

Employee Handbook

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PARKVIEW
HEALTH

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 patient 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.



A handwritten signature in black ink that reads "Mike Packnett". The signature is written in a cursive, slightly stylized font.

Michael J. Packnett
President & CEO
Parkview Health

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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 staff employed with Parkview Health is 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. 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.

In an effort 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 can be accessed through the Parkview Intranet (parkviewhealth.sharepoint.com / Non-Clinical / Human Resources / New Co-workers / Employee Handbook).** A revision date will be noted at the time changes are made to easily identify whether the Handbook you received during orientation remains current. The Handbook available on the Intranet will be considered the most current and replaces all previously issued editions. A copy can be printed from the Intranet site at any time.

This Handbook summarizes our policies, procedures and practices at Parkview Health. It is not intended to cover every policy, nor is it a contract of employment. In the event of an inconsistency between this Handbook and a Parkview Health policy, the Parkview Health policy will control. Indiana is an employee-at-will state, which 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 (PH) is an integrated healthcare delivery network located in northeastern Indiana. PH consists of Parkview Regional Medical Center, Parkview Ortho Hospital, Parkview Randallia Hospital, Parkview Behavioral Health, Parkview Huntington Hospital, Parkview Whitley Hospital, Parkview Noble Hospital, Parkview LaGrange Hospital, Parkview Wabash Hospital, Parkview Warsaw, Parkview Physicians Group, Parkview Home Health and Hospice, Parkview Mirro Center for Research and Innovation, and Health Plan Services.

Parkview Health Primary Facilities/Locations

1. Parkview Regional Medical Center (Fort Wayne, IN)

Opened in March 2012, Parkview Regional Medical Center is a nine-story facility including a 430-bed hospital and multiple specialty centers, including heart, cancer, women's and children's health, and orthopedics. This not-for-profit facility and its health-centered campus is an example of what happens when a healthcare system invests in the community for generations to come. This state-of-the-art center brings all the best facility design and healthcare technology to the region. Providing a home-like atmosphere for patients and families, the center offers the best clinical advances available. This facility has approximately 3,400 co-workers serving on the campus.

2. Parkview Ortho Hospital (Fort Wayne, IN)

This facility performs in-patient and out-patient orthopaedic procedures and is a joint venture partnership with Orthopaedics Northeast. This growing facility now also includes Parkview SurgeryONE, Parkview TherapyONE, and Parkview Sports Medicine with nearly 400 co-workers.

3. Parkview Randallia Hospital (Fort Wayne, IN)

Founded in October of 1878, Parkview Hospital is a not-for-profit, community-owned hospital with 40 inpatient beds. Services include a full-service 24-hour emergency department, physical therapy, labor-delivery-recovery-postpartum rooms, various diagnostic imaging offerings, EMS services, a fitness center, and continuing care. Also on this campus there are several businesses, educational facilities, and health-care partnerships with community members. This facility has approximately 1,000 co-workers serving on the campus.

4. Parkview Home Health & Hospice

Has a full range of home health services including: skilled nursing, hospice care, pharmacists, and durable medical equipment. In addition, there are a number of therapies including: speech, physical, occupational and IV. Hospice incorporates its own Chaplain, Social Workers and numerous volunteers to ensure care is consistent. The agency covers 12 counties and has 4 locations throughout Northeast Indiana and employs over 200 co-workers.

5. Parkview Behavioral Health (Fort Wayne, IN)

Is a 105-bed acute facility serving adult, children, adolescent, and geriatric patients. In addition, PBH offers assessment services, outpatient psychiatric care along with intermediate levels of behavioral health services and an Employee Assistance Program. This facility has over 200 co-workers serving in this facility.

6. Parkview Huntington Hospital (Huntington, IN)

Parkview Huntington Hospital was founded on October 10, 1902. The current facility at 2001 Stults Road is located on a 42-acre campus and has 36 beds. Services include a full-service, 24-hour emergency department with 8 treatment rooms and one trauma bay, two surgical suites, six private labor-delivery-recovery-postpartum rooms, physical and occupational therapy, various diagnostic imaging offerings, EMS services, a fitness center, private medical-surgical rooms, and Physicians Specialty Clinic. This not-for-profit, community-owned hospital has been a member of Parkview Health since 1995 and has nearly 300 co-workers.

