
JUPITER MEDICAL CENTER

Employee Handbook

September 15, 2009

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JUPITER MEDICAL CENTER

Jupiter Medical Center is a not-for-profit community medical center offering a modern facility, up-to-date technology and competent health care professionals in a friendly, compassionate atmosphere. We have over 400 physicians on our medical staff as well as approximately 1,400 employees and over 800 volunteers.

Jupiter Medical Center has a proud history of providing quality health care services to area residents. Our 163-bed acute care facility offers a full continuum of care. In addition to the main hospital, the Medical Center also operates a Women's Center, Outpatient Imaging Center, Rehabilitation Services and a Cancer Center. Jupiter Medical Center also serves as a training site for medical/nursing students and residents.

The Pavilion at Jupiter Medical Center, our 5 star 120-bed skilled nursing facility, is conveniently located on the campus of Jupiter Medical Center and specializes in Rehabilitation, Skilled Nursing, and Long-Term Care. The Pavilion at Jupiter Medical Center was designed to provide a number of cost-effective alternatives to traditional acute and rehabilitation hospitals. Our facility combines complex medical care and aggressive rehabilitation into one setting.

MISSION, VISION AND VALUES

MISSION:

To deliver excellent and compassionate health care advancing the well-being of the people we serve.

VISION:

To be recognized as the leading health care organization in the region, the employer of choice, and the preferred partner of physicians.

VALUES:

Respect

We treat all individuals with courtesy, compassion, kindness, and value their individual uniqueness and dignity.

Integrity

We strive to earn the trust and respect of those we serve by holding ourselves personally accountable to maintain high standards of professionalism.

Excellence

We pursue the highest standards in quality care, service, and patient satisfaction. We commit to continually improve our organization.

Stewardship

We perform in a way that communicates we are here to serve. We are accountable to our environment.

Teamwork

By working together as a team, we create an environment that inspires trust, safeguards dignity, and promotes healing.

Lifelong Learning

We promote an environment that is receptive to new ideas and knowledge. We will provide learning opportunities for patients, staff, and the community.

EMPLOYMENT AND LABOR RELATIONS

Jupiter Medical Center's policy is intended to provide quality working conditions and benefits for you; to deal with you fairly and honestly; and to treat and consider you as an individual. The Medical Center's Board of Trustees and management believe that unionization of any sector of its staff would interfere with this principle of individual treatment and recognition. Jupiter Medical Center believes that union representation would not be in the best interest of the employees, the Medical Center or the community it serves. A union is a business serving its own interest. Experience shows that unionization would not promote a spirit of mutual understanding and respect, which exists between Jupiter Medical Center and its staff.

Cooperation, communication and openness between employees and management are the best way to avoid misunderstandings. Management's doors are always open to employees who have concerns.

SOLICITATION

Jupiter Medical Center does not to permit any solicitation or distribution of literature on its property except as outlined within ***Human Resources Policy: Solicitation***. It is Jupiter Medical Center's belief that the solicitation and distribution of non-business related matters and materials has the potential to disrupt its health care operations and/or disturb its employees, patients, guests and visitors (refer to the Solicitation policy on eJMC).

MANAGEMENT RESPONSIBILITIES AND RIGHTS

Jupiter Medical Center has the exclusive right to exercise the customary functions of management, including, but not limited to, the right to select, hire, promote, suspend, dismiss, assign, supervise and discipline employees; to determine and change starting times, quitting times and shifts; to transfer employees within departments or into other departments and positions; to determine and change

the size, composition and qualifications of the work force; to establish, change and abolish its policies, practices, rules and regulations and to adapt new policies, practices, rules and regulations; to determine and modify performance appraisals and competencies; to determine and change methods and means by which its operations will be carried out, and to assign duties to employees in accordance with the needs and requirements of the Medical Center.

PATIENT AND GUEST RELATIONS

Patients have the right to receive optimal quality of care and treatment at Jupiter Medical Center. Employees are expected to treat patients and guests with the same measure of kindness and understanding which they would want rendered to a member of their own family who was hospitalized. A simple act of kindness can make a world of difference. If the patients were not here, we would not be here. Your performance appraisal used by Jupiter Medical Center holds you accountable for enhancing interpersonal relationships.

Please review the list of employee expectations as they relate to your responsibilities regarding Patient and Guest Relations:

1. *Take time to help guests find their way.*
2. *Respect the privacy of patients. Always knock and wait for an answer before entering a room.*
3. *Introduce yourself and your position before explaining what you're doing. It helps reduce some of the fear patients and guests may have.*
4. *Call patients and guests by their proper name.*
5. *Listen closely to patients and guests. Take time to hear what they're really saying.*
6. *Speak clearly with patients and guests in easy-to-understand terms.*
7. *Respond to requests as soon as possible.*
8. *Acknowledge people immediately when they approach you or your work area.*
9. *Make eye contact and smile.*
10. *Respect the rights of patients and guests to confidentiality.*
11. *Patients and guests depend on you for your professionalism. Stay calm by managing stress before it gets control of you.*
12. *Make good phone etiquette first nature. Always give your department and your name when answering the phone.*
13. *Dress professionally in a manner appropriate for your position.*
14. *Keep noise to a minimum.*
15. *Show respect for your co-workers. Treat them like professionals.*

JOINT COMMISSION

Any individual who provides care, treatment, and services can report concerns about safety or the quality of care to the Joint Commission by E-mail, Fax, telephone, or by mail without retaliatory action from the hospital.

EQUAL OPPORTUNITY EMPLOYER

Jupiter Medical Center is an equal opportunity employer and does not discriminate against applicants or employees because of race, gender, color, religion, national origin, age, disability, marital status, familial status, sexual orientation, or veteran status.

This Equal Employment Opportunity Plan extends to all Human Resources matters including, but not limited to: recruitment, hiring, training, benefits, compensation, promotion, transfer and termination.

Any applicant or employee who believes he/she has been discriminated against because of race, color, religion, national origin, gender, age, disability, marital status, familial status, sexual orientation or veteran status is encouraged to contact the Human Resources Department.

QUALIFIED DISABLED PERSONS

Jupiter Medical Center will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. All accommodations shall be made in consultation with the employee or applicant.

If you have any need for reasonable accommodation as the result of a disability, you should contact your Department Director or the Human Resources Department.

HANDBOOK INTERPRETATIONS

This handbook is intended to provide you with a general understanding of the Human Resources Policies and Procedures of Jupiter Medical Center. ***Jupiter Medical Center will incorporate The Hospital at Jupiter Medical Center, The Pavilion at Jupiter Medical Center, and The Foundation at Jupiter Medical Center. Furthermore, for purposes of this handbook and any corresponding Human Resources Policy, the name, Jupiter Medical Center will also imply The Hospital at Jupiter Medical Center, The Pavilion at Jupiter Medical Center, and The Foundation at Jupiter Medical Center.***

This handbook neither expresses nor implies a contract of employment. Jupiter Medical Center reserves the right to change, modify or delete any segment of

this handbook at its discretion, with or without notice. The Medical Center and the employee have voluntarily entered into the employment relationship. Employees may sever this relationship at any time. Likewise, the Medical Center reserves the right to sever the relationship, with or without cause, when, in the opinion of the Medical Center, that action is in the best interest of the Medical Center. In cases where an employee is disciplined due to misconduct or inappropriate work habits, he/she may, through the Employee Grievance Policy, appeal said action. This does not, however, alter the Medical Center's right to terminate an employee "at will" with or without cause.

Since this handbook cannot answer every question that may arise during your employment, you are encouraged to communicate regularly with your supervisor and to be familiar with all Human Resources policies as they presently exist and as they are revised. A copy of all Human Resources Policies will be located on our intranet eJMC. Where there appears to be a variance between a handbook statement and the corresponding statement of policy found within the Human Resources Policy Manual, the latter shall govern.

All questions regarding handbook interpretation should be addressed to either your Department Director or the Human Resources Department.

EMPLOYMENT AT WILL

Employment with the Medical Center is on an "at- will" basis. The Medical Center and you have voluntarily entered into an employment relationship. You may sever this relationship at any time. Likewise, the Medical Center reserves the right to sever the relationship with or without cause, when, in the opinion of the Medical Center, that action is in the best interest of the Medical Center. No statements contrary to the "at-will" employment relationship can change this relationship between the Medical Center and you. No individual supervisor, Department Director, or Senior Manager can make a contrary agreement, except the Chief Executive Officer (CEO), and even then such an agreement must be set forth in a written employment contract with the employee and signed by the CEO.

ALIENS

Applicants who are not citizens of the United States will be considered for employment on the same basis as citizen applicants; nevertheless, all final hiring decisions will be subject to compliance with The Immigration Act of 1986. The Act encourages the hiring of both American citizens and aliens who are authorized to work in the United States while prohibiting the employment of illegal entrants or those aliens, such as tourists, who legally enter the United States but are not authorized to work while in our country.

As a result, you will be required to complete an “Employment Eligibility Verification Form” (Form I-9).

SENIORITY

Medical Center seniority may be taken into consideration when scheduling holidays and other PDO requested days off. Seniority is not the sole determining factor in consideration relating to transfers and/or promotions. Transfers and/or promotions are based primarily upon position qualifications and work performance, with seniority being the determining factor only when other relevant considerations are considered equal.

EMPLOYMENT

The initial application is an important phase of the employment process and will become a part of your permanent record. All information submitted on the application form is subject to verification. All properly screened employment applications for available positions will be forwarded to the appropriate Department Director.

Once a preliminary employment decision has been extended to you, the Human Resources Department will secure and verify all work references, conduct a criminal background check and require a “physical agility test” (PAT) to address any essential physical requirements noted within your position. Employee Health Services will also require an alcohol/drug screening as a part of its pre-assignment health assessment program.

(For further clarification reference the employment policy on eJMC).

REFERENCE INVESTIGATION FOR EMPLOYMENT

All applicants considered for employment are subject to employment investigations into their work background and reference checks. Applicants who are found to have falsified information, misrepresented or omitted essential facts on their application for employment or whose references are not satisfactory, will not be considered for employment or, if already employed, will be subject to immediate termination from employment.

Reference checks may include communication with the following sources:

- Applicant’s most recent and past employers
- Applicant’s school(s)/instructor(s)

Inquiries will center on the following information:

- Accuracy and completeness of all information concerning dates of employment, position(s) held, and duties, compensation and performance.

- Accuracy of certificates, licensures and degrees.
- Rehire status

JMC REFERENCE POLICY

Department Directors and managers may not provide references for any current or past employees. All reference requests should be referred to Human Resources.

GENERAL ORIENTATION

As a new employee, orientation to your new environment will occur in several stages. Your Department Director/Supervisor will assist you in the orientation to your new position and department. Your Department Director/Supervisor understands the importance of helping you feel comfortable as quickly as possible and will cover such topics as your position responsibilities and expectations, work rules, location of supplies and facilities, work procedures, introduction to employees, etc.

The Human Resources Department will schedule you for General Orientation to help you become familiar with Medical Center policies/procedures, wage and salary practices, fire and safety precautions and other important matters. Your Department Director/Supervisor is responsible for ensuring your attendance at General Orientation. You must attend General Orientation within 60 days of your hire date.

Following general orientation you will have a departmental orientation where your initial competencies will be assessed.

We encourage you to ask questions during the orientation process to ensure your understanding of the new environment in which you will be working.

