

EMPLOYEE HANDBOOK



Good Samaritan Hospital
A Tradition of Caring

Welcome to Good Samaritan Hospital

We are proud of the reputation the hospital has had since its beginning in 1885. Although the buildings, technology, and equipment are important, the employees of Good Samaritan Hospital (GSH) are the real heart and soul of the organization. Our employees, physicians and volunteers strive each day to uphold our **Tradition of Caring** and to further our mission to provide *accessible, quality, cost-effective and compassionate healthcare*.

ABOUT THIS HANDBOOK

This Employee Handbook provides an introduction to many of the policies and programs that will affect your employment. This handbook summarizes our employment policies in effect at the time of publication, but is not to be construed as a legal document or an employment contract. Many of our policies are posted and available for your review on GSH's intranet.

This edition of the Employee Handbook supersedes all previously issued handbooks, policies, benefit statements and memoranda that are inconsistent with policies described here.

GSH reserves the right to modify, supplement, rescind or revise any provision of this Handbook, as it deems necessary or appropriate in its sole discretion. Changes and revisions which affect policies, benefits, employment law and other working conditions will be communicated to you through department meetings and/or by written or electronic memorandums. Those communications will supersede the information in this Handbook.

Please contact a member of the Human Resources Department at 213-977-2378 if you have questions, need more information or have difficulty understanding any provision of this Handbook.

Again, welcome to GSH. We hope your employment experience will provide you with opportunities for both personal and professional growth.

Andrew B. Leeka, *President and Chief Executive Officer*

Lexie L. 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, 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.

**EMPLOYEE ACKNOWLEDGEMENT
OF RECEIPT OF EMPLOYEE HANDBOOK**

I acknowledge that I have received a paper copy or access to an electronic copy of the Good Samaritan Hospital Employee Handbook and that I understand that it contains important information about the Hospital's general personnel policies. 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.

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 have been informed that many Hospital policies are available for my review on the GSH intranet site.

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. The provisions of the official plan documents and policies will prevail over the summaries contained in this Handbook.

Employee's Signature

Date

Employee's Name (Please Print)

Employee ID#

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SECTION I

EMPLOYMENT

HANDBOOK REVISIONS

This Employee Handbook contains many employment policies and practices of Good Samaritan Hospital (GSH) in effect at the time of publication. All previously issued handbooks are superseded.

GSH reserves the right to revise, modify, delete, or add to any and all policies, procedures, work rules, and benefits stated in this handbook and in any other document.

Any written changes to this Handbook will be made available to all employees so that employees will be aware of the changes. No oral statements or representations can in any way alter the provisions of this Handbook. Nothing in this Handbook or in any other personnel document, including benefit plan descriptions, creates or is intended to create a promise or representation of continued employment for any employee.

Note: Certain sections of the handbook may not apply to employees covered by Collective Bargaining Agreements.

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 employees have questions or concerns about work conditions or compensation, they are encouraged to talk with their department management and/or Human Resources.

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, or directly outside of the Human Resources Department and may be accessed on the GSH website www.goodsamcareers.org. Management reserves the right to waive the policy for management and administrative positions. To apply for an open position, employees should complete the internal online application accessible from the intranet or www.goodsamcareers.org. 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 of 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

Applicants are eligible for employment provided they meet the minimum age requirement (18 years of age), receive satisfactory verification of references to include a background check, education, professional licenses and/or certifications, E-verify, and successfully complete a health assessment which includes a drug screen and any required immunizations as recommended for our healthcare setting. GSH will comply with all applicable laws in conducting employee eligibility checks and screenings.

AT-WILL EMPLOYMENT

Employment at GSH is on an at-will basis and at the mutual consent of the employee and the Hospital. Accordingly, either the employee or the Hospital can terminate the employment relationship for any reason and at any time. Nothing in this handbook shall limit the right to terminate at-will employment. No Director or employee of the Hospital has the authority to enter into an agreement for employment other than at-will terms. Only the

President/Chief Executive Officer of Good Samaritan Hospital has the authority to make any such agreement, which is binding only if it is in writing.

EQUAL EMPLOYMENT OPPORTUNITY

GSH's policy is to recruit, employ and otherwise treat all employees and job applicants on the basis of merit, qualifications and competence. GSH does not discriminate against employees or applicants because of race, color, national origin, ancestry, citizenship, veteran or military status (including reserves), sex, sexual orientation, gender, gender identity or expression, sex stereotype, transgender status, pregnancy, childbirth and related medical conditions, marital status, religion or religious creed, physical or mental disability, medical condition or genetic characteristics, age or any other protected category as defined by law. GSH will try to make reasonable accommodations for qualified individuals with known disabilities. All incidents of alleged discrimination or discriminatory harassment including those by a co-worker, supervisor or third party should be reported to either the department management or the Human Resources department. Supervisors and Managers are required to report all complaints to the Human Resources Department immediately. The law protects employees from any retaliation for reporting or participating in the investigation. A prompt and thorough investigation of the alleged incident will be conducted. To the extent possible, the investigation and subsequent action will proceed in a confidential manner.

LICENSES, REGISTRATION, CERTIFICATION, EDUCATIONAL DEGREES

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 the position requires employees to hold a valid license, be certified or registered by the State of California or other National entity, an original valid license must be provide as well as any certification or registration to the Director and to the Human Resources Department so that a copy may be included in the personnel file, as a condition of initial and/or continued employment. It is the employee's 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 acceptable documentation establishing identity and employment eligibility.

PRE-PLACEMENT HEALTH ASSESSMENT

Before an applicant begins employment with GSH and following the offer of employment, they will be required to successfully complete a pre-placement health assessment, which will include a drug screen, immunizations and additional tests as required by state licensing, OSHA, and The Joint Commission, or by the nature of the employee's job. Every offer of employment is contingent upon successful completion of the health assessment. During the course of the employee's employment, employees may be required to take health exams on an annual basis (or semi-annually for some departments) to meet certain regulatory requirements. GSH will cover all costs associated with the required health assessments required by GSH. 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.

FITNESS FOR DUTY

Employees may be asked to take a Fitness-for-Duty examination if an individual is in a physical, mental or emotional state that indicates he or she is unable to safely perform the essential duties of the work assignment or is a threat to the safety or health of themselves, patients or co-workers. This examination will be authorized by the Human Resources Department and conducted in conjunction with the Employee Health Department. The examination may include drug and/or alcohol testing if there is suspicion of impairment while on duty.

REASONABLE ACCOMMODATION

It is GSH's policy to comply with all the relevant and applicable provisions of the Americans with Disabilities Act (the "ADA") and similar state laws, including California Fair Employment and Housing Act (the "FEHA"). GSH will not discriminate against any qualified employee or job applicant with respect to any terms or conditions of employment because of a person's physical or mental disability. Reasonable accommodation for qualified employees or applicants with disabilities will be made, provided that the individual is otherwise able to perform the essential duties and assignments connected to the job and provided that accommodation would not create an undue hardship to GSH. Supporting medical documentation may be required.

If an employee needs a reasonable accommodation for religious practices and observances they should contact their manager and the Human Resources Department to request such an accommodation. Once GSH has been notified of an employee's need for a reasonable accommodation, GSH will meet with the employee to discuss possible reasonable accommodations and will also, in good faith, consider any suggestions the employee makes regarding possible reasonable accommodations.

ANNUAL HEALTH SCREENING

All departments are issued a designated month to complete their annual health screening. Employees are responsible for scheduling a health examination appointment through Employee Health. If employees do not complete the health screening, including specifically the TB screening, they will be subject to disciplinary action including suspension and removal from the work schedule until screening results have been read and documented.

NEW EMPLOYEE ORIENTATION

During the first thirty (30) calendar days of employment, employees will be required to attend general hospital orientation. This program is to acquaint employees with GSH philosophy, principles, mission, vision and values, and appropriate mandated information. The work schedule will be arranged to permit attendance at orientation on hospital paid time. Department specific orientation will be provided under the direction of the department director or designee.

INTRODUCTORY EMPLOYMENT PERIOD

All newly hired or rehired employees will be placed on an introductory employment period for the first six (6) calendar months of employment.

