

# Employee Handbook

July 2024



## **Welcome to Parkview...**

We are pleased that you are now a part of our diverse team of individuals who support our mission, vision, and values. Your dedication, skills and personal talents will contribute to our mission of delivering excellent service to every person every day.

To be successful in your job, it is important that you understand the conditions of your employment and what is expected of you. This handbook outlines many of your benefits, rights and responsibilities as a co-worker of Parkview.

This handbook will better acquaint you with our organization and answer a number of questions you may have about our policies and procedures.

It is our hope that you will find your job challenging and rewarding and that you will take advantage of opportunities for professional and personal growth in your new position. If you have any questions, please talk to your department leader or the Human Resources Department.



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## ➤ Introduction

The employee handbook is to promote an understanding of the mutual expectations and responsibilities of Parkview Health, its affiliate and subsidiary organizations (individually or collectively referred to in this Handbook as Parkview Health or PH), and its co-workers. PH will provide co-workers with fair and competitive wage and salary administration and benefit programs. As a co-worker, we ask that you demonstrate your sincere interest in the patient's welfare, a seriousness of purpose and a friendly, cooperative spirit, in keeping with the mission and values of PH. PH considers co-workers among its greatest assets, and therefore, policies will show consideration for the co-worker's welfare.

All employees with Parkview Health are asked to become familiar with this Handbook and all other policies, which may apply to them. Questions or interpretation of the policies and procedures contained in this Handbook should be referred to your department leader or the Human Resources Department. From time to time, Parkview's policies and programs may change; these changes will be summarized in periodic notices. To be sure you have current information, or if you need more detailed information, a specific policy can be obtained by accessing the Policies and Procedures library ([parkviewhealth.sharepoint.com/Parkview Intranet](http://parkviewhealth.sharepoint.com/Parkview%20Intranet)), or by asking your department leader or the Human Resource Department.

To be responsive to the needs of a growing organization, additions and revisions to this Handbook may be made at any time and without notice, at the sole discretion of Parkview Health. An up-to-date copy of this Handbook is available on Parkview's Sharepoint and the Pulse homepage. Click on the HR tile which will take you to the Human Resources homepage. Then click on the New Co-worker tab. As you scroll down this page, you will find an up-to-date copy of the Employee Handbook under the section entitled Important Onboarding Documents. Or for your convenience, you may [click here](#) to access the Employee Handbook. A revision date is indicated at the time of change so that it is easy to identify whether the Handbook you received during orientation remains current. The Employee Handbook available on the Intranet is considered the most current and replaces all previously issued editions. A copy may be printed from the Intranet site at any time. This Handbook summarizes our policies, procedures and practices at Parkview Health and each department/unit may adopt additional policies particular to its functions. It is not intended to cover every policy, nor is it a contract of employment or an assurance of continued employment. In the event of an inconsistency between this Handbook and a Parkview Health policy, the Parkview Health policy will control. Both Indiana and Ohio are employee-at-will states. This means that the employment relationship can be terminated at any time by Parkview Health or the co-worker with or without cause or notice.

## ➤ Overview

Parkview Health System was initially founded in 1878 as Fort Wayne City Hospital. Today, it is an integrated healthcare delivery network of 14 community hospitals and nearly 300 physician offices in northeast Indiana and northwest Ohio. The not-for-profit Parkview Health System is the region's largest employer with more than 16,200 co-workers. Parkview Physicians Group is also part of the Parkview Health and includes nearly 1,200 providers in more than 45 specialties.

## ➤ Parkview Health Primary Facilities and Locations

Facility	Address	Phone Number
Parkview Regional Medical Center	11109 Parkview Plaza Drive Fort Wayne, IN 46845	260-266-1000
Parkview Hospital Randallia	2200 Randallia Drive Fort Wayne, IN 46805	260-373-4000

***Parkview Health Employee Handbook***

Parkview Behavioral Health	1720 Beacon Street Fort Wayne, IN 46805	260-373-7500
Parkview Heart Institute	11108 Parkview Circle, Ent. 10 Fort Wayne, IN 46845	260-266-2000
Parkview Mirro Center for Research & Innovation	10622 Parkview Plaza Drive Fort Wayne, IN 46845	260-266-7701
Parkview Orthopedic Hospital	11130 Parkview Circle, Ent. 7 Fort Wayne, IN 46845	260-672-5000
Parkview Packnett Family Cancer Institute	11050 Parkview Circle Fort Wayne, IN 46845	260-266-7100
Parkview Women’s & Children’s Hospital	11115 Parkview Plaza Drive Fort Wayne, IN 46845	260-672-6100
Parkview DeKalb Hospital	1316 East 7 <sup>th</sup> Street Auburn, IN 46706	260-925-4600
Parkview Huntington Hospital	2001 Stults Road Huntington, IN 46750	260-355-3000
Parkview Kosciusko Hospital	1355 Mariners Drive Warsaw, IN 46582	574-372-0000
Parkview LaGrange Hospital	207 North Townline Road LaGrange, IN 46761	260-463-2143
Parkview Noble Hospital	401 Sawyer Road Kendallville, IN 46755	260-347-8700
Parkview Southwest Outpatient Center	8202 Glencairn Blvd Fort Wayne, IN 46808	260-425-4100
Parkview Wabash Hospital	10 John Kissinger Drive Wabash, IN 46992	260-563-3131
Parkview Whitley Hospital	353 Oak Street Columbia City, IN 46725	260-248-9000
<b>Ohio</b>		
Parkview Archbold Medical Center	121 Westfield Drive Archbold, OH 43502	419-445-4415
Parkview Bryan Hospital	433 W. High Street Bryan, OH 43506	419-636-1131
Parkview Montpelier Hospital	909 E. Snyder Avenue Montpelier, OH 43543	419-485-3154

Other		
Parkview Physician Group	Various Locations	260-373-9700
Health Plan Services		260-373-9100
Parkview Public Safety Department	2120 Carew Street Fort Wayne, Indiana 46805	260-266-1183

## ➤ **Mission / Vision / Values**

### **Mission**

Improve your health and inspire your well-being.

### **Vision**

You are at the center of everything we do, as an individual, as an employer and as our community.

### **Values**

Parkview Health’s values are evident in every action throughout the organization. Our values are:

- **TRUST** – Inspiring confidence by being authentic and reliable
- **COMPASSION** – Engaging others with empathy and kindness
- **RESPECT** – Having regard for the wishes, rights and traditions of others
- **TEAMWORK** – Building partnerships by emphasizing team over self
- **INNOVATION** – Creating new and better ways to drive transformation
- **STEWARDSHIP** – Being mindful of resources when making decisions

Through these values, we create an atmosphere where our co-workers feel valued and can provide the best care possible to our patients. Our culture and values will help us achieve our mission of improving the health and inspiring the well-being of our communities.

## ➤ **STANDARDS OF BEHAVIOR**

Supporting the Parkview values, Parkview’s Standards of Behavior outlines the building blocks of clinical, service, and operational excellence. Each co-worker is accountable in adhering to these standards.

- **I AM PARKVIEW HEALTH**  
We are proud of our association with Parkview Health and embrace our mission, vision, and values in a changing environment in the best interest of the communities we serve.
- **RESOLVE ISSUES**  
We are accountable for cooperatively using innovative communications tools and techniques to prevent and resolve issues to build and maintain customer confidence.
- **EXCEED EXPECTATIONS**  
We focus on and anticipate others’ needs. We give others even more than they think they need to create an exceptionally positive experience for every patient and every co-worker, every day.
- **SERVICE EXCELLENCE**  
We act and speak respectfully, compassionately and with integrity to get it right or make it right, elevating patients and co-workers to a place of significance over ourselves.



▪ **PROFESSIONALISM**

We are proud to work for Parkview. Our words, actions, personal appearance, and work environment reflect that pride. We are dedicated to learning and growing as individuals and as teams for the good of our patients, co-workers, and communities.

▪ **ENHANCE PERFORMANCE**

We will learn, explore, and innovate for better results today than we achieved yesterday, and better results tomorrow than we achieved today.

▪ **CONFIDENTIALITY**

We acknowledge the right of every individual to have personal medical and other information the individual has chosen not to make public kept private. We acknowledge every co-worker's responsibility to be accountable for maintaining confidentiality. A breach of confidentiality violates an individual's rights and presents a legal and financial risk to individual co-workers and to Parkview Health.

▪ **TOGETHER, WE'RE BETTER**

We can only be the best by being our best together. Everyone who works at Parkview Health is a part of a team that makes it possible to provide excellent care and services. We share experiences to grow as individuals, as teams and as an organization. We share our successes and failures, our joys and sorrows, our laughter, and our tears, always providing encouragement and support for every patient and every co-worker, every day.

➤ **Employee Relations Philosophy**

PH realizes that its strength and future growth depend on the contributions made by the staff. You will be treated as an individual with respect, dignity, and fairness.

PH will provide equal employment opportunity with respect to all aspects of employment (recruitment and selection of new co-workers, promotions, transfers, compensation, training, benefits, terminations, and other terms of employment) to all persons without regard to race, color, ethnicity, religion, sex, sexual orientation, disability, national origin, age, marital status, and as further identified by the applicable federal, state, and local EEO laws.

PH is dedicated to the following principles:

- We will select, retain, and promote co-workers on the basis of individual ability, performance and experience avoiding any discriminatory practices.
- Maintaining a working environment that allows for individual differences, encourages individual initiative, and provides opportunities for personal growth and advancement.
- Evaluating co-worker performance on a regular basis through an appraisal system
- Providing open communication lines throughout the organization.
- We will be competitive in pay and benefits to attract and maintain high quality personnel.
- We are committed to providing a work environment that is free of discrimination. We do not allow any unlawful harassment.

➤ **Human Resources**

**Human Resources Leadership Team and Individual Contacts**

A full list of contact information can be found on the Pulse or you may [click here](#) to access the information.

- Co-worker Connect Line: 260-425-5490
- PRMC Phone Tree: 260-266-1050
- Randallia Phone Tree: 260-373-3618
- Benefits Phone Tree: 260-266-7276
- Talent Acquisition Main Line: 260-266-7263

**Human Resources Email Address**

The Human Resource Department wants to address your concerns, hear suggestions, and answer your questions. As a result, we offer the as a direct line for you to engage with your HR Department and receive timely responses. You may email Human Resources at [hresource@parkview.com](mailto:hresource@parkview.com).

### **Parkview Health Website**

To access the web site from home, simply log on to [www.parkview.com](http://www.parkview.com). Once there, you will find a variety of career opportunities & direct e-mail access to the PH Human Resource Department.

### **Human Resource Policies**

The HR policies included in this Handbook provide written guidelines to help us meet a variety of co-worker needs. These policies are reviewed and revised, if necessary, based on the changing needs of PH and staff.

While this Handbook is not intended to cover all policies and practices of PH, it does provide an overview of the most frequently consulted issues. Additional information can be obtained by accessing the HR PULSE Page – clicking on HR Policies (along top bar), asking your department leader or by contacting the Human Resources Department.

## **➤ Employment**

### **Anti-Harassment and Complaint Procedure**

PH strongly emphasizes that harassment or any other discriminatory conduct will not be tolerated. This policy provides protection for all co-workers of PH from harassment in the workplace by others, including but not limited to, all co-workers, leadership, physicians, independent contractors, non-co-worker healthcare service providers, vendors, and other third parties. All PH co-workers are covered by and expected to comply with this policy and to act appropriately to ensure that prohibited conduct does not occur. Appropriate corrective action will be taken against any co-worker who violates this policy. Based upon the seriousness of the offense, corrective action may include a verbal counseling up to and including termination.

Prohibited conduct under this policy includes:

- Discrimination in the provision of employment opportunities, benefits, or privileges, working conditions, or evaluation standards if the basis of the discriminatory treatment is, in whole or in part based on the person's race, color, national origin, age, religion, disability status, gender, gender identity, sexual orientation, pregnancy, or marital status.
- Harassment, including sexual harassment, defined as verbal or physical conduct designed to threaten, intimidate, or coerce co-workers', physicians, patients, or visitors, which is based in whole or in part, on the person's race, color, national origin, age, religion, disability status, gender, gender identity, sexual orientation, pregnancy, or marital status. Also, verbal taunting (including race and ethnic slurs) which impairs the ability to perform the job.

