

DCH
Health System [®]

Employee Handbook



DCH Regional Medical Center

Northport Medical Center

Fayette Medical Center

Mission

We serve to improve the health of our patients and community.

Vision

To be the provider of choice in West Alabama by delivering excellent care.

DCH Values

The DCH values are represented by the acronym **CARE**.

We are **C**ompassionate.

We are **A**ccountable.

We are **R**espectful.

We are **E**ngaged.

Values Supported by Behaviors

1. I will greet all with a smile, make eye contact and use a friendly tone of voice.
2. I will introduce myself.
3. I will ask how I may help.
4. I will keep all informed.
5. I will take the time to listen actively.
6. I will respect the modesty and privacy of others.
7. I will escort those who appear to need direction or find someone who can assist.
8. I will ask if there is anything else I can do.
9. I will avoid using personal technology in hallways or elevators.
10. I will thank guests for choosing DCH.
11. I will pick up litter.

HANDBOOK DISCLAIMER

DCH has prepared this handbook to help employees find the answers to many questions that they may have regarding their employment with DCH Health System. Please take the necessary time to read it.

We do not expect this handbook to answer all questions. Leaders and Human Resources also serve as major sources of information.

Neither this handbook nor any other verbal or written communication by a management representative is, nor should it be considered to be, an agreement, contract of employment, express or implied, or a promise of treatment in any particular manner in any given situation, nor does it confer any contractual rights whatsoever. DCH Health System adheres to the policy of employment at will, which permits DCH or the employee to end the employment relationship at any time, for any reason, with or without cause or notice.

No DCH representative other than the President/CEO may modify at-will status and/or provide any special arrangement concerning terms or conditions of employment in an individual case or generally and any such modification must be in writing and signed by the President/CEO.

Many matters covered by this handbook, such as benefit plan descriptions, are also described in separate DCH documents. These DCH documents supersede any statement made in this handbook or by any member of management.

This handbook states only general DCH guidelines. DCH may, at any time, in its sole discretion, modify or vary from anything stated in this handbook, with or without notice, except for the rights of the parties to end employment at will, which may only be modified by an express written agreement signed by the employee and President/CEO.

This handbook supersedes all prior handbooks.

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Section 1 - Governing Principles of Employment

1-1. Introduction

For employees who are starting employment with DCH Health System ("DCH Health System" or "DCH"), we would like to extend a warm and sincere welcome. For current employees, thank you for your continued service.

Over the years, the DCH family has gained a wide reputation for providing excellent service to our patients and the community. This reputation has been earned through the enthusiasm, understanding, and cooperative effort of each member of the DCH team. Regardless of your job or your department, each of you is a member of a team that shares one mission and vision.

We serve to improve the health of our patients and community. Our vision is to be the provider of choice in West Alabama by delivering excellent care.

This handbook is designed to provide you with important information about employment policies and procedures, your benefits, your responsibilities to your job, and the services and facilities available to you.

We wish you success and happiness here at DCH Health System. We understand that it is our employees who provide the care that our patients rely on. They will help us to create new opportunities for future growth.

Again, we are happy to have you with us and hope that you will enjoy being a member of the DCH Health System family.

1-2. Equal Employment Opportunity

DCH Health System is an Equal Opportunity Employer that grants equal employment opportunity to all qualified persons without regard to sex (including pregnancy, sexual orientation, and transgender status), age, national origin, race, color, religion, physical or mental disability unrelated to an individual's ability to perform the essential functions of the job, employee genetic information (as defined in the Genetic Information Non-discrimination Act ("GINA")), or any other characteristic protected by applicable federal, state or local laws ("Protected characteristics"). Our management team is dedicated to this policy with respect to recruitment, hiring, placement, promotion, transfer, training, compensation, benefits, employee activities, and general treatment during employment.

As required by law, DCH will endeavor to make a reasonable accommodation to the known physical or mental limitations of qualified employees with disabilities. If you need assistance to perform your job duties because of a physical or mental condition, please contact Human Resources.

Also as required by law, DCH will endeavor to accommodate the sincere religious beliefs of our employees. If you wish to request such an accommodation, please speak to Human Resources.

Employees with questions or concerns about equal employment opportunities in the workplace are encouraged to bring these issues to the attention of Human Resources. We will not allow any form of retaliation against individuals who raise issues of equal employment opportunity. If an employee feels they have been subjected to any such retaliation, they should bring it to the attention of Human Resources. To ensure our workplace is free of artificial barriers, violation of this policy including any improper retaliatory conduct, will lead to accountability actions, up to and including separation of employment. Failure to cooperate with or hindering any investigation of DCH Health System could lead to accountability action, up to and including separation of employment.

1-3. Anti-Discrimination/Anti-Harassment

It is the policy of DCH that all employees shall have the opportunity to work in an atmosphere and environment free from any form of discrimination, harassment, or retaliation based on a Protected Characteristic. DCH does not authorize, practice, condone, or tolerate any form of discrimination and/or harassment of or by any employee, whether supervisory or non-supervisory, or by any guest, visitor, customer, or vendor.

Harassment is defined as verbal or physical conduct that denigrates or shows hostility or aversion toward an individual on the basis of a protected characteristic and:

1. Has the purpose or effect of creating an intimidating, hostile, or offensive working environment; or
2. Has the purpose or effect of unreasonably interfering with an individual's work performance; or
3. Otherwise adversely affects an individual's employment opportunities. Examples of harassing conduct include, but are not limited to, the following:
 1. Epithets, slurs, negative stereotyping, or threatening, intimidating, or hostile acts that relate to a Protected Characteristic; and
 2. Written or graphic material that denigrates or shows hostility or aversion toward an individual or group because of a Protected Characteristic.

Similarly, sexual harassment includes, but is not limited to:

1. Making, as a condition of employment, unwelcome sexual advances or requests, requests for sexual favors, or other verbal or physical conduct of a sexual nature;
2. Making a submission to or rejection of such conduct the basis for employment decisions; or
3. Creating an intimidating, offensive, or hostile work environment by such conduct.

The following are examples of sexual harassment:

1. Verbal--sexual innuendo, suggestive comments, insults, threats, jokes about gender-specific traits, or sexual propositions;
2. Nonverbal--making suggestive or insulting noises, leering, whistling, or making obscene gestures;
3. Physical--touching, pinching, brushing the body, coercing sexual intercourse, or assault.

Any employee who feels they have suffered any form of harassment or retaliation should immediately report the alleged conduct to Human Resources so that a confidential investigation of the complaint can be undertaken. If the employee does not feel the matter has been responded to appropriately, they should contact the VP of Human Resources. Any employee who wishes to discuss the matter with a manager of the same sex will have someone provided to them.

While verbal reports are anticipated, an employee reporting these types of behavior will be asked (but not required) to make a written report providing as much detail as possible concerning who has engaged in the behavior, when, where, and exactly what was done or said.

Any employee who observes conduct by another employee that they believe to be harassing, retaliatory, or discriminatory must report such conduct as outlined above. All complaints of harassment will be treated confidentially and will be investigated promptly and thoroughly.

Any individual found by DCH to have harassed another employee will be subject to appropriate accountability action, up to and including separation of employment. Retaliation or discrimination against

an employee for reporting or complaining about harassment is prohibited and will result in accountability action, up to and including separation of employment.

1-4. Drug-Free and Alcohol-Free Workplace

To help ensure a safe, healthy, and productive work environment for our employees and others, to protect DCH property, and to ensure efficient operations, DCH has adopted a policy of maintaining a workplace free of drugs and alcohol. This policy applies to all employees and other individuals who perform work for DCH.

The unlawful or unauthorized use, abuse, solicitation, theft, possession, transfer, purchase, sale, or distribution of controlled substances, drug paraphernalia or alcohol by an individual anywhere on DCH premises, while on DCH business (whether or not on DCH premises) or while representing DCH, is strictly prohibited. Employees and other individuals who work for DCH also are prohibited from reporting to work or working while they are using or under the influence of alcohol or any controlled substances, which may impact an employee's ability to perform their job or otherwise pose safety concerns, except when the use is pursuant to a licensed medical practitioner's instructions and the licensed medical practitioner authorized the employee or individual to report to work. However, this does not extend any right to report to work under the influence of medical marijuana or to use medical marijuana as a defense to a positive drug test. DCH will conduct for-cause drug screens to the extent an employee is subject to any drug testing requirement, including reasonable suspicion to the extent permitted by and in accordance with applicable law.

Violation of this policy will result in accountability actions, up to and including separation of employment.

DCH maintains a policy of non-discrimination and will endeavor to make reasonable accommodations to assist individuals recovering from substance and alcohol dependencies, and those who have a medical history which reflects treatment for substance abuse conditions.

However, employees may not request an accommodation to avoid accountability actions for a policy violation. We encourage employees to seek assistance before their substance abuse or alcohol misuse renders them unable to perform the essential functions of their jobs, or jeopardizes the health and safety of any other DCH employees, including themselves.

1-5. Workplace Violence

DCH Health System is strongly committed to providing a safe and productive work environment where employees can devote their full attention and best efforts to their assigned duties.

We specifically discourage employees from engaging in any physical confrontation with a violent or potentially violent individual. However, we do expect and encourage employees to exercise reasonable judgment in identifying potentially dangerous situations.