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

EMPLOYMENT CATEGORIES

- **Introductory Period:** The first six (6) calendar months of employment.
- **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 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 may be 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

An employee's attendance and ability to be on time and ready to begin the assigned work shift is a significant factor in fulfilling their job responsibility. If absent from work for any reason, the employee must notify their supervisor or another person designated by the department prior to the beginning of the scheduled work shift. Any unreported absence may result in disciplinary action. If an employee is absent for a period of two (2) consecutively scheduled work days without calling the supervisor or making other specific arrangements, the employee may be considered as having voluntarily resigned their employment effective the last day worked.

If absence is due to an illness, the employee should keep the supervisor informed of their progress and the expected date of return to work. When an absence due to illness or an injury extends beyond three (3) scheduled work days, a written physician's certification releasing the employee to return to work may be required. The physician's certification must specify any limitations the employee might have that would prevent performance of the essential job duties, and the estimated duration of the limitations. Restrictions/limitations will be accommodated based on hospital business needs.

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

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

RESPONDING TO REQUEST 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 and may be subject to disciplinary action, up to and including termination of employment.

CONFIDENTIALITY OF AND ACCESS TO PERSONNEL FILES

Personnel files are the property of GSH and access to them is restricted. 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. Employees may request copies of anything in their personnel file that they have signed or that relates to their performance or to any grievance concerning them. Management is permitted access to files relating to their employees or to employees transferring into their unit or being considered for transfer.

ADDRESS AND PERSONAL INFORMATION CHANGES

It is important for employees to keep their personal records up to date. Any change in name, marital or dependency status, address, telephone number or insurance beneficiaries may have a bearing on their benefit and tax records. It is the employee's responsibility to keep this information accurate and current.

It is the employee's responsibility to notify their local Social Security Office of any name change. Until a new Social Security card or receipt is received by payroll, their paycheck and personnel file will continue to reflect the name on file.

EMPLOYEE SELF SERVICE (ESS)

ESS is a secure, confidential and user- friendly way for GSH employees to review and update their personal contact and emergency information. Employees can view, make changes to and enroll in health benefits through this portal. In addition, employees can check their Paid Time Off (PTO) and Extended Sick Leave (ESL) balances and view, print or save a copy of their earnings statements.

Employees may access their ESS account on the GSH intranet under the Human Resources tab by choosing Employee Self Service, or by clicking on the "iPortal" icon on the computer desktop. Employees may direct questions about log-in procedures to the Human Resources Department.

EMPLOYMENT OF RELATIVES

Relatives of employees will not be considered for employment, transfer or promotion within the same department due to potential problems of supervision, safety, security, morale or potential conflict of interest. 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 employees. However, if the 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. Employees may hold an outside job as long as they continue to meet the performance standards for the employee's job at GSH. The employee will be subject to GSH's scheduling demands, regardless of any existing outside work commitments. Employees should consider the impact outside employment may have on their health and physical well-being.

Outside employment that constitutes a conflict of interest is strictly prohibited. An employee- may not receive any income or material gain from individuals outside the hospital for material produced or services rendered while performing the employee's 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.

GSH employees working through outside agencies or registry may not be sent to work at GSH.

PERFORMANCE APPRAISAL AND COMPETENCY ASSESSMENT

An employee's job performance and competency validation will be evaluated by their department management periodically, at least annually, based on job requirements. This provides an employee with an opportunity to discuss questions they may have regarding any aspects of their employment and job.

All GSH employees 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 and appraisal process. The determination of an employee's current competency is the responsibility of the department director or designees.

TRANSFERS, PROMOTIONS AND STATUS CHANGE

GSH supports filling job openings with internal candidates by promotion, transfer and status change of qualified employees whenever possible.

Employees must complete a minimum of six (6) months of active service in their present position before being considered for a transfer. The employee's performance in their current position must be satisfactory. Any corrective action received within the six (6) months preceding the request may make the employee ineligible for transfer.

Individuals who transfer to another position or who are promoted will be required to complete a thirty (30) day 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.

An employee, who wants to be considered for an open position in their department or another, should contact Human Resources for more information.

JOB DESCRIPTIONS

Each job classification will have a written job description that outlines the duties, responsibilities, education, training and work experience required for that classification.

SECTION II

COMPENSATION

WORK SCHEDULES

Employees are normally assigned to a regular work schedule and are expected to be on duty according to their assigned schedule. Employees are responsible for reporting to work at the time their work schedule begins, dressed according to department policies and ready to begin work. They are responsible for leaving the work area when their work hours are completed. Any time employees spend before or after the scheduled work hours, in which they do not work, should not be recorded as hours worked, and will not be paid. Management must approve working beyond the assigned schedule.

Management, based on business needs, assigns the number of hours and days employees 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

The workday is a 24- hour period beginning at the same time each day.

WORK HOURS

The work schedules for employees are based on various factors, such as workloads, operational efficiency and staffing needs. Business necessity 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.

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.

PAY PERIODS

A pay period is a 14-day period beginning at the same time every other Sunday. It is used to calculate hours worked. A paycheck is issued each pay period worked. There are 26 pay periods a year.

ROTATION

Weekend or holiday duty may be assigned since hospitals must be staffed 24 hours a day, 7 days a week. In departments where weekend and holiday coverage is necessary employees may be required to take rotation.

REQUIRED TO FLEX

When patient census is low, employees may be requested to take time off. When asked to take time off it is done on the basis of a number of factors including Hospital operations, employee qualifications and current job classification. In the event an employee is "called off" or required to "flex" by their department, the employee may choose to use, or choose not to use, their accrued Paid Time Off (PTO) hours.

NON-EXEMPT POSITIONS (Hourly)

Non-exempt employees include all employees that are covered by the overtime provisions of Federal Fair Labor Standards Act or any applicable state laws.

EXEMPT POSITIONS (Salaried)

Exempt employees are paid a fixed salary that includes compensation for all hours worked. Exempt employees need to clock in each day worked. Due to their exempt status they are not covered by the overtime provisions, do not receive overtime pay, nor do they 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.

PAYCHECKS

Employees will receive their paycheck every other week to cover the time worked during the preceding two (2) week period.

Should a paycheck be lost, it is important that it be reported immediately to Payroll Department so that payment can be stopped and a new check issued. Errors on the paycheck should be reported the Payroll Department and Human Resources.

DIRECT DEPOSIT OF PAYCHECK

Paychecks can be electronically deposited directly into an employee's account at a participating bank or credit union. The Payroll department will be able to provide the necessary information needed to participate in this program.

PAYROLL DEDUCTIONS

When employees receive their paycheck, all legally required deductions as well as those voluntarily authorized by the employee have been made. Legally required deductions include: 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 in writing may include, but are not limited to, benefit plan contributions, Credit Union, Fitness Center, Gift Shop and Cafeteria.

DAYLIGHT SAVINGS TIME

Non-exempt (hourly) employees scheduled to work on the day and at the hour 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 daylight savings time ends, work one additional hour and receive an additional hour's pay at the appropriate straight or overtime rate of pay.

TIME KEEPING PRACTICES

Nonexempt (hourly) employees must record all hours worked and time off through the time and attendance system. The pay is based on time worked. Accurate time keeping is important and is the employee's responsibility and is approved in the time keeping system at the end of each pay period. Missed clocking or other discrepancies should be reported immediately to the supervisor or department director. Falsification of information on the timekeeping record or clocking in or out for any co-workers are subject to disciplinary action up to and including termination.

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 time keeping system records are the basis on which employees are paid. If an employee has permission from their supervisor to leave the work site for any reason during scheduled hours, they are required to clock "out" when leaving and clock "in" when returning, unless away from the work site on official hospital 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 an employee fails to record work time or records it incorrectly on the time card/pay record adjustment or via the automated time management system, their supervisor must be notified immediately. It is each employee's responsibility to verify their 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 the supervisor to ensure appropriate coverage of the employee's work unit. Each thirty (30) minute meal period is non-paid time. Employees are required to clock "out" and clock "in" for each meal period using the time and attendance system. More information is available by reviewing the *Meal Period Policy* on the GSH intranet.

Meal periods of not less than thirty (30) minutes as determined by the department must be made available 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 and must commence within the first five (5) hours of work. (However, when the workday is not more than six (6) hours, the meal period may be waived by the mutual written consent of the employee and the department manager). No work may be performed during the thirty (30) minute off duty meal period.