To Report a Complaint:

Any co-worker who believes to have been the subject of prohibited conduct should immediately report the conduct to their department leader. If the complaint involves their department leader, co-workers should report the conduct directly to the Human Resources Department. Such reports will be treated confidentially to the extent possible, and no retaliatory action will be taken against a co-worker for reporting the violation.

### **Appeal Process**

Co-workers who believe they have been treated in a manner inconsistent with established policies may formally address a concern through PH's appeal process. While PH policies are not subject to this process, their application is. The co-worker follows a three-step procedure outlined in the Appeal Process policy. There are some policy violations **excluded** from the Appeals process.

- A co-worker with a leadership title of Supervisor or greater is only eligible to appeal to the next level above her/his direct leader (through Step 2).
- A terminated co-worker will begin the process at Step 3.

Co-workers with leadership or supervisory responsibilities are not eligible to file a formal grievance but are eligible to utilize the Informal Complaint Procedure.

### **Attendance and Punctuality**

Due to concerns about continuity of patient care, co-workers are expected to be in their appointed work areas and ready to work at their scheduled starting times. If the work is a continuous operation, a co-worker is to remain in their work area at the end of the shift until replaced by the next shift staff member or until relieved by leadership. If you are unable to report to work for your scheduled shift or are going to be delayed, you must call your department leader or designee prior to the start of your shift. Adequate notice is especially important. Check with your department for specific guidelines.

Co-workers, if applicable, are required to use an authorized input device (badge reader, phone, PC) to indicate the time they begin and end their shift. If an entry is missed, you must complete a Payroll Update form ([parkviewhealth.sharepoint.com / Non-clinical / Payroll / Payroll Forms](http://parkviewhealth.sharepoint.com/Non-clinical/Payroll/Payroll%20Forms)) by the next scheduled workday. Failure to use these input devices may result in corrective action.

Frequent or continual absenteeism or tardiness will be cause for corrective action up to and including termination. Parkview's Attendance & Punctuality Standards policy defines the number of unapproved absences/tardiness in a 12-month rolling calendar year based on your FTE status.

Any co-worker who has one scheduled work shift without notice (no-call, no-show) will be regarded as job abandonment and grounds for immediate termination.

Upon transfer to another department, your current attendance record will transfer with you. Based on this previous record, additional occurrences within the new department may progress to further corrective action.

### **Change of Address and Phone Number**

It is important for urgent patient care needs, disaster recall, on-call, and written communications going from department leaders to a co-worker's home that you keep the Human Resources Department and your department leader informed of your current name, address and phone number at all times.

You can access MyHR to make any change updates relative to address, telephone number, name, or person to notify in case of emergency.

### **Corrective Action**

Parkview expects its co-workers to comply with its established policies, procedures, and standards. Whenever co-worker conduct is inconsistent with established policies, procedures and standards, leaders may use the corrective action process to address infractions. Corrective action involves documentation and structured communication between a co-worker and her/his leader when it becomes necessary to address the nature and extent of a behavior/conduct issue and determine the necessary step(s) to correct the situation.

This policy provides guidelines to address misconduct and does not obligate Parkview to act in any particular way when faced with any act of misconduct or violation of Parkview's policies, procedures, or standards. Parkview is an at-will employer and can make employment decisions and act on them according to business needs and its own judgment.

Levels of corrective action are as follows:

**Written Record of Verbal Warning:** may be used as a coaching opportunity to address an infraction with the co-worker and is typically used for the first occurrence of infractions of a less-serious nature.

**Written Reprimand:** may be used as a coaching opportunity to address an infraction with a co-worker and is typically used for the second occurrence of an infraction of a less-serious nature, or the first occurrence of an infraction of a more serious nature.

**Suspension:** may be used under two different types of circumstances:

- A Suspension may be used to address a single infraction of a serious nature that, based on the facts and circumstances, does not warrant immediate Termination, or multiple or repeated occurrences of less-serious infractions. The leader is able to place the co-worker on an unpaid Suspension up to 40 scheduled work hours as a consequence for the Misconduct.
- During the investigatory process, an unpaid Suspension may also be used in the case of a serious infraction that could jeopardize patient care, cause harm to individuals, or other similar types of Misconduct that may lead to immediate Termination. The leader is able to place the co-worker on an unpaid Suspension pending the results of the investigation.

**Termination:** Termination of employment typically occurs as the result of one or more serious infraction(s), or multiple or repetitive occurrences of less-serious Misconduct.

Whenever an infraction occurs, leaders are responsible for evaluating the nature and severity of the entire situation and must consider the co-worker's previous record (conduct and performance) when determining the appropriate corrective action to be administered. Levels of corrective action are listed below.

Following a thorough investigation, leaders have the discretion to give a co-worker any level of corrective action from a written record of verbal warning to Termination. Based on the facts, circumstances, and resulting implications of the infraction, as well as, the co-worker's previous employment record, as determined by Parkview Health in its sole discretion.

### **Employment Age Limitations**

Candidates for employment must be at least eighteen years old, with the exception of certain specified positions being applicable for an individual at least sixteen years old. Under provisions of Title 8, U.S. Code, Section 1324A regarding alien employment, an organization cannot employ anyone who is not a citizen of the United States or resident alien unless that person has a valid work authorization permit. New co-workers are required to complete an Employment Eligibility Verification (I-9) to establish their citizenship or right to work in the United States within the first three days of employment with PH.

### **Employee Classifications**

Full-time co-workers are regularly scheduled for a minimum of sixty-four hours per two-week pay period (0.8 FTE – 1.0 FTE). Full-time co-workers who have satisfactorily completed their introductory and benefit eligibility periods may participate in full-time co-worker benefit programs.

Part-time co-workers are regularly scheduled to work less than sixty-four hours per pay period. Part-time co-workers with a FTE status of 0.6 – 0.7 may be eligible for certain benefits on a pro-rated basis. All co-workers transferring from part-time to full-time status will be eligible for their new level of benefits, effective the first month following their status change.

A temporary co-worker is called a "regular unscheduled co-worker" and is hired either full time or part time for a specific period of time. Regular unscheduled co-workers are eligible to participate in the retirement plans if they meet the eligibility requirements.

If you have been hired into a position that is different than those listed above, please consult your department leader or the Human Resources Department.

### **Employees Right to Request Not to Participate in Patient Care**

A PH co-worker may, under certain circumstances, request not to participate in an aspect of patient care if doing so violates their cultural, ethical, or religious beliefs. Under no circumstance may the patient be abandoned or may the refusal to care for the patient result in harm to the patient.

### **Employment of Relatives and Personal Relationships**

Relatives of PH co-workers will be considered for employment on the basis of their qualifications. Relationships by family or marriage shall not provide advantage or disadvantage in employment.

Relatives and those in personal relationships may work in the same or different departments; however, no individual shall be employed in a department or unit under the immediate supervision of a relative. Relatives are persons related by blood, marriage or legal procedures including: spouse, parent, step-parent, grandparent, child (natural/adopted/foster/step), grandchild, sibling, step-sibling, mother-in-law, father-in-law, sister-in-law, brother-in-law, son-in-law, daughter-in-law, first cousin, uncle, aunt, niece and nephew, or other member of the family living in the same household. A personal relationship is defined as a relationship between individuals who have or have had a continuing relationship of a close personal nature, not limited to current or past romantic or intimate involvement.

## **Employment Procedures**

PH is an equal opportunity employer. Applicants will be chosen for employment based on their qualifications. Discrimination on the basis of race, color, ethnicity, religion, sex, sexual orientation, gender identity, national origin, age, marital status, physical or mental disability, parental status, housing status, source of income or military status or as further identified by the applicable federal, state, and local EEO laws will not be tolerated.

Co-workers with questions or concerns about any type of discrimination, sexual or other unlawful harassment in the workplace should immediately bring these issues to the attention of their department leader, any other member of leadership or the Human Resources Department. Co-workers can raise concerns and make reports without fear of reprisal. The co-worker's job will not be threatened in any way for truthfully reporting discrimination of any kind. Anyone found to be engaging in any type of discrimination or retaliation will be subject to corrective action up to and including termination from employment.

## **Human Resource File**

The Human Resource Department maintains the only official employment record for every co-worker of PH. This file contains copies of all documents relating to your employment history including your employment application and other records reflecting significant job-related events, which occur during employment with PH.

As a co-worker, you may review the contents of your HR employment file simply by scheduling an appointment with the Human Resource Department. With a signed release, you may request a copy of any document in your file with the exception of references obtained from other employment, but at no time may you alter any of the contents of your file. If you disagree with any portion of the contents, you may add a brief letter of disagreement to the file. No confidential employment history information will be provided to outside inquires without prior written approval from the co-worker. With written consent from the co-worker, PH can disclose employment information to the entity designated by the co-worker.

## **Leaving the Work Area**

In order to provide continuity of patient care, co-workers are expected to remain in their work area as assigned by their department leader. If it becomes necessary to leave the work area, at other than normally scheduled times, you should notify your department leader immediately. Failure to notify your department leader of leaving your work area could result in corrective action.

## **License Validation**

Qualification standards for certain positions require that you achieve and maintain a specific certification or licensure status. Each co-worker who falls under one of the qualification standards must have a current certification or license on file in the Human Resource Department. To continue employment, it is your responsibility to obtain and renew any required licensure or certification and provide a copy of the new certificate or license to the Human Resource Department prior to the expiration date as needed.

## **Onboarding**

Parkview Health provides a structured onboarding process to assist newly hired co-workers or transfers in their transition to a new role, department and the healthcare system. The onboarding process consists of three steps or stages: (1) Pre-Arrival, (2) System Orientation and (3) Department Orientation. Orientation is one step or stage in the onboarding process and occurs at both the system level and the department level.

All new hires and transfers are required to attend the System New Hire Orientation program. This program is offered every two weeks and coordinated by the Workforce Development team in Human Resources. The goal of the System New Hire Orientation is to introduce the new hire to the mission, vision, and the Parkview Story. These and other components of our culture are the focus of the System New Hire Orientation.

Orientation also occurs at the department level, under the direction of the hiring manager or leader. Department Orientation focuses on assisting the new co-worker in learning the tasks and desired outcomes for a particular job while becoming a productive member of the department or unit team. The leader and the new hire and/or transfer will complete an online form to document the completion of both the System New Hire Orientation and the Department Orientation. For more information on the Onboarding process, please read the Onboarding policy and talk with your leader about specific practices for your department.

### **Annual Check-In**

We understand the importance of providing PH co-workers with feedback pertaining to their job performance. During the Annual Check-In, work performance will be reviewed in accordance with expectations and outcomes outlined by the job profile. Performance discussions will identify strengths, provide improvement feedback, establish future goals for personal growth, and offer the opportunity for a meaningful conversation with your leader. All Annual Check-Ins become part of your file in the Human Resources Department.

### **Performance Improvement Process**

Whenever a co-worker is hired, transferred, or promoted to a new position, her/his leader should ensure the co-worker is aware of expected behaviors and outcomes required for successful job performance.

When the leader recognizes an issue related to work performance, it is the leader's responsibility to address the situation with the co-worker to clarify expectations and determine whether other factors (i.e., insufficient training, required supplies/equipment, etc.) are impeding successful job performance.

The leader may proceed with an initial discussion in an effort to guide improvement or implement a formal performance improvement plan.

The objective of the initial discussion:

Review of specific work-related performance issues

- Leader is responsible to clearly outline outcomes and expectations,
- Explore co-worker's reasons for not meeting expected performance level,
- Discuss potential barriers in reaching expected performance level; and,
- Outline action to be taken by the co-worker to resolve the work performance.

The leader may determine the need to implement a formal performance improvement plan. The time frame for the performance plan is up to 60 days, at the leader's discretion. There are three possible outcomes for the co-worker resulting from a formal performance improvement plan outlined within the Performance Improvement Process policy.

### **Referral Bonuses**

The best way for Parkview to recruit new co-workers is through those who already work at Parkview. Parkview co-workers, therefore, are our best way to advertise. At times, Parkview offers rewards for co-workers who recruit individuals to fill key positions with referral bonuses. We see this as a wonderful way to encourage our co-workers to share Parkview with their family and friends.