IDENTIFICATION BADGES AND TIME CLOCKS

Upon employment, you will be issued an employee ID badge with a “bar code” located on the back of the badge. A badge will be issued to you at no cost and must be worn above the waist with the picture visible at all times.

In order to “clock in and out”, you must pass your ID badge through a time clock bar code reader. Your Department Director/Supervisor will give the location and instructions regarding the time clock bar code reader to you.

You will clock in when reporting to work and clock out when you leave at the end of your scheduled work hours. You must clock out and clock back in if you leave the Medical Center for personal matters such as lunch or dinner breaks.

You are not to clock in or clock out anyone other than yourself nor should you allow anyone to clock you in or out. A violation will subject employees

to corrective action, up to and including termination. *Please refer to Human Resources Policy: Hours of Work and Overtime Pay for Non -Exempt Employees.*

If management determines willful falsification of time worked as a result of an intentional inaccurate clock in or clock out, such will result in non-payment of falsified time and termination of employment per Human Resources Policy. Terminations will apply to all employees assisting others in falsifying time worked.

NEW EMPLOYEE ORIENTATION TRAINING PERIOD

With the exception of Department Directors and Senior Managers, all new employees of Jupiter Medical Center will serve a 90 day New Employee Orientation Training Period. Department Directors and Division Senior Managers will serve a 180 day New Employee Orientation Training Period. Following your initial 90 days of employment, your immediate supervisor will evaluate your performance. This is considered a trial period for both you and Jupiter Medical Center to determine your suitability and interest in the work and to provide the opportunity for an adjustment period. The orientation training period may be extended into a probationary period not to exceed 90 days should you fail to meet one or more standards on your 90 day performance appraisal.

During a new employee's employment processing, he/she will be asked to verify his/her understanding that they will serve a 90 day New Employee Orientation Training Period.

EMPLOYEE STATUS

If you satisfactorily complete your New Employee Orientation Training Period, you will be classified in one of the following categories:

- **Regular full-time**

Regular full-time employees are normally scheduled to work between 60 and 80 hours in a designated 14-day period.

Regular full-time employees will be eligible for the following benefits:

- a. Group Health Insurance
- b. Group Term Life Insurance
- c. Personal Paid Days Off (PDO)
- d. Major Sick Leave
- e. Educational Assistance Program
- f. Jupiter Medical Center Retirement Plan
- g. All other employee voluntary benefits (Refer to YOUR EMPLOYEE BENEFITS for details to all Jupiter Medical Center voluntary benefit plans)
- h. Regular full-time employees are eligible for premium pay (i.e. shift

differentials, weekend/holiday premiums, on-call/call back premiums, charge pay and overtime) when applicable

- **Regular part-time**
Regular part-time employees are normally scheduled to work less than 60 hours in a designated 14-day period. While regular part-time employees are not eligible for Medical Center benefits (e.g. Group Health Insurance, Group Term Life Insurance, Paid Days Off (PDO) etc.), he/she may qualify for the Jupiter Medical Center Retirement Plan if eligibility requirements are met. Should a Regular part-time employee transfer to a regular full-time classification, he/she will be required to meet all “waiting period” stipulations as outlined within all employer-paid and voluntary plan descriptions. Regular part-time employees are eligible for premium pay (i.e. shift differentials, weekend holiday premiums, on-call/call back premiums, charge pay and overtime when applicable).
- **Per Diem**
Per-Diem employees will normally be scheduled to work on an “as needed” basis to meet the Per Diem requirements of their unit department. Per-Diem employees may work any number of hours within either a designated 14 day or seven (7) day work cycle.

While Per Diem employees are not eligible for Medical Center benefits (e.g. Group Health Insurance, Group Term Life Insurance, Personal Paid Days Off (PDO) etc.), he/she may qualify for the Jupiter Medical Center Retirement Plan if eligibility requirements are met. Should a Per Diem employee transfer to a regular full-time classification, he/she will be required to meet all “waiting period” stipulations as outlined within all employer paid and voluntary plan descriptions. Per Diem employees are eligible for premium pay (i.e. shift differentials, weekend/holiday premiums, on-call/call back premiums, charge pay and overtime) when applicable.

- **Temporary**
Temporary employees are normally hired for a specific amount of time (i.e. vacation relief, FMLA relief, etc.). Temporary employees are not eligible for Medical Center benefits (e.g. Group Health Insurance, Group Term Life Insurance, Personal Paid Days Off (PDO) etc.). Should a temporary employee transfer to a regular full-time classification, he/she will be required to meet all “waiting period” stipulations as outlined within all employer paid and voluntary plan descriptions.

Temporary employees are eligible for premium pay (i.e. shift differentials, weekend/holiday premiums, on-call/call back premiums, charge pay and overtime) when applicable. Depending upon the temporary status length of duration, a new employee provisional training period may not be necessary.

POSITION ASSIGNMENTS

The responsibility for assigning duties to you, within the limits of your position, will rest with your Department Director/Supervisor. You will be expected to carry out these assignments to the best of your ability and in a cooperative/helpful manner. **POSITION ASSIGNMENTS ARE SUBJECT TO CHANGE WHEN DEEMED NECESSARY TO MEET THE NEEDS OF THE PATIENTS AND/OR FOR BUSINESS NECESSITY.** Your refusal to carry out a reasonable and proper working assignment from your authorized supervisor and/or his/her designee may result in corrective action up to and including termination.

EMPLOYEE HUMAN RESOURCES FILES

It is extremely important that your Human Resources file contain accurate up-to-date information. Any change in personal information (i.e. telephone number, address, marital status, etc.) must be reported to the Human Resources Department as soon as possible. In addition, if you have furthered your education, you are urged to have this recorded in your Human Resources file. This will be helpful in determining your qualifications for promotion/transfer within the Medical Center.

Your Human Resources file is maintained in a secure and confidential manner by the Human Resources Department only. All appropriate documentation will be forwarded to the Human Resources Department and will remain in your file. You are encouraged to review your Human Resources file periodically. Such reviews may be accomplished during your assigned breaks, meal periods or by making an appointment with the Human Resources Department. Nevertheless, you may not photocopy materials in your file nor remove the file from the Human Resources Department. All information in your file is for Medical Center use only and is the property of Jupiter Medical Center.

Jupiter Medical Center will not provide any detailed information such as work performance, home address, and telephone numbers to any non-Jupiter Medical Center entity without your signed consent or Jupiter Medical Center entity not outlined within Human Resource policy. Please refer to Human Resources Policy: Employee, Independent Contract, and Agency Staff Human Resources Files for more specific information.

SECTION II

Your Employee Benefits and Programs

Paid Days Off

- *PDO Accrual*
- *PDO Cash In*
- *PDO for Disability*
- *Resignation and PDO*
- *New Employee Orientation Training Period and PDO*
- *General Information and PDO*
- *Holidays and PDO*

Medical Leave of Absence and Major Sick

Personal Leave of Absence

Bereavement Leave

Educational Assistance

Scholarship Programs

Group Health Insurance

Basic and Supplemental Life Insurance

Accidental Death and/or Dismemberment

Long Term Disability

Short Term Disability

Uniform Services Employment & Reemployment Rights Act

Employee Assistance Program

Employee of the Month

(401-a) Retirement Plan

(403-b) Retirement Plan

Social Security

Service Recognition

Whole Life Insurance

Critical Illness Insurance

Dental Insurance

Indemnity Benefits

Medical Care Flexible Spending Accounts

Dependent Care Flexible Spending Accounts

Civil Leave

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Auxiliary Services

Bulletin Boards

Telephones

Grievance Procedure

Reduction In Work Force

PAID DAYS OFF

Jupiter Medical Center provides its employees flexibility and fairness in using their Paid Days Off (PDO) while ensuring the Medical Center is adequately staffed to fulfill its mission.

Jupiter Medical Center is committed to maintaining a productive work force and recognizes the benefits of your paid days off from work. This policy is designed to encourage you to wisely manage your days off with pay by giving you ownership of PDO. Jupiter Medical Center will maintain a PDO program for its regular full-time employees.

PDO will be used as a salary replacement benefit for those occasions when you require time away from your regular work schedule (i.e. vacations, approved schedule changes, Medical Center approved holiday, personal sickness, spouse/child sickness.)

All regular full-time employees of Jupiter Medical Center will be eligible to accrue PDO beginning with their hire date and may use PDO immediately to the extent of the employee's actual balance. Paid Days Off (PDO) used during your first 90 days of employment will be considered an "advancement". Employees who resign or are terminated during the first 90 days of employment will not be eligible to receive accrued, but unused, PDO, including PDO request approved yet unpaid by the Payroll Department.

Department Directors/Supervisors will be responsible for maintaining adequate staff to provide quality services. Scheduling PDO in a manner least disruptive to operational requirements may include both cancellation and modification of previously approved PDO. When scheduling conflicts arise, seniority will be considered, but will not be the sole determining factor.

Unscheduled time off will be addressed per Human Resources Policy: Attendance and Punctuality.

PDO will accrue based upon your months of continuous service as a regular full-time employee per Human Resources Policy and will be stored in your individual PDO "account". PDO will be earned prior to being used and will not be advanced except during the first 90 days of employment. You will be paid at your base hourly rate, excluding any differential premiums. PDO hours paid shall not exceed 80 hours in any two (2) week period, furthermore, you will not be eligible to be paid more PDO hours in a single pay period than what you would have normally worked or been scheduled to work, recognizing the intent of PDO is to replace your regularly scheduled hours only.

PDO Accrual

Service Mos.	Accrual Rate Per Hour	Hours Per Pay Period (Based upon 80 reg. Hours)	Max Annual Accrual	Max Annual Accrual Bank
11	.07588	6.07	158	158
23	.07975	6.38	166	200
35	.08363	6.69	174	225
47	.08750	7.00	182	250
59	.09125	7.30	190	250
60+	.09513	7.61	198	250
15 yrs	.09900	7.92	206	250

PDO Cash In

You may elect to “cash in” PDO hours on any regularly scheduled payday. You will need to maintain a minimum of 40 hours in your PDO account. PDO “cashed in” above the 40 hour minimum will be at 75% of your regular base rate at the time of the “cash in”. PDO cannot be “cashed in” during your first 90 days of employment. Please refer to Human Resources Policy: Paid Days Off for details regarding “cash in” specifics. Exempt employees may not cash in PDO.

PDO for Disability

Should you injure yourself as a result of a work related injury, you will be subject to a seven (7) day waiting period prior to the beginning of workers’ compensation benefits. In such situations, you will be able to utilize accrued PDO and Major Sick Leave to compensate for days missed. Once Workers’ Compensation benefits begin, you may not continue to utilize PDO or Major Sick Leave.

Should you become totally disabled and are eligible for Short Term Disability (STD) and/or Long Term Disability (LTD) benefits, you will be able to utilize accrued PDO benefits and Major Sick, when applicable, during the elimination period prior to the beginning of STD and LTD benefits. The elimination period will be considered as a period of consecutive days of disability for which no STD or LTD benefit will be payable.

Resignation and PDO

If you fail to give proper notice regarding your resignation as stated in Human Resource Policy: Paid Days Off, you will not be eligible for payment of unused PDO.

Orientation Training Period and PDO

Should you satisfactorily complete your 90 day New Employee Orientation Training Period and terminate employment voluntarily after having given proper notice of resignation per Human Resources Policy: Paid Days Off, you will be paid all PDO hours accrued to date. ***All unused PDO will be forfeited unless you have given proper notice of resignation.***

Should you terminate your employment, either voluntarily or involuntarily, prior to satisfactory completion of your 90 day New Employee Orientation Training Period, you will not be eligible for payment of accrued PDO hours.