- 7. Parkview Noble Hospital (Kendallville, IN)**
Parkview Noble Hospital is a not-for-profit hospital owned and operated by Parkview Health with 30 beds. The current facility located west of Kendallville provides care for the residents of Noble County and surrounding communities. Services include EMS, New Life Center, in-patient and critical care in a private room setting, a full array of surgical services, imaging and sleep lab. This facility has approximately 300 co-workers serving on the campus.
- 8. Parkview Whitley Hospital (Columbia City, IN)**
Opened in 1951, Parkview Whitley Hospital is a not-for-profit, general acute care, community hospital licensed to operate 45 inpatient beds. It is Whitley County's only hospital and services patients and physicians from Whitley, Noble, Allen and Kosciusko counties. Parkview Whitley has approximately 260 co-workers, 143 active and affiliated physicians and 120 volunteers. The hospital's patient care services include: ambulatory and inpatient surgical services; an ambulatory care center; birthing center; diagnostic imaging services; clinical laboratory services, cardiopulmonary diagnostic and therapy services, cardiac rehabilitation services, physical rehabilitation services, a sleep lab, an intensive care unit, a medical-surgical unit, Pharmacy department, emergency room, county-wide EMS services, a pain management clinic, community health education services, diabetes education services, and extensive physician specialty clinics.
- 9. Parkview LaGrange Hospital (LaGrange, IN)**
Opened in September 1950, Parkview LaGrange Hospital is a not-for-profit community hospital providing acute care services to the people of LaGrange County and surrounding communities. The facility became licensed as a critical access hospital in February of 2005 and has approximately 200 co-workers. With a compliment of 25 medical/surgical beds and a 10-bed inpatient rehab unit, Parkview LaGrange offers the full range of general acute care services including EMS and emergency care; ambulatory and inpatient surgery; endoscopy; intensive care; medical-surgical care and maternity. Ancillary and outpatient services offered include a sleep lab; a full service laboratory; advanced diagnostic imaging including PET, CT and MRI; rehab therapy; physician specialty clinics (including cardiology and orthopedics) and an occupational health clinic. Working closely with other county agencies, Parkview LaGrange provides a variety of health and wellness activities to the community, as well as support groups for patients and families who are coping with the challenges of Alzheimer, stroke, diabetes and other chronic conditions.
- 10. Parkview Wabash Hospital (Wabash, IN)**
Parkview Wabash Hospital is a not-for-profit, critical access hospital that joined Parkview Health January 1, 2015. Serving the community since 1919, Parkview Wabash Hospital offers 25 beds, a full-service 24/7 emergency department and a four surgical suites offering a variety of both inpatient and outpatient procedures. Additional patient care services include oncology, in-house CT and MRI exams along with other diagnostic imaging, sleep lab, geriatric behavioral health, cardiac and pulmonary rehabilitation, physical, occupational and sports therapy, lab services, a walk-in clinic and numerous physician clinics. Services extend outside the walls of the hospital through participation and sponsorship of community events and health fairs throughout the year. Parkview Wabash Hospital is one of the largest employers in Wabash County with approximately 320 co-workers.
- 11. Parkview Warsaw (Warsaw, IN)**
Opened in January of 2016, Parkview Warsaw is a three story 86,000-square-foot facility with approximately 100 full and part-time co-workers. Services include a full-service 24-hour emergency department, with 8 treatment rooms and two trauma bays, physical and occupational therapy, various diagnostic imaging offerings, and clinical laboratory services. The second floor is home to a Parkview Physicians Group family medicine office. The not-for-profit, community-owned facility is located off U.S 30 adjacent to the Parkview Warsaw YMCA.

- 12. Parkview Health**
Includes system-wide administration and corporate service departments. There are approximately 1,200 co-workers in these areas.
- 13. Parkview Physicians Group (PPG)**
Parkview Physicians Group, the physician practice division of PH has physician practices providing care to the communities in our service area. PPG has 400 physicians specializing in family practice, internal medicine and various other specialty areas with over 2,200 co-workers.
- 11. Health Plan Services (HPS) (Fort Wayne, IN)**
HPS manages the Signature Care network including provider contracting, utilization review, claims administration and other support services with approximately 40 co-workers.

Facility Abbreviations

Parkview Health	PH
Parkview Corporate Office	PCO
Parkview Hospital	PVH
Parkview Regional Medical Center	PRMC
Parkview Huntington Hospital	PHH
Parkview Noble Hospital	PNH
Parkview Whitley Hospital	PWH
Parkview Warsaw	WRPLX
Parkview LaGrange Hospital	PLH
Parkview Wabash Hospital	PWB
Parkview Behavioral Health	PBH
Parkview Health Plan Services	HPS
Parkview Physicians Group	PPG
Parkview Ortho Hospital	OHPVN

Facility Phone Numbers and Website

Parkview Health	260-373-7000
Parkview Hospital	260-373-4000
Parkview Regional Medical Center	260-266-1000
Parkview Huntington Hospital	260-355-3000
Parkview LaGrange Hospital	260-463-2143
Parkview Noble Hospital	260-347-8700
Parkview Wabash Hospital	260-563-3131
Parkview Whitley Hospital	260-248-9000
Parkview Behavioral Health	260-373-7500
Parkview Health Plan Services	260-373-9100
Parkview Physicians Group	260-373-9700
Parkview Ortho Hospital	260-672-5000
Parkview Health information link for physician referral and health information	800-333-1314
Parkview Website	www.parkview.com

MISSION & VISION

As a community owned, not-for-profit organization, Parkview Health is dedicated to improving your health and inspiring your well-being by...

- Tailoring a personalized health journey to achieve your unique goals
- Demonstrating world-class teamwork as we partner with you along the journey
- Providing the excellence, innovation and value you seek in terms of convenience, compassion, service, cost and quality

VALUES

Parkview Health values are evident in every action throughout the Parkview family of caregivers.

TRUST

We have mutual respect and confidence in the professionalism, ability and character of others.

QUALITY

We provide individualized, patient-focused care. We put Trusted Care into action through technology, education and best practices in medicine. We all contribute to and are proud of the quality of care our patients receive.

FLEXIBILITY

We accept and adapt to change readily, in innovative and proactive ways. We anticipate change and know that it will not be trouble-free.

TEAMWORK

Working together, we actively and respectfully listen to each other's ideas. We communicate openly, honestly and constructively.

STEWARDSHIP

We manage the care of our patients as if they were members of our own family, and we manage financial and material resources as if they were our own. We gratefully return dollars and volunteer actions to our communities to improve the health of our communities. We value, nurture and develop human potential by teaching, encouraging and motivating others to succeed.

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 depends 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

Locations and Phone Information

- ◆ Parkview Regional Medical Center, 11109 Parkview Plaza Drive, Fort Wayne, Indiana 46845
Human Resources – 260-266-1050
- ◆ Parkview Hospital Campus, 2200 Randallia Drive, Fort Wayne, Indiana 46805
Human Resources – (260) 373-7313
- ◆ Parkview Whitley Hospital Campus, 353 Oak Street, Columbia City, Indiana 46725
Human Resources – (260) 248-8376
- ◆ Parkview Huntington Hospital Campus, 2001 Stults Road, Huntington, Indiana 46750
Human Resources – (260) 355-3322
- ◆ Parkview Noble Campus, 401 Sawyer Road, Kendallville, Indiana 46755
Human Resources – (260) 347-8520
- ◆ Parkview LaGrange Hospital Campus, 207 North Townline Road, LaGrange, Indiana 46761
Human Resources – (260) 463-9007
- ◆ Parkview Wabash Hospital Campus, 10 John Kissinger Drive, Wabash, Indiana 46992
Human Resources – (260) 569-2255