Prohibited Conduct

Threats, threatening language or any other acts of aggression or violence made toward or by any DCH employee will not be tolerated. For purposes of this policy, a threat includes any verbal or physical harassment or abuse, any attempt at intimidating or instilling fear in others, menacing gestures, flashing of weapons, stalking or any other hostile, aggressive, injurious or destructive action undertaken for the purpose of domination or intimidation. To the extent permitted by law, employees and visitors are prohibited from carrying weapons onto DCH premises.

Procedures for Reporting a Threat

All potentially dangerous situations, including threats by co-workers, should be reported immediately to any member of management with whom the employee feels comfortable. Reports of threats may be maintained as confidential to the extent maintaining confidentiality does not impede our ability to investigate and

respond to the complaints. All threats will be promptly investigated. Any person suspected of engaging in workplace violence may be removed from DCH property pending the outcome of an investigation. All employees must cooperate with all investigations. No employee will be subjected to retaliation, intimidation or disciplinary action as a result of reporting a threat in good faith under this policy.

If DCH determines, after an appropriate good faith investigation, that someone has violated this policy, DCH will take swift and appropriate corrective action.

If an employee is the recipient of a threat made by an outside party, that employee should follow the steps detailed in this section. It is important for us to be aware of any potential danger to DCH. We want to take effective measures to protect everyone from the threat of a violent act by an employee or by anyone else.

1-6. Work Authorization

U.S. law requires companies to employ only individuals who may legally work in the United States - either U.S. citizens, or foreign citizens who have the necessary authorization. DCH employees are required to present employment eligibility verification in accordance with federal law.

1-7. Age Requirements

Candidates for employment must have reached their eighteenth birthday.

1-8. Licensure/Certifications and Registrations

Employees who work in positions or areas that require licensure or registration must provide proof of licensure or registration before they begin performing their duties at DCH. Employees are responsible for keeping their license or registration current and for presenting the original, current license to their Department Director/Manager to be copied for their Human Resources file.

Employees who fail to maintain current licensure or registration will not be allowed to work in that position until the license is made current. Failure to maintain required current licensure or registration may subject an employee to accountability actions, up to and including separation of employment.

Section 2 – Operational Policies

2-1. Employee Classifications

For purposes of this handbook, all employees fall within one of the DCH classifications below.

Regular Full-Time Employee - An employee who is scheduled to work a minimum of thirty-six (36) hours per week on a regularly scheduled basis. Regular full-time employees are eligible for the numerous benefits provided by DCH subject to the minimum eligibility requirements applicable to each benefit.

Regular Part-Time Employee - An employee who is scheduled to work a minimum of twenty (20) hours per week on a regularly scheduled basis. Regular part-time employees that are scheduled to work 56 hours in a pay period or classified as a 0.7 FTE or higher are eligible for the numerous benefits provided by the DCH subject to the minimum eligibility requirements applicable to each benefit.

Per Diem Employee - An employee who is classified by DCH and who works as needed by DCH. Per Diem employees are not entitled to benefits.

Temporary Employee - An employee who works (full-time, part-time or as needed) at a job or on a project expected to be of short duration (generally not to exceed ninety (90) days). Temporary employees are not entitled to benefits.

In addition to the above classifications, employees are categorized as either "**exempt**" or "**non-exempt**" for purposes of federal and state wage and hour laws. Employees classified as exempt do not receive overtime pay; they generally receive the same weekly salary regardless of hours worked. The employee will be informed of these classifications upon hire and informed of any subsequent changes to the classifications.

2-2. Your Employment Records

DCH maintains records for your personal information including contact information, marital status, dependents, withholding tax, emergency contact information, and other pertinent information.

Please be sure to keep Human Resources and your leader informed of any changes to your personal or emergency contact information. Changes (such as marital status or dependents) that affect insurance, beneficiaries, Social Security, federal and state withholding taxes or identification badges should be reported to the Human Resources Department within one week of the change. Many changes may be made by accessing the Employee Portal. Unreported changes of address, marital status, etc. can affect withholding tax and benefit coverage. Further, an "out of date" emergency contact or an inability to reach you in a crisis could cause a severe health or safety risk or other significant problem.

You also should inform Human Resources of any new specialized training or skills you may acquire in the future, as well as any changes to any required visas.

Access to Employee Records

DCH Health System maintains strict confidentiality and integrity of DCH employee records. However, operating requirements or federal or state laws or regulations may necessitate disclosure of employee information. Access to employee records is limited to designated Human Resources employees. Employee records are released only on a "need to know" basis.

Human Resources will release employee records to requesters as follows:

Requester	Type of Information Released
Managers	Employee Changes Employee Discipline Employee Education Employee Evaluations
Current Employees	Forms signed by the employee
Former Employees	Forms signed by the employee
Subpoena Requests	Employee records specifically listed in the subpoena

2-3. Working Hours and Schedule

As a 24-hour, 7-day-a-week health care facility, hours of work and work schedules are specific to your department.

You will be assigned a work schedule and will be expected to begin and end work according to the schedule. To accommodate the needs of our business, at some point we may need you to change your individual work schedule, on either a short or long-term basis.

Certain employees are required to be "on call" in the event that their services may be required on short notice. Such employees may be paid on-call pay for on-call duty. Your leader will explain your on-call status and eligibility for on-call pay.

DCH makes every effort to provide an unpaid, uninterrupted meal period, normally 30 minutes, for any non-exempt employee who is scheduled to work more than six (6) hours per day. DCH recognizes that there

are times when an uninterrupted meal period is not possible. If you are unable to take your uninterrupted meal period for a minimum of 30 minutes due to work requirements, you should notify your leaders immediately so that you can be paid for the time worked.

For all employees working eight (8) hours in a shift, DCH makes every effort to provide two paid breaks of 15 minutes each. Break times cannot be taken together or in conjunction with meal times or at the beginning or end of a shift.

2-4. Timekeeping Procedures

Employees must record their actual time worked for payroll and benefit purposes. Non-exempt employees must record the time work begins and ends, as well as the beginning and ending time of any departure from work for any non-work-related reason.

DCH's primary method for recording time and attendance is through an automated time and attendance system, which is accessed by the employee's ID badge or login. The time and attendance system records all productive and non-productive hours for that pay period. Each employee should verify these hours to ensure they are correct.

If you make an error on your timecard, notify your leader as soon as possible to request an adjustment in the time and attendance system.

It is very important that every employees' timecard be an accurate account of hours worked. Employees are not allowed to clock in or out for others. Additionally, employees are not allowed to work off the clock. Any altering, falsifying, or tampering with time records is prohibited and will result in accountability action, up to and including separation of employment.

Exempt employees are required to record and report full days of absence from work for reasons such as PTO and CTO, etc.

2-5. Overtime

In health care we experience periods of extremely high activity; additional work may be required. Leaders are responsible for monitoring business activity and requesting overtime work if it is necessary. Efforts will be made to provide you with adequate advance notice in such situations.

Any non-exempt employee who works overtime will be compensated according to the federal wage and hour overtime guidelines.

Employees working overtime are expected to obtain prior authorization from your leader. Failure to do so may result in an accountability action, up to and including separation of employment.

For purposes of calculating overtime for non-exempt employees, the workweek begins at 7 a.m. on Sunday and ends at 6:59 a.m. on the following Sunday.

2-6. Travel Time for Non-Exempt Employees

Overnight, Out-of-Town Trips

Non-exempt employees will be compensated for time spent traveling (except for meal periods) during their normal working hours, on days they are scheduled to work and on unscheduled work days (such as weekends). Non-exempt employees are compensated for any time spent performing job duties during otherwise non-compensable travel time. However, such work should be limited, absent advance authorization from your leader.

Out-of-Town Trips for One Day

Non-exempt employees who travel out of town for a one-day assignment will be compensated for all travel time except for: (i) time spent traveling between the employee's home and the local railroad, bus or plane terminal; and (ii) meal periods.

Local Travel

Non-exempt employees will be compensated for time spent traveling from one job site to another job site during a workday. The trip home, however, is non-compensable when an employee goes directly home from their final job site, unless it is much longer than their regular commute home from the regular worksite. In such case, the portion of the trip home in excess of the regular commute is compensable.

Commuting Time

Under the Portal to Portal Act, travel from home to work and from work to home is generally non-compensable. However, if a non-exempt employee regularly reports to a worksite near their home, but is required to report to a worksite farther away than the regular worksite, the additional time spent traveling is compensable.

If compensable travel time results in more than 40 hours worked by a non-exempt employee, the employee will be compensated at an overtime rate of one and one-half times the regular rate.

To the extent that applicable state law provides greater benefits, state law applies.

2-7. Safe Harbor Policy for Exempt Employees

It is our policy and practice to accurately compensate employees and to do so in compliance with all applicable state and federal laws. To ensure proper payment and that no improper deductions are made, employees must review pay stubs promptly to identify and report all errors.

Employees classified as exempt salaried employees will receive a salary which is intended to compensate them for all hours they may work for DCH. This salary will be established at the time of hire or classification as an exempt employee. While it may be subject to review and modification from time to time, such as during salary review times, the salary will be a predetermined amount that will not be subject to deductions for variations in the quantity or quality of the work performed.