Employees are not permitted to miss meal periods unless an agreement has been entered into between the employee and GSH. In addition, should a meal period be missed, be interrupted or commence late due to patient care needs or other emergency or pursuant to the direction of Management, it must be reported to the immediate supervisor and the employee must comply with GSH's process including filling out the missed meal/rest period log and the missed meal/rest period form immediately. Failure to comply with this policy may be grounds for disciplinary action up to and including termination. In addition, should an employee fail to follow this process, they will not be paid for a missed meal period and GSH will assume that the employee took the meal period or waived it voluntarily.

Employees who work more than ten (10) hours must be allowed two (2) unpaid thirty minute meal periods, unless the employee enters into a voluntary written agreement (waiver) with GSH waiving their right to one of their two meal periods. If the employee works more than ten (10) hours and does not waive a meal period, they are required to take the first 30 minute off duty meal period within the first five (5) hours of work and the second 30 minute off duty meal period within the first ten (10) hours of work.

REST PERIODS

The authorized rest period time shall be based on the total hours worked daily at the rate of ten (10) minutes rest time per four (4) hours, or major fraction thereof. (Refer to the *Rest Breaks* policy on the GSH intranet).

However, a rest period need not be provided 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.

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

Should a rest period be missed or interrupted due to patient care needs or other emergency or pursuant to the direction of Management, employees must report this fact to the immediate supervisor and comply with GSH's process including filling out the missed meal/rest period log and missed meal/rest period form. Failure to comply with this policy may be grounds for disciplinary action up to and including termination. In addition, should an employee fail to follow this process, they will not be paid for a missed rest period and GSH will assume that the employee took their rest periods or waived them voluntarily.

DATES OF WAGE CHANGES

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, Management may require an employee to work beyond their 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 advance notice where it is feasible to do so, although this is not always possible.

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

Hours paid but not worked, e.g., Holiday, Paid Time Off, Extended Sick Leave, do not count as hours worked for overtime purposes.

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.

STANDBY TIME AND CALL BACK

GSH reserves the right to provide compensation to employees in designated positions for the inconvenience of being on standby and for the possibility of being called back to work outside the employee's normally scheduled shift. Employees scheduled for 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 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.

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.

Eligible hours do not include non-productive time, e.g. education, PTO, holiday or sick hours.

REPORTING TIME

If an employee is required to report to work and reports but is not put to work or is assigned less than half of their scheduled day's work, the employee will be paid half of the scheduled day's work, but not less than two (2) hours or more than four (4) hours at their regular rate of pay. Employees do not receive reporting pay if they are called off from work before they arrive at their department.

GARNISHMENT OF PAY

Employers are required by law to accept legal garnishments against an employee's wages. The Payroll Department will notify employees of any attachments or garnishments to their pay. Employees are responsible for handling their financial affairs and obligations in a manner in which such actions are avoided.

TIME OFF TO VOTE

Employees who are unable to vote during 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 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.

SOCIAL SECURITY AND MEDICARE

GSH must deduct Social Security and Medicare taxes on each employee's earnings up to a specified limit for Social Security that is called the Social Security "Wage Base" and for all earnings for Medicare. GSH matches the amount of Social Security and Medicare taxes paid by each employee. Contact the Payroll Department or the Human Resources Department with any questions.

SECTION III

BENEFITS

HEALTH CARE PLANS

GSH offers the following health-related benefits:

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

BENEFIT PLAN YEAR

Group benefits provided by GSH are governed by the Internal Revenue Service. Each plan year runs from January 1 to December 31. Normally during the last week of September there will be a benefit open enrollment period. Please see Human Resources for information regarding eligibility and employee cost.

PAID TIME OFF (PTO) PLAN

Eligible employees begin to accrue hours into their PTO Bank on the first pay period after completion of ninety (90) days of employment with the hospital. The minimum amount of PTO that a nonexempt (hourly) employee may take in one day is one (1) hour. Additional or premium time, such as overtime or standby time, does NOT increase the amount of PTO hours earned.

From their bank of hours the employee must use accrued and unused PTO hours for vacations, holidays, personal days and during the waiting period for ESL (sick days). Refer to the section EXTENDED SICK LEAVE PLAN for details on the required waiting periods.

In addition, on the “Holidays Observed” the payroll department will automatically deduct (if the employee has available hours) from their PTO Bank for these holidays. If the employee worked on the holiday and has already completed the required work hours for the pay period (i.e. FT=80 hours for 8 hr employee; FT=72 hours for 12 hr employee; PT=64 hours for 80% employees; and PT=48 hours for 60% employees), the employee has the option NOT to use hours from their PTO Bank and should contact their department director to let them know before the pay period ends.

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

HOLIDAYS OBSERVED

GSH observes the following holidays:

New Year’s Day (January 1)
Memorial Day (Last Monday in May)
Independence Day (July 4)

Labor Day (First Monday in September)
Thanksgiving Day (Fourth Thursday in November)
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.

Non-Exempt (hourly) employees who work the holiday will be paid time and one-half for all hours worked on that day.

USE OF ACCRUED PTO

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 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%.

PTO does not accrue during a leave of absence. PTO accrual resumes on the first full pay period following employee's return from LOA.

PAID TIME OFF ACCRUAL SCHEDULES

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

Full Time Benefit Eligible

<u>Length of Service</u>	<u>Hourly Accrual Per pay Period</u>	<u>Annual Accrual (Hours)</u>	<u>Maximum Balance (Hours)</u>
90 days - 5 years	7.38	192	384
6 - 10 years	8.92	232	464
11 years +	10.46	272	544

80% Regular Part-Time Benefit Eligible

<u>Length of Service</u>	<u>Hourly Accrual Per pay Period</u>	<u>Annual Accrual (Hours)</u>	<u>Maximum Balance (Hours)</u>
90 days - 5 years	5.90	153	306
6- 10 years	7.13	185	370
11 years +	8.36	217	434

60% Regular Part-Time Benefit Eligible

<u>Length of Service</u>	<u>Hourly Accrual Per pay Period</u>	<u>Annual Accrual (Hours)</u>	<u>Maximum Balance (Hours)</u>
90 days - 5 years	4.42	114	228
6 - 10 years	5.35	139	278
11 years +	6.27	163	328

The maximum allowable accrual balance of 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 employee's PTO accruals will be reactivated. The amount of available PTO hours is noted on employee's paycheck stub.

TRANSFER FROM BENEFIT STATUS TO PER DIEM

Employees who change from **benefit status** to **per diem**, shall be paid all accrued and unused PTO. The PTO hours will be paid at the employees' base hourly rate (excluding shift differential) that was in effect on the date of change in status.

TRANSFERS FROM PER DIEM TO BENEFIT

Employees who have transferred from a **per diem** to a **benefit status** will be eligible for PTO and ESL accrual effective the first pay period following ninety (90) days after transferring to the **benefit status** position. Any employee returning to a **benefit status** from **per diem status** will receive credit for their prior years of service in any benefit eligible position for purposes of PTO and Extended Sick Leave (ESL) accrual.

DONATION OF PTO HOURS

Employees may donate a portion of their accrued and unused PTO hours to fellow employees who are in need as a result of a medical or personal emergency. See Human Resources policy, *Donation of Paid Time Off Hours*, on the GSH intranet for more details.

PTO AT TERMINATION OF EMPLOYMENT

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

EXTENDED SICK LEAVE PLAN (ESL)

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.