Human Resources Leadership Team

Name	Title	Area	Phone #
Dena Jacquay	Chief HR Officer	Human Resources	266-9323
Hallie Custer	Director	HR Operations	266-7250
Angela Pulcini	Director	HR Operations – PPG & PCO	373-9991
Ann Stevens	Director	Compensation & HR Informatics	266-7275
Drenda Dick	Manager	Benefits	266-7264
Johnathan Liechty	Manager	Clinical Staff Development	266-2030
Amanda Spicer	Manager	Clinical Education-PPG	425-6081
Dan Beall	Manager	Organizational Development	266-7254
Dianne Potter	Manager	Parkview Randallia Parkview Behavioral Health	373-7311 373-7687
Kari McNamara	Manager	Parkview Regional Medical Center	266-1053
Rebecca Gonzalez	Manager	Community Hospitals & Warsaw	266-3418
Bruce Buttermore	Manager	Parkview Health System Departments	266-3417
Adam Fischer	Manager	Simulation Lab	266-7774
Matthew Holycross	Manager	Epic Training	266-8309
Jeffrey Rice	Manager	Talent Acquisition	266-7274
Morgan White	Supervisor	Talent Acquisition	266-7273
Dawn Smith	Supervisor	Student Services	373-7043
Brianna Graham	Supervisor	Clinical Staff Development	373-7244

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 HResource@parkview.com as a direct line for you to engage with your HR Department and receive timely responses.

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 [parkviewhealth.sharepoint.com/ Tools /Policies and Procedures](http://parkviewhealth.sharepoint.com/Tools/Policies%20and%20Procedures) site, 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 take appropriate measures 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 coworkers', 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 racial & ethnic slurs) which substantially impairs his or her ability to perform his or her 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 with leadership or supervisory responsibilities are not eligible to file a formal grievance, but are eligible to utilize the Informal Complaint Procedure.)

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.

Attendance & 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 very 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 Co-worker Correction form (parkviewhealth.sharepoint.com / Non-clinical / Payroll / Electronic Forms) 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 & 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.

Co-worker Special Events

Special events are reviewed on an annual basis and subject to change

PH Co-worker Appreciation Week

This week of appreciation is designed to show every co-worker, at every level, how much they are valued for their unique talents and contributions. In honor of the week, co-workers may receive a gift and other planned surprises. Banners recognizing Co-worker Appreciation Week are placed at the front entrance of each PH hospital site. Department leaders are encouraged to host special activities for their specific department.

PH Picnic

This annual event features a variety of planned activities for all ages at a selected location. This event includes a catered meal and a wide variety of participative activities for all ages.

PH Holiday Celebration

Each co-worker receives a special gift to celebrate the holiday season and in appreciation for their dedication and commitment.

PH Service Awards

In order to recognize staff for their years of service to the organization, a special Service Awards Program is in place to honor the milestone anniversaries of co-workers. Co-workers are honored at the five-year milestone and for each incremental five-year milestone thereafter.

Employment Age Limitations

Candidates for employment must be at least eighteen years old, with the exception of some 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 (.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 are eligible for some 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 not eligible for benefits.

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

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 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 procedure 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.

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.

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. In order to continue employment, it is your responsibility to provide a copy of the new certificate or license to the Human Resource Department prior to the expiration date.

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.

Performance Appraisals

We understand the importance of providing PH co-workers feedback pertaining to their job performance. For this reason, co-workers are evaluated annually. 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 performance appraisals 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
- 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 generally 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.

Personnel (HR) Record

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, performance reviews 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 inquirers 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.

PH Website

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

Referral Bonuses

The best way for PH to recruit new co-workers is by those who already work at Parkview. PH co-workers, therefore, are our best way to advertise. For that reason, we now financially reward co-workers who recruit individuals to fill key positions with referral bonuses. PH gives referral bonus of up to \$10,000 for market-sensitive positions and up to \$500 for non-market sensitive positions after a referred candidate is officially hired. We see this as a great way to encourage our co-workers to share PH with their family and friends – while rewarding them for their efforts.

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. 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 Paid Time Off (PTO).

Sign-On Bonuses

Candidates for certain market sensitive (i.e., high demand/low supply) positions are eligible for competitive sign-on bonuses. Sign-on bonuses are determined by need and FTE, shift, and length of commitment are all factors. This is a great way for PH to recruit new talent and make transferring to PH more financially rewarding. Human Resources 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 handled at the discretion of the department leader and a transfer form may be necessary. 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, notification will be sent to the Human Resource Department to post the position for all PH co-workers. Positions will be posted internally for a minimum of five days on the job posting boards.

At the department leader's discretion and with the approval of Human Resources advertising outside PH may occur at the same time as internal posting or after such posting is completed. The Human Resource Department will maintain a current list of all vacant positions in the organization with copies made available throughout PH.

If you are interested in a posted position, it is your responsibility to complete an Internal Transfer Form. Upon completion, the transfer form should be forwarded to the Human Resource Department for processing. When an adequate or sufficient number of qualified, in-house applicants respond to the posting, Human Resources, in consultation with the department leader, may determine the best qualified applicants for the position and refer those applicants to the department for interviews.

During the interview process, if a co-worker becomes a final candidate for a position within the System, the hiring department leader can make contact with 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 whose latest performance appraisal score was in the "does not meet standards" category.
2. Co-workers who have had a suspension within the last twelve (12) months or are currently on a performance improvement plan.

3. Co-workers who have been in their current role less than twelve (12) months unless the co-worker is in a .01 FTE. .01 FTE's are eligible to transfer after six (6) months if all other qualifications are met. Any transfer prior to the assigned timeframe is at the leaders' discretion and will be completed through an exception to policy.

Benefits

PH has developed a benefits program for co-workers that:

- Is comparable to other health care facilities in the area.
- Allows PH to retain and recruit qualified co-workers.
- Provides protection to co-workers against unforeseen circumstances.