Under federal and state law, salary is subject to certain deductions. For example, unless state law requires otherwise, salary can be reduced for the following reasons:

- full-day absences for personal reasons;
- full-day absences for sickness or disability;
- full-day disciplinary suspensions for infractions of policies and procedures;
- family and medical leave absences (either full- or partial-day absences);
- any full work week in which the employee does not perform any work.

Salary may also be reduced for certain types of deductions such as a portion of health, dental or life insurance premiums; state, federal or local taxes; Social Security; voluntary benefits or voluntary contributions to a 403(B) or pension plan.

In any work week in which the employee performed any work, salary will not be reduced for any of the following reasons:

- partial-day absences for personal reasons, sickness or disability;
- an absence because the employer has decided to close a facility on a scheduled work day; and
- any other deductions prohibited by state or federal law.

If you believe that an improper deduction has occurred, please immediately report the matter to your leaders or Human Resources.

2-8. Your Paycheck

You will be paid bi-weekly for all the time worked during the past pay period.

Paycheck stubs itemize deductions made from gross earnings. By law, DCH is required to make deductions for Social Security, federal income tax and any other appropriate taxes. These required deductions also may include any court-ordered garnishments. Your paycheck stub will detail the calculations of final payment amounts for regular pay, overtime pay, any special pay, call pay, and shift differentials. Your eligibility for shift differential pay is based on the department and shift worked. Your leader will explain your eligibility for shift differential.

If you discover an error in your paycheck, you should bring the matter to the attention of Payroll immediately so that the matter be can resolved quickly and amicably.

If DCH discovers an error in an employee's pay that has resulted in either overpayment or underpayment, the employee will be notified of the error and appropriate corrective action will be taken.

2-9. Direct Deposit

All employees are required to participate in payroll direct deposit to the extent allowed by applicable state law. Direct Deposit Authorization forms are available from Human Resources. Employees are responsible for providing verification of their active bank accounts. Check stubs are available through the Employee Portal.

All special checks, correction checks, and CTO/PTO cash-outs will be issued by direct deposit unless other arrangements are made.

2-10. Performance Review

DCH Health System conducts an annual performance evaluation on every employee, based on the employee's job performance, behavior, and competency. A positive performance evaluation does not guarantee an increase in salary, a promotion, or continued employment. Compensation and the terms and conditions of employment, including job assignments, transfers, promotions, and demotions, are determined by and at the discretion of management. The annual performance period is the DCH fiscal year, which is October 1 through September 30. Employees are eligible for merit reviews annually. Eligibility for a merit review does not guarantee a pay increase or lump sum. Merit increases must be approved by the DCH board each year and usually depend on the current economic climate.

In addition to these formal performance evaluations, DCH encourages employees and leaders to discuss job performance on a frequent and ongoing basis.

2-11. Record Retention

DCH acknowledges its responsibility to preserve information relating to litigation, audits, and investigations. Failure on the part of employees to follow this policy can result in possible civil and criminal sanctions against DCH and its employees and possible accountability actions against responsible individuals (up to and including separation of employment). Each employee has an obligation to contact Human Resources to inform them of potential or actual litigation, external audit, investigation, or similar proceeding involving DCH that may have an impact on record retention protocols.

2-12. Job Postings

DCH Health System is dedicated to assisting employees in managing their careers and reaching their professional goals through promotion and transfer opportunities. This policy outlines the online job posting program which is in place for all employees. To be eligible for consideration of an open position, employees must meet the following requirements:

- Employed with DCH for a minimum of six months
- New grad RN with a minimum of one year of experience
- Not currently in the Employee Accountability process, having received Step 2 or greater within the past 12 months
- Must meet the job qualifications listed on the job posting

If the employee finds a position of interest on the job posting website and meets the eligibility requirements, an online job posting application must be completed in order to be considered for the position. Not all positions are guaranteed to be posted. DCH reserves the right to seek applicants solely from outside sources or to post positions internally and externally simultaneously.

For more specific information about the job postings, please contact the Human Resources Department.

2-13. Environment of Care

The Environment of Care (EOC) refers to the physical environment. It involves buildings, people, and equipment. The Environment of Care standards ensures that DCH provides a safe and secure environment for patients, employees, medical staff, and other people coming to our facility.

Management plans and supporting policies and procedures exist for each of the seven plans of the Environment of Care.

I. Safety

Providing a safe physical environment for all our employees, Medical staff, patients, visitors and others is one of DCH's chief concerns and responsibilities. All employees are expected to be safety conscious and to assist in identifying conditions which might cause an accident. Employees and others are to report any unsafe conditions and all work-related injuries, minor or otherwise, to their leaders. If your leader is unavailable, report any unsafe conditions to the Risk Management Department or Security Department.

II. Security

Of necessity, DCH is open at all times. Employees must be alert for the unauthorized entry of persons either into the facility or unauthorized areas or departments. An employee should offer assistance to any person who has entered an unauthorized area in error or who otherwise appear to need directions to their destination. The Security Department should be notified of persons who appear suspicious.

The cooperation of all employees is vital to prevent theft. Supplies and equipment should be stored in approved areas so that maximum security measures may be observed. Do not bring large sums of money or valuables to work with you because DCH cannot be responsible for losses of personal items. Unoccupied offices, lockers, storage areas, and treatment areas should be kept locked.

Employees must wear their DCH-issued photo identification badge at all times while working. Employees should not use their ID badges to allow unauthorized individuals into secured areas. Security is provided by a contract organization 24 hours a day/7days a week. Additional security is provided by off-duty police officers at Regional Medical Center (RMC). Security events should be reported to the director of Safety and Security. As appropriate, Security will report events to the Risk Management Department and/or your leader.

III. Hazardous Materials and Waste

All employees have the right to know of any hazardous materials or chemicals to which they might come into contact during the course of their daily work activities. You are informed of this during your initial orientation and/or when your job function changes or if new products or services are introduced in your work area. You should take every precaution when handling hazardous chemicals and disposing of hazardous wastes in accordance with hospital and departmental procedures. A hazardous chemical spill should be reported immediately to your leader and spill cleanup should occur in accordance with Safety Data Sheet criteria. Hazardous waste must always be disposed of in the proper container. Evidence of hazardous waste that has been disposed of improperly should be immediately reported to your leader who will contact designated hospital personnel for instructions regarding corrective action.

IV. Fire and Disaster

A fire plan and emergency preparedness program has been established by DCH. All employees are required to know their roles in the event of fire or disaster. You will receive general training during new employee orientation. You will receive specific training in your department or unit. You can direct any questions to your leader, who will instruct you in departmental procedures followed in the event of fire or other disasters. Fire drills and disaster exercises are performed routinely to test employee knowledge and preparedness.

V. Safety Education

New employees receive Environment of Care (EOC) training during new employee orientation. Annual EOC training is provided to all employees through computer-based training. Each employee is required to complete this annual training. From time to time, other safety classes may be provided by individual departments of DCH. Education also takes place through employee news publications such as The Loop. On a monthly basis, employee EOC knowledge is randomly measured through employee assessment activities.

VI. Equipment

Hospital equipment is costly, but even more importantly, it may be essential to save a life. Employees should care for equipment as they would their own property. Employees are asked to report the malfunction or disrepair of equipment to their leaders or the Engineering Department. Employees should always check the dates on the sticker on patient care equipment to ensure the equipment's preventive maintenance check is current.

VII. Utilities

Due to the scope of services provided, DCH has multiple backup resources in the event of a utility failure. It is important that critical medical and other equipment be plugged into emergency receptacles ("red" outlets) to ensure continuous operation in the event of a power disruption.

Section 3 – Benefits

3-1. Benefits Overview/Disclaimer

In addition to good working conditions and competitive pay, it is DCH Health System's policy to provide a combination of supplemental benefits to all eligible employees. In keeping with this goal, each benefit program has been carefully designed. These benefits include paid time off, insurance, and other plan benefits. We are constantly studying and evaluating our benefits programs and policies to better meet present and future requirements. These policies have been developed over the years and continue to be refined to keep up with changing times and needs.

The next few pages contain a brief outline of the benefits programs DCH Health System provides employees and their families. The information presented here is intended to serve only as guidelines.

The descriptions of the insurance and other plan benefits highlight certain aspects of the applicable plans for general information only. The details of those plans are in the official plan documents, which are available for review on The Loop, DCH's intranet. Additionally, the provisions of the plans, including eligibility and benefits provisions, are outlined in the summary plan descriptions ("SPDs") for the plans (which may be revised from time to time). In the determination of benefits and all other matters under each plan, the terms of the official plan documents shall govern over the language of any descriptions of the plans, including the SPDs and this handbook.

DCH Health System (including senior leadership and administrators who are responsible for administering the plans) retains full discretionary authority to interpret the terms of the plans, as well as full discretionary authority with regard to administrative matters arising in connection with the plans and all issues concerning benefit terms, eligibility, and entitlement.

While DCH intends to maintain these employee benefits, it reserves the absolute right to modify, amend or terminate these benefits at any time and for any reason.

If employees have any questions regarding benefits, they should contact Human Resources.