General Information and PDO

Regular Part-Time, Per Diem, and Temporary employees will not be eligible to accrue PDO. Regular Full-Time employees will be encouraged to utilize at least 10 to 15 days per year for the purpose of relaxation and revitalization.

During periods of low census, light workloads or holidays, your Department Directors/Supervisors may request you to use one or more Hospital Convenience Days (HCD), leave work earlier, or arrive later than your regular schedule. Should you volunteer to depart early or are directed to depart early, you will have the following options:

- Use PDO hours to replace specific hours lost.
- Take HCD off without pay.

Holidays and PDO

Jupiter Medical Center recognizes the following holidays:

- New Years Eve (December 31st)
- New Year's Day (January 1st)
- Memorial Day (Last Monday in May)
- Independence Day (July 4th)
- Labor Day (1st Monday in September)
- Thanksgiving Day (4th Thursday in November)
- Christmas Eve (December 24th)
- Christmas Day (December 25th)

Should you be scheduled off for observance of a recognized holiday you will be paid for the holiday at your current regular base rate. Such time will be deducted from your PDO account.

If you are scheduled to work on a recognized holiday, and you are absent without authorization from your Department Director/Supervisor, you may be subject to additional corrective actions beyond the Medical Center's Attendance and Punctuality Policy.

MEDICAL LEAVE OF ABSENCE & MAJOR SICK

A medical leave of absence is a leave for serious health conditions that makes the employee unable to perform the functions of their position including the birth of a child or to care for a child within the first 12 months after birth. All full time, part time or per diem employees are eligible for a medical leave of absence if they have been employed at least 12 months. To qualify for Family Medical Leave Act (FMLA) rights, you must have been employed for at least

12 months and have worked at least 1250 hours during the previous 12 months. You are required to submit a written request for a medical leave of absence at least 30 days prior to needing such time if foreseeable along with medical documentation from the treating physician. You are entitled up to 12 weeks (84 days) of medical leave. During your medical leave of absence you will be required to use available major sick and PDO per your previously regularly scheduled hours.

Major Sick will be defined as follows:

- Hospitalization as an inpatient; or outpatient surgery inclusive of the procedure being invasive, use of either local/general anesthesia, and physician documented recovery of at least 24 hours.
- An illness and/or disability not defined above that continues beyond seven calendar days. Beginning on the 8th calendar day Major Sick may be used if verified by physician documentation. PDO may be used to cover the first seven (7) calendar days of the illness/disability.
- With Department Directors having approved a “restricted work assignment”, employees that qualified for Major Sick and are returning from an illness or disability with “work hour” restrictions may use Major Sick to supplement his/her regular hours of work until such time the attending physician removes the restrictions. These “restricted work assignments” should be differentiated from worker’s compensation modified return to work assignments
- Major Sick may be used for work related injury/illness beginning upon the first calendar day of the injury/illness up to the 7th calendar day as determined by Jupiter Medical Center’s worker’s compensation third party administrator. PDO may also be used to cover the seven days if insufficient Major Sick days exist. Beginning on the 8th calendar day, “indemnity” payments will be made through Jupiter Medical Center’s workers’ compensation program.

You are obligated to return to work on the specified date of return as noted on your written request. In the event you are unable to return to work, it is your responsibility to notify your Department Director/Supervisor immediately. Your failure to report back to work from a medical leave of absence on the specified day, without Department Director/Supervisor notification, will be viewed as your resignation. If you plan to return from a medical leave of absence, you are required, for scheduling purposes, to notify your Department Director/Supervisor at least 2 weeks prior to your expected date of return. You are required to present appropriate medical documentation to verify physical ability. Proper documentation must include the following:

- ***Attending physician’s written release indicating all past medical problems associated with the medical leave of absence have either been corrected or are under control sufficient to perform your position’s essential responsibilities.***

Prior to your return from a medical leave of absence, you will also be required to submit and pass a “physical agility test” (PAT).

If you return from a FMLA medical leave of absence within the 12 weeks allowed, you will be reinstated into the same position held, if available, or to an equivalent position with equivalent benefits, pay and terms.

If you are unable to return from your leave within the 12 weeks you will be allowed the following.

- To continue on a “non-FMLA” medical leave of absence until all accrued major sick and/or PDO has been exhausted. While exhausting all major sick and PDO, per your previously regularly scheduled hours, you will be able to participate in both group medical and dental insurance. Once all accrued major sick and PDO have been exhausted, such will be considered a “qualifying event” for COBRA continuation. Furthermore, if at such time you are unable to return to work or a position is not available after having exhausted major sick and PDO, you may be allowed to continue on a “leave without pay” basis for an additional 30 days. If, at the end of the 30 calendar days, you are unable to return to work or a position is unavailable, you will be required to tender your resignation and you will be removed from payroll records.
- In the event you have exhausted all your accrued benefit time following the 12 weeks you may be allowed to remain on a “leave without pay” basis for an additional 30 days if unable to return to work. During this 30 day extension your position will not be guaranteed. If at the end of 30 calendar days, you are unable to return to work or a position is unavailable, you will be required to tender your resignation and you will be removed from payroll records. This will be considered a “qualifying event” for COBRA.

Major Sick Accrual

Years of Service	Accrual Rate per Hour	Hrs. per Pay Period (based upon 80 hrs)	Max. Annual Hourly Accrual	Max.Total Hourly Accrual
All	.0231	1.85	48	480

Please refer to Human Resources Policy: Medical Leave of Absence for specific details.

PERSONAL LEAVE OF ABSENCE

A personal leave of absence is a leave for time away from work to address personal or family related matters including placement of a child with you for adoption or foster care within the first 12 months of placement, to care for your

spouse/child/parent with a serious health condition, domestic violence, and military family leave entitlement. All full-time, part-time, or per diem employees are eligible for a medical leave of absence if they have been employed at least 12 months. To qualify for Family Medical Leave Act (FMLA) rights, you must have been employed at least 12 months and have worked at least 1,250 hours during the previous 12 months. You are required to submit a written request for a personal leave of absence at least 30 days prior to needing such time if foreseeable. You may be entitled to 12 weeks (84 days) of personal leave. During your personal leave of absence you will be required to use available PDO per your regularly scheduled hours.

You will be required to have utilized all accrued PDO benefit hours prior to leave without pay being approved. Once you have exhausted all accrued PDO hours and placed on a leave without pay, such will be viewed as a “qualifying event” for benefit continuation under COBRA.

You will be obligated to return to work on your specified date of return as noted on your “written request”. In the event you are unable to return to work on the date documented on the original request, you will be responsible for notifying your Department Director/Supervisor in advance of your return date. Your failure to report back to work on the specified date, without Department Director/Supervisor notification for a non-FMLA Personal Leave of Absence, will be viewed as your resignation. Your failure to report back to work, as specified on the your “written request”, after the 12th week of your FMLA personal leave of absence will be viewed as your resignation.

Prior to your return from a personal leave of absence, you will be required to submit to and pass a “physical agility test” (PAT).

You will be reinstated into the same position or to an equivalent position with equivalent benefits, pay and terms if your personal leave of absence is for events under the Family and Medical Leave Act. If you are on a Personal Leave of Absence not related to the Family and Medical Leave Act and are notified of no present openings, you will be allowed to continue on a “leave without pay” for up to 30 calendar days. You will be responsible for checking on possible openings that may become available for you to work. After 30 calendar days, if you have not returned to work, you will be required to tender your resignation and you will be removed from payroll records.

Please refer to Human Resources Policy: Personal Leave of Absence for specific details.

BEREAVEMENT LEAVE

Bereavement Leave will be defined as “time off” with pay for a regular full-time employee who experiences a death in his/her immediate family. Please

refer to Human Resources Policy “Premium Pay and Programs” regarding the definition of immediate family. Employees may be granted up to three days with pay per bereavement to prepare and attend a funeral provided the absence is on the employee’s regularly scheduled workdays. An out of state funeral may be granted an additional two days for a total of five days with pay per bereavement provided the employee attest to his/her physical presence at the out of state ceremony. A funeral notice may be required to verify all “in town” and/or “out of state” ceremonies. Compensation will be at the employee’s base rate of pay to replace lost pay for scheduled hours not to exceed forty (40) hours. Bereavement leave does not qualify for any premium pay, shift differentials, weekend or holiday premiums.

EDUCATIONAL ASSISTANCE

Should you be a regular full-time employee, you may be granted Educational Assistance. Educational Assistance will be considered should the following requirements be satisfied:

- You must have at least six (6) months of full-time continuous service with Jupiter Medical Center.
- Your course of study must be either a prerequisite for, or requirement of, a position/opportunity presently identified by Jupiter Medical Center. Examples: Nursing (Registered Nurses – Associate, Bachelor or Master’s Degree and Certifications specific to a Department), Surgical Services (Surgical Technologist), Laboratory (Medical Technologist, Phlebotomist, Histology Technologist), Cardiopulmonary (Respiratory Therapist), and Rehab Services.
- Course of study must be identified as useful to the medical center.
- You must consistently meet or exceed all standards as specified on your performance appraisal.
- You must have the approval/recommendation of your Department Director. Should your course of study be in an area outside your present department, you will need the approval/recommendation of the appropriate Department Director to ensure that there exists a position and/or a future need.

You will be obligated to perform one (1) year of service for each increment of educational assistance not to exceed the maximum amount. Reimbursement for professional certification testing fees is also available through Educational Assistance. Certification fees are reimbursable for positions in which Jupiter Medical Center requires certification. For professional certification or programs that last less than one (1) year, minimum repayment to Jupiter Medical Center will be one year of service. If you fail to complete your educational program, you will be responsible for the repayment of the entire educational assistance loan. In addition, if you terminate employment with Jupiter Medical Center prior

to the completion of the total hours of service, you must repay Jupiter Medical Center the unpaid balance of the educational assistance loan. The balance owed Jupiter Medical Center will be deducted from your final paycheck. Should your final paycheck be insufficient to fully repay Jupiter Medical Center, you will be responsible for repaying the remaining balance prior to your last day of employment.

SCHOLARSHIP PROGRAMS

Scholarships may be requested by qualified applicants interested in pursuing a career beneficial to the medical center. Jupiter Medical Center has a HEROES scholarship program for full time employees as well as JMC University for Leadership Development. For more information, please contact Human Resources.

GROUP HEALTH INSURANCE

Should you be a regular full-time employee, you will be eligible to participate in Jupiter Medical Center's group health insurance plan the first of the next month following 30 continuous days of employment. A TPA (Third Party Administrator) pays claims based on guidelines established by the Medical Center. The plan has been tailored to meet the specific needs of Jupiter Medical Center employees and their dependents. All premium deductions for group health insurance will be on a pre-tax basis.

If you are eligible to participate in the Jupiter Medical Center Group Health Insurance Plan, you should always use Jupiter Medical Center for any services we can provide. Once you have satisfied your calendar year deductible, all insurance coverage charges at Jupiter Medical Center will be covered at 100% on certain services. Private physician charges-such as but not limited to radiologist, pathologist, anesthesiologist, and ER physicians are not covered at 100%. There will be separate charges and coinsurance rates for physicians and physician services. Please refer to your Benefit Choice Booklet for additional information.