1. Full-Time Benefit Eligible Employees

<u>Length of Service</u>	<u>Hourly Accrual Per Pay Period</u>	<u>Annual Accrual (Hours)</u>	<u>Maximum Balance (Hours)</u>
90 days - 5 years	1.85 hours	48.1 hours	320 hours
6 - 10 years	1.85 hours	48.1 hours	320 hours
11 years +	1.85 hours	48.1 hours	320 hours

2. 80% Regular Part-Time Benefit Eligible

<u>Length of Service</u>	<u>Hourly Accrual Per pay Period</u>	<u>Annual Accrual (Hours)</u>	<u>Maximum Balance (Hours)</u>
90 days - 5 years	1.48 hours	38.48 hours	256 hours
6 - 10 years	1.48 hours	38.48 hours	256 hours
11 years +	1.48 hours	38.48 hours	256 hours

3. 60% Regular Part-Time Benefit Eligible

<u>Length of Service</u>	<u>Hourly Accrual Per pay Period</u>	<u>Annual Accrual (Hours)</u>	<u>Maximum Balance (Hours)</u>
90 days - 5 years	1.11 hours	28.86 hours	192 hours
6 - 10 years	1.11 hours	28.86 hours	192 hours
11 years +	1.11 hours	28.86 hours	192 hours

USE OF EXTENDED SICK LEAVE

Failure to keep the Hospital informed of a medical disability or status may void the employee's eligibility for ESL benefits. ESL benefit usage shall commence:

- On the fourth consecutive day of absence for illness or disability for employees with 90 days - 5 years of employment with the Hospital (three (3) days waiting period). Available PTO hours may be used during the waiting period.
- On the third consecutive day of absence for illness or disability for employees with 6 - 10 years of employment with the Hospital (two (2) days waiting period). Available PTO hours may be used during the waiting period.
- On the second consecutive day of absence for illness or disability for employees with 11 - 15 years of employment with the Hospital (one (1) day waiting period). Available PTO hours may be used during the waiting period.
- 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, or outpatient surgical procedure (excludes office procedures) benefit usage shall commence on the first calendar day of absence. ESL shall be coordinated with benefits received from state disability insurance or workers' compensation insurance, as applicable, not to exceed the employee's normal gross pay for the period covered.

ESL MAXIMUM

ESL benefits may be accrued to a maximum of 320 hours for full-time benefit eligible employees. ESL 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. ESL does not accrue during leave of absences.

ESL UPON TERMINATION OR STATUS CHANGE

ESL is not a "vested" benefit and is not paid to employees upon termination of employment, except those employees who have at least fifteen (15) years of completed seniority with the Hospital may cash out one-half (1/2) of their accrued ESL benefits at the time of termination from the Hospital. Accrued ESL shall be forfeited upon an employee's change from **benefit status** to **per diem**.

CALIFORNIA PAID SICK LEAVE (PSL)

This policy applies only to GSH non-benefited per diem employees. GSH employees who have transferred out of a benefited position into a non-benefited position will be eligible to receive paid sick leave benefits under this policy once their PTO bank has been exhausted. Accrued ESL shall be forfeited upon a change from **benefit eligible** to **per diem**, or other **non-benefited status**. More information is available in the *California Paid Sick Leave* policy on the GSH intranet. Benefited employees may use PTO or ESL for the same purposes as are set forth in the *California Paid Sick Leave* policy.

STATE DISABILITY INSURANCE

Benefit-eligible employees are covered under the state disability plan (SDI). This insurance provides disability benefits for non-work related illness or injury when the employee is unable to work. Claim forms are available in the Human Resources Department. Employees must file a claim to receive any payment.

KIN CARE

Employees may use up to one half (1/2) of their ESL annual accrual or up to 24 hours maximum per calendar year to care for a sick family member. Refer to Human Resources policy for information on which family members are covered by the law and any required waiting periods. PTO hours may be used during the waiting period.

BEREAVEMENT LEAVE

GSH provides bereavement time to make arrangements for or attend funeral 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.). Bereavement leave will be normally granted within two (2) weeks of the date of death of the family member, unless there are extenuating circumstances.

Bereavement pay is calculated based on the base rate of pay at the time of the absence and will not include any special forms of pay e.g., shift or other differentials.

GSH defines immediate family as the employee's spouse, domestic partner, parent, child, brother, sister and grandparent. The hospital reserves the right to grant unpaid time off for bereavement in situations where a close relationship is apparent. The employee's supervisor may request a copy of the death certificate.

LEAVES OF ABSENCE

GSH policy is to grant Leaves of Absence (LOA) to eligible employees and to comply with all applicable state and federal laws pertaining to an employee's extended absence from work including but not limited to the following:

- California Family Rights Act (CFRA)
- Family Medical Leave Act (FMLA)
- Medical
- Military
- Paid Family Leave (PFL)
- Pregnancy Disability Leave (PDL)
- Extended Sick Leave (ESL)
- California Paid Sick Leave (PSL)
- Occupational Injury
- Personal
- Victims of Serious Crimes
- Victims of Violence, Sexual Assault, Stalking and other causes
- Witness Duty and Jury Duty
- Volunteer Safety Personnel Duty Leave
- Civil Air Patrol Employment Protection Act
- Organ and Bone Marrow Donation Leave
- School Activity and School Suspension Leave

For information regarding policies and procedures governing leaves of absence contact Human Resources or see the Human Resources policies on the GSH intranet.

401(k) SAVINGS PLAN

The GSH 401(k) Savings Plan is an excellent way to supplement an employee's financial security during their retirement years. All full time, part time and per diem employees are eligible to participate according to the plan document. Human Resources Department can provide the enrollment information.

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, physicians and/or the co-workers. The nomination form is available on the intranet or by contacting Human Resources.

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 recognize all employees who have completed their five years of continuous employment and for every five years thereafter.

HOSPITALITY BUCKS REWARDS PROGRAM

To reward and recognize employees, the Hospitality Rewards and Recognition program was implemented. Management may recognize and reward employees by distributing Hospitality Bucks to staff who have exhibited exceptional customer service or similar outstanding work. Directors may obtain the Hospitality Bucks from the Human Resources Department.

TUITION REIMBURSEMENT

GSH encourages its employees in their efforts to advance by taking professional development courses or working toward degrees, credentials or license. After twelve (12) 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. **Advanced approval** (prior to registration) from the employee’s Director is required for tuition reimbursement.

CREDIT UNION

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

LACTATION / BREASTFEEDING ACCOMMODATION

GSH actively protects, promotes and supports breastfeeding for the health of our patients, employees and the community. The Hospital has set aside a quiet room which employees may use to express milk during their work day.

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. Contact the Human Resources Department for information.

EMPLOYEE ASSISTANCE PROGRAM (EAP)

Our Employee Assistance Program can help employees maximize their health and effectiveness at home and at work. The EAP helps the employee to 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. Please contact the Human Resources Department or Employee Health Department for a brochure or more information.

SUPPLEMENTARY BENEFITS

GSH offers other benefits and discounts, including:

- Amusement Park Discounts
- Carpool Parking
- Electric Car Charging Stations
- Public Transportation Subsidy
- Employee Emergency Fund
- Holiday Events
- Child Care Center
- Fitness Center
- Gift Shop
- Credit Union
- Pet Insurance
- Unum Voluntary Accident
- Identity Theft Protection

Contact the Human Resources Department for information about the available supplementary benefits.

SECTION IV

FOR YOUR GUIDANCE

OPEN DOOR POLICY

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 or complaints in an informal manner with their department management and if those concerns are not addressed through these informal discussions employees are encouraged to bring these issues to Human Resources Department.

STAFF RIGHTS

Employees may request not to participate in any aspect of patient care based on their personal ethics, cultural values, or religious beliefs. Caregivers may not request to refuse participation in patient care based on the patient's race, religion, age, sex, sexual identity, or national origin. Requests not to participate will be reviewed in advance by the 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 personal 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.

USE OF PERSONAL CELL PHONES, TABLETS, IPADS, AND CAMERAS AND OTHER ELECTRONIC DEVICES

Employees are not to use their cell phone or other electronic devices to make personal calls, send texts or email during working hours. Devices should be off or on vibrate/silent mode when on duty or in patient care areas. Employees should use their meal period or rest breaks to conduct personal business on their devices.

Employees are prohibited from taking unauthorized pictures of patients or using these devices in the patient care areas where a HIPAA privacy violation could occur. GSH's social media policy prohibits any pictures or references to a patient under our care.

Employees are prohibited from taking pictures of or recording co-workers without their permission. Employees are prohibited from posting any pictures on social media unless authorized by the co-worker. Employees are prohibited from making any harassing, hostile, embarrassing or intimidating comments about co-workers in texts or on social media.

Violations of this policy may result in disciplinary action up to and including termination of employment.