3-2. Time Off

We know how hard employees work and recognize the importance of providing time for rest and relaxation. We fully encourage employees to get this rest by taking paid time off. Time off under this policy includes extended time off, such as for a vacation, and incidental time due to sickness or to handle personal affairs. Time Off is designed to provide maximum flexibility in scheduling time off, while ensuring adequate staffing. Paid Time Off (PTO) and Cash Time Off (CTO) is a single pool of accrued hours used for all absences including vacation, holidays, personal absences, sick days, workers compensation and leaves of absence. Employees must use available PTO/CTO for all absences from work except for jury duty, military duty, bereavement leave, and excused absences for work-related programs.

You are eligible to use PTO/CTO the first full pay period following successful completion of the initial ninety (90) days of employment. PTO/CTO must be earned before it can be used. Employees are required to use all available PTO/CTO hours before unpaid hours may be approved.

PTO/CTO requests are considered in a fair and equitable manner on the basis of staffing requirements within your department. You should submit PTO/CTO requests to your leader as far in advance as possible to allow ample time for your leader to obtain coverage and maintain a smooth, efficient operation. Sufficient time for notice will usually be defined by departmental policy.

If you must have an unscheduled absence, you are responsible for personally notifying your leader or designee no less than four (4) hours prior to the scheduled start time, unless the department policy is more stringent.

A non-exempt employee who reports to work for the scheduled workday and requests approval to leave prior to completing the scheduled workday will be paid actual hours worked plus the remainder in available PTO/CTO. An exempt employee who reports to work and requests to leave prior to completing the normal workday will be paid wages for that normal workday.

If the hours worked in the pay period fulfill the FTE requirements, any CTO entered into Time and Attendance will be removed and restored to the CTO balance.

Low Census

If an employee is mandated by management to take time off because of reduced staffing needs or other economic factors, non-exempt employees may take the time as PTO/CTO or as a low census absence without pay. Exempt employees will use available PTO/CTO or must borrow PTO/CTO for payment and the hours will be deducted from the future available balance once accrued. An exempt employee who reports

to work and leaves prior to completing the normal workday will be paid wages for that normal workday. Low census absences used for reduced staffing will not count as an incident of absence but will count as eligible paid hours for accrual purposes.

DCH Regional Medical Center (RMC) and Northport Medical Center (NMC)

You are considered CTO-eligible if you are classified as an FTE 0.7 or above. If CTO-eligible, you must have at least 40 eligible paid hours in a pay period to earn an accrual. You will accrue CTO hours based on years of service and FTE classification.

DCH provides several options for using any remaining CTO that you may have. You may carry forward all unused CTO to the next year as there is no max. You may also cash out CTO. In order to cash out CTO, you must have taken the minimum CTO and have the minimum remaining CTO. The minimum amounts are based on your classification. Employees may also donate CTO to the DCH Foundation or make HELP (Hospital Emergency Leave Policy) donations. HELP is a resource for individuals who have exhausted all CTO due to a medical condition.

Fayette Medical Center (FMC)

You are considered PTO-eligible if you are a regular full-time or regular part-time employee. If PTO-eligible, you will accrue PTO as you are using it, but you will not accrue PTO for a pay period when no paid hours are reported. Regular full-time employees will accrue PTO based on years of service. Part-time employees will accrue based on FTE classification and years of service.

FMC employees have several options for using any remaining PTO. The remaining PTO may be carried forward with a maximum total amount of 256 hours. You may also cash out PTO. In order to cash out PTO, you must have taken the minimum PTO and have minimum remaining PTO. The minimum amounts are based on your classification. You may also donate unused PTO to the DCH Foundation or transfer PTO to another employee in the event of an undue hardship.

End of Eligibility

If an employee is involuntarily separated from employment or resigns without proper notice, any remaining PTO/CTO balance will be withheld at separation. Otherwise, an employee will receive payment for unused PTO/CTO at the time of separation or end of PTO/CTO eligibility.

For more information, please refer to the following policies:

- Cash & Time Off Plan (CTO) - Regional Medical Center & Northport Medical Center
- Paid Time Off (PTO) - Fayette Medical Center
- Hospital Emergency Leave Policy (HELP).

3-3. Lactation Breaks

DCH will provide a reasonable amount of break time to accommodate an employee desiring to express breast milk for the employee's infant child up to one year after birth, in accordance with and to the extent required by applicable law. The break time, if possible, must run concurrently with rest and meal periods already provided to the employee. If the break time cannot run concurrently with rest and meal periods already provided to the employee, the break time will be unpaid, subject to applicable law.

For the convenience and privacy of nursing mothers, DCH will provide a private room. The leader is responsible for locating a private room for the requesting employee. This location may be the employee's private office, if applicable. DCH asks all employees who use a private room to be considerate of others by adhering to the DCH Infection Control policy and reporting any maintenance problems. Please consult the Human Resources Department if you have questions regarding this policy.

Employees should advise management if they need break time and an area for this purpose. Employees will not be discriminated against or retaliated against for exercising their rights under this policy.

3-4. Workers' Compensation

On-the-job injuries are covered by our workers' compensation insurance policy, which is provided at no cost to the employee. If you are injured on the job in any way, you should report the incident immediately to your leader and complete a work injury report. Failure to follow DCH procedures may affect the ability of the employee to receive workers' compensation benefits.

It is the policy of the DCH Health System to return employees who are off work due to a work-related injury or illness to work as soon as possible. When an employee is released by a physician to return to work with any type of restrictions, DCH will make every effort to place the employee in a temporary position which will accommodate such restrictions.

This is solely a monetary benefit and not a leave of absence entitlement. Employees who need to miss work due to a workplace injury must also request a formal leave of absence. See the Leave of Absence sections of this handbook for more information.

3-5. Jury Duty and Court Appearances

DCH Health System realizes that it is the obligation of all U.S. citizens to serve on a jury when summoned to do so. All employees will be allowed time off to perform such civic service as required by law. Employees are expected, however, to provide proper notice of a request to perform jury duty and verification of their service.

Employees also are expected to keep management informed of the expected length of jury duty service and to report to work for the major portion of the day if excused by the court. However, if such dismissal occurs after 2:00 p.m., the employee need not report to work until the next regularly- scheduled shift that begins on a day after the day of dismissal from jury duty.

Employees on jury duty leave will be paid for their jury duty service in accordance with state law and DCH policy; however, exempt employees will be paid their full salary for any week in which time is missed due to jury duty if work is performed for DCH during such week.

Time spent in court as a representative of DCH will be compensable time. If an employee is required to testify on matters not involving employment with DCH, the employee will be excused from work without pay and be required to use available PTO/CTO to cover such absences.

3-6. Bereavement Leave

We know the death of a family member is a time when employees wish to be with their families. DCH Health System offers paid bereavement leave to PTO/CTO eligible employees to provide time off for the loss of an immediate family member. For the purposes of this policy, an immediate family member includes a father, mother, spouse, brother, sister, child, father-in-law, mother-in-law, grandparents, grandchildren, legal guardian of the employee, stepchildren, step parents/grandparents, and step-siblings.

Employees may be granted up to a maximum of three scheduled work days as needed. Bereavement leave may be granted within 14 days of the loss of the employee's immediate family member to attend to associated needs.

3-7. Voting Leave

Alabama law requires that upon reasonable notice by the employee, the employer must allow up to one hour of excused absence to enable the employee to vote in any local, state, or federal election or party primary. This provision would not apply, however, if the polls open at least two hours before the employee starts work or close at least one hour after the employee ends work. The employer does not have to give the employee time off in this case. When an employee is excused from work to vote, the leader may specify

the time that absence will be allowed. The employee will be required to clock out when leaving work and clock in when returning if non-exempt.

3-8. Insurance Programs

Full-time and part-time employees (0.7 FTE and above) are eligible to participate in DCH's insurance programs as required by law. Under these plans, eligible employees will receive comprehensive health and other insurance coverage including dental, vision, cancer, and life, for themselves and their families.

In compliance with Affordable Care Act (ACA) guidelines, employees who average thirty (30) hours of work per week over a calendar year, are eligible for medical insurance for themselves, and dependent children for a stability period of one year. Eligibility is verified annually.

Please refer to The Loop, DCH's intranet for more details regarding these plans. Assistance is also available through DCH Human Resources.

3-9. Long-Term Disability Benefits

We offer basic and optional long-term disability insurance to employees who are eligible (0.7 FTE and above) to help replace a portion of your income if you become disabled. DCH provides basic LTD insurance at no cost to you. You pay the full cost of any optional LTD coverage. Your basic LTD coverage would replace up to 40% of your basic earnings, up to a maximum monthly benefit of \$7,000. Benefit eligible employees are also eligible to elect an additional 20% income replacement for a combined 60% basic income replacement up to a maximum monthly benefit of \$10,500.

This is solely a monetary benefit and not a leave of absence. Employees who will be out of work must also request a formal leave of absence. See the Leaves of Absence sections of this handbook for more information.

3-10. Short-Term Disability Benefits

DCH Health System offers short-term disability benefits to employees who are eligible for DCH benefits (0.7 FTE and above). DCH gives you the option to purchase short-term disability coverage that will replace 60% of your base earnings, up to a maximum benefit of \$2,000 per week, if you are disabled due to an illness or injury that is not work-related. Base earnings are defined as your hourly rate of pay multiplied by the hours associated with the FTE (full-time equivalent). Base earnings do not include overtime pay or shift differential.

