to be clean and kept in good repair. Some departments require employees to wear uniforms. Please contact your supervisor for the specific dress code policy that applies to your department.

Uniforms furnished by GSH are not designed for use outside of the Hospital premises and are not a substitute for personal attire. These uniforms should not be worn or carried off the premises without the approval of an employee’s supervisor.

Employees who are inappropriately dressed will be sent home and directed to return to work in proper attire and are not compensated for their time away from work.

Employees are expected to wear an identification badge showing name and job title.

Tattoos will need to be covered during working hours. Also, it is necessary to remove jewelry from body piercings (other than ear piercings) during working hours.

Artificial fingernails are not permitted to be worn by patient care employees. Please contact your supervisor if you have any questions regarding the dress code requirements for your department.

SMOKING

GSH maintains a smoke free environment. Smoking is not permitted within the Hospital. There are designated smoking areas external to GSH premises.

CONFIDENTIALITY

GSH insists on the undivided loyalty of all employees including managers and non-management staff. The protection of confidential, sensitive and proprietary information is of critical importance to GSH, its work force, patients and customers. It is therefore essential that all employees take steps to safeguard such information. Employees must not use any confidential, sensitive or proprietary information of GSH in any manner that is unauthorized or detrimental to the best interest of GSH. GSH has a privacy officer to whom employees may ask questions about appropriate release of information. Any employee who believes a patient’s privacy rights have been violated should contact the privacy officer. No one who makes a good faith report of a privacy violation will be subject to any sanction even if the report is later determined to be erroneous. Each report will be investigated. Violation of a patient’s privacy rights may result in disciplinary action up to and including termination of employment.
HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT OF 1996 (HIPAA)

Legislation has four primary objectives

1. Assure health insurance portability by eliminating job-lock due to pre-existing medical conditions.

2. Reduce healthcare fraud and abuse

3. Enforce standards for disclosure of patient health information

4. Guarantee the security and privacy of health information

HIPAA is intended to improve the Medicare program, the Medicaid program, and the efficiency and effectiveness of the health care system, by encouraging the development of a health information system through the establishment of standards and requirements for the electronic transmission of certain health information.

Standards to maintain reasonable and appropriate safeguards to ensure the availability, integrity, and confidentiality of the protected health information will be required.

Privacy regulations and requirements pertain to both electronic and paper information maintained, used or disclosed by the entity. All employees will be orientated to the HIPAA Act of 1996 and are expected to abide by the regulations/standards set forth within the Act.

INTERNAL INVESTIGATIONS

Employees with knowledge concerning complaints of harassment, discrimination, or the violation of any other Hospital rule have a duty to participate in investigations by providing complete and timely information. Withholding information or failing to cooperate in a good faith manner will be considered a disciplinary infraction and may result in disciplinary action, up to and including termination of employment.

TAPE RECORDING

During the course of your employment with GSH and in the evaluation of an employee’s performance, there will be opportunities for private and confidential discussions with management. We respect the privacy and confidentiality of such conversations. Any secret recording of these conversations by a tape recorder or similar electronic device is explicitly prohibited.

SEXUAL AND OTHER UNLAWFUL HARASSMENT

GSH is committed to provide a work environment that is free of harassment. In keeping with this commitment, GSH does not discriminate against employees or applicants because of race, color, national origin, ancestry, sex, sexual orientation, pregnancy,
marital status, religion, creed, physical or mental disability, medical condition, age or any other protected category as defined by law. This policy applies to all employee agents and employees including supervisors and non-supervisors. Furthermore, it prohibits unlawful harassment in any form, including verbal, physical, and visual harassment.

Sexual harassment includes, but is not limited to, making unwanted sexual advances and requests for sexual favors where either:

- Submission to such conduct is made an explicit or implicit term or condition of employment.
- Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual.
- Such conduct has the purpose or effect of substantially interfering with an individual’s work performance or creating an intimidating, hostile or offensive work environment.

Employees who violate this policy are subject to disciplinary action up to and including immediate termination.

Any employee who believes that he or she has been harassed by a co-worker, supervisor or agent of the employer should promptly report the facts of the incident or incidents to his or her supervisor or to the Human Resources Department. The Human Resources Department will investigate all such claims and take appropriate corrective action, including disciplinary action when it is warranted.

No employee will be retaliated against for making a complaint or bringing inappropriate conduct to GSH’s attention, for preventing unlawful practices, or for participating in an investigation, proceeding or hearing.

Measures will be undertaken to protect those who use the complaint procedure from any further acts of harassment, coercion or intimidation, and from retaliation due to their reporting an incident of this type, or participating in an investigation or proceeding concerning the alleged harassment.

It is the obligation of all employees to cooperate fully in the investigation process. In addition, disciplinary action will be taken against any employee(s) who attempt to discourage or prevent any harassment victim from using the GSH complaint procedure to report harassing conduct.
EMPLOYEE ACKNOWLEDGMENT
OF RECEIPT OF EMPLOYEE HANDBOOK

I acknowledge that I have received a copy of the Good Samaritan Hospital Employee Handbook and that I understand that it contains important information about the hospital’s general personnel policies and about my privileges and obligations as an employee. I further understand and acknowledge that I am governed by the contents of the Employee Handbook and that I am expected to read, understand, familiarize myself with and comply with the policies contained in them.