COMPUTER, VOICE MAIL AND E-MAIL SYSTEMS

Computers, computer files, voice mails, e-mails and software furnished to employees are the hospital's property and intended for business use. Employees may not use another person's password, access a file, or retrieve any stored communication without authorization. To ensure compliance with this policy, computer, voice mail, text message, internet usage and e-mail on GSH devices or through GSH systems usage may be monitored. ***Employees should have no expectation of privacy in their use of any of GSH's electronic systems or devices.***

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. GSH maintains the right to monitor or 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.

Electronic communication and media may not be used in any manner that would be discriminatory, harassing, or obscene, or for any other purpose that is illegal or against GSH policy, or not in the best interest of GSH.

Employees who misuse electronic communications and engage in defamation, copyright or trademark infringement, misappropriation of trade secrets, discrimination, harassment, or related actions will be subject to disciplinary action

and/or immediate termination, and GSH reserves the right to institute appropriate legal action and/or notify appropriate governmental authorities.

To help prevent virus infection of computer programs, employees are prohibited from using or installing personal software or other unauthorized programs on GSH computer systems. Unauthorized computer practices may result in disciplinary action, up to and including termination of employment.

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. GSH prohibits the illegal duplication of software and its related documentation.

GSH-provided Internet service and internal intranet and e-mail privileges, like computer systems and networks, are considered GSH resources and are intended to be used for business purposes. Limited personal usage on an occasional basis is permitted, provided such usage does not interfere with the performance of an employee's job duties or the operations of GSH, and provided it is done in a manner that does not violate any GSH policy. Correspondence via e-mail is not guaranteed to be private. Communications of a sensitive or confidential nature should not be sent unless encrypted. Authorized emails that include confidential and/or patient related information must be encrypted by putting "secure" in the subject line. Contact the Information Security Officer if transmitting such information is part of the employee's responsibility and assistance is needed to encrypt these emails.

The distribution of any information through the GSH intranet, internet, computer-based services, e-mail and messaging systems is subject to the scrutiny of GSH. The Hospital reserves the right to determine the suitability of this information. Personal use of e-mail and transmittals that are inappropriate or offensive in nature will not be tolerated and may result in disciplinary action up to and including termination.

The following practices are examples of conduct that is considered **unacceptable**, and may be subject to disciplinary action, including written warnings, revocation of access privileges, and possible termination of employment. Employees must use good judgment in using the Internet in the workplace.

1. Using any GSH systems or property to access, view, transmit or download unprofessional, insulting, demeaning, offensive, obscene, defamatory, harassing, discriminatory, pornographic or illegal material.
2. Sending and receiving unusually large e-mails or attachments; sending or forwarding electronic chain letters.
3. Soliciting e-mails that are unrelated to business activities, or soliciting non-Hospital business for personal gain or profit.
4. Representing personal opinions as those of GSH.
5. Using the Internet or e-mail for gambling or illegal activities.
6. Wasting work time on non-Hospital business.
7. Making or posting indecent remarks, proposals, or materials.
8. Uploading, downloading or otherwise transmitting commercial software or copyrighted material in violation of its copyright.
9. Downloading any software that has not been approved by GSH Information Systems.
10. Intentionally interfering with normal operation of the network, including the propagation of computer viruses, or sustained high-volume network traffic, which substantially hinders others in their use of the network.
11. Revealing, publicizing or improperly accessing GSH's confidential or proprietary information.
12. Examining, changing or using another person's files, output or user name without explicit authorization.

13. Other inappropriate uses of Internet/Intranet or network resources that may be identified by the network administrator.

Employees who are aware of the misuse of these systems by other employees should report the misuse to the Human Resources Department immediately.

All employees should be aware that GSH has software and systems in place that are capable of monitoring and recording all network traffic to and from any GSH computer employees may use.

GSH reserves the right to access, review, copy and delete any of the information, data or messages accessed through these systems with or without notice to the employee and/or in the employee's absence. This includes, but is not limited to, all e-mail messages sent or received, all website visits, all chat sessions, all news group activity (including groups visited, messages read and employee postings), and all file transfers into and out of GSH's internal networks. GSH further reserves the right to retrieve previously deleted messages from e-mail or voice mail and monitor usage of the Internet including websites visited and any information employees have downloaded.

In addition, GSH may review Internet and technology systems activity and analyze usage patterns, and may choose to publicize this data to assure that technology systems are devoted to legitimate business purposes. Accordingly, no employee should have any expectation of privacy as to his or her Internet or technology systems usage and should not use these systems for information they wish to keep private.

This policy is not intended to interfere with employees' rights pursuant to the National Labor Relations Act.

SOCIAL MEDIA

Proper use of the Hospital's computer systems and their relation to the intranet and internet are outlined above. This section is to provide a reminder of the importance of careful use of social media as it relates to the employee's work at GSH.

The use of any social media by any GSH employee, contracted employee, volunteer or consultant is expected to comply with the following guidelines and standards:

1. Never disclose or misuse GSH's confidential or proprietary information, including the confidential and private information of GSH's patients, partners, and staff.
2. Employees who make any reference to GSH or its services or employees should always identify themselves truthfully, including their status as Good Samaritan Hospital employees. Employees should always be clear that the views expressed are theirs alone and do not represent the views of GSH or its staff or partners. Employees should never present any personal or political opinions in a manner that implies they represent the opinions of GSH or its staff or partners.
3. No reference to hospital patients should be made on any form of social media. Certainly no patient's name should be used. In addition, even the description of care being provided can become a HIPAA breach as someone may be able to identify the patient from the description or information on a social media site. Accordingly, no descriptions on social media of the patients are allowable.
4. Employees should always be accurate, professional, and respectful. They should promptly correct any inaccurate or misleading statements and not employ offensive language or behavior that impairs the reputation of GSH or its services, staff, partners and patients.
5. Employees' use of social media remains subject to all applicable laws. The use of social media to engage in conduct that is defamatory, discriminatory, harassing, retaliatory, disrupting to the smooth and orderly flow of work, or otherwise unlawful, will subject employees to GSH disciplinary action, up to and including termination of employment.

6. Employees' use of social media remains subject to all of GSH's policies and procedures. Any use of social media constituting a violation of GSH's policies and procedures will subject employees to GSH disciplinary action, up to and including termination of employment.

USE OF EQUIPMENT AND VEHICLES

When using Hospital equipment or vehicles, employees are expected to exercise care, and follow 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.

In the interest of safety of our employees and others, employees are not to use cell phones or other devices that may cause a distraction while operating equipment, machinery or vehicles that belong to the Hospital.

Employees are responsible for familiarizing themselves with applicable laws of the state in which they are driving and will be required to indemnify GSH for any financial consequences relating to an employee's violation of any such law.

Employees are personally responsible for payment of parking tickets and for fines related to traffic violations. Violations of this policy can result in disciplinary action, up to and including termination of employment.

INJURY/ILLNESS PREVENTION PLAN

Every reasonable precaution is taken to provide a safe place to work. Injury prevention, however, is largely an individual responsibility. It is, therefore, every employee's responsibility to think and act safely at all times. Our objective is to provide a safe and healthy working environment for our employees and to reduce the likelihood of work-related injuries. Please refer to our *Injury & Illness Prevention Plan* under Policies on the GSH intranet for more details.

WORK-RELATED INJURIES OR ILLNESSES

GSH places great emphasis on employee safety. Each employee has a responsibility to comply with safety standards and advise his/her supervisors of any unsafe condition in order to correct the condition and avoid injuries.

If an employee sustains a work related injury or illness, they **must immediately** notify the supervisor and Workers' Compensation/Disability Department, and submit a workers' compensation claim form referenced in the workers' compensation pamphlet.

In order to determine whether an injury is work related, our workers' compensation administrator is obligated under the law to undertake an investigation with the employee, the supervisor, and any witnesses. The investigation may require obtaining medical records or other pertinent information.

As part of employee orientation, all employees are provided a pamphlet "Facts about Workers' Compensation." The pamphlet includes information regarding workers' compensation rights and benefits. The pamphlet also includes information and forms on how to pre-designate a personal physician. Please review this pamphlet carefully. Employees should contact the Human Resources Department with any questions.

It should be noted that any person who makes, or causes to be made, any knowingly false or fraudulent material statement for the purpose of obtaining workers' compensation benefits may be guilty of a felony punishable by imprisonment or a fine and may be subject to termination.