BASIC AND SUPPLEMENTAL LIFE INSURANCE

Life insurance is provided as a hospital-paid benefit should you be a regular full-time employee. Coverage will be at one times your annual base salary not to exceed \$50,000. In addition, as a full-time employee, you may elect to purchase additional amounts of insurance for yourself and/or your dependents at a minimal cost through payroll deduction. All premium payroll deductions for supplemental life insurance and dependent life insurance will be on a pre-tax basis. Please refer to your Benefit Choice Booklet for additional information.

ACCIDENTAL DEATH AND/OR DISMEMBERMENT

As a Medical Center paid benefit, and provided you are a regular full-time employee, you will be eligible for voluntary group accidental death and/or dismemberment insurance, which provides valuable coverage for accidental loss of life, hands, feet or sight.

LONG TERM DISABILITY

As a regular full-time employee, you are eligible to purchase and participate in Jupiter Medical Center's Voluntary Long Term Disability program through payroll deduction. Should you become totally disabled and are under a physician's care as a result of a non-work related injury or illness, (provided you are eligible as outlined in the long-term disability schedule of benefits), you will be eligible for 60% of normal monthly earnings to a maximum benefit as specified in Jupiter Medical Center's long term disability program. Please refer to your Benefit Choice Booklet for additional information.

SHORT TERM DISABILITY

A voluntary disability income plan is made available to you should you be a regular full-time employee. The program is offered through payroll deduction. The plan is specially designed to help fill the "gap" until your Long Term Disability begins. Please refer to your Benefit Choice Booklet for additional information.

UNIFORM SERVICES EMPLOYMENT & REEMPLOYMENT RIGHTS ACT (USERRA)

As either a regular full-time or part-time employee, you will be granted leave without pay and/or re-employment rights for USERRA responsibilities. USERRA services includes entering the armed forces whether voluntarily or involuntarily.

You will be required to notify your supervisor as soon as possible regarding your need for time off due to USERRA obligations. You are required to provide your supervisor with both your parting date and expected date of return.

For a more detailed description of USERRA rights and responsibilities, please refer to Human Resources Policy: Employment.

EMPLOYEE ASSISTANCE PROGRAM

You are eligible to participate in Jupiter Medical Center's Employee Assistance Program (EAP). EAP is a program that offers confidential assistance to employees experiencing personal or medical problems, which could interfere

with acceptable job performance/ behavior. EAP’s purpose is to help employees both address and overcome problems/conflicts and to restore those employees to acceptable job efficiency. The program is designed to identify problems at the earliest possible stage, motivate employees to seek help, and to direct employees to the appropriate assistance. Problems identified for EAP consideration include behavior/medical problems, which affect work performance and work habits (e.g. alcoholism, drug dependencies, emotional, financial or legal problems). EAP brochures are available in the Human Resources Department.

EMPLOYEE OF THE MONTH PROGRAM

Jupiter Medical Center takes great pride in recognizing exceptional performance in the course of one’s employment. The criteria for selecting an Employee of the Month includes the following:

- Specific accomplishments of merit during the previous 12 months
- Degree employee embodies Jupiter Medical Center’s overall Mission, Vision, and Values.

If you would like to nominate a fellow employee for the Employee of the Month Award, you should complete a Nomination Form and place it in the Employee of the Month Nomination Box located outside the cafeteria. Forms are available in the Human Resources Department.

(401-a) RETIREMENT PLAN

As an employee, you are eligible to participate in the JMC pension plan after completion of 12 consecutive months of employment, based on your anniversary date with a minimum of 1,000 hours worked. This plan provides employees both a 401-a “matching dollar” contribution as well as a “guaranteed” contribution. You will be completely vested after three years of service with 1,000 worked hours in each year. If you terminate employment before you have completed three years of service, you will not be vested.

(403-b) TRADITIONAL/ROTH RETIREMENT PLAN

These voluntary plans offer an excellent way for you to save money for the future on a pre-tax basis. The Internal Revenue Code provides an employee of a qualified not-for-profit organization, such as Jupiter Medical Center, to exclude from his/her taxable income payments made into their plan. For more information contact the Human Resources Department.

SOCIAL SECURITY

You are provided social security benefits under the Federal Social Security Act. The Medical Center, as your employer, will match the amounts of money deducted from your pay in order to fund your social security benefits.

SERVICE RECOGNITION

Jupiter Medical Center proudly recognizes the service that employees render to the community and to our patients. Those employees who have reached 5, 10, 15, 20, and 25 years of continuous service to the Medical Center are recognized on an annual basis with an awards presentation and dinner. Employees have an opportunity to choose their award prior to the actual presentation.

WHOLE LIFE INSURANCE

All regular full-time employees are eligible through a voluntary program to purchase whole life insurance with cash value accumulation. You can choose from various levels of weekly cost to best suit your coverage needs and life insurance budget. Please refer to your Benefit Choice booklet for additional information.

CRITICAL ILLNESS INSURANCE

This voluntary program is offered for all regular full-time employees for numerous critical illnesses (cancer, heart attack, stroke, etc.) Spouse and child coverage is also available for purchase. Please refer to your Benefit Choice Booklet for additional information

DENTAL INSURANCE

All regular full-time employees are eligible to participate in the voluntary dental insurance plan. All premium deductions for dental insurance will be on a pre-tax basis. Please refer to your Benefit Choice Booklet for additional information

ACCIDENT INSURANCE

This is a voluntary insurance plan that can help your family cover unexpected out of pocket expenses and supplement lost income due to a covered on or off the job accident. Accident insurance covers a wide range of injuries and accident related expenses Please refer to your Benefit Choice Booklet for additional information.

MEDICAL CARE FLEXIBLE SPENDING ACCOUNTS

This is a voluntary program that sets aside money per year on a pre-tax basis to cover non-reimbursable health care expenses incurred by all eligible members of your household. Common reimbursed items include office visit co-pays, medical deductibles, medical coinsurance, etc. Any amount set aside and not applied towards non-reimbursed medical expenses will be forfeited. Please contact the Human Resources Department for further details.

DEPENDANT CARE FLEXIBLE SPENDING ACCOUNTS

This is a voluntary program that sets aside money per year on a pre-tax basis to cover expenses associated with childcare (under age 13) and elder care. Any amount set aside and not applied towards dependent care expenses will be forfeited. Please contact the Human Resources Department for further details.

CIVIL LEAVE

Should you be summoned to serve as a juror or need to appear in court regarding official Medical Center business, you will be provided with paid leave. Examples of the latter may include, but not be limited to, depositions and/or court appearances that require you to be away from your regular duties. *(You must submit a copy of your jury duty notice from the Clerk of Court to your Department Director.)* In order for you to be entitled to receive regular salary during either jury duty and/or required hospital court appearances, you must comply with the following:

- Jury duty/court appearances must conflict with your work schedule.
- If jury/court appearance responsibilities are not needed on a scheduled workday, you are required to report to work.

You will be allowed to keep your compensation from Jury Duty along with the approved “time off” from the Medical Center provided you follow the above expectations.

If you are subpoenaed or attend court regarding personal non-Medical Center matters, you will not be paid civil leave for such times. Accrued paid days off or leave without pay may be used to compensate for absences due to such court appearances.

CAFETERIA

A cafeteria is provided for your convenience as well as for visitors and is located on the ground floor. JMC employees receive an employee discount in the cafeteria.

Hours of operation for weekdays, weekends and holidays are posted in the cafeteria.

In addition to the above services, vending machines offer a variety of menu choices available to you on a 24-hour basis. Machines can be located in the cafeteria and South Lobby.

LOCKERS

Based upon the requirements of your position, your Department Director/Supervisor may assign you a locker in one of the Medical Center’s locker

rooms for the safe keeping of your clothing during working hours. ***Locks must be issued by Jupiter Medical Center.*** You are urged not to leave valuables or money in your locker. Loitering in the locker rooms is forbidden. Locker rooms are for changing clothing only and must not be used for any other purpose. ***All lockers are the property of Jupiter Medical Center and are subject to inspection with or without notice and for any reason when deemed necessary by the Medical Center.***

MEAL PERIODS

Every effort will be made to accommodate you with a 30 minute meal period during your shift. The 30 minute meal period is not work time and therefore is unpaid. During your meal period it may be necessary for you to perform work when relief from your duties for a meal period is otherwise not available. On such occasions the worked meal period will count towards regular hours worked and will need to be edited as such by your Department Director/Supervisor in the time and attendance system. Please notify either your Department Director/Supervisor prior to taking your meal period to ensure department coverage.

COFFEE BREAKS/BREAK PERIODS

If your work-load permits and your Department Director/Supervisor approves, a 15 minute coffee break/period may be given during your first four hours on duty and your last four hours on duty. Since break periods are considered as paid time, they are not required and cannot be guaranteed and will only be approved should the break not interfere with departmental operations. Also, should you be granted a break, you should make every effort to return to your workstation within the allotted time provided so as to not interfere with other employee's break periods. Please notify either your Department Director/Supervisor prior to taking your meal period to ensure department coverage.

PARKING

Jupiter Medical Center maintains parking lots to accommodate the parking needs of employees, auxiliary, visitors, patients and medical staff. Please observe all the precautions and courtesies of parking to provide the maximum and safest utilization of these areas for everyone. Please park carefully so as to not take more than one parking space.

Even though Jupiter Medical Center's parking lots are routinely patrolled by our Security Officers, you are urged to keep all valuables out of sight and to lock the doors of your vehicle. Jupiter Medical Center is not responsible for theft or damage to your vehicle.

Employee vehicles, which are located in areas not in compliance with Medical Center policy, will be logged and tagged by our Security Officers and may be subject to towing. Failure to comply with Medical Center parking procedures

may be viewed as a corrective issue and addressed through Human Resource's Employee Corrective Action Policy. Should you have questions or concerns regarding either the parking lot or your vehicle, please contact a Security Officer by contacting the Medical Center operator.

AUXILIARY SERVICES

The Jupiter Medical Center Auxiliary is here to help serve the needs of our patients, employees and visitors. Our Auxiliary volunteers assist in the delivery of care to the community by augmenting the work of the employees and helping to accomplish the Medical Center's mission.

BULLETIN BOARDS

The bulletin boards located throughout the Medical Center are intended to serve you as an important communication tool. Materials and notices posted on these boards are for your information, guidance, and are related to matters that should be of importance to you. Please check them frequently. Bulletin boards located by the ground floor elevators and cafeteria are intended for Staff Development educational offerings, Human Resources updates and general Medical Center information. Bulletin boards are not intended for any personal solicitation announcements. Please refrain from placing items on bulletin boards.

TELEPHONES

Our telephones are a vital link among departments and between Jupiter Medical Center and its external support agencies and businesses. You will, therefore, be responsible for limiting personal incoming and outgoing calls on regular hospital phones to emergencies only. Outgoing personal calls should be made during break periods. For the comfort of our patients, paging is to be limited to Medical Center related business such as initiating disaster, fire, or bomb plans, and other life/safety announcements as may be necessary. You are also requested to please exercise courtesy and effective telephone skills by answering promptly and by stating your department and name.

With the frequent use of cellular phone technology, an increased chance of interference with medical equipment may exist. To prevent the potential disruption transmitting devices such as cell phones may cause to medical equipment, you are asked to maintain an operating distance of three (3) feet or greater from medical equipment. Examples of such medical equipment include, but are not limited to, the following: ventilators, infusion pumps, syringe pumps and fetal monitors. Employees should only use cell phone during breaks and/or meal periods for personal calls. Failure to comply with the above telephone expectations may be viewed as a corrective matter per Human Resources Corrective Action Policy.