### **Separation**

If a co-worker wishes to terminate their employment with PH at any time, it is requested that the co-worker give notice of not less than two calendar weeks. Co-workers in a supervisor, manager, director position or exempt co-workers not in a supervisory/leadership role are requested to give notice of not less than four calendar weeks. This procedure is necessary to maintain adequate service to patients and to allow time for the vacated position to be filled. Paid Time Off (PTO) may not be taken during the last two weeks of employment for non-exempt, or the last four weeks of employment for exempt staff prior to termination, unless approved by the department leader. If a co-worker leaves PH, the co-worker will be paid for all time worked and for any accrued PTO.

### **Sign-On Bonuses**

Candidates for certain market sensitive (i.e., high demand/low supply) positions may be eligible for competitive sign-on bonuses. Sign-on bonuses are determined by factors including but not limited to need, FTE, shift, and length of commitment. This is a wonderful way for Parkview to recruit new talent and make transferring to PH more financially rewarding. Talent Acquisition can provide a current list of these positions.

### **Transfer Process**

When a position is available, the department leader will post the position within the cost center, department, unit, or other defined area for five calendar days. Interested co-workers in the cost center should notify their department leader of their interest in the vacant position within those five days. Transfers within a department are managed at the department leader's discretion, and a transfer form may be needed. Check with your department for specific guidelines. Should no co-workers in the department be interested in the vacant position, or should no one have the necessary qualifications, Talent Acquisition will post the position for all PH co-workers.

If you are interested in a posted position, and do not meet Parkview's transfer eligibility requirements, it is your responsibility to request an Internal Transfer Form from your department leader. Upon completion, the transfer form should be forwarded to Talent Acquisition for processing. Talent Acquisition, in consultation with the department leader, may determine the best qualified applicants for the position and refer those applicants to the department for interviews. Please reach out to Human Resources or Talent Acquisition for additional information on transfer eligibility guidelines.

During the interview process, if a co-worker becomes a final candidate for a position within the System, the hiring department leader can contact the co-worker's current department leader to conduct an internal reference check.

The final hiring decision is made by the hiring department leader, based upon qualifications, past performance, and the individual's potential ability to meet the needs and expectations of the department.

If the transfer form results in the co-worker being offered the position, the start date will be negotiated between the former and prospective department leaders.

Co-workers who fall into any of the following categories are not eligible to transfer:

1. Co-workers who have had a suspension within the last twelve (12) months or are currently on a performance improvement plan.
2. Co-workers who have been in their current role less than twelve (12) months unless the co-worker is in a .01 FTE, which is eligible to transfer after six (6) months if all other qualifications are met. Any transfer prior to the assigned timeframe is at the leader's discretion and will be completed through an exception to policy.

## ➤ **Benefits**

At Parkview, we are proud to offer benefits that support our co-workers in all areas of their lives. Our Total Rewards Program affirms our investment in you and shows our support in creating a healthy, balanced life that focuses on helping you meet your goals for yourself and your family. Parkview continues their commitment to offering a benefits package that provides options for you and your family's health, well-being and financial security.

You will be using MyHR to enroll for medical, dental, and/or vision coverage. You will also use MyHR for your Parkflex Healthcare and Dependent Care Flexible Spending Account elections, as well as, for your Critical Illness and Accident coverage and voluntary life insurance elections. You can access MyHR at [www.myhr.parkview.com](http://www.myhr.parkview.com) from any computer with internet access, including your own personal computer.

Your benefits are based solely on the plan document, group policies or contracts established with vendors. The following descriptions are merely informative and not intended to be complete descriptions of the plans. In addition, PH reserves the right to change these benefits at any time. In most cases, the following benefits are available to co-workers once they have completed the appropriate waiting period.

### **Your Benefits at a Glance**

<b>Benefit</b>	<b>Features</b>
<b>Medical</b>	<ul style="list-style-type: none"><li>▪ Two medical plans are offered to both full- and part-time co-workers. Eligibility for each of the plans is based on the co-worker's permanent address:<ul style="list-style-type: none"><li>○ The Signature Care Medical Plan is provided for co-workers with a permanent address within a 100-mile radius of PRMC.</li><li>○ The Anthem Medical Plan is provided for co-workers with a permanent address greater than the 100-mile radius of PRMC.</li></ul></li><li>▪ Coverage for a variety of health services and prescription drugs</li><li>▪ Co-workers with a FTE of 0.6 and greater are eligible for the applicable plan.</li><li>▪ Co-workers share in the cost of the coverage</li></ul>

<p><b>Dental</b></p>	<ul style="list-style-type: none"> <li>▪ One dental plan is offered to both full- and part-time co-workers.</li> <li>▪ Coverage for preventive, basic, major, and orthodontia services</li> <li>▪ Highest benefit when you use network providers.</li> <li>▪ Co-workers with a FTE of 0.6 and greater are eligible for the plan.</li> <li>▪ Co-workers share the cost of the coverage.</li> <li>▪ Delta Dental is the Third Party Administrator for the Dental Plan.</li> </ul>
<p><b>Vision</b></p>	<ul style="list-style-type: none"> <li>▪ One vision plan is offered to both full- and part-time co-workers.</li> <li>▪ Coverage for exams, lenses, contact lenses, and eyeglass frames.</li> <li>▪ Co-workers with a FTE of 0.6 and greater are eligible for the plan.</li> <li>▪ Co-workers pay 100% of the cost of the coverage.</li> <li>▪ MetLife Insurance is the Third Party Administrator</li> </ul>
<p><b>Parkflex Healthcare and Dependent Care Flexible Spending Accounts</b></p>	<ul style="list-style-type: none"> <li>▪ Parkflex offers co-workers with an FTE status of 0.6 FTE or greater the opportunity to participate in the Healthcare and/or Dependent/Elder Care Flexible Spending Accounts (FSA)</li> <li>▪ Each of the FSAs allow savings of healthcare and dependent care expenses using pre-tax dollars.</li> <li>▪ Choose either account or both.</li> <li>▪ “Use it or lose it” rule applies.</li> <li>▪ For the Healthcare FSA, you may contribute between the minimum of \$25 per paycheck up to the IRS annual maximum annually for health expenses not covered by other PH benefits. The 2024 annual maximum is \$3,200.</li> <li>▪ For the Dependent Care FSA, you may contribute up to IRS annual maximum for the care of dependent children or older adults. The 2024 annual maximum is \$5,000.</li> <li>▪ Co-workers with a FTE of 0.6 and greater are eligible to participate in either or both FSA accounts.</li> <li>▪ Co-workers pay 100% for the funding for each account.</li> </ul>
<p><b>Basic Life Insurance</b></p>	<ul style="list-style-type: none"> <li>▪ Coverage of 1½ times pay up to a maximum of \$200,000 for full-time co-workers (0.8–1.0 FTE)</li> <li>▪ Coverage of \$15,000 for eligible part-time co-workers (0.6 - 0.7 FTE)</li> <li>▪ Provides an accidental death and dismemberment benefit.</li> <li>▪ Co-workers with a FTE of 0.6 and greater participate in the plan.</li> <li>▪ PH pays 100% of the cost of coverage.</li> </ul>
<p><b>Voluntary Life Insurance</b></p>	<ul style="list-style-type: none"> <li>▪ Opportunity to purchase additional coverage above the Basic Life Insurance coverage.</li> <li>▪ Co-workers may elect coverage up to seven times their annual salary to a maximum of \$750,000.</li> <li>▪ Co-workers with a FTE of 0.6 and greater are eligible to participate in the plan.</li> <li>▪ Co-worker pays 100% of the cost of coverage.</li> </ul>
<p><b>Dependent Life Insurance Plan for Spouse and Children</b></p>	<ul style="list-style-type: none"> <li>▪ Opportunity to purchase coverage for spouse and/or eligible dependent children. <ul style="list-style-type: none"> <li>○ Dependent Life Insurance coverage for spouse include the following coverage options: \$10,000, \$25,000, \$50,000, \$75,000 or \$100,000</li> <li>○ Dependent Life Insurance coverage for dependent child(ren) includes the following coverage options: \$5,000 or \$10,000.</li> </ul> </li> <li>▪ Co-workers with a FTE of 0.6 and greater are eligible to participate in the plan.</li> <li>▪ Co-worker pays 100% of the cost of coverage.</li> </ul>
<p><b>Voluntary AD&amp;D Insurance</b></p>	<ul style="list-style-type: none"> <li>▪ Opportunity to purchase insurance coverage for co-worker only and family protection against death or serious injury caused by an accident.</li> <li>▪ Purchase in increments of \$10,000 up to a \$300,000 maximum</li> <li>▪ Co-workers with a FTE of 0.6 and greater are eligible to participate in the plan.</li> <li>▪ Co-worker pays 100% of the cost of coverage.</li> </ul>



<b>Short Term Disability</b>	<ul style="list-style-type: none"> <li>▪ Coverage in the event of co-worker's own illness or accident.</li> <li>▪ Co-workers with a FTE of 0.6 and greater participate in the plan.</li> <li>▪ PH pays 100% of the cost of coverage.</li> </ul>
<b>Long-Term Disability Insurance</b>	<ul style="list-style-type: none"> <li>▪ Coverage provided if disabled and unable to work.</li> <li>▪ Co-workers with a FTE of 0.8 and greater and meeting the eligibility requirements participate in the plan.</li> <li>▪ PH pays 100% of the cost of coverage.</li> </ul>
<b>Critical Illness Coverage</b>	<ul style="list-style-type: none"> <li>▪ Opportunity to purchase Critical Illness coverage for co-workers and family.</li> <li>▪ Provides a lump-sum benefit in cases of certain critical illnesses.</li> <li>▪ Administrator for this plan is MetLife Insurance Company</li> <li>▪ Co-workers with a FTE of 0.6 and greater are eligible to participate in the plan.</li> <li>▪ Co-worker pays 100% of the cost of coverage.</li> </ul>
<b>Accidental Coverage</b>	<ul style="list-style-type: none"> <li>▪ Opportunity to purchase Accidental coverage for co-worker and family.</li> <li>▪ Provides a lump-sum benefit in cases of accidental occurrence.</li> <li>▪ Administrator for this plan is MetLife Insurance Company</li> <li>▪ Co-workers with a FTE of 0.6 and greater are eligible to participate in the plan.</li> <li>▪ Co-worker pays 100% of the cost of coverage.</li> </ul>
<b>Paid Time Off</b>	<ul style="list-style-type: none"> <li>▪ An accrual for vacation, illnesses, family emergencies, unavoidable absences, etc.</li> <li>▪ Additional holiday accrual for full-time (0.8-1.0 FTE) co-workers</li> <li>▪ Co-workers with a FTE of 0.6 and greater participate in the plan.</li> </ul>

**Medical, Dental, and Vision Coverage**

PH offers medical, dental, and vision coverage to co-workers with a FTE status of 0.6 or greater. Two medical plans are offered. Eligibility for each of the medical plans is based on the co-worker's permanent address. A dental and vision plan is also offered. Each of the plans are a "stand alone" plan meaning that the co-worker may elect medical, dental, and/or vision coverage. This allows the opportunity to enroll for only the plans that you desire coverage.

The Plans help protect participants from the high cost of medical care if they become sick or injured. The Plans can also help you stay healthy by covering certain costs of preventive care such as physical examinations and cancer screening tests.

**Enrollment**

Healthcare benefits will be effective on the first day of the month following date of hire or qualifying status change if enrollment is completed **within sixty (60) days** of the event. If your date of hire or qualifying status change is on the first day of the month, coverage will be effective on that day. Annual Open Enrollment elections are effective January 1 of the new plan year.

To enroll in any of the medical, dental, and/or vision plans or to make changes in your coverage level, you must complete your enrollment within sixty (60) days from your date of hire, status change or qualifying change in family status. Also, you must provide the Eligibility Documents for your Dependents within 62 days of the date of your qualifying event.

***If you do not make a health plan election within sixty (60) days of your date of hire, effective date of an employment status change, or IRS qualifying event, you must wait until the next annual enrollment period to enroll, unless you experience a qualifying event.***

**Coverage for Your Dependents**

Parkview Health offers you the opportunity to cover your eligible dependents. If you enroll your eligible dependents in Parkview's medical, dental, and/or vision plans, you must provide documentation supporting their eligibility for the Plan. The eligibility documentation that meets your situation should be sent directly to Signature Care within 62 days of date of hire, status change or IRS qualifying event. (See below for examples of eligibility documents.)