This is not a leave of absence provision. Employees who will be out of work must request a leave of absence. See the Leave of Absence sections of this handbook for more information. Employees will be required to submit medical certification as requested by DCH Health System. Required medical certification under this policy may differ from the medical certification required for any leave of absence requested.

3-11. Employee Assistance Program (EAP)

DCH offers employee assistance through River Oaks EAP to all employees and their dependents, regardless of FTE classification. The program offers free assessment, short-term counseling and referral services to help you cope with personal problems, including but not limited to marital/relationship issues, emotional issues, substance abuse, and financial issues.

Your right to privacy is protected within state and federal guidelines and no one at DCH is notified.

There is no out-of-pocket cost or insurance deductible for services provided by the EAP to employees and their covered dependents. EAP resources are also available on The Loop, DCH's intranet.

3-12. Retirement Plan

DCH offers a two-part Retirement Program - the DCH Healthcare Authority Pension Plan and Fayette Medical Center Pension Plan as well as the DCH and Fayette Supplemental Retirement Plan or 403(B) plans. Both plans are administered by Transamerica Retirement Solutions.

DCH Healthcare Authority or Fayette Medical Center Pension Plan

You automatically become a plan participant in the pension plan when you are first eligible, generally once you are age 21 and have worked 1,000 hours in a calendar year. The pension plan is fully funded by DCH. To be vested in the DCH plan, you must work at least 1,000 hours for five calendar years with DCH. If you leave DCH once you are vested, you will be eligible for a pension benefit at normal retirement age. Please refer to the DCH Pension Plan Summary for more information.

DCH or Fayette Supplemental Retirement Plan or 403B

Unlike the DCH or Fayette pension plans, to participate in the Supplemental Retirement Plan (403B) you must enroll. A Transamerica representative is available several times a month. Once you are 21 years or age and work at least 1,000 hours for two consecutive years, you are eligible for the DCH discretionary match of \$.50 on each \$1 that you have contributed, up to 6% of your salary earnings subject to Board appeal. This account is subject to the maximum contribution determined by the IRS. Please refer to the DCH Summary Plan Description located on The Loop, DCH's intranet.

3-13. Holidays

DCH recognizes the following holidays:

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

In the event the holiday falls on Saturday, DCH will recognize the holiday the preceding Friday; if the holiday falls on Sunday, the holiday will be recognized on Monday.

An employee who would like to take time off on DCH-recognized holidays must submit the request to their leader. The employee will use available paid time off (PTO/CTO) for payment.

Employees who are required to work on a holiday are paid at one and one-half times the employee's base rate of pay for the hours worked, starting with day shift on the holiday, and ending on day shift the day after the holiday, provided that the employee works the assigned scheduled shifts prior to and following the holiday.

3-14. Continuation of Health Insurance Benefits

The Consolidated Omnibus Budget Reconciliation Act ("COBRA") contains provisions for all employees, except those who have been terminated for gross misconduct, to be eligible for continued medical care, under the DCH health, dental, vision insurance and medical spending account at the employee's own cost, following employment termination pursuant to the Consolidated Omnibus Budget Reconciliation Act ("COBRA"). COBRA continued benefits also are available in other circumstances such as during military leave and certain leave situations. For more detailed information, please contact the Human Resources Department.

Section 4 – Leaves of Absence

4-1. Hospital Medical Leave (HML)

DCH Health System may provide up to 12 weeks of unpaid, unprotected medical leave during a 12-month period for the following:

- Serious health condition of the employee (whether caused on or off the job),
- Serious health condition of a qualifying family member, or
- Pregnancy of the employee.

An eligible employee who does not meet the Family and Medical Leave Act (FMLA) eligibility requirements for personal or family care medical leave and who must be absent from work for a full pay period or greater may apply for Hospital Medical Leave.

If your FMLA has been exhausted and you are unable to return to work due to your own serious health condition or a qualifying family member's serious health condition, you may apply for HML. The combination of FMLA and HML should not exceed a total of 24 weeks (12 weeks FMLA and 12 weeks HML).

DCH will consider additional unpaid leave as a reasonable accommodation under the Americans with Disabilities Act (ADA). A DCH employee with a workers' compensation injury or illness may be granted additional time.

An employee on an approved HML is not guaranteed job protection. The determination of whether to hold an employee's position open will be made on a case-by-case basis based on a business rationale.

4-2. Military Leave (ML) USERRA

DCH Health System offers military leave of absence in accordance with the Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA) for employees who perform active service or reserve duty with U.S. Armed Forces, including Reserve and National Guard components.

When the employee is ready to return to work from ML, they will be restored to the job status, seniority rights and benefits they would have attained if they had not been absent due to ML in accordance with USERRA.

Upon readiness to return from ML, the employee is guaranteed their former position or one of similar status if the employee:

- has not exceeded the five-year service limitations under USERRA;
- has not received a dishonorable, bad-conduct, or other than honorable discharge or been dropped from the rolls of the relevant armed force;
- applies for reinstatement within the guideline established by USERRA regulations;
- is qualified to perform the duties of the same, or comparable, position (DCH will make reasonable efforts to help the employee become qualified to perform the duties of the position in question).

If the employee is disabled during service, reasonable accommodations may be made to assist the employee in performing the essential functions of the same or comparable job.

DCH will allow up to 168 military leave hours each calendar year to be paid for scheduled work days when the employee must be absent from work to attend weekend drill, annual field training, or additional duty training.

Military Caregiver Leave: A covered employer must grant an eligible employee who is a spouse, son, daughter, parent, or next of kin of a covered service member with a serious injury or illness up to a total of

26 work weeks of unpaid leave during a "single 12-month period" to care for the service member. A covered service member is a current member of the Armed Forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation, or therapy; is otherwise in outpatient status; or is otherwise on the temporary disability retired list for a serious injury or illness. A serious injury or illness is one that was incurred by a service member in the line of duty on active duty. The "single 12-month period" for leave to care for a covered service member with a serious injury or illness begins on the first day the employee takes leave for this reason and ends 12 months after that date, regardless of the 12-month period established by the employer for other types of FMLA leave.

An eligible employee is limited to a combined total of 26 workweeks of leave for any FMLA qualifying reason during the "single 12-month period." Only 12 of the 26 weeks total may be for a "qualifying exigency" (discussed below) or for an FMLA qualifying reason other than to care for a covered service member.

The 2010 Defense Authorization Act amended the FMLA to extend Military Caregiver Leave provisions to family members of veterans for up to five years after the service member leaves the military.

Qualifying Exigency Leave: A covered employer must grant an eligible employee up to a total of 12 workweeks of unpaid leave during the normal 12-month period established by the employer for FMLA leave for "qualifying exigencies" arising out of the fact that the employee's spouse, son, daughter, or parent is a member of the Reserves or National Guard on active duty, or has been notified of an impending call or order to active duty.

Qualifying exigencies include:

- Issues arising from a covered military member's short notice deployment (i.e., deployment on seven or fewer days of notice) for a period of seven calendar days from the date of notification;
- Military events and related activities, such as official ceremonies, programs, or events sponsored by the military, and family support or assistance programs and informational briefings sponsored or promoted by the military, military service organizations, or the American Red Cross that are related to the active duty or call to active duty status of a covered military member;
- Certain childcare and school activities arising from the active duty or call to active duty status of a covered military member, such as arranging for alternative childcare, providing childcare on a non-routine, urgent, immediate need basis, enrolling in or transferring a child to a new school or daycare facility, and attending certain meetings at a school or a daycare facility;
- Making or updating financial and legal arrangements to address a covered military member's absence;
- Attending counseling for oneself, the covered military member, or the child of the covered military member, provided that the need for counseling arises from the active duty or call to active duty status of the covered military member;
- Taking up to five days of leave to spend time with a covered military member who is on short-term temporary, rest and recuperation leave during deployment;
- Attending to certain post-deployment activities, including attending arrival ceremonies, reintegration briefings and events, and other official ceremonies or programs sponsored by the military, for a period of 90 days following the termination of the covered military member's active duty status, and addressing issues arising from the death of a covered military member;
- Any other event that arises out of the covered military member's active duty or call to active duty status, provided the employee and employer agree that the event is a qualifying exigency.

The 2010 National Defense Authorization Act amended the FMLA to extend the Qualifying Exigency Leave provisions to family of military members in the regular armed forces.

Prior to their act, Qualifying Exigency Leave was limited to family of Reserve and National Guard members only.

More information is available on Military Caregiver Leave and Qualifying Exigency Leave from Human Resources or the Employee Health representative.

4-3. Family and Medical Leave (FMLA)

DCH recognizes that an employee may need time away from work because of certain major life events, such as becoming a parent; experiencing a serious health condition that causes incapacity or requires continuing treatment; caring for a family member who has a serious health condition or a service member with a serious injury or illness; or needing time with a family member called up for or on active duty in the armed forces. To balance these needs with DCH's need to have employees available to work, DCH has established the following Family and Medical Leave Policy in accordance with the Family and Medical Leave Act of 1993 (FMLA), as amended. This policy summarizes employees' rights and responsibilities for Family and Medical Leave.