GRIEVANCE PROCEDURE

It is the intent of Jupiter Medical Center to be fair in the treatment of all employees. Fair handling of your problems or questions cannot be provided if you do not let the proper people know of your concerns. From time to time, a difference of opinion may develop between you and your Department Director/Supervisor. Most problems will be resolved in the normal course of day-to-day operation. Certain problems, however, will require special attention. It is important that these problems be brought into the open as soon as they surface. Subject to the policies and limitations elsewhere in this handbook, problems should be settled to the satisfaction of the Medical Center and yourself. You may file a formal grievance to contest a suspension, or termination. All other complaints should be reported to the Human Resources Department after being discussed with the appropriate Department Director/Supervisor. For “non-corrective action” complaints, you may contact the Human Resources Department.

In the event you decide to utilize the Grievance Process, the following procedure will be followed:

STEP I:

Discussion Between You and Your Immediate Supervisor

You will be asked to verbally discuss your grievance with your immediate supervisor to attempt resolution. If the matter is not resolved to your satisfaction, you must submit a written statement to Human Resources on a grievance form within ten (10) days of the date noted on your conference record, suspension notice or termination letter being grieved. Assistance may be secured from the Human Resources Department. Your Department Director/Supervisor will render a written decision as soon as possible but no later than five (5) business days after receiving the grievance form from the Human Resources Department. If conditions exist which prevent a response in writing later than five (5) business days, you will be informed by Human Resources as to when you may expect an answer.

STEP II:

Appeal to Senior Manager

If you are not satisfied with the response you received from your Department Director/Supervisor, you may appeal to your Division Senior Manager within five (5) business days of the date the Department Director/Supervisory response was received by submitting the form to the Human Resources Department. Your Senior Manager will review your grievance, talk to necessary staff, and provide you a written decision within five (5) business days. If a condition exists which prevents an answer within five (5) business days, you will be informed by Human Resources as to when you may expect an answer.

STEP III:

Appeal to the Chief Executive Officer (CEO)

If you are not satisfied with the response you received from your Senior Manger, you may appeal within five (5) business days to the Chief Executive Officer

(CEO) by indicating such on the grievance form and submitting such to the Human Resource Department. The Chief Executive Officer (CEO) will review all available information and at their discretion, meet with any individual(s) involved. A decision regarding the grievance will be made within five (5) business days following receipt of the grievance from the Human Resources Department. If a condition exists which prevents an answer within five (5) business days, you will be informed by Human Resources as to when you may expect an answer. The Chief Executive Officer's decision will be considered final.

REDUCTION IN WORK FORCE

In-the-event-of-a-reduction-in-force-Jupiter-Medical-Center's management is responsible for determining what positions will be reduced.

If a work force reduction becomes necessary, the employees affected shall be laid off by department, by position, according to least seniority, provided those who remain have the competencies required to work in that position. Seniority is defined as length of service according to hire date. Based upon the above, layoffs from any affected position(s) will occur in the following order:

- *1st – Contract/Agency Personnel*
- *2nd - Temporary Employees*
- *3rd - Per Diem Employees*
- *4th - Regular Part-Time Employees*
- *5th - Regular Full-Time Employees*

Recall by job class will be based on the employee's hire date in the following order:

- *1st – Regular Full-Time Employees*
- *2nd – Regular Part-Time Employees*
- *3rd – Per Diem*
- *4th - Temporary Employees*

Please refer to Human Resources Policy: Reduction in Force for further details.

SECTION III

Your Responsibilities

Corporate Compliance
Position Posting
Transfer Procedures
Outside Employment
Employment of Relatives
Attendance
Timekeeping System
Approved Schedule Change
Unscheduled Absence
Tardy/Early Departure
Uniforms and Professional Image
Professional Licensure
Personal Conduct
Personal Mail
Professional Confidentiality
Tips and Gratuities
Employee Corrective Actions
Inappropriate Conduct
Alcohol and Drugs
Thefts

CORPORATE COMPLIANCE

Jupiter Medical Center is dedicated to the highest standards of ethical conduct and integrity and is committed to absolute conformity to and compliance with all applicable laws, rules, and regulations of any federal, state, or local government body with jurisdiction over the Medical Center, including any provision related to billing, payment and reimbursement.

Jupiter Medical Center has a legal and regulatory compliance program that includes:

- Written standards of conduct (Code of Ethical Conduct) and other policies which define the compliance program
- A reporting system for receiving complaints e.g. hotline
- Staff education and written acknowledgement of the standards
- A Compliance Officer responsible for monitoring program effectiveness, enforcement, and discipline, and a process for implementing modifications to prevent future offenses

Hotline Reporting

Jupiter Medical Center employees always have a responsibility to report concerns about actual or potential wrongdoing and are not permitted to overlook such actions. An anonymous and confidential hotline (888-826-8433) is available to all Medical Center employees for reporting business risk and policy violations within the organization. Trained communication specialist, staffed by a third party, answer incoming calls and multilingual assistance is available.

Non-retaliation and Non-retribution Reporting

Jupiter Medical Center prohibits any employee from retaliating against or engaging in retribution or harassment of another employee who has reported suspected wrongdoing.

POSITION POSTING

Department Directors/Supervisors are encouraged to promote and transfer from within the Medical Center. On a weekly basis, the Human Resources Department will post position openings for which the Human Resources Department has received a Performance Improvement Committee (PIC) approved Position Requisition. All posted positions can be found on Jupiter Medical Center's web site: www.jupitermed.com.

TRANSFER PROCEDURES

You are encouraged to periodically review position vacancies listed on Jupiter Medical Center's web site: www.jupitermed.com. If you feel interested in and qualified for a posted position, you may apply online. Employees who have

completed 6 months of service will be eligible for transfers both within and outside his/her present department. For more information, please refer to Human Resources Policy: Employee Transfers.

OUTSIDE EMPLOYMENT

As long as you can effectively meet the performance standards set for your position at Jupiter Medical Center, the Medical Center will permit, but will not encourage, you to hold other positions outside the Medical Center. When the requirements of the second position prevent you from performing in an optimal manner, as determined by your Department Director, your continued employment will be jeopardized and you may be required to discontinue one of your positions.

EMPLOYMENT OF RELATIVES

Current employee's relatives qualified for position vacancies may be considered for employment. Stipulations will ensure that such employees will not be supervised by relatives. Department Directors will use discretion regarding department assignments to ensure neither employee morale or productivity is compromised.

ATTENDANCE

You will be expected to report to work on time and on all scheduled workdays. When reporting an absence or tardiness, you should state the reason and when you expect to arrive or return to work. Please refer to Human Resources Policy: Attendance & Punctuality for further details.

TIMEKEEPING SYSTEM

Jupiter Medical Center uses a time and attendance system to accumulate hours by employee and generate the correct payment for time worked by each employee. Non-exempt employees are to use his/her employee ID badge to "clock-in" at the beginning of his/her shift and "clock-out" at the end of his/her shift at the clock/bar code reader closest to the area in which they work.

In the event you plan to leave the medical center campus you will need to "clock-out" once you stop working and "clock-in" once you begin working.

APPROVED SCHEDULE CHANGE

An approved schedule change will be defined as follows:

- Should you notify your Department Director/Supervisor of your need to be hospitalized, you may have such time viewed as a schedule

change. You will be required to present documentation to verify your hospitalization prior to such time being considered as a schedule change.

- Should you notify your Department Director/Supervisor in advance of your need for personal time away from work, you may have such time approved as a schedule change. If you request personal time off without advance notification, your first day away will be viewed as an unscheduled absence and all subsequent days as a schedule change.
- Should you be asked to depart early, arrive late or not report to work for an entire day at the Medical Center’s discretion due to unavailability of work, such may be viewed as a schedule change.

UNSCCHEDULED ABSENCE

An unscheduled absence will be defined as any absence from your entire shift without advance notice to your Department Director/Supervisor. Leave time may be used to compensate for an unscheduled absence. Each department, based upon its unique needs, will define advanced notice. Please refer to Human Resources Policy: Attendance and Punctuality for details regarding specific attendance expectations and corrective measures should your attendance patterns compromise your department’s operations.

TARDY/EARLY DEPARTURE

Tardiness will result if you “clock-in” :07 or more minutes past your scheduled starting time not to exceed a full scheduled shift. Employees are expected to be at their designated workstation by their scheduled starting time.

Unauthorized overtime as a result of “early clock in” will be subject to corrective action

Early Departure will result if an employee “clock-out” occurs prior to their scheduled departure time.

Your Department Director/Supervisor will determine validity in such cases. Please refer to Human Resource Policy: Attendance and Punctuality for specific details.

Unauthorized overtime will result if an employee has a late “clock out” and will be subject to corrective action.

UNIFORMS AND PROFESSIONAL IMAGE

To promote positive safety practices and to present a favorable and professional image to the public, your appearance will be expected to be neat, clean and in compliance with Jupiter Medical Center’s Professional Image Policy.

Your department will maintain a description of acceptable dress standards. Such will be reviewed with you upon employment to ensure your understanding and compliance.

Should you fail to comply with Jupiter Medical Center's dress standards, you may be asked to clock out from work and return home to change attire. You will be responsible for returning within two (2) hours or your absence will be viewed as unscheduled. You will not be paid for the time missed nor will you be allowed to make up such time unless approved by your Department Director/Supervisor due to business necessity. Please refer to Human Resources Policy: Professional Image for specific details.

PROFESSIONAL LICENSURE

All employees hired in positions requiring licensure or certification are required to provide the original document to the Human Resources Department at the time of employment. It will be your responsibility to maintain and provide evidence of current licensure and/or certification throughout your employment with Jupiter Medical Center. You must immediately notify the Human Resources Department of any changes, limitations, conditions, restrictions, suspensions, or revocations of your licensure or certification. Failure to maintain a licensure and/or certification is justification for suspension and/or termination.

PERSONAL CONDUCT

Your personal conduct is extremely important in Medical Center work. Be courteous not only to patients, physicians, volunteers and visitors, but also to your fellow workers. Unprofessional conduct will result in corrective action.

PERSONAL MAIL

Using the mailing address and telephone number of the Medical Center for personal reasons is prohibited. The volume of patient and Medical Center business mail makes this regulation necessary.

PROFESSIONAL CONFIDENTIALITY

As an employee of Jupiter Medical Center, you may have access to written confidential information regarding a patient and fellow employee, or may overhear bits of information confidential in nature during the performance of your responsibilities. Please remember that the services rendered to our patients are based upon intimate knowledge concerning their illness and condition and that they trust us with this knowledge. Therefore, you have the responsibility not to disclose any information concerning a patient's or fellow employee's case or treatment and not to discuss anything pertaining to a patient with fellow

employees, family members or other persons outside Jupiter Medical Center except in the line of duty. A patient has the right to expect all communications and records pertaining to his/her case to be treated as confidential. Furthermore, confidentiality also involves not sharing computer access codes, user ID and passwords, accessing patient information outside the line of duty or accessing one's own computerized patient record, financial record or that of a family member. Please refer to HIPAA Privacy Confidentiality and Security, HIPAA Protected Health Information, HIPAA Access to Minimum Necessary Information, HIPAA Cellular Phone Usage, HIPAA Electronic Communication and Email Policy and HPAA Organizational Fax Policy for specific details.

You will receive a copy of Jupiter Medical Center's Acceptable Use Policy and will be given an opportunity to read and ask questions regarding the policy. You will also be asked to sign and date an "Information Asset User Acknowledgement" verifying your complete understanding of your responsibilities as outlined in the Jupiter Medical Center Acceptable Use Policy. Violations of confidentiality will result in corrective actions up to and including termination.