**Parkview has a Working Spouse Rule.** The Working Spouse Rule means that the spouse of a Parkview co-worker must elect coverage under their own employer's medical plan, even as a retiree, if they are offered and eligible for such coverage. Please note that Parkview considers certain non-traditional medical coverage options, including, but not limited to individual coverage health reimbursement arrangements (also called ICHRAs), offered by other employers to qualify as "medical coverage" available through the employer for purposes of applying the Working Spouse Rule criteria.

If a co-worker's spouse has medical coverage available through their employer's group health plan, the spouse is not eligible for medical coverage under this Plan. Co-workers must answer attestation questions within MyHR when enrolling their spouse for the first time, annually during open enrollment, or when making changes to their medical coverage. If any information is found to be inaccurate or a co-worker's spouse was eligible for coverage with their employer, this will be considered fraudulent. The co-worker will be responsible for the medical expenses incurred during this time and could be subject to corrective action.

The Working Spouse rule does not affect your spouse's eligibility for dental and vision insurance, as well as the Healthcare and Dependent Care Flexible Spending Accounts. It is your responsibility to ensure that medical plan coverage is accurate as Parkview Health trusts their co-workers to only cover their spouse when they meet the eligibility criteria, and their spouse is not offered or not eligible for medical coverage with their employer.

▪ **Eligible Spouse:**

A spouse is eligible for medical coverage under this Plan if they are:

- a. Unemployed;
- b. A Parkview co-worker;
- c. Covered by Medicare, Medicaid, Tricare, Tribal health insurance, or other state assistance programs;
- d. Covered under COBRA;
- e. Working (full-time or part-time) but not eligible for medical coverage through their employer or their business/work charges 100% of the cost to the spouse and the spouse is not actively covered under that plan (includes self-employed individuals)
- f. Loss of job-related medical coverage

The exclusion of coverage applies when your spouse is:

1. Eligible for employer-provided medical plan coverage; or
2. Gains eligibility for employer coverage during plan year

▪ **Eligible Dependents include:**

- Spouse – the person to whom you are legally married
- Children – your natural children, legally adopted children, child legally placed for an adoption, stepchildren, or children for whom you have legal guardianship regardless of student, marital, or residential status

▪ **Eligibility Documentation examples:**

- Marriage license for spouse
- Birth certificate for each dependent child
- Adoption papers for each dependent child that is adopted or waiting for adoption
- Court documentation for proof of legal guardianship for dependent children
- Divorce decree indicating which spouse pays healthcare expenses for dependent children

▪ **For medical, dental, and vision benefits, you choose from five coverage levels:**

- Co-worker only
- Co-worker & 1 child
- Co-worker & Spouse
- Co-worker & 2 or more children
- Family

## **Paying for Your Benefits**

Both you and Parkview Health contribute towards your healthcare coverage with Parkview paying the majority of the cost. You pay a smaller portion in these ways:

- Premiums: Bi-weekly amounts are deducted on a pre-tax basis from 26 paychecks annually to cover the cost coverage.
- Deductible: eligible expenses you must pay each year before the plan pays benefits.
- Copayments: your share of the cost of covered services. The benefit plan then pays the rest, up to the allowed amount.
- Coinsurance: after the copayments or deductible has been paid, the amount the Plan will pay of your expenses (80% or 40%). Your coinsurance is the remaining percentage.
- Out-of-pocket limits: the most you would pay in coinsurance each year, using your own money. (Copayments and deductibles are included in the out-of-pocket limits.)

## **Medical Plan Coverage**

The medical, dental and vision plans give you the freedom to choose any provider (doctor, hospital, or other provider of eligible healthcare services) at the time of treatment; however, the level of coverage will vary according to your provider choices:

- Generally, the plan's benefits will be greater if you use a Signature Care or Anthem network provider for the medical plans, Delta Dental network provider for the dental plans and MetLife Insurance Company for the vision plan.
- For the Signature Care medical plan, certain medical services will receive an even higher level of benefits if a PH Special Access provider is used.
- If you use a non-network provider, you will receive the lowest level of benefits. You may also be subject to paying a non-network penalty amount.

## **Dental Benefits**

The Delta Dental plan provides coverage for preventive, restorative, major and orthodontic dental care. The dental plan covers preventive dental services at 100% for PPO and Premier network providers and 80% for non-network providers. Plus, basic and major dental services are covered up to \$1,500 per person each year. Orthodontia services also are covered through age 18, prior to the 19<sup>th</sup> birthday.

## **Vision Benefits**

The MetLife Vision Plan covers vision exams as well as a full range of brands and technologies for frames and lens options. You will also be eligible to take advantage of discounts on non-prescription sunglasses, a second pair of glasses and more.

## **Parkflex Flexible Spending Accounts (FSAs)**

PH has established Flexible Spending Accounts that allow eligible co-workers (0.6 - 1.0 FTE) to deduct pre-tax dollars to cover expenses such as dependent/elder care and healthcare charges not covered by your medical, dental and/or insurance plans (i.e., co-payments, deductibles, etc.). These monies are then reimbursed to you once you have provided receipt of payment. Because this plan is operated under IRS rules, please be aware that any unspent monies are forfeited at the end of the plan year. Open Enrollment is conducted annually for co-workers wishing to begin a FSA.

Federal law governing pre-tax plans dictates that changes cannot be made concerning coverage including the decision to withdraw from the plan, except if there is a change in the co-worker's family status (i.e., marriage, birth of a child, divorce, loss of a spouse's insurance coverage, etc.). If a family status change does occur, the co-worker has sixty (60) days to make the change.

The Parkflex Flexible Spending Accounts (FSA) have two primary advantages:

- Allows you the opportunity to set aside money on a pre-tax basis to pay for future healthcare and dependent care expenses. This can be helpful with a major expense such as braces or extensive dental work.
- Offers tax savings. Your contributions are exempt from federal income tax, unemployment tax, Social Security, and Medicare taxes. The main purpose and benefit of contributing to and using an FSA is that any contributions made are pre-tax dollars. So, you pay no taxes on those expenses, by virtue of reducing your taxable income. If you are in the 22% tax bracket, for example, any qualified expenses paid for by an FSA would result in a 22% out-of-pocket savings.

**Healthcare Flexible Spending Account:** You may set aside between \$25 and \$3,200 per year in your healthcare account. Contributions are deducted over twenty-four (24) pay periods annually. You can use this money to pay for eligible expenses such as:

- Deductibles, co-payments, and coinsurance amounts.
- Expenses not covered by a PH plan such as smoking cessation programs, laser eye surgery, prescription sunglasses, hearing aids, or adult orthodontia.
- Expenses over the medical, dental, or vision allowed amounts, such as your share of orthodontia treatment.

**Dependent Care Flexible Spending Account:** You may set aside up to \$5,000 per year (\$2,500 if you are married and file a separate tax return) in the dependent care account. If you are married and your spouse participates in a similar account through his or her employer, the total of both accounts cannot exceed \$5,000 during a calendar year. Contributions are deducted over twenty-four pay periods annually.

This account can help you pay for dependent and elder care expenses so you—or you and your spouse—can work. You can also use the account if your spouse attends school full-time or is mentally or physically handicapped and unable to care for your children. Generally, your dependents include:

- Children under age 13 who qualify as exemptions on your federal income tax return; or,
- Any dependents unable to care for themselves—for example, an incapacitated older child, a spouse, or an elderly parent who regularly spends at least eight hours a day in your home.

Eligible care can be provided in your home or in someone else's home, or in a day care facility (except a nursing home). When you submit a claim for expenses, you must show your caregiver's tax identification number.

**Special Rules:** Because Flexible Spending Accounts provide significant tax savings, the IRS imposes the following rules:

- Any leftover money at year-end cannot be returned to you. Plan carefully when you contribute money to either account.
- The Healthcare FSA plan includes a grace period, which offers co-workers more time to use the funds. This means you can continue to spend your 2024 unused healthcare FSA funds until March 15, 2025.
- Each account is separate. You may not transfer money from one account to another. You may not use your healthcare account to pay for dependent care expenses or vice versa.
- You cannot change your contribution to the healthcare and dependent care account during the year for any reason unless you have a qualifying family status change.
- If you claim an expense for reimbursement through either account, you may not claim the same expense as a deduction or a credit on your income tax return.
- You may be reimbursed up to the full amount of your annual healthcare account contribution at any time during the year.
- Dependent care reimbursement is based on the amount in your account when you submit your claim.

### **Life Insurance Plans**

Parkview Health offers a variety of ways to provide financial protection to benefits-eligible co-workers and their family. You are eligible for life insurance coverage if you have an FTE status of 0.6 or more. Your Basic Life and Accidental Death and Dismemberment (AD&D) Insurance is effective on your date of hire. The effective for Voluntary Life Insurance plans is the first day of the month following hire date or date of eligibility.

- **Basic Life and Accidental Death and Dismemberment (AD&D) Insurance**

Basic Life and AD&D Insurance is free to all benefit eligible co-workers. PH pays the full cost of coverage. Basic Life and AD&D Insurance pays your beneficiary a lump-sum benefit in the event of your death while you are insured. If you die because of an accident, your beneficiary may receive an additional lump sum under the AD&D coverage.

The amount of this Basic Life insurance coverage depends on your employment status. If you have an FTE status of 0.8 to 1.0, your coverage will be 1 ½ times your base annual salary up to a maximum amount of \$200,000. You will also have AD&D coverage of another 1 ½ times your base annual salary up to a maximum of \$200,000. If your FTE status is a 0.6 to 0.7 FTE, your Basic Life insurance coverage will be \$15,000 with AD&D coverage of another \$15,000.

▪ **Supplemental Life Insurance**

Supplemental Life Insurance is a voluntary life insurance plan and is available to you at group rates based on your age. The plan provides for your beneficiary to receive a lump-sum benefit in the event of your death while you are insured. This coverage is in addition to the Basic Life and/or AD&D benefit. Co-workers may elect coverage from one up to seven times their annual base salary, rounded up to the nearest thousand and to a maximum of \$750,000.

▪ **Voluntary Accidental Death & Dismemberment Insurance**

Voluntary Accidental Death & Dismemberment Insurance is a voluntary life insurance plan that is available to you at group rates. The plan provides a lump-sum benefit if you (or a family member whom you have elected to cover) die or has a loss that is covered under the plan within 365 days of an accident to which the death or loss is related. You may elect a coverage amount in a multiple of \$10,000 up to a maximum coverage of \$300,000.

▪ **Dependent Life Insurance**

Dependent Life Insurance is a voluntary life insurance plan that provides you with the opportunity for you to purchase Dependent Life Insurance for your spouse and/or dependent child(ren) at group rates. This Plan provides financial protection for you in the event of the death of a spouse or child(ren).

▪ Dependent Life Insurance coverage for your spouse is available in the following levels:

- **Option #1:** \$10,000
- **Option #2:** \$25,000
- **Option #3:** \$50,000
- **Option #4:** \$75,000
- **Option #5:** \$100,000

▪ Dependent Life Insurance coverage for your child(ren) is available in the following levels:

- **Option #1:** \$5,000
- **Option #2:** \$10,000

Definition of dependent child(ren) means the co-worker's child(ren), stepchild(ren), legally adopted child(ren), or any other child(ren) related by blood provided such child(ren) is either 1) from live birth but not yet 26 years; 2) age 26 or older and disabled. Such child(ren) must have become disabled before attaining 26. The co-worker must submit proof, satisfactory to The Hartford, of such child(ren)'s disability.

**Enrollment**

Your Basic Life and AD&D coverage is automatically provided, and you do not need to enroll in this plan. You will need to update your beneficiary information within MyHR.

You may enroll in any one of the voluntary life insurance plans that include Supplemental Life Insurance for yourself, as well as Dependent Life Insurance for your spouse and/or children, if applicable. You must enroll within sixty (60) days of your hire date. Your coverage will be effective the first day of the month following your date of hire. If you do not enroll within sixty (60) days of becoming eligible and decide later to add additional life insurance coverage, you will be required to submit evidence of insurability for yourself and each of your dependents. You may enroll in the Dependent Life Insurance coverage for children(ren) or Voluntary Accidental Death & Dismemberment Insurance at any time and without evidence of insurability. You will enroll for coverage in MyHR.