WORKERS' COMPENSATION TRANSITIONAL RETURN TO WORK PROGRAM

The Transitional Return to Work Program has been established for temporary job placement while injured employees are recuperating from an injury or illness. This program may last from a few days up to ninety (90) days depending on budgetary constraints and or the availability of appropriate assignments. After ninety (90) days, the participation in this program will be reviewed.

Employees who have received medically authorized release from their physician that includes restrictions which the hospital can accommodate may be placed in the Transitional Return to Work Program.

Employees who are eligible for participation and do not accept the assignment will forfeit Workers' Compensation Temporary Disability Benefits. All other workers' compensation benefits will continue pursuant to the labor code.

RECREATIONAL ACTIVITIES AND PROGRAMS

GSH 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 program such as recreational, social, or athletic activity that is not part of the employee's work-related duties.

THEFT PREVENTION

Since the hospital is open at all times employees are urged to be alert for the entry of unauthorized persons whenever they are on duty. Employees of GSH are required to wear their hospital ID badge while on hospital property. If a person does not appear to be an employee or one is identified outside his or her regular working area without permission, please offer assistance and direct them to their destination. If anyone is seen acting suspiciously, notify the supervisor and/or the Security Department immediately.

FIRE PREVENTION AND DISASTER PLAN

Every employee is responsible for being alert in identifying 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. Employees may be required to demonstrate competency in fire and other safety related protocols, as regulatory agency requirements dictate. Fire drills are held at regular intervals.

A disaster is any situation, usually catastrophic in nature, in which a large number of persons are rendered helpless or injured, resulting in the need for immediate medical care. All employees are part of GSH's Disaster Plan and are expected to help the hospital meet such emergencies. Since Disaster practice drills are held periodically to test our readiness, employees should check with the department supervisor regarding their part in the program.

TERMINATION

There may be a number of reasons for termination of employment. Because employment is at the mutual consent of the employee and GSH, an employee may resign at any time, or GSH may terminate employment at any time acting with or without cause. Neither the employee nor GSH is obligated to any specific term or duration of employment; employment is completely at will. No one other than the President/CEO 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 rights as GSH to terminate their employment relationships 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 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.

REHIRE

Former employees who left GSH in good standing and were classified as eligible for rehire may be considered for re-employment. An application must be submitted to the Human Resources Department, and the applicant must meet all minimum qualifications and requirements of the position, including any qualifying exam, when required.

Supervisors must obtain approval from Human Resources prior to offering a position to a former employee. Rehired employees begin benefits just as any other new employee. Previous tenure will not be considered in calculating seniority.

An applicant or employee who is terminated for violating policy or who resigned in lieu of termination from employment due to a policy violation will be ineligible for rehire.

LAYOFF (Reduction in Workforce)

A layoff or reduction in workforce is an involuntary separation that can occur for various reasons. A reduction in workforce may consist of permanent or temporary layoffs. 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 an employee terminates employment, he or she may be eligible to receive unemployment insurance. Human Resources can answer questions regarding unemployment insurance.

EXIT INTERVIEWS

GSH will attempt to conduct exit interviews for all employees who have separated from the Hospital. The information shared 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 and parking permits must be returned by each employee by the last day worked.

FINAL PAYCHECK

If an employee voluntarily resigns, he or she must complete a written resignation notice stating the reason for resignation, the last day of work and the disposition of the final paycheck. In accordance with policy, employees must submit this notice to the Human Resources Department or their supervisor no later than three (3) working days prior to their last day worked in order for their final paycheck to be prepared. Absent such advance notice, the final paycheck will be provided within 72 hours of the last day of employment. In the event of a involuntary termination or layoff, employees will be paid on their last day of work. For purposes of benefit calculations, the last day worked will be considered the last day of active employment. The final paycheck will reflect payment of any accrued/unused PTO hours.

COBRA BENEFITS CONTINUATION COVERAGE

In accordance with the Consolidated Omnibus Budget Reconciliation Act (COBRA), when coverage under the Good Samaritan Hospital benefit plans ceases, the employee and his or her dependents may be eligible to continue medical, dental and vision benefits at the employee's own expense for a temporary period of time. To be eligible, a "qualifying event" causing the loss of coverage must take place. See Human Resources for further information.

SECTION V

STANDARDS OF CONDUCT

SERVICE EXCELLENCE

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

We Always Have a Positive Attitude

- We always extend Good Samaritan Hospitality!
- We always show a positive and encouraging attitude to everyone we encounter.
- We always 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 promptly referred to someone who can solve them.

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.
- We communicate with coworkers and patients in patient care areas in a language all can understand.

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 cannot fulfill are always referred to someone who can solve the problem or fulfill the request.

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 opinions 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.

CONFIDENTIALITY/HIPAA

GSH respects and protects the privacy rights of its patients, their families, employees and third parties. All information that is deemed confidential by GSH and/or by specific legal statutes shall be kept confidential and shall not be copied, electronically accessed, transmitted or removed from Hospital premises under any circumstances except as authorized by law or policy, or with the prior written consent of Hospital Administration. Confidential information should not be discussed outside the Hospital with unauthorized individuals, or outside the context of conducting Hospital business. Confidential information shall not be discussed within the Hospital public areas or with unauthorized individuals.

Information that is confidential includes not only patient identifiable health information (whether written or oral), but also patient financial and identifying information, Hospital financial information, Hospital business information.

State and federal laws specifically restrict the release of Patient Related Information or Protected Health Information (PHI) containing any individually identifiable health information including patient name, mental or physical condition, diagnosis, birth date, social security number, insurance or payment information, address, telephone numbers, e-mail address, treatment received and/or recommended, and financial data.

Employees are allowed to access protected health information, orally, on paper or electronically within the Hospital-wide computer system, only for those patients where the employee is directly involved with treatment and care of the patient or has an official operational or business need to do so. PHI may be disclosed only as allowed by law or policy.

GSH employees demonstrate their commitment to information privacy by signing the GSH Confidentiality Statement. Employees are subject to disciplinary action up to and including termination for violation of GSH privacy and security of patient and Hospital information.

A violation of this policy need not take the form of a deliberate attempt to violate confidentiality, but include any unnecessary or unauthorized use or disclosure of information due to carelessness, curiosity or concern or for personal gain or malice, including but not restricted to information discussion. Breaches may result in discipline and/or civil or criminal penalties.

Any employee wishing to access his or her own record or patient information, whether hard copy or electronic, must go through the normal health information request process or sign up for use of the Patient Portal through medical records department.

COMPLIANCE PROGRAM

Each employee will receive information on GSH's Code of Conduct and Compliance Plan which provide employees with a set of guidelines that all individuals or entities associated with GSH will follow when performing their duties or providing services on behalf of GSH. The Compliance Plan also outlines our commitment to follow all state and federal laws and recommended guidelines for effective compliance programs.

We expect to document, code and bill accurately for patient care. We also strive to avoid any fraud, waste and abuse of funds provided for patient care. Employees are expected to know the laws and regulations that apply to work done in their assigned roles.

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. Violating the Code is a serious matter that may 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.

It is the policy of GSH that employees shall not be punished for reporting what they reasonably believe to be an act of wrongdoing or a violation of the Code of Conduct or compliance program. However, an employee will be subject to disciplinary action if GSH reasonably concludes that the report of wrongdoing was knowingly fabricated by the employee or was knowingly distorted, exaggerated or minimized to either injure someone else or to protect or benefit the reporting employee.

Contact the Compliance Officer or make an anonymous report to our Compliance Hotline (866-294-9592) if conduct or behavior in violation of our Code of Conduct or ethical standards is observed.

CONFLICT OF INTEREST

All employees have a responsibility to avoid actual or potential conflicts of interest. A conflict of interest may exist whenever it can be reasonably questioned that an employee's actions or decisions on behalf of the Hospital are motivated by personal gain, financial or otherwise. Each employee is required to disclose all potentially conflicting interests to his or her immediate supervisor and avoid the serious risks that could arise from such conflicts. The appearance of a conflict may be as serious as an actual conflict of interest.