Employee Eligibility

An employee eligible for FMLA leave can take up to 12 weeks of unpaid leave during a rolling 12-month period, measured backward from the first day of each FMLA leave ("the 12-month leave year"). Additionally, for military caregiver leave under the FMLA, an eligible employee can take up to 26 weeks of unpaid FMLA leave during a single 12-month period that begins on the first day of military caregiver leave.

To be eligible for FMLA leave, an employee must satisfy three conditions:

- Report to a facility that employs 50 or more employees or is located within a 75-mile radius of other DCH facilities that have a combined total of 50 or more employees;
- Has been employed by DCH for at least 12 months; and
- Has worked at least 1,250 hours in the 12 months before FMLA leave begins. When determining whether their eligibility requirement has been met for an employee returning from military obligations, the employee will be credited with hours of service that would have been performed but for the period of military service.

Circumstances Qualifying for Leave

The following circumstances qualify for FMLA leave:

- Parental leave related to a child's birth or placement for adoption or foster care and to care for the child. Eligible employees may take up to 12 weeks of unpaid FMLA leave during the 12-month leave year to bond with and care for a newborn or a child placed with the employee for adoption or foster care. Their leave also covers activities related to an adoption or foster placement, such as counseling sessions, court appearances, consultations with lawyers or doctors, and/or travel. Spouses employed by DCH are entitled to a combined total of 12 weeks of leave for their purpose. The leave(s) must be completed within the first 12 months after the child's birth or placement.
- Medical leave for employee's own serious health condition. Eligible employees may take up to 12 weeks of unpaid FMLA leave during the 12-month leave year if a serious health condition leaves them unable to perform essential job functions. As defined by the FMLA, a "serious health condition" includes any illness, injury, impairment, or physical or mental condition that requires either inpatient care in a medical facility or continuing treatment by a health care provider. These terms are construed by DCH in accordance with applicable federal laws and regulations.
- Family leave for a family member with a serious health condition. Eligible employees may take up to 12 weeks of unpaid FMLA leave during the 12-month leave year to care for a spouse, son, daughter or parent with a serious health condition, as defined above. A son or daughter must be younger than age 18, unless incapable of self-care because of a mental or physical disability. Spouses employed by DCH are entitled to a combined total of 12 weeks of family leave to care for sick parents.
- Military family leave for qualifying exigencies. As defined by the FMLA, "covered active duty" includes any deployment of an armed service member to a foreign country and any deployment of an armed

service reservist to a foreign country under a call or order to active duty. Eligible employees may take up to 12 weeks of FMLA leave during the 12-month leave year for one or more of the following qualifying exigencies related to a spouse, son, daughter, or parent called to cover active duty as a member of the regular armed forces, the National Guard, or the National Reserves:

- Military events and related activities (including official activities sponsored by the military, a military service organization, or the American Red Cross and related to the covered military member's active duty or call to active duty);
 - Childcare and school activities (including arranging alternative childcare, providing child care on an urgent or immediate-need basis, enrolling or transferring a child to a new school or daycare facility, or attending meetings with staff at a school or daycare facility);
 - Financial and legal arrangements (including making these arrangements because of a covered military member's absence due to active duty or a call to active duty status);
 - Counseling (for benefit of the employee, a covered military member or a child of a covered military member if counseling is needed as a result of a covered military member's active duty or call to active duty and is provided by someone other than a health care provider);
 - Post-deployment activities (including attending arrival ceremonies and reintegration briefings or addressing issues resulting from a covered military member's death during active duty); and
 - Any other activities DCH and an employee agree constitute qualifying exigencies.
- Military caregiver leaves related to a service member's serious illness or injury Eligible employees may take up to 26 weeks of FMLA leave during a single 12-month period beginning on the first day of leave to care for a covered service member with a serious injury or illness. Covered service members include a current member of the armed Forces, the National Guard or Reserves and a veteran who is undergoing medical treatment, recuperation, or therapy for a serious injury or illness if the veteran was a member of the armed forces at any time during the period of five years preceding the date on which the veteran undergoes that medical treatment, recuperation, or therapy.

For a current member of the armed forces, the National Guard or Reserves, a serious injury or illness includes a qualifying illness or injury that was incurred on active duty or that existed before the beginning of active duty and was aggravated by service in the Armed Forces. For a veteran, a serious injury or illness includes a qualifying injury or illness that was incurred on active duty (or existed before the beginning of active duty and was aggravated by service in the Armed Forces) and that manifested itself before or after the member became a veteran.

To take their leave, an employee must be the service member's spouse, parent, son, daughter or next of kin. An employee may not take more than one 26-week period of leave to care for the same service member, unless it is for a different serious illness or injury. Military caregiver leaves, when combined with other FMLA-qualifying leave, may not exceed 26 weeks in a single 12-month period. Spouses employed by DCH are entitled to a combined total of 26 weeks of family leave for this purpose.

- Reduced schedule or intermittent leave. When medically necessary to address an employee's own serious health condition, to care for a family member with a serious health condition, or to care for a service member with a serious illness or injury, an employee may take FMLA leave intermittently or on a reduced-schedule basis. The employee must make reasonable efforts to schedule the medically necessary intermittent leave so it does not unduly disrupt DCH's operations. An employee is also entitled to take reduced-schedule or intermittent leave for qualifying exigencies when necessary. DCH may transfer an employee to an alternative comparable position to accommodate intermittent or reduced-schedule leave and business needs.

Substitution of Paid Benefits for Unpaid FMLA Leave

DCH requires the use of all appropriate accrued paid time off during the 12-, 16-, or 26-week FMLA leave period, as long as the policy requirements for the paid time off are met. An employee may receive short-term disability or workers' compensation benefits, if applicable, during FMLA leave.

DCH and the employee may agree to use paid leave to supplement disability or workers' compensation benefits, if permitted by applicable state laws and plan provisions. Remaining FMLA leave must be taken on an unpaid basis. An employee's total FMLA leave, paid or unpaid, may not exceed 12 weeks, or 26 weeks to care for a service member with a serious illness or injury in the applicable 12-month period.

Reinstatement After Leave

Unless an employee is a "key employee," DCH will reinstate the employee returning from FMLA leave to the same or an equivalent position with equivalent benefits, pay, and other terms and conditions of employment. However, employees returning from leave have no greater right to reinstatement or other benefits and conditions of employment than if they had been working continuously.

If, while on a family or medical leave of absence, the employee pursues other employment or self-employment inconsistent with the stated need for time off, DCH will consider the employee to have resigned from employment. DCH will not consider the use of FMLA leave as a negative factor in any employment decision.

Notice and Certification Requirements

When an employee's need for FMLA leave is foreseeable, the employee must provide DCH with 30 days' advance written notice of the requested leave. Otherwise, the employee must provide as much notice as possible - generally within one to two business days of realizing the need for leave. The notice should be made in writing and state the reason for leave and the amount of time requested. Whenever possible, employees should schedule medical treatments so as not to unduly disrupt DCH's operations. To obtain FMLA leave, an employee needs to follow these basic steps:

- Inform the employee's leader and Leave Management of the requested leave
- Obtain a copy of an FMLA request form and the applicable FMLA certification form from Leave Management. Return the FMLA request form and the FMLA certification form as soon as possible to Leave Management
- Continue to communicate with leader and Leave Management about the progress of the leave and return-to-work date, providing additional medical certifications or obtaining additional medical evaluations as needed to justify the length of absence or as requested by Human Resources

Leave-Specific Obligations

Different notice obligations apply for different types of leave requests. Consistent with applicable laws, DCH may ask for additional information to support requests for qualifying exigency or military caregiver leave, including confirmation of the family relationship.

- An Employee's Own or a Family Member's Serious Health Condition

To qualify for an FMLA leave related to an employee's own or a family member's serious health condition, an employee must provide a written certification issued by a health care provider that includes the approximate date on which the serious health condition began, the probable duration of the condition and the appropriate medical facts about the condition. The information to include in the certification varies depending on the type and reason for leave:

- If the leave is for planned medical treatment and will be taken on an intermittent or reduced schedule basis, the certification must include expected dates of treatments (or at least the frequency of treatments) and the duration of the course of treatments.
- If the leave is to care for a family member, the certification must state that the employee is needed to provide such care and estimate the amount of time needed for such care.

- If the leave is due to the employee's own serious health condition, the certification must identify which essential job functions the employee is unable to perform and indicate any other work restrictions and their likely duration.

Qualifying Exigency Leave

If an employee is requesting "qualifying exigency" leave, the employee must submit a certification showing that the spouse, son, daughter, parent or next of kin who is a covered military member has been called to active duty or notified of an impending call or order to active duty.

Military Caregiver Leave

If requesting military caregiver leave, an employee must provide the certification form completed by one of the authorized health care providers identified on the form (for instance, a provider affiliated with the Department of Veteran Affairs, Department of Defense, DOD TRICARE, etc.).

DCH's Process for Evaluating Leave Requests

Leave Management will review and grant leave requests for qualifying reasons for the period of time certified, subject to the limits established by the FMLA or applicable state or local law. Failure to provide adequate certification(s) will result in denial of the requested leave and may result in other employment consequences if the employee's absence is not otherwise authorized.