I also understand that the hospital may change, rescind or add to any of the policies, benefits or practices described in the Employee Handbook, in its sole and absolute discretion, with or without prior notice. I also understand that the hospital will advise employees from time to time of material changes to the policies, benefits or practices described in the Employee Handbook.

I understand that the employee handbook provides a general overview of the hospital’s policies, practices and benefits and that the handbook does not describe all of the exclusions, limitations or conditions of the policies or benefits. I further understand that I must review the official policy and procedure or summary plan description for further information. The provisions of the official plan documents and that of policy will prevail over the summaries contained in this handbook.

Furthermore, I understand, acknowledge and agree that the Employee Handbook is not a contract of employment and that my employment with the hospital is at the mutual consent of the hospital and myself. Therefore, I hereby acknowledge that either the hospital or I can terminate my employment relationship at will, with or without cause or notice. No one other than the President of GSH, and then only if the agreement in writing, has any authority to enter into any agreement for employment which is in any way contrary to the terminable at-will nature of employment described herein.

Note: certain sections of the Employee Acknowledgement as well as the Employee Handbook may not apply to employees covered by collective bargaining agreements. If you have any questions, please direct them to Human Resources.

________________________________________________________________________

Employee’s Signature                                  Date

________________________________________________________________________

Employee’s Name (Please Print)                   Employee ID#
## INDEX

<table>
<thead>
<tr>
<th>Page</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>27</td>
<td>401(K) Plan</td>
</tr>
<tr>
<td>5</td>
<td>About Good Samaritan Hospital</td>
</tr>
<tr>
<td>12</td>
<td>Access to Personnel Files</td>
</tr>
<tr>
<td>12</td>
<td>Address and Personal Information Changes</td>
</tr>
<tr>
<td>13</td>
<td>Annual Medical Examination</td>
</tr>
<tr>
<td>11</td>
<td>Attendance and Punctuality</td>
</tr>
<tr>
<td>22</td>
<td>Benefit Eligibility</td>
</tr>
<tr>
<td>23</td>
<td>Benefit Plan Year</td>
</tr>
<tr>
<td>33</td>
<td>Bereavement</td>
</tr>
<tr>
<td>35</td>
<td>Blood Bank</td>
</tr>
<tr>
<td>34</td>
<td>Chapel</td>
</tr>
<tr>
<td>44</td>
<td>COBRA Benefits Continuation Coverage</td>
</tr>
<tr>
<td>47</td>
<td>Compliance Program</td>
</tr>
<tr>
<td>39</td>
<td>Computer, Voice Mail and E-Mail Systems</td>
</tr>
<tr>
<td>54</td>
<td>Confidentiality</td>
</tr>
<tr>
<td>47</td>
<td>Conflict of Interest</td>
</tr>
<tr>
<td>34</td>
<td>Credit Union</td>
</tr>
<tr>
<td>47</td>
<td>Customer Service</td>
</tr>
<tr>
<td>16</td>
<td>Daylight Savings Time</td>
</tr>
<tr>
<td>34</td>
<td>Direct Deposit of Paycheck</td>
</tr>
<tr>
<td>53</td>
<td>Dress Code</td>
</tr>
<tr>
<td>50</td>
<td>Drug and Alcohol Use/Fitness for Duty</td>
</tr>
<tr>
<td>18</td>
<td>Effective Dates of Wage Changes</td>
</tr>
<tr>
<td>22</td>
<td>Eligible Dependents</td>
</tr>
<tr>
<td>42</td>
<td>Emergency Closing</td>
</tr>
<tr>
<td>57</td>
<td>Employee Acknowledgment Form</td>
</tr>
<tr>
<td>34</td>
<td>Employee Assistance Program (EAP)</td>
</tr>
<tr>
<td>35</td>
<td>Employee of the Month Award</td>
</tr>
<tr>
<td>35</td>
<td>Employee of the Year Award</td>
</tr>
<tr>
<td>8</td>
<td>Employee Relations</td>
</tr>
<tr>
<td>35</td>
<td>Employee Service Award</td>
</tr>
<tr>
<td>8</td>
<td>Employment Application</td>
</tr>
<tr>
<td>10</td>
<td>Employment Categories</td>
</tr>
<tr>
<td>9</td>
<td>Employment Eligibility</td>
</tr>
<tr>
<td>12</td>
<td>Employment of Relatives</td>
</tr>
<tr>
<td>8</td>
<td>Equal Employment Opportunity</td>
</tr>
<tr>
<td>42</td>
<td>Exchanging Shifts</td>
</tr>
<tr>
<td>16</td>
<td>Exempt Positions</td>
</tr>
<tr>
<td>43</td>
<td>Exit Interviews</td>
</tr>
<tr>
<td>59</td>
<td>Employee Handbook</td>
</tr>
<tr>
<td>Rev. 01/04</td>
<td></td>
</tr>
</tbody>
</table>