GIFTS AND GRATUITIES

It is the policy of the Hospital that personnel shall refrain from accepting any gifts, gift certificates or gratuities from patients, medical staff, or vendors. This includes free dinners, entertainment or sports tickets, or any item of any value. The giving and receipt of such items can easily be abused and have unintended legal risks and appear to be an influence or inducement that would interfere with our duty to make all decisions based on the best interests of our patients and the Hospital. Accordingly, GSH policies allow for no item of any value to be offered or accepted.

PERFORMANCE, CONDUCT AND GUIDELINES

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 may 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 at GSH's sole discretion.

- 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, or patients).
- 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, explosives etc.) while on GSH property.
- Failure to report for scheduled duty, or to give appropriate notice or obtain permission from the supervisor to be absent, except when circumstances beyond the employee's control prevent giving such notice; loitering or going off duty without permission.
- Falsifying or making a material omission on GSH records, reports or statistics, including the 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 Policy.
- Unauthorized disclosure of any confidential information and/or, misuse of confidential hospital patient information or PHI (protected health information).
- Misconduct.
- Smoking on GSH property.
- 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.

- Unauthorized absence from the department during the shift.
- Failure to tell the truth or any act or failure to act that constitutes less than honest behavior.
- Falsification of GSH records including employment application.
- 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.
- Soliciting or accepting gratuities or items of value from patients, visitors or vendors.
- Unauthorized use of GSH's telephone, computers, or other GSH property, vehicles or equipment.
- Installing software into a GSH computer without proper authority.
- Unauthorized use of GSH's paid postage for personal correspondence.
- Inappropriate use of Social Media.
- Use of cell phones or electronic equipment for personal use should be reserved for the meal period or rest breaks.

Violations of these conduct and work rules may lead to immediate counseling and corrective action, up to and including termination of employment.

GSH supports the use of progressive discipline to address issues such as poor work performance or misconduct. Our progressive discipline policy is designed to provide a corrective action process to improve and prevent a recurrence of undesirable behavior and/or performance issues.

GSH reserves the right to determine the appropriate level of discipline for any inappropriate conduct, including verbal, written, final warnings, suspension with or without pay, demotion and termination and is not required to provide less severe forms of discipline before terminating an employee.

DRUG AND ALCOHOL-FREE WORKPLACE

GSH maintains a drug and alcohol free work environment for all employees. Under this policy, the unlawful manufacture, distribution, dispensation, transportation, possession, sale, attempt to sell, purchase or use of an illegal drug, or the improper or abusive use of legal drugs or alcohol by an employee while on GSH premises, or while on GSH business, is strictly prohibited.

Employees must, as a condition of employment, abide by the terms of this policy. Violations of any provision of this policy will result in corrective action up to and including termination of employment. If a supervisor suspects that an employee may be under the influence of alcohol and/or drugs, GSH may require an employee to submit to a laboratory test to determine if the employee is under the influence. Employees sent for drug/alcohol testing may 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, the Human Resources Department, or Employee Health. The Employee Assistance Program is also a resource for employees and their families.

If an employee is convicted of violating a criminal drug statute, the employee must report this to Human Resources no later than five (5) days after the date of conviction. Failure to do so may result in corrective 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 employees while they are on duty. 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.

UNLAWFUL HARASSMENT

GSH is committed to providing all employees with a work environment free of unlawful harassment. Harassment of any type, including but not limited to bullying or abusive conduct, sexual harassment and harassment because of sex, gender, gender identity or expression, sex stereotype, transgender status, race, color, creed, national origin, citizenship, ancestry, religion, physical or mental disability, medical condition or genetic condition or characteristics, pregnancy, marital status, veteran, military (including reserves) or family status, sexual orientation, age or any other basis protected by federal, state or local law, ordinance or regulations, is strictly prohibited. This policy covers and prohibits harassment by supervisors, co-workers and third parties such as vendors, patients or patient family members.

Employees are prohibited from malicious or abusive conduct that a reasonable person would find hostile or offensive and that is unrelated to an employer's legitimate business interests. Examples of abusive conduct or bullying would include verbal abuse, derogatory remarks, insults, threatening, intimidating or humiliating conduct and the gratuitous sabotage or undermining of a person's work performance. Work computers or personal cell phones, tablets, iPads or cameras are not to be used for "cyber-bullying" including posting pictures of other employees or making harassing, hostile, embarrassing or intimidating entries.

If an employee experiences such harassment, it should be promptly reported to a member of management and/or Human Resources Department. Supervisors and Managers are required to report complaints of misconduct or violations of the harassment policies to the Human Resources Department immediately. Investigation of, and discipline for, incidents of sexual or other harassment will be conducted. Employees found to have engaged in such conduct are subject to corrective action, up to and including termination. Human Resources will conduct a thorough investigation and will keep the complaint confidential to the extent possible.

GSH's anti-harassment policy applies to and covers all our workforce members and prohibits unlawful harassment by anyone including management and coworkers, as well as any non-employee with whom GSH has a business, service or professional relationship. GSH encourages reporting of all incidents of harassment to the Human Resources Department, regardless of who the offender may be or the offender's relationship to GSH. Further, retaliation or threats or insinuations of retaliation for reporting harassment or aiding in the investigation of harassment is unlawful and a violation of this policy.

The California Department of Fair Employment and Housing (DFEH) and the U.S. Equal Employment Opportunity Commission ("EEOC") investigate and prosecute complaints of harassment, discrimination, and retaliation in employment. Employees who believe that they have suffered unlawful discrimination, harassment, or retaliation may file a complaint with the DFEH as well as the EEOC. DFEH serves as a neutral fact finder and attempts to help the parties to resolve disputes voluntarily. For more information, please contact the Human Resources Department. Employees also may contact the local office of the DFEH or EEOC, as listed in the government section of the telephone directory or by accessing the DFEH or EEOC websites.

SEXUAL HARASSMENT

Sexual harassment consists of unwelcome advances, requests for sexual favors and other verbal or physical conduct of a sexual nature where: (1) submission to such conduct is made either an explicit or implicit condition of employment; or (2) submission or rejection of such conduct is used as the basis for an employment decision; or (3) such conduct has the purpose or effect of unreasonably interfering with an employee's work performance or creating an intimidating, hostile or offensive work environment.

Prohibited sexual harassment includes, but is not limited to, the following behavior.

- Physical conduct including unwanted touching, assault, intentionally impeding or blocking normal movement or interfering with someone's work because of their gender.
- Visual displays such as leering, making sexual gestures, displaying sexually suggestive objects or pictures, cartoons, photography, drawing or posters.
- Verbal conduct such as making or using derogatory comments, sexual epithets, slurs, and jokes.
- Threats or demands to submit to sexual requests as a condition of continued employment and offers of employment benefits in return for sexual favors.
- Discrimination related to a person's sexual orientation, gender identity, gender expression, sex stereotype or transgender status.
- Retaliation for having reported or threatened to report harassment.

Employees who engage in conduct in violation of this policy are acting outside the scope of their employment responsibilities and may be subject to individual liability for their potentially unlawful, GSH-prohibited actions.

GSH is committed to protecting all its employees from any unlawful harassment and wants to know of any potential unlawful harassment occurring in its workplace. Failure to report claims of unlawful harassment prevents us from taking steps to remedy the problem. Therefore, if an employee believes that he or she has been subjected to unlawful harassment of any kind or if an employee has witnessed such unlawful harassment, he or she should contact his or her department management, or, in the alternative, the Human Resources Department. All complaints of unlawful harassment will be promptly and thoroughly investigated by GSH.

If GSH determines that unlawful harassment has occurred, effective remedial action will be taken in accordance with the circumstances involved. Any individual determined by GSH to be responsible for unlawful harassment will be subject to appropriate disciplinary action, up to and including termination. GSH will not retaliate against any employee for filing a complaint, for disclosing information to a government or law enforcement agency or for refusing to violate the law and will not tolerate or permit retaliation by management, employees or co-workers.

It is the obligation of all employees to cooperate fully in the investigation process. In addition, disciplinary action will be taken against any employee who attempts to discourage or prevent any harassment victim from using the GSH complaint procedure to report harassing conduct.