DCH will notify the employee whether they are eligible for FMLA leave and whether the requested leave is designated and will be counted as FMLA leave. DCH will advise an employee of any certification found incomplete or insufficient and will state in writing what information is needed to correct the problem. The employee will then have seven calendar days to provide a corrected certification (unless their deadline is impracticable under the circumstances). After the employee has had an opportunity to correct the certification, DCH may contact the health care provider for clarification and/or authentication. Contact with the health care provider will be made only with the employee's written authorization and will never be handled by the employee's direct leader.

An employee seeking additional FMLA leave for a previously certified condition must specifically mention the need for FMLA leave or the previous condition for which FMLA leave was used.

Recertification

DCH may require periodic recertification of a serious health condition and periodic reports during the leave regarding an employee's status and intent to return to work. In addition, DCH may request that the employee provide annual certifications for medical conditions lasting longer than a leave year. Finally, DCH may require certification of an employee's ability to return to work at the end of a leave.

Second or Third Medical Opinions

In some cases, DCH may require periodic status reports and/or second and third opinions. To facilitate the process for a second or third opinion, an employee must authorize the release of relevant medical information to the health care provider supplying a second or third opinion, if that provider requests records related to the condition for which leave is sought. If the employee does not comply, DCH may deny FMLA leave.

Benefits During Leave

During FMLA leave, a DCH employee will continue the same benefits received before leave began. If the leave is running concurrently with paid leave, employee benefit contributions are deducted from the employee's paycheck as usual. If the leave is unpaid, the employee is required to submit all applicable employee contributions toward insurance premium payments via check payable to DCH. Monthly payments will be due in full by the 10th of each month, and invoices will not be sent. If an employee fails to pay required insurance premiums on time (within 30 days), DCH may elect to pay the employee's premiums and later recover those amounts from the employee. Alternatively, DCH may elect to terminate coverage. In some cases, DCH may recover all premiums it paid for an employee's health coverage during leave if the

employee fails to return to work. To the extent required by law, all employee benefits will be unconditionally reinstated upon the employee's return to work.

Other Employment

DCH may prohibit an employee from holding other employment during any leaves of absence, including FMLA, if such other employment is determined to be inconsistent with the circumstances of the leave granted by DCH. If an employee continues working for another employer after DCH has determined that the other employment is inconsistent with approved DCH leave, accountability actions, up to and including separation of employment, may result.

Non-Discrimination/Non-Retaliation Policy Statement

DCH will not: interfere with, restrain, or deny the exercise of any right provided under the FMLA; discharge or discriminate against any person for opposing any practice made unlawful by the FMLA; or discharge or discriminate against any person for their involvement in any proceeding under or relating to the FMLA.

Conclusion

It is unlawful for any employer to interfere with, restrain or deny the exercise of any right provided under the FMLA. In addition, employers cannot discharge or discriminate against any person for opposing any practice made unlawful by the FMLA or for participating in any proceeding relating to the FMLA. Employees who believe that their FMLA rights have been violated may file a complaint with the Department of Labor or a private lawsuit in federal or state court. Questions relating to leave entitlements and/or the status of employee benefits or compensation during approved leaves should be directed to Human Resources. Exceptions to their policy will occur if necessary to comply with applicable laws. All exceptions to their policy must be reviewed in advance and approved by Human Resources.

Section 5 – General Standards of Conduct

5-1. Employee Accountability

DCH Health System endeavors to maintain a positive work environment. Each employee plays a role in fostering this environment. Employee accountability ensures that performance standards promote fairness, dignity, respect, and trust among employees that are consistent with our commitment to equal opportunity; supports DCH's mission, vision and values, and behavioral standards; and establishes guidelines for addressing employees at all levels who do not meet expectations or who otherwise engage in misconduct.

Because everyone may not have the same idea about proper workplace conduct, it is helpful to adopt and enforce rules all can follow. Unacceptable conduct may subject the offender to accountability actions, up to and including separation of employment in DCH's sole discretion. The following are examples of some, but not all, conduct which can be considered unacceptable:

1. Reckless behavior, in the form of conscious disregard of a substantial and unjustifiable risk of causing harm where remediation or reasonable adjustment is not applicable.
2. Brandishing of any type of weapon while on duty.
3. Threatening other individuals while on DCH property.
4. Significant neglect of job duties related to patient care.
5. Sleeping while on duty
6. Fighting while on DCH property.
7. Theft of employee, patient or DCH property.
8. Reporting to work while possessing or consuming alcohol or any other drug (i.e. other than those prescribed by a physician) while on property, in violation of the drug and alcohol policy.
9. Molesting public, patients or staff.
10. Falsifying time and attendance records including clocking in or out for anyone other than yourself or changing a time record without authorization.

11. Insubordination in the form of direct refusal to follow work instructions from leader staff.
12. Conviction of a felony or offense which reflects in a negative manner upon the suitability for continued employment.
13. Abuse, destruction, or waste of DCH or other employee's property.
14. Release of confidential information of patients, fellow employees, or DCH Health System.
15. Refusal to complete assigned schedule or walking off the job without approval of immediate leader.
16. Failure to report to work for three (3) successive scheduled days without notifying the leader.
17. Accessing or disclosing protected health information (PHI) without proper authorization.
18. Violation of corporate compliance including interfering with any corporate compliance investigation.
19. Dishonesty, including falsifying DCH records (i.e., including applications for employment, billing audits, patient records, etc.).
20. Receiving an accountability action during the twelve-(12) month period following a Final Accountability Discussion.
21. Any behavior that egregiously violates DCH values.

Obviously, not every type of misconduct can be listed. Note that all employees are employed at-will, and DCH Health System reserves the right to combine or skip steps depending on the facts of each situation and the nature of the offense. DCH will deal with each situation individually, and nothing in this handbook should be construed as a promise of specific treatment in a given situation. However, DCH Health System will endeavor to utilize employee accountability action but reserves the right, in its sole discretion, to separate from an employee at any time for any reason.

The observance of these rules will help to ensure that our workplace remains a safe and desirable place to work.

5-2. Attendance and Punctuality

Employees are hired to perform important functions at DCH Health System. As with any group effort, operating effectively takes cooperation and commitment from everyone. Therefore, attendance and punctuality are very important. Unnecessary absences and lateness are expensive, disruptive and place an unfair burden on fellow employees and leaders. During regular working hours, you are not to leave your assigned work area or the premises for personal reasons, without prior authorization from your leader.

We expect excellent attendance from all employees. Excessive absenteeism or tardiness will result in accountability actions, up to and including separation of employment.

We do recognize, however, there are times when absences and tardiness cannot be avoided. In such cases, employees are expected to notify leaders as early as possible, but no later than four hours prior to the start of the shift. Asking another employee, friend or relative to give their notice is improper and constitutes grounds for disciplinary action. You may not leave messages with receptionists, administrative assistants, or fellow employees. If you are absent because of illness, you should give your immediate leader a daily update of your status and when you expect to return to work. Employees should follow proper call off procedures each day of absenteeism.

Unreported absences of three (3) consecutive work days will be considered involuntary resignation of employment with DCH.

5-3. Use of Communications and Computer Systems

DCH Health System's communication and computer systems are intended primarily for business purposes only. This includes the voicemail, email and internet systems. Users have no legitimate expectation of privacy in regard to their use of the DCH Health System information technology systems.

DCH Health System may review use of communication and computer systems. This may include voicemail, email, and internet usage via DCH property. This may occur without notice to users when DCH deems it appropriate to do so. The reasons for which DCH may review employees' use of DCH property includes, but are not limited to: maintaining the system; preventing or investigating allegations of system abuse or misuse; assuring compliance with software copyright laws; complying with legal and regulatory requests for information; and ensuring that DCH operations continue appropriately during an employee's absence.

DCH may store electronic communications for a period of time after the communication is created. From time to time, copies of communications may be deleted.

DCH's policies in their entirety, state laws, and federal laws apply to the use of DCH's communication and computer systems.

No employee may access, or attempt to obtain access to, DCH's computer systems without appropriate authorization.

Violators of this policy may be subject to accountability actions, up to and including separation of employment.

5-4. Use of Social Media

DCH Health System respects the right of any employee to maintain a blog, TikTok or web page or to participate in social networking, such as Twitter, Facebook and LinkedIn. However, to protect DCH interests and ensure employees focus on their job duties, employees must adhere to the following rules:

You may not post on a blog or web page or participate on DCH social networking platforms, such as Twitter or similar sites, during work time or at any time with DCH equipment or property.

All rules regarding confidential and proprietary business information apply in full to blogs, TikTok, web pages, and social networking platforms such as Twitter, Facebook, LinkedIn, or similar sites. Any information that cannot be disclosed through a conversation, a note, or an email also cannot be disclosed on a blog, web page, or social networking site.

It is important to keep in mind that as employees, we are DCH ambassadors to the community and should represent DCH in a positive manner to our community. When using online media, be sure to think about how you want others to perceive you and our organization.