**Qualifying Family Status Change**

In most cases, you cannot change benefit elections during the plan year. However, if you experience one of the following events, you may be permitted to change certain benefit elections within sixty (60) days of the event:

- Legal marital status — events that change your legal marital status, including marriage, death of a spouse, divorce, or legal separation.
- Number of dependents — events that change the number of dependents in your family, including marriage, birth, adoption, placement for adoption, or death of a dependent.
- Employment status — you, your spouse, or dependent child start or stop working.
- Work schedule — working hours for you, your spouse, or your dependent child are reduced or increased. A change in work schedule includes a switch between full- and part-time employment or an unpaid leave of absence.
- Residence or worksite — a change in the place where you, your spouse, or dependent child live or work.

Human Resources must approve changes in status. In general, changes in status are not permitted unless the status change event affects your eligibility, or a dependent's eligibility for benefits. Also, benefit changes must be directly related to the status change event. Individual situations are unique, so requests for benefit changes are reviewed on a case-by-case basis. Report all status changes and requests for benefit changes to Human Resources as quickly as possible. If you do not report a status change **within sixty days (60)** following the event date, your benefit changes will not be allowed.

### **Lifestyle Benefits**

Lifestyle benefits provide a quarterly reimbursement that eligible co-workers may submit reimbursement requests using different spend categories. The spend categories include core needs such as Food and Family however other categories for reimbursement such as Treat Yourself allow co-workers to indulge in something more for themselves. You will receive an email directly from our Lifestyle benefit plan partner, COMPT each quarter which will invite you to register and begin to submit claims for reimbursement. Your first email will arrive after we pass the first quarter start date following your hire date or date you became benefit eligible.

### **Short Term Disability**

The Short Term Disability plan provides income in the event of a disability. Short Term Disability benefits are available to co-workers with a FTE status of 0.6 or greater. Parkview pays 100% of the cost for coverage. If you are unable to work due to sickness, accidental injury, or pregnancy, disability benefits replace a portion of your lost income. The Hartford Insurance Company is the administrator of the plan.

If approved for short term disability benefits, you will receive 66-2/3 percent of your base salary for as long as you remain disabled up to a maximum of twenty-six (26) weeks. Benefits begin after you have satisfied the elimination period of:

- 0 days for accidental injury; or
- 5 days for illness

### **Long-Term Disability**

PH protects your income with its Long Term Disability Plan if a sudden illness or disability prevents you from working. This plan provides LTD insurance, at no cost, to all full-time (0.8-1.0 FTE) co-workers with coverage beginning after one year in a position eligible for coverage. LTD pays 60% of the co-worker's base wages. The Hartford Insurance Company is the administrator of the plan.

### **Paid Time Off (PTO)**

This plan provides paid time off for vacation, illnesses, holidays, family emergencies, unavoidable absences, etc. Full- and eligible part-time co-workers accrue PTO from their first day of employment. Each bi-weekly pay period, a co-worker earns a PTO accrual based on the number of hours paid during the prior pay period to a maximum of eighty hours.

The amount of PTO a co-worker earns is based upon their job family, length of service, PTO accrual rate and hours paid -- not to exceed 2,080 hours paid per year. PTO must be used for the Short Term Disability elimination period.

The maximum accrual limit for all co-workers is 300.0 hours of PTO. When a co-worker's PTO balance reaches the maximum limit, the co-worker will not accrue any more PTO time until the balance is reduced below 300.0 hours. The carry over limit for all exempt co-workers is 200 hours of accrued PTO as of the first pay period in October of each year. If exempt co-worker's accrued balance is greater than this amount, the exempt co-worker will lose those accrued hours.

### **Volunteer Time Off (VTO)**

Parkview is proud to offer a VTO program available to all co-workers wishing to volunteer in our communities. All co-workers are eligible to volunteer up to 16 hours annually to support local schools, as a chaperone or classroom helper, or other non-profit organizations. Co-workers are also able to use VTO when time off work is needed to care for their own mental health.

## Retirement and Pension Plans

PH provides eligible co-workers with the following retirement savings plans: Choice Benefit Retirement Plan (for co-workers hired prior to 1-01-05), Choice Contribution Retirement Plan (for co-workers hired prior to 1-01-05), Retirement Contribution Plan (for co-workers hired on and after 1-01-05), 403(b)/401(k) Plans and the Matching Plan. These plans are intended to provide for retirement income to supplement retirement earnings received from other income sources such as personal savings and investments.

- **Choice Benefit Retirement Plan**

The Choice Benefit Retirement Plan is a defined benefit plan under which pension benefits are determined by a specific formula that considers the eligible co-worker's age, service and final average earnings. PH pays the entire cost of the plan. Participation in this plan was closed as of 12-31-04.

- **Choice Contribution Retirement Plan**

The Choice Contribution Retirement Plan is a defined contribution plan under which contributions are determined by age and years of benefit service. PH pays the entire cost of the plan. Participation in this plan was closed as of 12-31-04.

- **Retirement Contribution Plan**

The Retirement Contribution Retirement Plan is a defined contribution plan under which contributions are determined by years of benefit service. PH pays the entire cost of the plan.

- **403(b) Plan**

All co-workers are eligible to participate in the 403(b) Plan. Your pre- and/or after-tax contributions to the plan allow you the opportunity to save for your retirement.

- **Match Plan**

To help its co-workers save for their retirement, PH offers the Match Plan. The plan has a distinctive feature by which PH matches a portion of the contributions eligible co-workers make to their 403(b) Plan. To be eligible to receive matching contributions from the plan, you must be enrolled in the 403(b) Plan and have completed two (2) years of service, which includes 1000 hours in each of the two years. If eligible co-workers contribute at least 4% of their earnings to a 403(b) Plan, PH will match 3% of their eligible compensation. The maximum match is 3%.

## Voluntary Benefit Plans

- **Accident Insurance Coverage**

The Accident Insurance plan provides you with a lump-sum payment following an accident to use as you see fit. It can help with out-of-pocket expenses such as deductibles, co-pays, transportation to medical centers, childcare and more. Benefits are paid regardless of what is covered by medical insurance. Payments are made in a lump sum and sent directly to you to spend the benefits as you choose. Accident Insurance is administered by MetLife. You may contact MetLife directly at 1-800-438-6388 (1-800-GET-MET8) for questions.

- **AFLAC Coverage**

AFLAC offers additional voluntary benefits to co-workers with a FTE Status of 0.6 or more. AFLAC has designed benefits to help provide financial protection to co-workers who are sick or injured and cannot work. These plans offered include Cancer Plans, Hospital Confinement Plan, etc. and are paid for 100% by you through payroll deductions. For more information about the coverages, contact Molly Kurtz at 260-433-4948 or [molly.kurtz@us.aflac.com](mailto:molly.kurtz@us.aflac.com).

- **Critical Illness Coverage**

Critical Illness coverage supplements the benefits of traditional medical coverage and helps with the financial needs of certain covered conditions. Critical Illness coverage complements existing medical coverage and helps to fill financial gaps caused by out-of-pocket expenses. Benefits are paid regardless of what is covered by medical insurance. Payments are made in a lump sum and sent directly to you to spend the benefits as you choose. MetLife administers Critical Illness Insurance. You may contact MetLife directly at 1-800-438-6388 (1-800-GET-MET8) for questions. Some of the conditions covered under the Critical Illness Plan typically include:

- Heart attack
- Stroke
- Kidney failure
- Certain cancers
- Alzheimer's Disease
- Major organ transplant

▪ **Pet Insurance**

Unexpected medical bills can be a major financial burden to families, even when the patient is your pet. Pet insurance through Nationwide Insurance provides a peace of mind to help cover the cost of wellness, accidents, and illnesses that can happen to your beloved pet. This benefit is available to active co-workers in a benefit eligible FTE status of 0.6 FTE or greater and the cost is payroll deducted. To find out more information about the coverages available, contact Mercer at 855-275-5217. Or, you [click here](#) to access Parkview's information for the coverage.

▪ **Group Auto/Homeowners**

Parkview Health offers eligible co-workers with a FTE of 0.6 or more the opportunity to purchase through payroll deduction, group home and auto insurance coverage. This coverage is a group plan that offers special savings and discounts. You pay 100% of the cost. To find out more information about the coverages available, contact Mercer at 855-275-5217. Or, you [click here](#) to access Parkview's information for the coverage.

Examples of coverages provided include:

Home	Auto	Renters
Condominium	Motorcycle	Boat
Mobil Home	Recreational vehicle	
Landlord rental dwelling	Personal excess liability ("umbrella")	

▪ **Identity Theft Protection**

Resolving issues of fraud or identity theft can take weeks, or even months. InfoArmor's benefit is designed to provide identity theft protection services that alerts you at the first sign of fraud. This benefit is available to active co-workers in a benefit eligible FTE status of 0.6 FTE or greater and the cost is payroll deducted. To find out more information about the coverages available, contact Mercer at 855-275-5217. Or, you [click here](#) to access Parkview's information for the coverage.

▪ **Purchasing Power**

Purchasing Power helps you purchase computers, appliances, electronics, furniture and more when paying with cash or credit is challenging. This program allows you to receive your product upfront and then pay over six or twelve months directly from your paycheck. Co-workers with one year of service in a 0.6 FTE or more and meet the age and salary requirements are eligible to participate in this program. To find out more information about the products available, contact Purchasing Power at 888-923-6236 or [click here](#) to visit their online portal.

▪ **SmartDollar**

SmartDollar is a proven financial wellness program providing the practical steps, tools, and inspiration you need to reach your money management goals. PH is pleased to provide this program free of charge to all active co-workers in any FTE. To enroll, [click here](#) for more information.

**Leave of Absence**

Leave of absence is defined as an approved extended absence from work (except of scheduled PTO). Leaves of absence are granted for distinct reasons to co-workers who meet certain criteria.

▪ **Educational Leave**

Each request for educational leave will be given individual consideration with specific attention to the co-worker's course of study and the needs of PH. The course of study must be related to enhancing the co-worker's knowledge and skills for their current job classification, or to gain the required skills for another job classification at PH. The maximum amount of time granted is twelve (12) months and the co-worker is placed on temporary status for the duration of the leave.

▪ **Family and Medical Leave Act (FMLA)**

PH provides a leave of absence to eligible co-workers for certain family and medical reasons in accordance with the requirements of the Family & Medical Leave Act of 1993. As outlined by the Act, an eligible co-worker may apply for leave for any of the following three reasons:

- To care for a spouse, child, or their own parent with a serious health condition.
- Co-worker's own serious health condition.
- The birth, adoption or foster-placement of a child.



Eligible co-workers may receive up to 12 weeks of leave during a rolling twelve-month period. To be eligible, a co-worker must have been employed by PH for at least one year and have worked at least 1,250 hours over the twelve months immediately preceding the first day of the required leave. At the end of the leave, the co-worker shall return to the same position held at the beginning of the leave or to an equivalent position offering equivalent pay, benefits and other working conditions. Ordinarily, the co-worker will also be returning to the same shift or to the same or equivalent working schedule; however, the co-worker returning from leave may not be able to return to the exact position held before the leave began.

▪ **Special Leave**

A Special Leave may be granted for up to eight weeks (8) for situations indicated below. In other words, the maximum time allowed is 8 weeks total under Special Leave for self, family, or combination of self and family. The Hartford manages the Special Leave requests. Therefore, your request for a Special Leave must be submitted to Hartford for consideration.

- Co-worker's own medical condition. Must meet the same criteria as that of a FMLA "serious condition".
- Family leave:
  - To care for a new child, including birth, adoption, or foster care placement; or
  - To care for your spouse, your child, or your parent with a serious health condition. Must meet same criteria as that of a FMLA "serious condition".

▪ **Jury Duty**

Co-workers will be paid their regular pay for those days they would otherwise be scheduled to work. During jury duty, the co-worker is required to report to work if the trial is cancelled or if they are dismissed early enough to do so. Co-workers must call in each day per the department call-in policy. A co-worker may keep any payment received from the court as compensation for jury duty.

▪ **Military Leave**

Regular status co-workers drafted into the armed services shall be considered on Military Leave and shall retain prior rights to the position and classification held when called into the armed services. Time off to attend summer camp shall be granted. The co-worker has the option to take this time off as unpaid time or use PTO.

▪ **Military Family Leave**

The Military Family Leave Act is an Indiana state law enacted July 1, 2007. The law allows eligible co-workers up to 10 days from work per rolling calendar year to spend time with family members who are just beginning, on or returning from active duty.