Your benefits are based solely on the master 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

Benefit	Features
Medical	<ul style="list-style-type: none"> • One medical plan is offered to both full- and part-time co-workers. The cost of coverage is different for full- and part-time co-workers. (Full time = FTE 1.0 - 0.7; Part time = 0.6 FTE). • Coverage for a variety of health services and prescription drugs • Highest benefit when you use Special Access (Parkview owned/affiliated) providers • Signature Care is the Third Party Administrator for the plan
Dental	<ul style="list-style-type: none"> • One plan is offered to both full- and part-time co-workers • Coverage for preventive, basic, major, and orthodontia services • Highest benefit when you use network providers • Signature Care is the Third Party Administrator for the plan
Vision	<ul style="list-style-type: none"> • One plan is offered to both full- and part-time co-workers • Coverage for exams, lenses, contact lenses, and eyeglass frames • MetLife Insurance is the Third Party Administrator for the plan
Parkflex Healthcare and Dependent Care Flexible Spending Accounts	<ul style="list-style-type: none"> • 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 • Each of the FSAs allow savings healthcare and dependent care expenses using pre-tax dollars • Choose either account or both • "Use it or lose it" rule applies • For the healthcare account, you may contribute between \$25 and \$2,650 annually for health expenses not covered by other PH benefits • For the dependent care account, you may contribute up to \$5,000 annually for the care of dependent children or older adults
Basic Life Insurance	<ul style="list-style-type: none"> • Coverage of 1½ times pay up to a maximum of \$200,000 for full-time co-workers (0.8–1.0 FTE) • Coverage of \$15,000 for eligible part-time co-workers (0.6-0.7 FTE) • Provides an accidental death and dismemberment benefit • 100% paid by PH
Voluntary Life Insurance	<ul style="list-style-type: none"> • Opportunity to purchase additional coverage above basic coverage • Co-workers may elect coverage up to five times their salary to a maximum of \$500,000 • 100% paid by co-worker

Dependent Life Insurance Plan for Spouse and Children	<ul style="list-style-type: none"> • Opportunity to purchase coverage for spouse and/or eligible dependent children <ul style="list-style-type: none"> ○ Dependent Life Insurance coverage for spouse include the following coverage options: \$10,000, \$25,000, \$50,000, \$75,000 or \$100,000 ○ Dependent Life Insurance coverage for dependent child(ren) include the following coverage options: \$5,000 or \$10,000 • 100% paid by co-worker
Voluntary AD&D Insurance	<ul style="list-style-type: none"> • Opportunity to purchase insurance coverage for you and your family's protection against death or serious injury caused by accidents • Purchase in increments of \$10,000 • \$10,000 minimum; \$300,000 maximum • 100% paid by co-worker
Long-Term Disability Insurance	<ul style="list-style-type: none"> • Coverage for full-time co-workers (0.8-1.0 FTE) if you become disabled and unable to work • 100% paid by PH
Critical Illness Coverage	<ul style="list-style-type: none"> • Opportunity to purchase Critical Illness coverage for co-worker and family • Provides a lump-sum benefit in cases of certain critical illnesses • Administrator for this plan is MetLife Insurance Company • 100% paid by co-worker
Accidental Coverage	<ul style="list-style-type: none"> • Opportunity to purchase Accidental coverage for co-worker and family • Provides a lump-sum benefit in cases of accidental occurrence • Administrator for this plan is MetLife Insurance Company • 100% paid by co-worker
Paid Time Off	<ul style="list-style-type: none"> • An accrual for vacation, illnesses, family emergencies, unavoidable absences, etc. • Additional holiday accrual for full-time (0.8-1.0 FTE) co-workers
Short Term Disability	<ul style="list-style-type: none"> • Coverage for co-workers with a FTE of 0.6 or greater in the event of their own illness or accident. • 100% paid by PH

Medical, Dental, and Vision Coverage

PH offers medical, dental, and vision coverage to co-workers with a FTE status of 0.6 or greater. One medical plan is offered for both full- and part-time co-workers. A dental and vision plan is also offered. Each of the plans is a “stand alone” plan meaning you elect medical, dental, and/or vision coverage. This allows you 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

Your benefits will be effective on the first day of the month following your date of hire or date of your qualifying status change, if you enroll **within thirty-one days** of the event. If your date of hire or date of your 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 31 days from your date of hire, status change or qualifying change in family status and provide the Eligibility Documents for your Dependents.

You will be using MyHR to enroll for medical, dental, and 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 elections.. You can access MyHR at www.myhr.parkview.com from any computer with internet access including you own personal computer by using any browser (Internet Explorer must be version 8 or higher. More information about MyHR is included in this booklet.) **If you do not make a health plan election within thirty-one days of initial eligibility, you must wait until the next annual enrollment period to do so, 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 which is located at Parkview's Corporate Office (PCO).

- **Eligible Dependents include:**
 - Spouse – the person to whom you are legally married (opposite-sex or same-sex)
 - Children – your natural children, legally adopted children, child legally placed for an adoption, step-children, 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 health care 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 of providing benefits. Physicians and some APPs who are paid semi-monthly will have their premiums deducted from each of their 24 annual paychecks.
- **Deductible:** eligible expenses you must pay each year before the plan pays benefits.
- **Copayments:** your share of covered services after you pay your annual deductible, if applicable. You may pay copayments when you receive 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. (Co-payments and deductibles are included in the out-of-pocket limits.)

Plan Coverage

The medical, dental and vision plans give you the freedom to choose any provider (doctor or hospital) 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 network provider for the medical and dental plans and MetLife Insurance Company for the vision plan.
- For certain medical services, you will receive an even higher level of benefits if you use a PH special access provider (a hospital or facility owned by PH).

- If you use a non-network provider (neither a PH special access provider nor a Signature Care network provider), you will receive the lowest level of benefits. You may also be subject to paying a non-network penalty amount.

Dental Benefits

Parkview's dental plan provides coverage for preventive, restorative, major and orthodontic dental care. Parkview Health's dental plan covers preventive dental services at 100%. Plus, basic and major dental services are covered up to \$1,500 per person each year. Orthodontia services also are covered until the end of the calendar year of the plan member's 19th birthday.