TIPS AND GRATUITIES

Under no circumstances should you accept tips or gratuities of any kind from patients, their families or friends.

EMPLOYEE CORRECTIVE ACTION

Jupiter Medical Center administers corrective action in a uniform manner to all employees. Employees are subject to corrective actions up to termination for causes relating to performance of duties/misconduct and/or causes relating to personal work habits detrimental to the Medical Center's Mission, Values and Vision. Corrective Actions are viewed as a means of proactively identifying and rectifying problems related to employee performance and conduct although, depending upon the nature and seriousness of an employee's actions, corrective action may begin at any level of the corrective action guidelines.

The following progressive guidelines exist for corrective action procedures:

A. Informal Counseling

An "Informal Counseling" is regarded as a daily on-going process through which your Department Director/Supervisor communicates necessary information to you. Such information includes both positive comments and/or areas in need of improvement. In either case, your Department Director/Supervisor may wish to utilize an informal employee action assessment for the following purposes:

1. Document excellence for promotional opportunities
2. Document reoccurring problems that individually do not warrant "formal documentation".

A. Written Conference Records

Unless immediate suspension pending investigation or termination is necessary, you may receive a Written Conference Record, which will delineate steps toward correction of the problem.

All employee Conference Records will be documented on a Medical Center Conference Record form and ultimately filed in the employee's Human Resources file located in the Human Resources Department. The employee is requested to review, record personal comments and sign the Conference Record. Signing a Conference Record form merely indicates that the action has been discussed with the employee, not that the employee agrees or disagrees with the Conference Record.

Any combination of three appropriately documented Conference Records within an 18 month period may constitute grounds for termination. Employees serving their 90 day New Employee Orientation-Training Period will be subject to have their 90 day appraisal used as corrective documentation after failing to meet one or more standards on the performance appraisal. Evidence of patterns of unsatisfactory performance, behavior, or work habits, will be documented. If such is the case, the New Employee Provisional Training Period may be extended up to an additional 90 days. If the employee fails to meet the standard(s) during the extension, termination may be recommended. ***Please refer to Human Resources Policy: Employee Corrective Action for specific details.***

B. Suspension and Termination

An employee may be suspended or terminated for a single occurrence of behavior or violation of policy without having been previously counseled. Such action may be justified because the offense is severe enough to make counseling unnecessary or for major discrepancies as related to personal work habits or failure in performance of duties can result in immediate suspension and/or termination.

Suspension is intended for use:

1. In providing time to investigate, establish facts and reach a decision concerning an employee's action or suspected action.
2. In the event higher levels of authority are not available for consultation and the severity of the case is of such a nature that judgment dictates the employee be removed from the premises at the moment, and until such time as higher level authority personnel are available.
3. In the event a "cooling off" period is indicated.
4. As discipline.

These corrective action procedures are guidelines only, are not all-inclusive, and do not change the nature of the employment at will relationship. Jupiter Medical Center retains the right to terminate an employee with or without cause

at any point within the New Employee Orientation Training Period or at any time during the employment relationship.

A. Pay After Resignation/Termination

Employees who have resigned or have been terminated will receive payment for any hours worked prior to resigning or termination. Employees will receive pay for any unused accumulated Paid Days Off on the next payroll following the payroll that paid them for final hours worked ***provided proper notice was given to the Department Director.*** Employees dismissed during the New Employee Orientation Training Period are paid for hours worked but not for benefits accrued. Please refer to Human Resources Policy: Employee Corrective Action for specific details.

INAPPROPRIATE CONDUCT

Jupiter Medical Center strives to maintain a workplace that fosters mutual employee respect and promotes harmonious, productive working relationships. The Medical Center believes that discrimination and/or harassment in any form undermines the integrity of the employment relationship. Therefore, Jupiter Medical Center prohibits discrimination and/or harassment that is sexual, racial, or is religious in nature or is related to anyone’s gender, color, national origin, age, sexual orientation, familial status, marital status, or disability. This policy applies to all employees throughout the organization as well as individuals with whom employees may have contact as employees of the Medical Center.

A. Sexual Harassment:

Unwelcome sexual advances, requests for sexual favors, or other verbal, visual or physical conduct of a sexual nature will constitute sexual harassment when:

1. Submission to such conduct is made either explicitly or implicitly as a term or condition of an individual’s employment,
2. Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual, or
3. Such conduct has the purpose or effect of unreasonably interfering with an individual’s work performance or creating an intimidating, hostile, or offensive working environment.

B. Hostile Environment Harassment:

Hostile Environment Harassment occurs when there exists within the workplace discriminatory intimidation, ridicule and insult that is sufficiently severe or pervasive to alter the conditions of the victim’s employment and create an environment that a reasonable person would find hostile or abusive.

C. Violence in the Workplace:

Violence in the Workplace will be defined as aggressive acts that include any type of verbal threats to use physical force, physically harming another, shoving, pushing or brandishing of a weapon with intent to injure, intimidate, harass or to coerce.

If, at any point during your employment, you believe that you have been subjected to inappropriate conduct and/or discrimination, you should firmly and clearly tell the person engaging in the inappropriate conduct and/or discriminating conduct that it is unwelcome, offensive, and should stop at once. You should also ***immediately report the conduct to your Department Director/Supervisor*** who with a representative of the Human Resources Department will thoroughly investigate the incident. If the ***conduct involves your Department Director/Supervisor, you may report the incident directly to the Human Resources Department*** who will then thoroughly investigate the incident.

Jupiter Medical Center will conduct its investigation in as confidential manner as possible. A timely resolution of each complaint will be reached and communicated to the employee and other parties involved with a “need to know”. Employees found in violation of this policy are subject to corrective actions. Please refer to Human Resources Policy: Inappropriate Conduct for specific details. Retaliation against any employee for filing a complaint or participating in an investigation is strictly prohibited. However, any employee that knowingly makes a false claim of inappropriate conduct and/or discrimination will be subject to corrective actions up to and including termination.

Jupiter Medical Center encourages you to report any incidents of inappropriate conduct and discrimination before they become severe and pervasive, as this is the most effective method to ensure that we maintain a workplace that is harmonious and productive for all of our employees. Please refer to Human Resources Inappropriate Conduct Policy.

ALCOHOL AND DRUGS

It is Jupiter Medical Center’s intention to maintain a safe and healthy working environment for you, your co-workers, patients, visitors and guests. For this purpose, Jupiter Medical Center prohibits the use, sale or possession of illegal drugs and alcoholic beverages while on Medical Center property or while on Medical Center business or time. ***In addition, your failure to inform the Employee Health Services of your possession/consumption of legal over-the-counter drugs/legal prescription drugs that are later found to have impaired your performance could result in corrective action up to and including termination.***

Employees will be required to submit to a blood alcohol and/or drug urinalysis test by a qualified professional as part of a “for cause” investigation. Also, alcohol/drug testing will be required in the event of an “on-the-job” accident/injury.

Jupiter Medical Center maintains a “no tolerance” approach to the use, sale or possession of illegal drugs, or alcoholic beverages while on Medical Center property or while on Medical Center business or time. Employees found to have compromised this expectation will be terminated from employment.

An employee’s refusal to submit to a blood alcohol and/or drug urinalysis test will be grounds for his/her termination. Please refer to Jupiter Medical Center’s Drug Free Workplace Program policy for specific details.

THEFTS

To minimize the occurrence of theft, please be sure that supplies and equipment are stored in approved areas and that proper security measures are observed. We encourage you not to bring unnecessary amounts of money or personal possessions to work that may be subject to theft. Jupiter Medical Center will not be responsible for your personal loss of money or property as a result of a theft.

SECTION IV

Your Health and Safety Program

Workers' Compensation
Organizational Wide Safety Program
Security and Safety Program
Disaster and Fire Plan
Emergency Codes
Fire Safety
Escort Service
Workplace Violence
Workplace Searches
Smoking and Tobacco Use

WORKERS' COMPENSATION

As an employee of Jupiter Medical Center, you are fully covered under the Florida Workers' Compensation Program. As an employee, if you sustain an occupational accident/incident that arises out of or in the course of employment, you will be eligible for Workers' Compensation benefits.

When an accident/incident occurs on the job, you have the responsibility of immediately reporting the accident/incident to your Department Director/Supervisor. Your Department Director/Supervisor will in turn ensure your proper completion of a Notice of Injury Report and, if necessary, direct you to either Employee Health Services or the Nurse Supervisor for non-emergency treatment.

All accident/incidents, regardless of how minor, must be reported immediately, no exceptions. ***Any accident/incident not reported immediately will be thoroughly investigated by Employee Health Services and Human Resources.*** Also, your failure to immediately report a work-related injury may lead to corrective action. ***Alcohol/drug testing will be required in the event of any accident/injury.***

You will be entitled to Workers' Compensation for days missed after the seventh (7th) day of injury and after the claim has been determined to be compensable. Major Sick and Paid Days Off hours will be used for time missed during the first seven (7) days of disability. You will not be eligible to receive compensation for accrued benefit days and Workers' Compensation indemnity benefits at the same time.

If you are absent from work due to an on-the-job injury, you will still accrue benefits. In addition, Jupiter Medical Center will cover health and life insurance premiums in the same manner as prior to the injury. You will be encouraged to return to work as soon as possible. Please refer to Human Resources Policy: Workers Compensation and Modified Duty Program for specific details.

ORGANIZATIONAL WIDE SAFETY PROGRAM

All Jupiter Medical Center employees will actively take a role creating a safe environment for themselves, peers, patients, families, visitors, and guests. This will be accomplished through meeting organizational and professional standards, following "best practices", proactively intercepting and reporting unsafe conditions, and voluntarily reporting accidents and near misses. Employees will take responsibility to stay informed of recommended successful practices and safety alerts.

The Patient Safety Program will integrate the elements of employee safety, patient safety, environmental safety, and risk management.

When any process, function, or service is designed or redesigned, potential risks to a patient are a potential concern. As this organization supports the concept that errors due to a breakdown in systems and/or processes, employees involved in an event with an adverse outcome will be supported by:

- A non-punitive approach and without fear of reprisal, as evidenced by the amnesty policy
- Voluntary participation into the root cause analysis for educational purposes and prevention of further occurrences
- Resources such as the Employee Assistance Program should the need exist to counsel employees
- Employee surveys about willingness to report medical errors

Employees may report concerns about quality and safety to Joint Commission or the patient safety/quality hotline.

Confidentiality:

All patient safety activities that involve the peer review process, or the evaluation of individual employees, or those safety activities that are related to treatment of specific patients are confidential. All information or discussions relating to individual patients or employees is designed, as “performance improvement” and separate records and/or minutes will be maintained according to Florida statutes.

SECURITY AND SAFETY PROGRAM

Jupiter Medical Center is responsible for the safety and security of its patients, employees and visitors. A Safety and Health Committee has been developed to assist in monitoring the environment of care; establish safety rules and procedures; and conduct emergency response drills and hazards surveillance rounds. Safety is the responsibility of all employees. ***You are responsible for observing all safety rules and procedures and for reporting accidents immediately, and bringing questions and suggestions to the attention of your Department Director/Supervisor.***

Jupiter Medical Center’s equipment is costly and may be essential to saving a life. You are responsible for using it properly and carefully. Please immediately report all malfunctions of equipment to your Department Director or Supervisor.