▪ **Funeral Leave**

Funeral leave is offered to recognize a co-worker's loss of a loved one and reinforce Parkview's sympathy toward our co-worker during what can be a challenging time in their life. Funeral Leave of absence is granted in the event of a death in the immediate family (current spouse, parents (birth, adopted, step), grandparents (birth, adopted, step), children (birth, adopted, foster, step), grandchildren (birth, adopted, step), siblings, step-siblings, mother-in-law, father-in-law, brother-in-law or sister-in-law, son-in-law or daughter-in-law, grandmother-in-law, grandfather-in-law (includes only in-laws of current marriage). The immediate family also covers the above relationships that are court-appointed / legal guardians. In the event of fetal demise, funeral leave of absence will be granted to the parents of the child.

Full-time co-workers (1.0 - 0.8 FTE) may be granted absence from work for a period not to exceed a total of twenty-four (24) hours per incident. Part-time co-workers (0.7 - 0.6 FTE) may be granted absence from work for a period not to exceed a total of twelve (12) hours per incident.

## Educational Assistance Benefits

- **Tuition Assistance**

Parkview Health provides education financial assistance to eligible co-workers who wish to pursue education for personal or professional development. Parkview's Tuition Assistance Program provides up to \$2,000.00 or \$4,000.00 per calendar year toward a co-worker's school tuition and lab fees. This program is available for full-time and part-time co-workers working a 0.6 FTE or more and have completed six months of continuous employment. To participate in this program, fill out the forms through our partner Edcor at <https://parkviewhealth.tap.edcor.com>.
- **Certification Assistance/Non-Taxable**

This program helps eligible co-workers who wish to pursue a certification exam. Certification programs considered are those approved by a recognized state or national agency that results in certification at a level above entry-level for the profession or job requirement. Eligible co-workers will receive up to \$200 upon successful completion of an approved certification exam and may be reimbursed upon successful completion of each certification, re-certification exam, or renewal of the certification.
- **Loan Payback Program**

Eligible co-workers will have the opportunity of receiving up to \$30,000.00 in benefits. Upon approval of your application, Parkview will provide you with your Loan Payback reimbursement through Parkview's payroll system with all applicable taxes withheld. Provided you continue to meet the eligibility requirements each month, payments in the amount of \$625 per month will be processed until the loan amount is fully paid or you reach the annual lifetime maximum of \$30,000, whichever occurs first. This program is designed to help with the repayment of current education loan debt for select market sensitive positions. The goal of this program is to provide opportunities for the repayment of loans to remove financial barriers and promote optimal patient outcomes in alignment with the mission of Parkview Health.

The eligible positions include the following:

- Direct patient care RN in an inpatient, OR/surgery center or home health setting (ASN/BSN/RN-BSN)
- Surgical Technologist
- Lab Scientists, Histologist and Cytotechnologist in certain job codes

## Compensation

- **Call-In Pay**

Co-workers who are called-in for business purposes will be paid at one-and one-half times their regular base rate of pay with a guarantee of a minimum of two hours of pay. Co-workers, whose positions are eligible, will receive shift differential if called in during the evening or night shifts. Co-workers may be placed on-call at the end of their regular shift or any non-scheduled workday. Should the co-worker be asked to return to work, he/she would be eligible for call-in pay.
- **Down-staffing**

When staffing exceeds workload requirements, down-staffed time provides excused time off for non-salaried staff. Co-workers may be contacted prior to arriving at work or may be sent home if they are already working when census is low. Although down-staffed hours are unpaid hours, PTO benefits continue to accrue. Co-workers may also elect to use accrued PTO time in lieu of unpaid down-staffed hours.
- **Emergency Call-In**

If an emergency is declared by senior leadership, all co-workers asked to remain at work or those called into work will receive premium pay of time and one-half. The premium pay begins when the emergency is declared, or you arrive at work. It ends when senior leadership indicates the emergency is over or you are no longer on duty. Two hours of pay is guaranteed.
- **Extra Weekend**

The extra weekend policy provides pay at time and one-half for co-workers who agree to work an additional weekend. To be eligible, co-workers must work a minimum of 23 weekends in the year. Co-workers must work at least an eight-hour scheduled shift on a Saturday and/or Sunday. Co-workers who are scheduled to work every weekend are not eligible.

▪ **Garnishments**

PH must honor all wage assignments and garnishments and may not disregard a valid demand that requires withholding a portion of a co-worker's wages to be paid to the court or a creditor. When the Payroll Department receives a garnishment order for a co-worker, the co-worker will be notified and sent a copy of the court notice. The only way to terminate a garnishment is by proper notification from the court.

▪ **Holiday Premium**

Non-exempt co-workers who work on the actual holiday will receive holiday premium of time and one-half. The holiday is a 24-hour period that begins at 2300 on the eve of the holiday and ends at 2300 on the actual holiday. (For example, if you begin work at 1900 on New Year's Eve and work until 0700 on New Year's Day, you will receive holiday premium from 2300 on New Year's Eve until the end of your shift on New Year's Day.

▪ **On-Call Premiums**

When a co-worker is requested to be on-call, they will be paid a flat rate of \$4 per hour for those designated hours. Co-workers who are requested to come in to work while on-call will be paid at one and one-half times their rate of pay with a guarantee of a minimum of two hours of pay. On-call pay is paid once a co-worker is called in and starts working.

▪ **Overtime**

Overtime is intended to meet PH's unexpected staffing needs and must be approved in advance by your department leader. A co-worker may be asked to work overtime when needed. The Fair Labor Standards Act (FLSA) states that you must be paid overtime for working over forty hours in a week. Non-exempt co-workers must keep track of all time spent working outside of their scheduled work shift and must report this time to their time-coder/leader within the pay period to ensure proper payment.

Overtime is calculated at one times the regular rate and one-half times the average hourly rate and is at least one and one half time your regular base rate. The average hourly rate is higher than the standard hourly rate for those co-workers receiving shift differentials, weekend differentials, charge pay, preceptor pay, etc. For co-workers who do not receive any differentials or additional pays, the standard and average hourly rates are identical.

▪ **Paycheck Errors**

If an error is detected on a co-worker's paycheck, the co-worker must notify their department leader immediately. Their department leader will then contact Payroll to authorize the correction.

▪ **Payday and Pay Periods**

The pay period consists of fourteen days beginning at 1800 every other Saturday evening. Work hours during this two-week period are combined to determine your total bi-weekly pay. A bi-weekly pay period occurs twenty-six times per year. Should you wish to determine your annual pay, multiply your gross bi-weekly regular earnings by twenty-six.

Every other Thursday, paychecks are electronically direct deposited in the bank or credit union of your choice, except for when an observed holiday falls on that particular Thursday. Holidays may delay paychecks being deposited until the next working day. Pay advices are available through MyHR and should be retained as a record of your pay.

▪ **Shift Differential**

There are three different shifts recognized by PH. They are:

<u>Shift</u>	<u>Time</u>	<u>Military</u> <u>Time</u>
Day Shift (D)	7 a.m.-3 p.m.	0700- 1500
Evening Shift (E)	3 p.m.-11 p.m.	1500- 2300
Night Shift (N)	11 p.m.-7 a.m.	2300- 0700

Shift differential is paid if you work in an eligible job code between the hours of 1500 and 0700. Your department leader will let you know if your job code is eligible for shift differentials.

▪ **Travel Time**

Travel time is paid after you begin your shift at your regular or temporary facility or location and are then assigned to another work site or cost center. If necessary, you badge out of your current cost center and enter the new site, cost center and/or position at the badge reader.

▪ **Weekend Differential**

Eligibility for weekend differential is assigned at the job code level. If eligible, you will receive weekend differential for hours worked from 2300 on Friday evening and ending at 2300 on Sunday evening.

▪ **Workday Hours**

The average workday is eight hours, excluding an uninterrupted, unpaid thirty-minute mealtime. Some shifts may be ten hours or twelve hours. If a mealtime is interrupted, the co-worker should notify their department leader or follow departmental procedures related to notification for mealtime interruption.

Co-workers should expect to work some weekend and holiday shifts in departments where weekend and holiday coverage is necessary. Part-time co-workers will be scheduled to meet the needs of PH and will be expected to share weekend and holiday staffing coverage.

▪ **Automated Time Capture Program (ATCP)**

ATCP is a badge reader system used to record work time, which is registered in military time. Following is a conversion table that compares traditional AM/PM designations and military time format.

0100 = 1:00AM	1300 = 1:00PM
0200 = 2:00AM	1400 = 2:00PM
0300 = 3:00AM	1500 = 3:00PM
0400 = 4:00AM	1600 = 4:00PM
0500 = 5:00AM	1700 = 5:00PM
0600 = 6:00AM	1800 = 6:00PM
0700 = 7:00AM	1900 = 7:00PM
0800 = 8:00AM	2000 = 8:00PM
0900 = 9:00AM	2100 = 9:00 PM
1000 = 10:00AM	2200 = 10:00PM
1100 = 11:00AM	2300 = 11:00PM
1200 = Noon	0000 = Midnight

▪ **Input Devices for Time Entry**

PH has three methods available for the entry of time. Most non-exempt co-workers will use a badge reader to record their time. Badge readers will be available in each of the hospitals and in a number of outlying buildings. Please use the badge reader closest to the cost center where you work. Your department leader or editor will be able to show you where the badge reader is located. They can also provide you assistance in using the reader.

In areas where badge readers are less accessible, a co-worker may record their worked hours through TimePC. Your department leader will provide access instructions if you are in this group.

A small group of co-workers who do not begin or end their workday in PH facilities will use a phone to log in and out of ATCP. If you need to use the phone to record your time, your department leader or editor will let you know if you are in this group.

In the event of a system or network failure, you can continue to use the badge readers. The readers store co-workers' "swipes" until the system or network is restored. If a badge reader fails, please use an alternate reader, the PC or phone to enter your time. If you are unable to use these other devices, complete a paper form to inform your department leader or editor of time worked.

▪ **Rounding**

Your swipes at the badge reader, PC or phone are rounded to the closest quarter hour. Rounding rules recognize that all co-workers on a shift cannot be expected to all post their in or out times at the exact shift beginning or ending times.

Co-workers are permitted to clock in up to 15 minutes before their scheduled start time. However, please note that our 7-minute rounding rule will still apply. This means that clock-in times will be rounded to the nearest 15-minute interval for payroll purposes. For example, if your shift begins at 0700 and you badge in

at 0653, you will be paid starting at 0700. If you badge in at 0651, you will be paid from 0645. Talk with your department leader or editor if you have questions about when to badge in or out of ATCP.

Your department leader will tell you their expectation of acceptable times to badge in or out. For attendance purposes, your department leader may consider you tardy if you badge in after the beginning of your shift. You may also be disciplined if you badge out late after being released from your work duties.

▪ **Concurrent Jobs**

Co-workers may hold more than one position within PH provided both positions carry the same FLSA, meaning both positions are either exempt or both positions are non-exempt. Premium pay, such as shift differential, is based on your worked position since these pay types are based on the job.

In the hiring or transfer process, you will need to indicate on your application if you are applying for a concurrent job. Once accepted into a concurrent job, your Human Resources record will be updated to show all jobs and cost centers in which you work. You will have a home job and cost center. This home, or base, record is the primary record for benefit administration including your PTO accrual. Your benefit eligibility is based on a cumulative FTE, the sum of all positions in which you work. The maximum FTE is 1.0.

The pay rate for each concurrent job will be separately determined and will be based on the compensation policy. You will receive evaluations for each concurrent job and will be eligible for a merit increase if your performance meets policy guidelines.

When working in a concurrent job, you will badge in at the reader and indicate which job you are working. When working in your home position, you only need to swipe in and out; the home position is assumed.

## **Workforce Development**

The Workforce Development Department provides a variety of services to Parkview leaders and co-workers. This department also provides financial aid for college education, CPR training, media support for continuing education, computer training and programs on clinical and non-clinical topics. Leadership training includes performance management, communication, social styles, conflict resolution, labor relations, interpersonal skills and customer service.

▪ **Clinical Experiences**

Clinical Experiences are provided across Parkview Health locations to 4,000 college-level students in such programs as nursing, medicine, pharmacy, surgical technology, respiratory therapy, physical therapy, occupational therapy, speech language pathology and several other health professions.

▪ **Diversity, Equity & Inclusion:**

Parkview Health is committed to meeting the needs of the co-workers, health care professionals, and the communities we serve, by positively transforming the experience of care in diverse communities. Furthermore, Parkview Health works to foster an inclusive environment that recognizes the contributions and advancements regardless of race, ethnicity, age, religion, language, gender, sexual orientation to include (gender identity, transsexual, and transgender people), abilities/disabilities, socioeconomic status, educational backgrounds, and geographic region.