Vision Benefits

Parkview Health offers the MetLife Insurance Company's Vision Plan. MetLife's vision plan covers a full range of brands and technologies for 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 (FSA)

PH has established accounts that allow eligible co-workers (0.6-1.0 FTE) to deduct pre-tax dollars to cover expense such as dependent/elder care and healthcare charges not covered by your insurance program (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 flexible spending account.

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 thirty days to make the change.

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

- They let you set aside money to pay for future health care and dependent care expenses. This can be really helpful with a major expense—extensive dental work, for example.
- They offer you tax savings. You put aside money from your paycheck **before** federal or state income taxes or Social Security taxes are deducted. By paying for eligible services with these tax-free dollars, you can receive the equivalent of a 15% to 39.6% discount on the cost of those services, depending on your tax bracket.

Healthcare Flexible Spending Account: You may set aside between \$25 and \$2,650 per year in your healthcare account. Contributions are deducted over twenty-four 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 in excess of medical, dental, or vision allowed amounts, such as your share of orthodontia treatment costs

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
- 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 reimbursement 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.
- Each account is completely 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.

Leave of Absence

Leave of absence is defined as an approved extended absence from work (with the exception of scheduled PTO). Leaves of absence are granted for a variety of reasons to co-workers who have completed twelve months of continuous regular status employment.

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 directly 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 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 twelve weeks of leave during a rolling twelve-month period. In order 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 conclusion 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 up to eight weeks may be granted to regular status staff that have completed twelve months of continuous, regular status employment, do not qualify for FMLA, and meet all other eligibility requirements. A special leave is an agreement that you have approval from your department leader and Human Resources to be absent from work for a specific reason and for a specific period of time. Determinations as to special leave are within PH's sole discretion.

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

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 difficult time in their life. Funeral Leave of absence is granted in the event of a death in the immediate family (current spouse (legally married opposite-gender or same-gender 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). 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 eight (8) hours per incident.

Life Insurance Plans

Most people don't like to think about dying or being seriously injured. But it's important to plan for these "what if" situations in advance. Doing so helps ensure that your family will always have the income they'll need to maintain their standard of living.

To make your "what if" planning easier, Parkview provides you with several forms of life insurance, which include:

- PH-paid Basic Life and Accidental Death and Dismemberment (AD&D) insurance (insuring you);
- Optional Supplemental Life Insurance (insuring you);
- Optional Dependent Life Insurance for your spouse and/or dependent child(ren)); and,
- Optional Voluntary Accidental Death & Dismemberment Insurance (insuring you and your family).

Eligibility

You're eligible for life insurance coverage if you have an FTE status of 0.6 or more. Dependents eligible for optional Dependent Life and Voluntary Accidental Death & Dismemberment Insurance coverage are:

- your spouse;
- your unmarried, dependent child(ren) up to 19 years of age (up to age 25 if your child is a full-time student at an accredited school).

Enrollment

To be covered by life insurance, you must enroll:

- Indicating whether you wish to elect Dependent Life Insurance for your spouse and/or dependent child(ren)
- Indicating whether you wish to elect Supplemental Life Insurance;
- Indicating whether you wish to elect Voluntary Accidental Death & Dismemberment Insurance;
- Naming your beneficiary for Basic Life and AD&D Insurance (if elected) Supplemental Life Insurance and Voluntary Accidental Death & Dismemberment Insurance. The beneficiary form is included in your packet.

Your Basic Life and Accidental Death and Dismemberment (AD&D) Insurance is effective on your date of hire.

You may enroll in Optional Supplemental Life Insurance and Dependent Life Insurance within thirty-one days after hire. Your coverage will take effect the first day of the month following your date of hire. If you do not enroll within thirty-one days of becoming eligible, you will be required to submit evidence of insurability on yourself and your dependents if you elect Supplemental and/or Dependent Life Insurance. You may enroll in the Voluntary Accidental Death & Dismemberment Insurance at any time and without evidence of insurability.

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

Basic Life and AD&D Insurance is free to all 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're insured. If you die as a result of an accident, your estate or your beneficiary may receive an additional lump sum under the AD&D coverage.

The amount of this basic group life insurance benefit depends on your employment status. If you are a 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 life insurance coverage will be \$15,000 with AD&D of another \$15,000.

Optional Supplemental Life Insurance

Optional Supplemental Life Insurance is available to you at group rates based on your age. It pays your beneficiary a lump-sum benefit in the event of your death while you're insured. This will be 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, to a maximum of \$750,000.

Dependent Life Insurance

PH provides you with the opportunity 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).

- Spouse Dependent Life Coverage is available in the following levels:
Option #1: \$10,000; **Option #2:** \$25,000; **Option #3:** \$50,000; **Option #4:** \$75,000; or **Option #5:** \$100,000
- Dependent Child(ren) Life Coverage is available in the following levels:
Option #1: \$5,000; or **Option #2:** \$10,000

Voluntary Accidental Death & Dismemberment Insurance

Voluntary Accidental Death & Dismemberment Insurance is also available to you at group rates. It pays a lump-sum benefit if you (or a family member whom you've elected to cover) die or lose an eye or limb within 365 days of an accident to which the death or loss is related. You may select a coverage amount in a multiple of \$10,000. The maximum coverage is \$300,000

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 at no cost. 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. MetLife 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 26 weeks. Benefits begin after you have satisfied the elimination period of:

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

Long-Term Disability (LTD)

PH protects your income with its Long-Term Disability Plan if a sudden illness or disability prevents you from working. This plan provides long-term disability 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. Details are available in the Human Resource Department.

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 staff is 400 hours of PTO. The carry over limit for all non-exempt co-workers is 300 hours of PTO as of the first pay period in October of each year. Exempt co-workers may carry over 200 hours of accrued PTO as of the first pay period in October of each year. If a non-exempt or exempt co-worker's accrued balance is greater than these amounts, he/she will lose those accrued hours.