VIOLENCE IN THE WORKPLACE

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

Conduct that threatens, intimidates or coerces another employee, patient, vendor or business associate will not be tolerated. GSH resources may not be used to threaten, stalk or harass anyone at the workplace or outside the

workplace. We treat threats coming from an abusive personal relationship that could affect our staff at work as we do other forms of violence.

Indirect or direct threats of violence, incidents of actual violence and suspicious individuals or activities should be reported as soon as possible to a supervisor, security personnel, or Human Resources.

Employees should promptly inform the Human Resources department of any protective or restraining order that they have obtained that lists the workplace as a protected area.

Employees are encouraged to report safety concerns with regard to intimate partner violence and access resources that are available from the Employee Assistance Program and/or community programs.

GSH will promptly and thoroughly investigate all reports of threats of violence or incidents of actual violence and of suspicious individuals or activities. In order to maintain workplace safety and the integrity of the investigation, GSH may suspend employees suspected of workplace violence or threats of violence, either with or without pay, pending investigation.

Anyone found to be responsible for threats of violence, actual violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination of employment.

If an employee observes or become aware of any of the actions listed below they must notify their supervisor, director, Human Resources Department, or Security Department immediately.

Workplace Violence includes behavior such as:

- 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. GSH may discipline or terminate an employee who retaliates against any employee who reports workplace violence.

BULLYING IN THE WORKPLACE

GSH defines bullying as “repeated inappropriate behavior, either direct or indirect, whether verbal, physical or emotional, conducted by one or more persons against another or others, at the place of work and/or in the course of employment.” Such behavior violates the company Code of Conduct, which clearly states that all employees will be treated with dignity and respect.

Where an allegation of bullying is made, the intention of the alleged bully is irrelevant and will not be given consideration when meting out discipline. As in sexual harassment, it is the effect of the behavior upon the individual that is important. GSH considers the following types of behavior examples of bullying:

- Verbal bullying: slandering, ridiculing or maligning a person or his/her family, persistent name calling that is hurtful, insulting or humiliating; using a person as the butt of jokes; abusive and offensive remarks.
- Physical bullying: pushing, shoving, kicking, tripping, poking, assault or threat of physical assault; damage to a person’s work area or property.

GSH will not tolerate bullying behavior. Employees found in violation of this policy will be disciplined up to and including termination.

SECURITY INSPECTIONS AND WORKPLACE MONITORING

The hospital maintains a work environment that is free of illegal drugs, alcohol, firearms, explosives and other improper materials. In administering this policy, the hospital prohibits the possession, transfer, sale and 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 areas 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. Employees should have no expectation of privacy regarding any property brought onto hospital premises.

Computers furnished to employees are the property of GSH. As such, computer usage, data, information, e-mails 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

Any solicitation or distribution must be based on approved Hospital-related business, functions and purposes. To prevent disruptions of Hospital operations and interference with patient care the following rules shall apply to solicitation and distribution of literature and other goods and materials on GSH property:

Non-Employees:

- Persons who are not current employees of GSH may not solicit or distribute any written or other materials or goods 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. Working time does not include authorized rest periods and meal periods, or any other periods during the workday when employees are 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. Prohibited solicitation includes the attempt to sell any goods to co-workers including the sale of goods for fundraising purposes. Similarly, GSH employees may not attempt to sell any goods, including selling items for fundraising purposes or making other solicitations, in immediate patient care areas or on working time as set forth above.
- 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, Hospital lobbies, cafeteria, and parking areas.

- 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 contact the Security Department.

DRESS CODE AND IDENTIFICATION BADGES

A professional atmosphere in our Hospital is maintained in part, by the image that employees present. Employees should therefore utilize good judgment in determining their dress and appearance being mindful that our mission is patient care. This section provides general guidelines for all our employees. Refer to department specific dress requirement where applicable.

The following are some examples of **inappropriate** attire for our healthcare setting:

1. Faded, torn, ripped or frayed clothing
2. Pants or trousers that are worn “low” showing underwear or bare skin
3. Midriff or off-the-shoulder blouses, sweaters, or dresses; no tube-tops
4. Tight, sheer, or revealing or low-cut clothing
5. Spaghetti strap or strapless shirts or dresses
6. Shorts or sports attire; sweat pants
7. Hats, caps, bandanas, (worn within the hospital) unless for medical conditions, safety purposes or established religious customs
8. Footwear such as flip-flops, beach sandals; extremely high-heeled shoes that are a hazard for tripping; closed toe shoes are required for patient caregivers
9. Jewelry that poses a safety hazard such as dangling earrings or multiple loose bracelets should be avoided. Be sure jewelry is simple and appropriate for the work assignment.
10. Tattoos and body art should be covered; Body piercings (except small earrings) should be removed when on duty.
11. Hair on the head must be clean and pulled back as necessary so as not to interfere with job duties or pose a safety hazard and covered when required by specific health codes.
12. Beards should be neatly trimmed.
13. Artificial nails and nail adornments are not permitted for patient caregivers. In addition, departments such as pharmacy, nutritional services, central processing, housekeeping and procedural areas have specific guidelines regarding fingernails. Hospital policies on *Hand Hygiene* and *Artificial Nails* should be reviewed.
14. Uniform scrubs furnished by the Hospital are not to be worn or carried off the premises without the approval of the employee’s department management.
15. Highly scented perfumes and colognes should be avoided as these can trigger allergies and cause discomfort in patients and co-workers.

16. Extreme or trendy cosmetics and make-up are not appropriate for our work place.
17. GH identification badges are required for all staff when on duty. The ID badge is not to be defaced or altered. The badge should be worn above the waist and clearly visible; not in the pocket or hidden from view. If a badge is lost, the employee must promptly notify Human Resources so a new badge can be issued.

All staff working with patients or patients' families or in public areas are expected to dress in a **professional manner**. The department director determines the appropriate dress for staff, taking into consideration safety, infection prevention and business function of the department.

More restrictive unit/departmental-specific dress code and appearance policies may apply to departments where patient care and/or procedures are performed.

SMOKE AND TOBACCO FREE ENVIRONMENT

GSH maintains a smoke free environment. Smoking or use of tobacco or marijuana products is not permitted on Hospital property. The use of cigarettes, electronic cigarettes (E-cigarettes) and vaporizer products and equipment is also prohibited.

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.

RECORDING DEVICES

During the course of 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 any electronic device is explicitly prohibited and is a violation of law. Co-workers, visitors and patients all should have the expectation of privacy and not have their conversations recorded by others.

APPENDICES

Appendix A

FEDERAL AND STATE FALSE CLAIMS ACTS

Federal and State False Claims Acts (31 USC § 3729 and Ca. Gov't Code Sections 12650-12655) prohibit any person or entity from, among other things, knowingly presenting, or causing to be presented, a false or fraudulent claim for payment or approval, or knowingly making or using, or causing to be made or used, a false record or statement to get a false or fraudulent claim paid or approved.

The penalties for violating the Federal or State False Claims Act include:

- Civil monetary penalties of up to \$10,000 for each false claim submitted.
- Three times the amount of damages which the government sustains because of the false claim.
- The costs of the legal action brought to recover for the false claim.

A private citizen may file suit under the Federal and State False Claims Acts on behalf of the government if the citizen has direct and independent knowledge of the submission of a false claim. The government will then decide whether to intervene and take over the case, dismiss or settle the case, or let the private individual pursue the case on his or her own. In either case, the person who initially filed the case may receive a portion of the amount recovered in either litigation or settlement of the claim.

Appendix B

WHISTLEBLOWER PROTECTIONS

The Federal and State False Claims Acts prohibit employers from retaliating or discriminating against an employee who, acting in good faith, investigates reports or assists in uncovering a false claim or statement.

An employee who suffers discrimination or retaliation based on protected activities has the right to sue under both the Federal and State False Claims Act. If the employee can prove that his or her employer retaliated against him or her for engaging in protected activity, the employee is entitled to be “made whole”. The remedies may include:

- Reinstatement of the employee to his or her position.
- Two times the amount of back pay.
- Interest on the back pay.
- Compensation for any special damages (including litigation costs and reasonable attorneys’ fees).

As noted above, it is the policy of GSH that no employee shall be punished solely on the basis that he or she reported what he or she reasonably believed to be an act of wrongdoing or a violation of the Compliance Program.