Parkview is committed to Respecting and embracing differences, recognizing and challenging unconscious bias, attracting, hiring, & retaining a diverse workforce, and providing high quality, equitable care aimed at reducing healthcare disparities by:

- Establishing a Diversity, Equity & Inclusion Advisory Council
- Increasing diverse talent pipelines
- Offering co-worker Resource Groups (CRGs)
- Educating co-workers on the impact of implicit bias in healthcare
- Providing leader education and professional development opportunities around DEI topics
- Building trusted advisors in diverse communities to expand access to preventative care
- Creating consistency in sourcing, hiring, & onboarding processes to increase diversity and mitigate bias in the talent lifecycle

Any co-worker with a question related to diversity, equity and inclusion can email [DEI@Parkview.com](mailto:DEI@Parkview.com).

- **On-Site Educational Opportunities**

Through PH's partnerships with local universities, including IPFW, The University of Saint Francis, Ivy Tech, Huntington University and Northwest State Community College, healthcare career classes are offered at Parkview Health sites.

- **Personal Growth Opportunities**

Educational opportunities are continually available to help co-workers reach career and personal goals. In addition, classes are offered to brush up on existing skills or learn new ones. Perhaps a new language (Spanish) or how to use Excel. Educational sessions can also be specially designed to meet the needs of all departments or divisions.

## ➤ **General Information**

### **Appearance Standards**

Our dress and appearance reflect the professional attitude we convey to our patients and visitors. It is expected that each co-worker will report to work in a presentable manner appropriate for the type of work that is performed. Department leaders determine uniform expectations when applicable and what is appropriate attire for their area within the guidelines of the PH policy.

Some items, which have been listed as inappropriate, regardless of the work area, include denim jeans, T-shirts other than Parkview logo, and caps other than those worn for religious observance. In addition, jewelry, hairstyle, and makeup should project a professional image.

### **Parkview ID Badge Paying Opportunities with QuickCharge**

QuickCharge is a cashless payment solution that allows eligible co-workers with a FTE of 0.6 or greater to use their Parkview ID badge to make purchases at various Parkview locations via payroll deduction. This opportunity is offered through Nutrition Services and it provides co-workers with the opportunity to use their ID badge to make purchases at all Parkview Health cafeterias, coffee shops and retail pharmacies, as well as Allen County gift shops. The program is free and there are no transaction fees.

To enroll, simply [click here](#) to visit "My QuickCharge". You will use your six-digit employee number (for example, E123456) and system login password to enroll. If you experience a problem or have questions regarding QuickCharge, you may see the cafeteria manager or contact [nutrition.services@parkview.com](mailto:nutrition.services@parkview.com) for additional information.

### **Clean Work Environment**

Each of us plays a role in maintaining a clean work environment. Although there are co-workers responsible for cleaning the facilities, they cannot do their jobs efficiently if careless co-workers discard waste materials on floors, sidewalks or in the parking lots. Please use the proper containers for discarding waste materials.

### **Confidential Information**

As a co-worker of PH, regardless of your function, you are privy to a large amount of confidential information. This information could include a patient's name, a patient's medical condition, strategic plans/operations, or personal information regarding a patient or visitor. Additionally, some co-workers at PH, as part of their job, will have access to information about other co-workers' salary, benefits, corrective action, personal identifying information, and medical information about other co-workers.

It is important to remember that releasing confidential information, discussing confidential information, or violating policies that secure confidential information except as necessary to perform job responsibilities will not be tolerated. Breach of confidential information is considered sufficient cause for corrective action up to and including termination.

### **Co-worker Culture Survey**

PH co-workers are periodically asked to participate in a voluntary and confidential Culture Survey. The survey enables PH to gain a better understanding of the current atmosphere of the work setting and hear the opinions of our co-workers. All information gathered is used to help PH better understand the culture and work environment based upon your personal perspective and identify opportunities for improvement.

### **Customer Service**

At PH, we ask that our co-workers provide exceptional customer service to our patients, visitors, providers and fellow co-workers. All internal and external customers deserve to be treated with dignity and respect. We know that feedback about our level of service can positively impact the way we serve the community. For that reason, PH partners with a reputable survey company that provides patients the opportunity to give feedback about their hospital and clinic experiences. Through high-quality systems, surveys are conducted with patients via email, SMS (text) and phone (IVR). Responses are calculated compared to national benchmarks and the data is shared across the system. Information gathered during the exit interview process assists in evaluating our internal service.

### **Disaster/Emergency Event Situations**

In the event of a disaster/expanded emergency event, Human Resources policies, procedures and practices may need to be altered to meet the needs of the situation. This may also include, but is not limited to, any surge capacity event of an unknown duration including infectious disease outbreaks, ode white events, etc.

### **Employee Assistance Program**

Employee assistance services are offered as a benefit to all PH co-workers and their family members living in the same household. Services are confidential to the co-worker. Areas of co-worker concerns that may benefit from counseling include, but not limited to marital problems/relationship issues, parenting concerns/troubled teenagers, work stress/conflicts, grief and loss, depression, alcohol/drug abuse, personal issues, surviving divorce, crisis/trauma intervention, elder care and financial budgeting.

For More Information or to Schedule an Appointment:

- Call (260) 266-8060 or (800) 721-8809
- Normal business hours are from 8:00 a.m. to 5:00 p.m., Monday, Tuesday, and Friday, as well as 8:00 a.m. to 6:00 p.m. on Wednesday and Thursday. A licensed professional is on call 24 hours a day through the EAP on-call counselor.

### **Co-worker Emergency Fund Program**

The Co-worker Emergency fund provides short-term financial assistance to co-workers experiencing severe financial need due to unexpected and avoidable emergencies. The CEF is funded by generous co-workers' contributions and community donations to the Parkview Foundations.

To find eligibility requirements and to apply for assistance please [click here](#). The Parkview Co-worker Experience Team will first review all applications. Upon their review, your application may be sent to EAP for possible CEF funding. For any questions, please contact the Co-worker Experience Team at 260-266-7292.

### **Employee Health Services**

Employee Health Services (EHS) offers and organizes services for compliance events and workplace injuries. A workplace injury requires the coworker to take the following action:

1. Notify Leader
2. Call 260-266-HURT
3. Enter Midas report (or applicable incident reporting system).

Other services offered by Employee Health Services include:

- coordinating Workers Compensation claims for medical treatment.
- storing of employee health records and monitoring of medical compliance.
- conducting respirator fit testing and reporting data to leadership.
- identifying and notifying coworkers, as part of an exposure control plan activate.
- maintaining records of the safety hearing conservation program.
- managing the return to work and temporary modified duty program for workers compensation.
- managing the co-worker connect line for safe return to work following personal leave.

### **Flexible Schedules/Flextime**

Parkview offers flexible scheduling for its co-workers, whenever possible. Flextime is set at the departmental level at the department leader's discretion, based on departmental coverage needs and staffing levels. Parkview supports its departments that can accomplish this, but also understand that as needs of the department change, the availability of flextime and how it is administered may also change.

### **Flu Shots**

Every day, PH co-workers work to improve the health of those in our community. Each co-worker is a part of that community, and we feel that it is our responsibility to keep them healthy as well. For that reason, our co-workers are required as part of their employment to be compliant with our Flu Shot Mandatory Program. This required flu shot is offered free through Employee Health Service (EHS).

### **Job Descriptions**

The Human Resources Department will retain an up-to-date job description for each job classification found within each department. Job descriptions are created, updated and maintained online. Co-workers can access their job description, or the job description of any other position within Parkview, 24/7 using the online system. Job descriptions provide a wealth of information including a summary of the position, the minimum qualifications and education requirements as well as key outcomes and the competencies needed to be successful in the position. Elements of the job description are used as the basis for co-workers' annual performance appraisal.

### **Keeping Co-workers Informed**

Parkview Health's Pulse website provides news and updates that keep co-workers updated with necessary information as it pertains to them and to the organization. Parkview News is typically released each Friday and it provides a weekly recap of news times from the Pulse home page. Also, CEO on Demand is a news site on Pulse that provides news and updates from Parkview's CEO, Rick Henvey. It is also important to note that news and updates will come directly from your department leader or HRResource.

### **Lactation Support in the Workplace**

Parkview Health is committed to supporting lactation in the workplace by providing co-workers the appropriate accommodations for at least one year after the child's birth. Co-workers can leave during their planned/scheduled break and/or lunch time for the needs of expressing milk, unless other special circumstances are made with the department leader.

PH provides its co-workers with a secluded location near their work area, and privacy signage for the purpose of expressing milk. The co-worker is expected to provide their own personal breast pump. A refrigerator is available where the co-worker can store the breast milk.

Co-workers who plan to store their breast milk in a hospital provided refrigerator must store the milk in a labeled, leak-proof container clearly marked with their name and date. For further details regarding this benefit refer to Parkview's Lactation Support in the Workplace policy located in the Policy & Procedures library on the PULSE Home Page.

### **Library Access**

The Parkview Resource Library is located at Parkview Regional Medical Center and offers a comprehensive selection of healthcare books, magazines and other literature to keep you updated on the most current healthcare information. Online resources are available, housing the databases, collection, journals, guidelines, pathways, and other downloadable resources.

The PH Cancer Institute has the latest information on cancer diagnosis and treatment, as well as interactive computer capabilities designed for public use.

### **Lockers and Personal Property**

A limited number of lockers are available to co-workers for their personal belongings. Co-workers are responsible for the security of their belongings and PH does not assume liability for personal losses. PH reserves the right to inspect lockers at any time without prior notice. Presume no right of privacy in any property kept on Parkview property, inclusive of provided lockers.

### **Name Badge**

It is essential that you wear your name badge in visible view to identify yourself to patients, visitors, fellow co-workers, and as a means of security. Co-workers are expected to secure their name badge and protect their job-related assigned access. A name badge is issued to each co-worker during the first week of employment, identifying your name, position title, and department. The badge also includes a picture photograph. Co-workers should update their badge every five years.



The purpose of the badge may include any of the following:

- To allow co-workers to gain access to parking, facilities, and protected areas
- For building and grounds security
- To record time worked using the Automated Time Capture Program

### **Open Door Philosophy**

The Administration of PH adheres to an open-door philosophy. This means that every co-worker has access to PH leaders. You are encouraged to speak with your department leader about employment related issues, concerns, differences of opinion, etc. If you are not satisfied with your department leader's response, then you may speak to the next person in your department's chain of command without fear of retaliation.

### **Personal Calls, Visitors, E-mail, and Internet**

While at work, co-workers are expected to follow their department policy and procedures associated with the use of personal cell phones during scheduled work hours. Personal calls are not permitted on PH telephones except in the case of emergency.

E-mail and the Internet are available to use for legitimate business purposes and its use must comply with all PH policies, State and Federal laws. Non-exempt staff are not permitted to perform work at home or other locations without prior authorization from their department leader. This includes reviewing and/or responding to work e-mail or voice mail outside work hours.

### **Recognition - Celebrate Excellence Program**

Celebrate Excellence is a program designed with interactive tools to recognize individuals and teams through a variety of available eCards or selecting a value badge awarding someone who practices Parkview's values. The social newsfeed streams the latest posts from Celebrate Excellence users for you to view, comment or "like" the post. Your personal profile enables you to add a photo, access your recognition history, and choose your recognition preference. To get started, use the Celebrate Excellence link on the HR PULSE home page. After agreeing to the program terms and completing your profile, you can enjoy all that the program has to offer.

### **Tobacco Free Facilities**

The use of all tobacco products is prohibited in any buildings, grounds or vehicles belonging to Parkview Health. This includes all properties owned, rented and leased by Parkview Health. The use of tobacco products or any electronic smoking devices (i.e., e-cigarettes, vaping devices) is not permitted anywhere inside the facility or on hospital property, including, but not limited to office buildings, parking lots, or while on duty. Co-workers will show no evidence of tobacco use or display of tobacco products or smoking devices. Violation will follow the standard PH co-worker corrective action process up to and including termination of employment.