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 thirty 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. For example:

- If you get married, you can add your spouse (and children, if any) to your healthcare plans.
- If your spouse loses his or her medical plan coverage, either through job loss or a reduction in hours, you can add him or her to your healthcare plans **within thirty-one days of loss of coverage**. If you've opted out of PH medical coverage because you were covered under your spouse's plan, you can immediately **enroll within thirty-one days of loss of coverage** for PH-sponsored healthcare coverage if your spouse loses coverage. Coverage will be effective the first day of the following month.

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 don't report a status change **within thirty-one days** following the event date, your benefit changes won't be allowed.

Retirement and Pension Plans

PH provides eligible co-workers with the following pension and 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 takes into account 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)/401(k) Plans

All co-workers are eligible to participate in the 403(b)/401(k) Plans. The 403(b) Plan is for co-workers who work in not-for-profit entities of PH, and the 401(k) Plan is for co-workers who work in the for-profit portions of PH. Your pre-tax contributions to the plan allow you to reduce your current income tax while accumulating interest and earnings on your

Match Plan

To help its co-workers accumulate funds for retirement, PH offers the Match Plan. The plan has a special feature by which PH matches a portion of the contributions eligible co-workers make to either a 403(b)/401(k) Plan.

To be eligible to receive matching contributions from the plan, you must be enrolled in either a 403(b)/401(k) 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)/401(k) Plan, PH will match 3%. The maximum match is 3%. For more details, please contact Human Resources.

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. For more information about the coverages, contact Josh Hittler at 260-358-8157 or josh@krishittlerinsurance.com.

AFLAC Coverage

Parkview Health offers eligible co-workers opportunity to purchase through payroll deduction, AFLAC insurance products. AFLAC benefits are paid directly to you regardless of any other benefits you may have. You pay 100% of the cost.

AFLAC offers a full range of policies and includes the following:

- Short Term Disability – This plan is independent of Parkview Health’s Short Term Disability Plan. It provides you with a cash benefit each day you are disabled and is subject to your elimination and benefit period.
- Cancer Plan – This plan pays benefits to help with unexpected expense if cancer occurs. It covers treatments, surgery, hospitalization and more.
- Hospital Confinement Plan – This plan provides benefits due to a hospital confinement, rehab facility, hospital ER, short stay and more.

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. Critical Illness Insurance is administered by MetLife. 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 | Kidney failure |
| Certain cancers | Alzheimer’s Disease |
| Stoke | 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 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. For more information and questions, you may contact Mercer directly at 1-877-275-5217.

Identify Theft Protection

Resolving issues of fraud or identity theft can take weeks, or even months. InfoArmor is a voluntary benefit designed to provide identify 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. For more information and questions, you may contact Mercer directly at 1-877-275-5217.

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 through MetLife. 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 MetLife offers, as well as, to get a quote, call 1-88-GET-MET8.

MetLife's Auto & Home offers a full range of policies:

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

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'll receive holiday premium from 2300 on New Year's Eve until the end of your shift on New Year's Day. If you work overtime during a week with a holiday, your holiday premium will be converted to holiday overtime.)

On-Call Premiums

When a co-worker is requested to be on-call, he/she will be paid a flat rate of \$2 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. Minimums and on-call rates may vary for EMS staff.

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) governs 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 don't 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, with the exception of when an observed holiday falls on that particular Thursday. Holidays may delay paychecks being deposited until the next working day. Pay advices are mailed to your home 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 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.

Work Day Hours

The average workday is eight hours, excluding an uninterrupted, unpaid thirty-minute mealtime. Some shifts may be ten hours or twelve hours. If 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. The majority of 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 reasonably be expected to all post their in or out times at the exact shift beginning or ending times.

You are able to badge in seven minutes before or after the quarter hour that is the beginning or ending of your shift. You will be paid from the quarter hour. For example, if your shift begins at 0700, you can badge in as early as 0653. If you badge in at 0651, you'll 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 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/Education Benefits

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.

Certification Assistance/Non-Taxable

This program provides assistance to eligible co-workers who voluntarily 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.

Clinical Experiences

Clinical Experiences are provided across Parkview Health locations to nearly 1000 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 and Inclusion Program

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.

Following is an outline of several initiatives:

- Established Parkview Health Multicultural Advisory Board with participation from Parkview Health leaders, employees, & community partners.
- Promote and increase diversity among staff, healthcare professional, & nursing to increasingly reflect the diverse community we serve.
- Ensure the quality of diversity and inclusion programs throughout Parkview Health:
 - On-going professional development
 - Diversity training
 - Incorporate diversity issues and resources into leadership training and orientation
- Enhance and improve efforts to reduce health disparities by promoting the health and well-being of underserved populations.
- Identify community partners with whom Parkview can collaborate with to improve the community's health care delivery.
 - Promote expanding access to culturally competent health care services to improve health equity, and address health disparities among populations including racial and ethnic minorities such as, Black/African American, Hispanic/Latino, Asian/Pacific Islander, American Indian, Anglo American, and Amish Communities.
- Promote expanding access to culturally competent health care improving services to existing and new immigrant communities.
 - Africans, Burmese, Middle Eastern, Hispanics/Latino, Asian, & other immigrants
- Promote expanding access to culturally competent health care to improve services for existing and new people with limited English proficiency and or limited health literacy skills.
- Hold forums to discuss diversity and community issues.
- Promote expanding access to culturally competent health care to improve services to lesbian, gay, bisexual, and transgendered, transsexual (LGBTQA) individuals and communities.

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 now 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 better telephone etiquette. Educational sessions can also be specially designed to meet the needs of all departments or divisions.

Tuition Assistance

Parkview Health assists eligible co-workers in achieving their higher education goals by offering tuition assistance. Full and part-time co-workers (.5-1.0 FTE) have been able to obtain \$2,000-\$4,000 per year through tuition reimbursement, depending on the type of course work. Co-workers working in a position that is in the Organization Critical category and co-workers taking course work to prepare for an Organization Critical category degree may receive up to \$4,000 per year. Co-workers who elect to pursue classes in areas not considered Organization Critical may receive up to \$2,000.