DISASTER AND FIRE PLAN

Jupiter Medical Center maintains Medical Center based and regional disaster response plans. The Safety Manual located within each department specifically incorporates the following:

- Comprehensive Emergency Management Plan Overview
- Mass Casualty Incident Plan (MCI) Plan
- Hurricane Plan
- Fire Plan
- Emergency Evacuation (CODE E) and Transfer Plan
- Facility Re-Entry Plan

As an employee, you are expected to know and understand your role and that of your department during an actual disaster and/or emergency. Periodically, the hospital conducts practice drills. You are expected to respond when requested. Failure to respond may result in corrective action.

EMERGENCY CODES

You are responsible for being familiar with all emergency codes. These codes are intended to provide notification to all employees of emergency situations without unnecessarily increasing anxiety among patients, guest, and visitors. Please refer to your department’s “Safety Manual” to familiarize yourself with your role in each of the following situations:

- ***In case of an emergency*** – Dial 2222. Will alert the Medical Center operator who will either page the appropriate CODE or contact the appropriate department/individual.
- ***Disaster – “Code D”***: (Followed by location) Will alert all “in-house” staff that a disaster situation exists
- ***Fire – “Code Red”***: (Followed by location) Will alert all “in-house” staff of a fire which will require assistance
- ***Security – “Code Mr. Gray”***: (Followed by location) will alert all “in-house” staff that physical assistance of designated staff is needed.
- ***Cardiac and/or Respiratory Arrest or Medical Emergency - “Code Blue”*** (Followed by location) Will alert all “in-house” staff that someone is in cardiac arrest and professional assistance is needed.
- ***Bomb Threat – “Code 9”***: (Followed by location) will alert all “in-house” staff of a bomb threat and will instruct designated staff where to assemble for instructions. All other staff will be asked to remain calm and await further instructions.
- ***Evacuation – “Code E”***: (Followed by location) will alert “in-house” staff of an emergent condition requiring assistance in the evacuation of patients.
- ***Code Stork – Potential or actual infant abduction. Staff will secure all exits/ doors; search rooms/ bags/ packages; and assist security and police with the search for the infant.***

When assistance is no longer needed or the situation is under control, an “All Clear” will be announced.

FIRE SAFETY

You will be expected to become familiar with Jupiter Medical Center's fire regulations and your duties and responsibilities in the event of a fire,

Remember R.A.C.E

R. Remove any person in immediate danger.

A. Activate the manual fire alarm and/or call the operator by dialing ext. 2222.

C. Contain the fire.

E. Extinguish the fire by using an extinguisher.

Your department will have a copy of the "Fire Plan" located within your department's Safety Manual. Please refer any questions to your Department Director/Supervisor.

ESCORT SERVICE

Jupiter Medical Center provides an Escort Service for your convenience should you have a need to be either assisted to your automobile or feel a need for additional security. This program is available 24 hours a day. Please contact the Security Department or the Medical Center operator if you have a need for this service.

WORKPLACE VIOLENCE

It is Jupiter Medical Center's intent to provide you with a safe working environment and to alert you of the necessary actions you should take should you ever feel threatened or in fear of your safety or that of another co-worker. Please be aware that the possession of firearms, explosives or other weapons on Medical Center premises including chemical weapons is forbidden. Employees found in possession of the above weapons will be terminated from employment and our local law enforcement authority will be notified.

Should you ever feel threatened or witness a threatening or violent activity, immediately dial 2222 and advise the operator that you have a "Mr. Gray" and inform them of the location of the incident. The operator will announce the code over the overhead speaker and designated personnel will respond to the area to provide assistance.

WORKPLACE SEARCHES

Jupiter Medical Center reserves the right to question you or any other individual entering or leaving its premises and to inspect any and all articles carried to and from its premises. Also, Jupiter Medical Center reserves the right to search every area and/or item on its premises at any time. *Please be aware that all offices, desk, files, lockers, and computers are the property of Jupiter Medical Center and may be inspected and/ or reviewed at any time for any reason.*

Should you be leaving or working on the premises and refuse to cooperate in an inspection request from an authorized Jupiter Medical Center employee, your employment with Jupiter Medical Center may be terminated. Also, should you be found to have been in possession of stolen property, drugs, or any other item(s), which violates any of Jupiter Medical Center's policies, you will be subject to termination.

SMOKING AND TOBACCO USE

Jupiter Medical Center is committed to the promotion of good health, which includes the prevention of disease as well as its treatment. Smoking and the use of tobacco products have been proven to compromise this commitment by posing a significant risk to the user of the tobacco products as well as those in the vicinity of the tobacco user.

In order to reduce the risk that tobacco products pose, you will not be permitted to use these products within any Medical Center facility. You will also not be permitted to use tobacco products within 50 feet of any main entrance to any of the facilities of the Medical Center and are to smoke in designated areas only.

SECTION V

Your Wage and Salary Program

Wage and Salary

Hours of Work for Exempt Employees

Hours of Work for Non-Exempt Employees

Overtime Pay

Annual Performance Appraisals

Competency Assessment

Premium Pay and Benefit Pay

- *Shift Differential Hours*
- *Weekend Premium Hours*
- *Holiday Premium Hours*
- *On-Call/Call-Back/Call-In Premium Pay*
- *Seasonal Registry Pay*
- *Preceptor Differential*
- *Charge Pay Premium*
- *Bereavement Leave*
- *Civil Leave*
- *Birthday Pay*
- *Hospital Convenience Days*
- *Educational Pay*
- *Daylight Savings Pay*

Check Distribution and Issuance

Mailing of Checks/Stubs

Wage Garnishments and Levies

Final Paycheck

Unemployment Compensation

WAGE AND SALARY

A formal program of wage and salary administration has been developed and will be used by Jupiter Medical Center to maintain a just and fair relationship among the salaries paid for the many types of work performed within the Medical Center.

It is the intent of Jupiter Medical Center to review its wage and salary program at least annually and, if deemed necessary, to make the appropriate adjustments to the program. Please refer to Human Resources Policy: Wage and Salary Administration for specific details.

HOURS OF WORK FOR EXEMPT EMPLOYEES

You will be informed upon employment if your position qualifies for exempt status in accordance with Fair Labor Standards Act (FLSA) guidelines. Exempt status will apply to those positions classified as Executive, Administrative and Professional and may be exempt from overtime pay provisions.

The scheduled workweek for an exempt employee will be 40 hours. It is the responsibility of the Department Director/Supervisor to adjust schedules according to employee and department needs. Exempt employees are expected to report to work in a timely manner on all scheduled workdays. Exempt employees who do not meet departmental needs due to lack of on-the-job hours or who develop unsatisfactory patterns of either tardiness and/or unscheduled absences will be counseled. If such actions continue, formal corrective action will be taken.

Exempt employees may have deductions made from their salary when they absent themselves from work for a day or more for personal reasons (sickness, vacation, holidays, disability, etc.). In such cases, deductions will be paid from the exempt employee's established Paid Days Off or Major Sick accrual plans.

HOURS OF WORK FOR NON-EXEMPT EMPLOYEES

Should you be hired in a non-exempt position, your standard work period will be fourteen days, during which full-time employees will normally be scheduled to work at least 60 hours. You will be paid time and a half for time over 40 hours worked in a seven (7) day work period or, if you are classified in an 8/80 non-exempt position, you will be paid overtime for hours worked beyond eight in any given day or 80 within a 14 day work period.

The work period for all shifts will begin at 12:01 am Sunday and will end at 12:00 midnight Saturday 14 days later. This 14 day period will be the Medical Center's designated work period and will be utilized for scheduling purposes. Please refer to Human Resources Policy: Hours of Work and Overtime Pay for Non-exempt Employees for more details.

OVERTIME PAY

Ordinarily you will not be required to work more than 40 hours per week; however, at times you may be required to do so because of unusual circumstances. When calculating overtime pay, non-exempt employees are paid time and a half for time over 40 hours worked in a scheduled seven-day period or for time over 8 in any given day or 80 within a 14 day work period should you be classified as an 8/80 non-exempt employee.

You cannot work overtime without the approval of your Department Director/Supervisor unless there exists an emergency situation that would make prior approval impractical. In such a situation, you are required to inform your Department Director/Supervisor of all overtime worked upon your next regularly scheduled clock in date. If your time sheet indicates that you worked overtime, the following procedure will apply:

- If you worked overtime with the approval of your Department Director/Supervisor, such time worked will be paid.
- If you worked overtime without your Department Director/Supervisor's approval but such was due to an emergency situation, as determined by your Department Director/Supervisor, such time will be paid.
- If you worked overtime without your Department Director/Supervisor's approval in a "non-emergency" situation, you will be paid for such time worked, nevertheless, repeated instances of unauthorized overtime will suggest a "pattern" and may result in corrective action.

Paid Days Off (PDO), Major Sick and Birthday Pay will not be included when calculating overtime.

ANNUAL PERFORMANCE APPRAISALS

A performance appraisal has been developed for your position within the Medical Center. A copy of your performance appraisal will be located in the Human Resources Department and your own department. Your performance appraisal maintains a detailed list of duties, responsibilities and/or standards established specifically for your position along with a detailed description of what constitutes meeting each specific standard within your performance appraisal. You will be required to work within your standards as outlined within your performance appraisal at all times. Your specific performance appraisal's standards will be subject to change as deemed necessary by the Medical Center.

Upon employment and transfer, you will be asked to thoroughly review your performance appraisal. In addition, once a year during your annual review, you will be required to thoroughly re-read all your performance appraisal's

standards to ensure you have a complete understanding and appreciation of your position’s responsibilities. *Also, this will be a unique time for you to make observations and suggestions that may suggest possible additions, deletions, and/or revisions. Any discrepancies should be addressed with your Department Director/Supervisor.*

Annual performance appraisals will be given to all regular full-time/part-time and Per Diem employees on the anniversary of his/her hiring date. The criteria based format will aim to accomplish two goals:

- To pinpoint problem areas by reviewing and comparing actual performance with the appraisal’s specific performance standards.
- To document exceptional, above-average performance for purposes of justifying promotions.

COMPETENCY ASSESSMENT

All applicable employees will participate in a competency assessment during the orientation process. Individual competence is determined prior to independent performance of a procedure or task and evidence of competence is documented. All incumbent staff responsible for direct patient care will participate in an ongoing competency assessment process and will attend all required continuing education program(s) as specified by his/her Department Director/Supervisor.

Specifically, should your position require demonstrating either “position specific” or “population served” competencies, an “initial” assessment of your competency level will be made prior to you beginning employment independent of an assigned mentor or coach.

After the “initial” competency review, you will have a clear idea as to what your “initial” level of competency has been determined to be and, as importantly, what you will need to accomplish prior to being allowed to independently perform your position’s essential responsibilities.

Your level of competency will again be reviewed during your 90 day New Employee-Orientation-Training-Period-to-ensure-our-being-allowed to perform your essential responsibilities independently-and-annually thereafter during your annual performance appraisal review.

Should you, for whatever reason, be determined unable to meet your position’s competencies either “position specific” or “population served”, your Department Director/Supervisor may request you to either consider transferring to a position more suitable to your abilities or suggest you resign your position. If either of

these options is found to be inappropriate, your Department Director/ Supervisor may suggest your position be terminated. Such will only be a “last resort” option following documented attempts to assist your competency compliance.