### **Vendor Discount Program**

PH has developed relationships with several community businesses and organizations to offer you valuable discounts on goods and services. Co-workers enjoy the added benefit of discounted entertainment, living accommodations, cellular phone rate plans & accessories, car maintenance, financial banking, and much more. We are continually adding new local vendors. The local and nationally offered discounts can be accessed after a co-worker has registered an account through PerkSpot. For the PerkSpot login/create account link go to the HR PULSE Home page and click on Co-worker Discounts.

### **Worship Services**

PH offers several convenient centers of non-denominational worship to meet the spiritual needs of our co-workers and our patients. Our chaplains are ready and willing to assist our patients with a listening ear and a caring heart.

## ➤ Corporate Compliance

It is the policy of PH to comply with all applicable federal, state and local laws and regulations. In addition to complying with the law, it is also the policy of PH to comply with the standards of conduct, which are adopted from time to time by the Board and the Compliance and Audit Committee.

Any co-worker or agent of PH who has knowledge of activities that he or she believes may violate the law or PH's Standards of Conduct has an obligation to report the matter to their department leader or, Corporate Compliance Hotline at 373-7021. Reports may be made anonymously, and co-workers will not be penalized for reporting information, which they have reason to believe is accurate. Upon the receipt of a report, PH will perform an investigation. All reports are logged in the Corporate Compliance Office. Updates of the reports received, and investigations performed are provided to the President/CEO and PH Compliance and Audit Committee.

When reporting anonymously, please provide as much information as possible regarding the incident, including but not limited to location, who is involved, what happened, when did it happen, and how did you find out about the issue so that a full investigation can be conducted since we will not be able to reach out to you for additional information.

### False Claims Acts

The Deficit Reduction Act of 2005 requires hospitals to provide information to co-workers about federal and state False Claims Acts and about Parkview Health's policies and procedures to detect and prevent fraud, waste and abuse. Following is a detailed description of the False Claims Acts and information as to how you can access this policy and all of Parkview Health's Compliance policies.

The federal False Claims Act, among other things, applies to the submission of claims by health care providers for payment by Medicare, Medicaid and other federal and state health care programs. The False Claims Act is the federal government's primary civil remedy for improper or fraudulent claims. It applies to all federal programs.

The False Claims Act prohibits:

- Knowingly presenting or causing to be presented to the federal government a false or fraudulent claim for payment or approval,
- Knowingly making or using, or causing to be made or use, a false record or statement in order to have a false or fraudulent claim paid or approved by the government,
- Conspiring to defraud the government by getting a false or fraudulent claim allowed or paid; and,
- Knowingly making or using, or causing to be made or use, a false record or statement to conceal, avoid, or decrease an obligation to pay or transmit money or property to the government.

"Knowingly" means that a person, with respect to information: (1) has actual knowledge of the information; (2) acts in deliberate ignorance of the truth or falsity of the information; or (3) acts in reckless disregard of the truth or falsity of the information, and no proof of specific intent to defraud are required.

If a PH co-worker has knowledge or information that a violation of the False Claims Act may have taken place, the co-worker should notify their supervisor or call the Compliance Hotline at 373-7021. Information may be reported to the Hotline anonymously. In addition, federal and state law and our policy prohibit any retaliation or retribution against persons who report suspected violations or who file "whistleblower" lawsuits on behalf of the government. Anyone who believes that he or she has been subject to any such retribution or retaliation should report this to the Compliance Hotline.

The Program Fraud Civil Remedies Act of 1986 (PFCRA) authorizes federal agencies such as the Department of Health and Human Services to investigate and assess penalties for the submission of false claims to the agency. The conduct prohibited by the PFCRA is similar to that prohibited by the False Claims Act.

The State of Indiana has similar provisions regarding the submission of false or fraudulent claims with respect to Medicaid program expenditures. If you have questions or would like more information about this or any Compliance policies, please contact your department leader or call the Compliance Office at 373-7100).

## ➤ Joint Commission

Parkview Health hospitals are accredited by the Joint Commission. Any co-worker, physician, or other individual who provides care, treatment, or services and who has concerns about the safety or quality of care provided in the organization is encouraged and expected to report their concerns to their supervisor/responsible hospital personnel or via the Parkview Compliance Hotline at 373- 5121. If these concerns persist, they may be reported to The Joint Commission without retaliatory action from Parkview. Complaints can be directed to TJC @ 1-800-994-6610 or [complaint@jointcommission.org](mailto:complaint@jointcommission.org).

## ➤ Safety and Security

### Departmental Specific Safety Policies

In addition to Parkview Health policies, you must understand your duties as outlined in your departmental safety policy. Your supervisor will provide this departmental policy as it provides details about the safety risks for the department, safety equipment, personal protective equipment, and actions you will take in event of a safety event or emergency that impacts the specific place you work. Each co-worker is responsible for understanding departmental plans that are in place.

### Safety

Safety is an important part of everybody's job. Parkview has a comprehensive Safety Program that is designed to prevent and protect patients, visitors and co-workers from injury, fires and other hazards. All co-workers support the Safety Program by adhering to established safety policies and procedures. Please remain proficient in the safety related skills and disaster responsibilities of your job. Report hazardous conditions, or suggestions for improving safety performance to your department leader. Parkview policies and practices meet the Occupational Safety and Health Administration (OSHA) requirements. Report injuries, no matter how minor they may seem to your department leader immediately. Next, report all injuries to 266-HURT for triage and further treatment determination.

It is the policy of PH that each co-worker must perform their job in a safe manner. You have responsibility for becoming familiar with Parkview safety rules and policies. Learn the correct and safe way to do your job. Stop and ask your department leader for instructions when you are in doubt. Speak up and say something if you see something unsafe.

Follow the instructions and established procedures to perform each task. Use the equipment provided and avoid short cuts from accepted practices. Learn the location and use of fire alarm pull stations, fire extinguishers and your work area evacuation plans. Each co-worker should understand the meaning of emergency alerts and notifications and know the appropriate actions to be performed in the event of an emergency.

Co-workers are responsible for participating in annual safety education updates. Co-workers must know the departmental safety that may be in place for specific department risks, policies and Safety Data Sheets (SDS) for the departments where they work.

<i>Alert</i>	<i>Description</i>	<i>Primary Response</i>	<i>Secondary Response</i>
Emergency Alert	An event that threatens safety or security or an event that requires expansion of services to receive and care for patients.	<b>Mobilize</b> – activate Incident Command System (ICS), implement emergency procedures, and follow instructions from Incident Command.	<b>Stand-by</b> – review emergency procedures, activate disaster radio, await further instructions.
<i>Alert</i>	<i>Description</i>	<i>Primary Response</i>	<i>Secondary Response</i>
Evacuation	An immediate threat to life safety requires patients, co-workers, and guests to leave the building.	Follow instructions from emergency responders. Do not use elevators unless specifically directed. Turn off oxygen and electrical equipment.	Transport patients to staging area. Bring necessary equipment for patient safety and treatment, to include patient assist devices.

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Utility Failure	Operator will announce overhead type of failure (phone, computer, etc.)	Hazard / system specific. Ensure life support systems are connected to red outlets.	Report patient care impacts to Incident Command. Review evacuation procedure.
IS Downtime	Network connection or critical application is unavailable.	Use downtime procedures. Access BCA workstation.	Utilize disaster radios and alternate communications.
Fire	Fire, smoke, or smell of something burning	<b>R:</b> Rescue <b>A:</b> Activate <b>C:</b> Contain <b>E:</b> Extinguish, evacuate	Use an extinguisher to put out the fire: <b>P:</b> Pull the pin <b>A:</b> Aim the hose <b>S:</b> Squeeze the handle <b>S:</b> Sweep side to side
Active Shooter	An individual or individuals actively engaged in killing or attempting to kill people	RUN: evacuate building with hands visible and held up. Do not re-enter the building or approach police unless told to	HIDE: if you cannot evacuate, lock and barricade yourself in a room. Silence phone. FIGHT: as a last resort
Bomb Threat	Notification of bomb on the grounds	Visually scan area for suspicious items. Do not touch. Report to 1-911.	Review evacuation procedure.
Suspicious Package	A suspicious package presents explosive, chemical, or biological hazard.	Stay clear of hazard area. Avoid all pager and radio transmission. Visually scan area for suspicious items.	Do not touch any suspicious objects; dial 1-911 to report them.
Hostage	An individual is being held against their will	Evacuate area if possible. Call 1-911	Stay away from affected area.
Lockdown	Exterior hospital doors are locked to prevent access.	Remain indoors until all-clear. Public Safety Officers report to the Emergency Dept.	No information is to be released to the media.
Infant/Child Abduction	An infant or child missing or is known to be kidnapped- if notified of situation- call 1-911	Secure area by keeping visitors, patients, and coworkers from exiting the area.	Dial 1-911 to report suspicious activity.
Severe Thunderstorm Warning	A severe thunderstorm is in the area that is capable of high winds, hail, and flooding.	Assist with closing blinds in patient rooms, remove objects from windowsills that could become a projectile.	Locate flashlights and ensure that they are in working order. Prepare to implement Tornado Warning procedures.

<b>Alert</b>	<b>Description</b>	<b>Primary Response</b>	<b>Secondary Response</b>
Snow/Ice Emergency	Significant snow or ice event is occurring or is imminent. Preparedness updates shared via email before the event.	Give extra time to commute. Exercise extreme caution when walking outside or driving.	Be prepared in case your vehicle becomes stuck for a lengthy amount of time.
Tornado Watch	Conditions are favorable for tornado development	Close blinds in patient rooms, remove objects from windowsills.	Stay tuned to changing weather conditions.
Tornado Warning	A tornado has been sighted or shows on radar.	Assist with moving patients into hallways, bathrooms, or secure in place by closing blinds in patient rooms, remove objects from windowsills that could become a projectile. Assist visitors to safe area.	Inform visitors and family that there is a tornado warning and advise them to stay indoors and away from windows/glass. Reassure patients and visitors.
Earthquake	Significant shaking of buildings and the ground.	Move self and patient away from objects that may fall or topple. Expect disruptions in medical gas system (oxygen) and provide care for patients.	Survey damage. Expect aftershocks. Control flammable gases, liquids, and ignition sources. Assist with evacuation if necessary.
Drill	A simulation to assess effectiveness of emergency plans.	Follow hazard-specific procedures unless it jeopardizes patient care.	Maintain continuity of care. Provide feedback in hotwash.

**Violence in the Workplace**

The overall safety and security of Parkview co-workers, patients, volunteers, and visitors is essential. Therefore, acts or threats of physical violence, including intimidation, harassment, or coercion which involve or affect Parkview Health co-workers, or which occur on Parkview Health property will not be tolerated.

This prohibition against threats and acts of violence applies to all persons involved in the operation of Parkview Health, including, but not limited to, Parkview Health co-workers, physicians, volunteers, vendors, contract co-workers, temporary co-workers, patients, visitors, and tenants of Parkview Health properties.

**Domestic Violence**

Domestic Violence has no boundaries and is unpredictable violence with the potential of entering the work environment with little to no warning. Defined as a pattern of behavior in any relationship that is used to gain or maintain power and control over an intimate partner or other members of the household. This abuse can come in the form of physical, emotional, financial or sexual. If you are a victim of domestic violence or have witnessed someone in an abusive relationship, visit Parkview’s Domestic Violence website located on the Parkview PULSE (intranet) for information and local resources or [ncadv.org](http://ncadv.org) to read more about warning signs, the cycle of violence or creating a personalized safety plan.

**Contact Information for the Public Safety Team to Report any Unsafe Situation:**

Parkview Behavioral Health .....	373-7436
Parkview Corporate Office .....	266-1800
Parkview Huntington Hospital .....	355-3509
Parkview Hospital Randallia .....	373-3300
Parkview Noble Hospital .....	347-8070
Parkview Whitley Hospital .....	373-3300

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Parkview LaGrange Hospital .....463-9037  
Parkview Regional Medical Center/Orthopedic Hospital ..... 266-1800  
Parkview Wabash Hospital .....569-2276 or 569-2202  
Parkview Distribution Center.....446-2075  
Parkview Warsaw..... 574-372-0065  
Parkview DeKalb Hospital .....925-4600 or 920-3647  
Parkview Bryan Hospital.....419-551-4840 or 266-1800  
Parkview Montpelier Hospital..... 419-630-3195 or266-1800  
Parkview Archbold Medical Center ..... 419-551-4840 or 266-1800  
Parkview Southwest Outpatient Center .....425-4195  
Parkview Kosciusko Hospital ..... 266-1800