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.

ATM Machines

Thanks to our relationship with Midwest America Federal Credit Union, co-workers at Parkview Hospital, Parkview Whitley Hospital, Parkview Regional Medical Center, and Parkview Corporate Office locations have access to on-site ATM machines. This offers convenience in obtaining cash, checking account balances and other services for those co-workers who are a member of this Credit Union. Parkview Huntington Hospital co-workers have access to an ATM provided by First Federal Bank.

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 Engagement Survey

PH co-workers are periodically asked to participate in a voluntary and confidential Employee Opinion 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, physicians, and fellow co-workers. All internal and external customers deserve to be treated with dignity and respect. We know that feedback with regard to our level of service can positively impact the way we serve the community. For that reason, PH provides randomly selected patients with customer service phone surveys that are tabulated and compared to national norms by the Professional Research Consultants (PRC). 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, code white events, etc. The Disaster/Emergency Event Situations policy will replace any other relevant Human Resources policy during a disaster/emergency event.

Early Childhood Alliance (ECA) Children's Center

Early Childhood Alliance Children's Center at Parkview is a non-profit, state-licensed, nationally accredited child care program. Experienced, professional early educators provide care for children from ages 6 weeks to Age 5, in preparation for successful Kindergarten readiness. The center also offers before and after school programs, including a school age program during the summer months. This program is a partnership between Early Childhood Alliance and Parkview Health and is available to all PH coworkers, as space permits.

Early Childhood Alliance (ECA) also has other centers within Allen County, in addition to a free region-wide resource and referral service, which is available for coworkers throughout Parkview Health and each of its locations.

Contact numbers are listed below for reference:

Child Care Resource & Referral Center Hotline: 800-423-1498 or www.ECAAlliance.org

ECA Children's Centers:

Parkview Fort Wayne: 260-399-2331

Downtown Fort Wayne: 260-422-9990

Gethsemane North Fort Wayne: 260-482-8519

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 totally confidential to the co-worker. Areas of co-worker concerns that may benefit from counseling include, but are 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.

Employee Emergency Assistance Fund

We never expect a disaster to strike, but when it does, it is important to be prepared. For that reason, PH, in conjunction with the generous gifts of our co-workers, has created the Employee Emergency Assistance Fund. This fund enables PH to provide emergency financial assistance to co-workers. It is our special way of being there for each other in a time of need. To apply for assistance, contact the Employee Assistance Program (EAP) at 266-8060 or (800) 721-8809.

Employee Health Services

Employee Health Services (EHS) evaluates and will treat any work related injury, illness, or exposure to communicable or hazardous material including blood and body fluids. The co-worker should immediately report the incident to the department leader or designee and proceed directly to EHS, or the Emergency Room if EHS is closed, for evaluation and treatment. The co-worker is responsible to complete an Employee Incident Report through MIDAS before the end of the shift in which the injury occurred.

Other EHS services include:

- Performs pre-employment screening for new hires
- Coordinates Worker's Comp re-assignment through the Temporary Modified Duty Program
- Performs all post-offer and medical surveillance exams
- Provides assistance with federal health, safety, ADA, OSHA, FMLA, Worker's Compensation and DOT regulations
- Conducts workstation/job-site analysis
- Provides free flu immunizations annually
- Coordinates Hepatitis B, Tuberculosis Surveillance, and Wellness Programs

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 are able to 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 Employee Health Service (EHS) offers free flu shots.

Gift Shops

Each hospital within PH features a gift shop. In addition to a wide variety of everyday items, all have quite an array of unique gifts. Consider these hospital gift shops when purchasing gifts for family, friends, co-workers, and others. Remember the convenience of on-site shopping for your special occasions like Valentine's Day, Mother's Day, Father's Day and Christmas. The gift shops also offer cards, flowers, phone cards, stuffed animals, women's accessories and jewelry, candy, gum, pop and snacks. For specific hours of operation, please call your local gift shop.

Health & Fitness Center

Parkview Hospital operates a fitness center (Parkview Health & Fitness) at 3000 East State Blvd open seven days a week with hours that accommodate variable work schedules. There are over fifty pieces of cardiovascular equipment, a complete line of Nautilus strength training equipment and a nicely equipped free weight room. Aerobic classes such as Yoga, Step and Pilates are included in the price of the membership. Locker rooms are available with showers and free towel service. Discounted rates are available to Parkview co-workers and family members.

Job Profiles

The Human Resources Department will retain an up-to-date job profile for each job classification found within each department. The organizational relationship for each designated job along with the basic job responsibilities, qualifications, and competencies are described within the job profile. Employment requirements are listed in the appropriate section of the job profile to indicate what level of knowledge, experience and educational background are necessary to adequately perform the duties of the position

Keeping Co-workers Informed

PH attempts to keep co-workers updated with necessary information as it pertains to them and to the organization. Although many updates will come directly from your department leader, there are several ways in which information may be communicated including, but not limited to, formal or informal meetings, mailings to the co-worker's home or department, posting information throughout PH via e-mail and newsletters.

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 are able to 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 private location in close proximity to the 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 Parkview Intranet.

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. Even a few of the PH community hospitals offer library facilities.

The PH Cancer Center 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. 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 and, if you like, any degree or certifications you've earned.

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
- For identification in the cafeteria or when purchasing items in the pharmacy for discount purposes
- 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 with regard to employment related problems, concerns, differences of opinion, suggest, etc. If you are not satisfied with your department leader's response to the concern, then you may speak to the next person in the chain of command without fear of reprisal.

Personal Calls, Visitors, E-mail and Internet

Co-workers are not to receive personal phone calls or visitors while on working time. In emergency situations, co-workers will be contacted immediately. Personal calls are not permitted on PH telephones except in the case of emergency.