Competency determination/ identification will be identified using, as a minimum, the following:

- Initial employee interview, proof of license (if required) and previous position. Verification by the Department Director/Supervisor that the employee meets minimum requirements as defined by the essential responsibilities within the performance appraisal through the review and substantiation of educational requirements, licensure, previous experience, certification, and any other minimal qualification.
- Department Director/Supervisor initial review of the essential responsibilities within the performance appraisal on the first day of departmental orientation with the employee.
- Review of performance and work habit expectations including specific policies and procedures that may either collaborate or further define the expectations.
- Following verification of “initial” competency, both “position specific” and “population served”, ongoing competency verification will be accomplished through Department Director/Supervisor personal observations, peer/patient/ customer observations/comments, and workshops/seminars, etc.
- Employee attendance at both general and department specific orientation within 60 days of hire.
- Successful completion of the 90 day New Employee Orientation Training Period and subsequent 90 day performance appraisal.
- Successful completion of the annual performance appraisal and identified competencies including position specific and population served.
- Successful completion of Jupiter Medical Center’s annual mandatory education programs.
- Review of Environment of Care during initial employee processing in the Human Resources Department.

PREMIUM PAY and BENEFIT PAY

If applicable, premium pay will be provided to you for working the following premium hours:

Shift Differential Hours

Evening/2nd Shift (3:00p.m. to 11:00p.m.)

Night/3rd Shift (11:00p.m. to 7:00a.m.)

For the purpose of computing shift differential premiums please refer to Human Resources Policy Premium Pay and Programs.

Weekend Premium Hours

Jupiter Medical Center recognizes the weekend to begin at 6:30 p.m. Friday and end on the following Sunday at 11:30 p.m. for the purpose of computing weekend premium please refer to Human Resources Policy Premium Pay and Programs.

Holiday Premium Hours

Jupiter Medical Center recognizes the following holidays for premium pay:

- New Year's Eve
- New Years Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Eve
- Christmas Day

For holiday purposes, premium pay will be considered "time and a half" of the employee's base hourly rate for work during the following shifts:

New Year's Eve

- 3:00 p.m. – 7:30 p.m.

New Years Day

- 7:00 a.m. – 11:30 p.m.

Memorial Day

11:00 p.m. night before until 11:30 p.m. on holiday

Independence Day

11:0 p.m. night before until 11:30 p.m. on holiday

Labor Day

11:00 p.m. night before until 11:30 p.m. on holiday

Thanksgiving Day

- 11:00 p.m. night before until 11:30 p.m. on holiday

Christmas Eve

- 3:00 p.m. –7:30 a.m.

Christmas Day

- 7:00 a.m. –11:30 p.m.

In the event your shift overlaps *four (4) or more hours* into a “premium” recognized shift per the above schedule, the actual hours worked within that “premium” recognized shift would be paid to you at time and a half.

On-Call/Call-Back Premium Hours

For the purposes of uniformity, the following definitions will apply:

- On-Call – Applies to employees who are completely relieved from duty but are required to remain in close proximity (i.e. 30 minutes response time) of Jupiter Medical Center for possible call-back (i.e. waiting to be engaged with beeper).
- Call-Back – Applies to employees who are notified to return to Jupiter Medical Center for duty while “on-call”.
- Only employees who are “on-call” may be paid a “call-back” premium.

For purposes of computing on-call and callback premiums please refer to Human Resources Policy Premium Pay and Programs.

Seasonal Registry Pay

Positions eligible for seasonal registry pay it will be defined as additional “hours worked” above an employee’s regularly scheduled “full-time” equivalent. The “hours worked” must either be on a “day off” or the employee must have been off for a minimum of four hours before returning to work. If your positions is eligible to receive “registry pay”, you will be eligible for shift differentials, weekend premiums, and holiday premiums. You will not be eligible for “registry pay” should you be receiving either call-back or on-call pay. Seasonal registry pay is subject to annual approval. Please refer to Human Resources Policy Premium Pay and Programs.

Preceptor Differential

Will be defined as a predetermined “per hour” differential for only those hours that an employee is actually training another Jupiter Medical Center employee. *The preceptor differential will only apply to nursing employees who have successfully completed a “Preceptor Course” approved by the Staff Development Department.*

Charge Pay Premium

Will apply to employees who, at management’s request, assume supervisory “in-charge” responsibilities. Situations deemed eligible for charge pay consideration will be limited to “occasional” part-time and temporary part-time responsibilities and assignments. Such responsibilities/assignments will typically require either daily or weekly attention. The charge pay premium will

be differentiated from a temporary transfer, which will denote an employee's full-time attention to a position for a specific duration of time.

Bereavement Leave

Will be defined as "time off" with pay for a regular full-time employee who experiences a death in his/her immediate family. Please refer to Human Resources Premium Pay and Programs Policy.

Civil Leave

Will be defined as "time off" with pay to participate in either jury duty responsibilities or legal appearances regarding official Jupiter Medical Center business. Please refer to Human Resources Policy Premium Pay and Programs.

Birthday Pay

Will be defined as eight (8) hours "time off" with pay for regular full-time employees who have been continuously employed as a regular full-time employee by Jupiter Medical Center for five complete years. Should you qualify for this benefit, the following will apply:

- Birthday pay will be forfeited should you fail to use the day prior to your next birthday.
- You cannot "cash-in" your Birthday Pay.
- Birthday Pay will not be paid out at your termination.
- Birthday Pay will be accrued as Paid Days Off, implying your Birthday Pay cannot be used until the pay period following the pay period your birthday actually fell within.
- Birthday Pay will not be paid to exceed a maximum of 80 hours in any two (2) week pay period.

Hospital Convenience Days

Will be defined as "time off" without pay at "management's request" for regular full-time non-exempt employees in positions whose services are not required due to staffing levels exceeding actual need.

The following guidelines will be followed when your Department Director/Supervisor or Senior Manager considers the appropriateness of using Hospital Convenience days:

- The Department Director will determine both the number of positions to be affected and the duration of the "time off" without pay.
- Vacation and personal time do not qualify as HCD days.
- The granting of HCD days during natural disasters such as hurricanes will be made on a situation by situation basis.

- Employees utilizing HCD days will continue to accrue both PDO and Major Sick Days if applicable.
- Employees will be selected to utilize HCD days only after contract/agency personnel, per diem, and regular part time employees have been released and a need still exists to reduce.
- Rotations of the affected regular full time employees will be utilized to ensure fairness. Please refer to Human Resources Policy Premium Pay and Programs

Educational Pay

Will be defined as “time off” with pay for employees to attend/participate in mandatory Medical Center approved educational programs/events. While your educational “time off” will be viewed as “time worked”, it will also be viewed as “non-productive” time, implying you did not work your regular schedule and did not perform your regular essential responsibilities. You will continue to accrue both Paid Days Off and Major Sick while on Educational Pay “time off”. Educational Pay does not apply to routine meetings and will not be paid as overtime. *Please refer to Human Resources Policy Premium Pay and Programs.*

Daylight Savings Pay

Will be defined as follows:

- Non-exempt employees on duty when Daylight Savings Time goes into effect (2:00 a.m. on the 1st Sunday in April) will actually work and be paid for one (1) hour less than his/her normally scheduled shift.
- Non-exempt employees on duty when Daylight Savings Time ends (2:00 a.m. on the last Sunday in October) will actually work and be paid for one (1) hour more than his/her normally scheduled hours. The additional hours will be counted in determining the number of hours worked during the pay period.

CHECK DISTRIBUTION AND ISSUANCE

All employees will be paid by either direct deposit or a check on the Friday following the end of the pay period. Your earnings will include pay for all regular, premium and overtime hours worked during the pay period minus any deductions.

Mandatory payroll deductions will be made for Federal Income Tax, your portion of Social Security (FICA) and other deductions required by law. Voluntary deductions may be made on your behalf for the group medical insurance

premium, tax sheltered annuity (403-B), credit union, etc. A pay stub will be provided to you with a record of your earnings and deductions.

Employees on a leave of absence may pick up his/her pay stub from their home department. Should you request someone to pick up your check or stub, a signed authorization by you must be received prior to your check or stub being released. If you fail to pick up your paycheck or stub on the designated payday, you may receive your check or stub on the next normally scheduled workday from your Supervisor/Department Director or his/her designee.

Pay stubs may also be accessed online through ADP I-Pay with a link available on the ejmc intranet.

MAILING OF CHECKS/STUBS

Although the mailing of paychecks or stubs will be an exception rather than the rule, we realize that there will be circumstances that may necessitate such issuance. The Medical Center will assume no responsibility for delays, and/or loss in the mail delivery.

WAGE GARNISHMENTS AND LEVIES

A court may order certain deductions from your pay. Wage garnishments for debts owed are court orders and must be accepted and honored by Jupiter Medical Center. When a wage garnishment is court ordered, the Human Resources Department will authorize the Finance Department to make the necessary deductions from your pay. Tax liens, tax levies and tax seizures are court orders. When received by the Medical Center, all or a portion of your pay may be required to be paid to such court. The Medical Center will not act as a collection agency for private debts.

FINAL PAYCHECK

Employees who have resigned or terminated will receive payment for any hours worked in the payroll following the last day of work. Unused Paid Days Off, and Birthday Pay hours, provided proper notice regarding a resignation had been provided will be paid in the following payroll following the payroll that paid the last day worked. Proper notice will be defined as follows:

Regular Full-Time Employment

- Department Directors who elect to resign his/her employment must submit a written letter of resignation allowing a minimum four (4) week notice.

- Nursing, Certified Licensed Allied Health, Professional Technical, Information Technology, Pharmacy, and Clerical Support cluster employees who elect to resign his/her employment must submit a written letter of resignation allowing a minimum of two (2) weeks notice. Failure to fulfill this-obligation will cause all unused Paid Days Off to be forfeited.

Regular Part-Time Employment

- Regular Part-Time Nursing, Certified Licensed Allied Health, Professional Technical, Information Technology, Pharmacy, and Clerical Support cluster employees who elect to resign his/her employment must submit a written letter of resignation allowing a minimum of two weeks notice.

Per Diem Employment

- Per Diem Nursing, Certified Licensed Allied Health, Professional Technical, Information Technology, Pharmacy, and Clerical Support cluster employees who elect to resign his/her employment must submit a written letter of resignation allowing a minimum of two (2) weeks notice.

Employees who resign or are terminated during his/her New Employee Orientation Training Period will be paid for hours worked but not for benefit hours accrued.

After notification of your departure date, Jupiter Medical Center reserves the right to either allow you to work out your notice or pay you in lieu of working out your notice.

UNEMPLOYMENT COMPENSATION

All Jupiter Medical Center employees are covered by unemployment compensation. The local and state offices of the Employment Security Commission will determine an employee's eligibility to receive these benefits if separated from the Medical Center's service.

Jupiter Medical Center

Employee Acknowledgement Form

I have received a copy of the Jupiter Medical Center Employee Handbook. I agree to read the handbook and follow it during my employment with Jupiter Medical Center.

I understand that this handbook is intended to provide me with a general understanding of the Human Resources Policies and Procedures of Jupiter Medical Center and to be a helpful tool in answering my basic questions and familiarizing myself with the Medical Center. I further understand that Jupiter Medical Center reserves the right to change, modify or delete any segment of the handbook at its discretion, with or without notice.

I understand that this handbook is not an employment contract and nothing stated in the handbook shall create contractual obligations of any kind. I further understand that employment is at the will of Jupiter Medical Center and either Jupiter Medical Center or I may terminate the employment relationship with or without cause at any time.

Employee Signature

Date