E-mail and Internet is available to use for legitimate business purposes and its use must comply with all PH policies, State and Federal laws. Non-exempt staff is 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 at home.

Recognition of Excellence Program

Recognition of Excellence is a program designed to recognize and reward PH staff for special achievements that define service excellence.

This program allows co-workers to acknowledge one another for excellence with the submission of recognition comments published on parkviewhealth.sharepoint.com. The posted comments can be viewed by co-workers throughout the system, and other co-workers can join in the conversation by replying and posting additional comments.

Co-workers can submit a recognition of excellence nomination by either:

- Typing ROE or Recognition of Excellence in the search box; or
- Following the path Home page – Non-Clinical – Human Resources – Under Quick Links select Recognition of Excellence

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 a number of community businesses and organizations in order 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, photography, and much more. We are continually adding new vendors to this list. A complete listing of the vendors and offered discounts can be accessed after a co-worker has registered an account through PerkSpot. To register go to [parkviewhealth.sharepoint.com/ Non-Clinical / Human Resources / Quick Links / PerkSpot](http://parkviewhealth.sharepoint.com/Non-Clinical/HumanResources/QuickLinks/PerkSpot).

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 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, Corporate Compliance 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, updates of the reports received, and investigations performed are provided to the President/CEO and PH Compliance Committee.

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:

- A. Knowingly presenting or causing to be presented to the federal government a false or fraudulent claim for payment or approval;
- B. 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;
- C. Conspiring to defraud the government by getting a false or fraudulent claim allowed or paid; and
- D. 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 Employee Compliance Hotline at 3737021. 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

Safety and Security

System Wide Emergency Planning

An Emergency Plan has been established to help the Parkview System respond to different emergency situations. Paper copies and on-line copies of the Emergency Plan are available. The emergency code signals listed on this table are announced through the public address system to alert co-workers of various emergency situations.

Code	Description	Initial Response	Secondary Response
Code Red <i>Fire</i>	Fire, smoke or smell of something burning	P atients, people, remove them from danger P ull fire alarm D ial D oors, close all doors	If using an extinguisher to put out the fire. P ull the pin A im the hose at base of fire S queeze the handle S weep from side to side
Code Blue <i>Cardiac Arrest</i>	Cardiac/Respiratory Arrest	Activate code blue button. Begin CPR.	Follow ACLS protocols.
Code Orange <i>Disaster</i>	An event that requires the expansion of facilities and Staff to receive and care for a large number of casualties	Assess Department resources --Staff, supplies, space.	Notify Command Center of resources available.
Code White <i>Weather</i>	A weather emergency that can impact System Operations		
Snow emergency	Identify Staffing needs	Assess situation.	
Tornado Warning	A tornado has been sighted	Secure loose items, move patients and visitors to areas of refuge. All personnel avoid windows and glassed areas.	Move linens, supplies, equipment, charts, and meds into safe area. Close doors.
Earthquake	Significant shaking of building	Move self and patient away from objects that may fall or topple. Expect disruptions in medical gas system (oxygen)	Survey damage. Expect aftershocks. Control flammable gases, liquids, and ignition sources.
Code Green <i>Bomb Threat</i>	Notification of bomb on Site	Immediately notify using internal emergency number	
Code Gray <i>Violent Behavior</i>	An individual is being held against their will	Immediately notify using internal emergency number	Report all information to Security.
Code Pink <i>Infant/Child Abduction</i>	An infant or child is missing or is known to be kidnapped	Immediately notify using internal emergency number	Verify abduction. Conduct Search. Security will alert Law Enforcement of abduction.
Code Yellow <i>IS System Failure</i>	Information Systems (IS) is Unavailable	Communications Operator will announce overhead. Save data to prevent loss.	Utilize back-up paper files.

Departmental Specific Safety Policies

In addition to system wide emergency plans, you must understand your duties as outlined in your departmental safety policy. Your supervisor will provide this departmental policy, it provides details about the different codes, and the responses you will take at the specific place you work. Each co-worker is responsible for understanding the departmental plan, and should know what their duties are in the event a code is called. Regular drills are conducted as part of this plan.

Safety

Safety is an important part of everybody's job. PH has a comprehensive safety program that is well planned to prevent and protect patients, visitors and co-workers from injury, fires and other hazards. All staff supports the safety program by adhering to established safety policies and procedures. Please remain proficient in the safety related skills and disaster plan responsibilities of your job. Report hazardous conditions, or suggestions for improving safety performance to your department leader. Adhere to Occupational Safety and Health Administration (OSHA) requirements. Report injuries, no matter how slight, to your department leader immediately. Report all injuries no matter how small they seem.

It is the policy of PH that each co-worker must perform his/her job in a safe manner. You have responsibility for becoming familiar with hospital safety rules and regulations. Learn the correct (safe) way to do your job and ask your department leader for instructions when you are in doubt.

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 boxes, fire extinguishers and evacuation plans. Each co-worker should understand the meaning of codes, and know the appropriate actions to be performed in the event of a code.

Co-workers are responsible for participating in annual safety education updates. Co-workers must know the location of Departmental Safety Policies and Material Safety Data Sheets for the departments where they work.

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 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 to read more about warning signs, the cycle of violence or creating a personalized safety plan.

Call your site-specific 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	248-9039
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 HEALTH

Parkview Regional Medical Center

11109 Parkview Plaza Drive
Fort Wayne, IN 46845
260-266-1000

Parkview Hospital Randallia

220 Randallia Drive
Fort Wayne, IN 46805
260-373-4000

Parkview Huntington Hospital

2001 Stults Road
Huntington, IN 46750
260-355-3000

Parkview LaGrange Hospital

207 North Townline Road
LaGrange, IN 46761
260-463-9000

Parkview Noble Hospital

401 Sawyer Road
Kendallville, IN 46755
260-347-8700

Parkview Wabash Hospital

10 John Kissinger Drive
Wabash, IN 46992
260-563-3131

Parkview Whitley Hospital

1260 E. State Road 205
Columbia City, IN 46725
260-248-9000

www.parkview.com