Whether you are posting something on your own blog, web page, social networking, or Twitter, TikTok or a similar site or on someone else's, if you mention DCH and also express either a political opinion or an opinion regarding DCH's actions that could pose an actual or potential conflict of interest with DCH, the poster must include a disclaimer. You should specifically state that the opinion expressed is your personal opinion and not DCH's position. This is necessary to preserve DCH's goodwill in the community.

Under no circumstances should an employee post a patient's information, commentary, or photograph on professional or social media sites (including but not limited to Facebook, TikTok, Snapchat, Instagram, etc.) without written authorization from the patient and coordination with the Marketing Department.

Any conduct that is impermissible under the law or policies of DCH if expressed in any other form or forum is impermissible if expressed through a blog, web page, social networking, Twitter, TikTok or similar site. For example, posted material that is discriminatory, obscene, defamatory, libelous or violent is forbidden. DCH's policies apply equally to employee social media use.

DCH Health System encourages all employees to keep in mind the speed and manner in which information posted on a blog, web page, and/or social networking site is received and often misunderstood by readers. Employees must use their best judgment. Employees with any questions should review the guidelines above

and/or consult with their leader. Failure to follow these guidelines may result in accountability, up to and including separation of employment.

For more information, see Privacy Policy and Procedure Use of Social Media.

5-5. Cell Phones and Portable Electronic Devices

As a courtesy to patients' families, staff should avoid the use of cell phones and other portable electronic devices in public hallways and on elevators.

Excessive, personal use of cell phones and other electronic portable devices during the workday can interfere with patient care and be a distraction in the work environment. Personal cell phones and other portable devices should be silenced and put away during working hours. While at work, staff should limit the use of cell phones and other portable electronic devices to breaks, lunches, and emergency situations only. When there are such emergencies, managers will grant flexibility as appropriate. Staff must advise friends and family of this policy.

DCH is not responsible for lost or stolen personal cell phones and other portable devices which are brought into the workplace.

Depending on work responsibilities, some DCH staff members are authorized to use cell phones and other portable devices for work-related activities. In these cases, staff must use discretion to avoid interfering with patient care and/or being a distraction in the work environment.

Staff are expected to use extreme caution and abide by state and local cell phone and texting laws when driving a vehicle. Staff will be solely responsible for any charge in violation of state or local laws related to cell phones and texting while on duty.

Staff is strictly prohibited from using cell phones and other portable electronic devices to access DCH software applications, data, and systems without specific authorization from management via the security access process. Under no circumstances should there be texting of patient information by unsecured means such as regular text messages, I-messages, Snapchat, etc. Any violation of this policy will result in accountability actions, up to and including separation of employment.

5-6. Camera Phones/Recording Devices

DCH staff is responsible for safeguarding privacy and protected health information (PHI). PHI is information that can be used to identify a patient, including but not limited to information about health care treatment, the patient's name, the patient's room number, age, address, and/or Social Security number. PHI is confidential and protected from access, use, or disclosure except to authorized individuals requiring access for treatment, payment, and health care operations.

To protect confidentiality and patients' protected health information (PHI), staff are generally prohibited from video recording, photographing, or audio recording any images or likenesses of patients, patients' family members, or PHI. Staff is also generally prohibited from taking pictures in patient care areas to ensure that no PHI is inadvertently captured in an image (such as a patient or document in the background). Any video recording, photographing, or audio recording of any images or likenesses of patients, patient family members, or PHI must adhere to DCH policies and procedures. Failure to adhere to this expectation will be considered a violation of policy and will result in accountability actions, up to and including separation of employment.

For more details on recording and photography, please refer to the following DCH policies and procedures:

- HIPAA Bridge Secure Texting Policy and Procedure
- Video Recording/Photography/Audio Recording, and Other Imaging of Patients.

During work-related events (such as department meetings, celebrations, picnics, service awards, etc.), management may authorize the use of cameras. In these cases, staff members are responsible for ensuring the pictures or videos do not contain any images of patients, patient family members, protected health information or any DCH documents which are present in the workplace.

5-7. Employee Search

DCH Health System reserves the right to require employees while on DCH property, or on client property, to agree to the inspection of their persons, personal possessions and property, personal vehicles parked on DCH or client property, and work areas. This includes lockers, vehicles, desks, cabinets, work stations, packages, handbags, briefcases and other personal possessions or places of concealment, as well as personal mail sent to DCH or to its clients. Employees are expected to cooperate in the conduct of any search or inspection.

5-8. Tobacco-Free

As a health care provider, DCH Health System believes a tobacco free environment is an essential component to promoting health and safety for our patients, visitors, and staff. The use of tobacco products within a DCH facility or on the grounds of a DCH facility campus is in direct conflict with our commitment to a healthy environment and promotion of a healthy lifestyle.

The sale or use of tobacco by any person is prohibited in or on all DCH Health System owned or leased buildings, grounds, parking lots, decks, ramps, plazas, owned or leased vehicles and sidewalks adjacent to DCH properties. It is the responsibility of every employee of DCH Health System to support and fully comply with the tobacco free policy. Compliance with this policy is expected, and employees who violate this policy will be subject to current accountability procedures under the Employee Accountability Policy. Medical staff members who violate this policy will be subject to the disciplinary process under the Medical Staff By-laws and Rules and Regulations. Policy variance may be allowed for residents in the Fayette Long Term Care Facility.

If an employee uses tobacco products, the employee must leave DCH property. In accordance with policy, a non-exempt employee is required to clock out when leaving DCH property, unless the employee is on DCH business. This time will be uninterrupted and unpaid, and it must be for a minimum of 30 minutes. DCH employees are not allowed to use tobacco products during paid time.

5-9. Personal Visits and Telephone Calls

Disruptions during work time can lead to errors and delays. While at work, we ask that personal telephone calls be kept to a minimum, and only be made or received during break, lunch, or emergency situations.

For the safety and protection of our employees, their families, patients and visitors, DCH Health System does not permit employees to bring family members who are not DCH employees to work with them. This policy applies to employees during work time, including meetings, training sessions and any forms of work activity. If a family member is approved by DCH to function in a non-employee role, such as a volunteer, intern, or temporary employee, the non-employee placement and assignment is determined by the appropriate leader.

5-10. Solicitation and Distribution

Solicitation is generally verbal communication, other than for DCH business purposes, aimed at gaining support for a cause. Examples may include asking employees:

- to purchase products
- to support a political cause

- to join an organization

Distribution refers to nonverbal dissemination of information, other than for DCH business purposes. Examples may include:

- written or electronic mail
- written materials such as leaflets or brochures
- invitations to meetings or events
- product samples

Distribution does not include routine access for service or delivery representatives.

Employees may not participate in solicitation or distribution during work time or in work areas. Work time excludes breaks, lunches, pre-and post-shift periods, or any other specified periods during the shift when employees are not engaged in performing their work responsibilities. Work areas exclude break rooms, employee lounges, parking lots, and any public areas that are not designated for work activities.

Solicitation of employees and distributing information to employees by employees in non-work areas during non-work time must cease immediately if an employee indicates not being interested. Personal or departmental solicitation of donations from vendors is prohibited unless approved by DCH Administration.

Employees must comply with the DCH Email Policy.

Non-employees, businesses, organizations, and agencies are strictly prohibited from distributing, advertising, or posting notices through DCH communication avenues.

5-11. Other Communication Avenues

DCH utilizes multiple communication avenues including The Loop, DCH's intranet, bulletin boards, voicemail and email systems to communicate information to employees and non-employees. Consistent with the Email Policy, these communication avenues are for the dissemination of DCH information and notices required by law, and are not to be used for solicitation or distribution, with the exception of offers approved for Employee Discounts. Postings are not allowed on walls and elevators, etc.

There are a variety of bulletin boards found in DCH facilities, some of which are available for employee use. Bulletin boards in employee-only break rooms and locker areas are available for employee use. The bulletin boards can be used to post notices from management, thank-you notes, and invitations to employee celebrations. These boards cannot be used for solicitation and distribution.

There are bulletin boards in some areas containing patient and visitor information and notices.

Employees are not allowed to post items on these bulletin boards.

Non- employees, businesses, organizations, and agencies are strictly prohibited from distributing, advertising, or posting notices through DCH communication avenues, with the exception of offers approved for Employee Discounts.

5-12. Confidentiality and Protected Health Information

DCH staff members are responsible for safeguarding privacy and protected health information (PHI). PHI is individually identifiable health information that is created, received, transmitted, or maintained by a covered entity (DCH) in any form or medium. PHI includes, but is not limited to, the patient's name, information about diagnosis/healthcare treatment, the room number, age, address, Social Security number, medical record/account numbers, full-face photographs, and any other unique identifying numbers, characteristics or codes that could link one to an individual patient. PHI is confidential and protected from access, use, or disclosure except to authorized individuals requiring access for treatment, payment, and health care

operations. During the course of work, you may become aware of confidential information about DCH Health System, including but not limited to protected health information. Any employee who improperly copies, removes (whether physically or electronically), uses, or discloses confidential information to anyone outside of DCH may be subject to accountability actions up to and including separation of employment.

Additional information and HIPAA privacy, confidentiality, and PHI can be found on the DCH intranet and in the DCH Health System HIPAA Privacy Policies and Procedures Manual.

5-13. Conflict of Interest

It is DCH Health System's policy that all employees avoid any conflict between their personal interests and those of DCH. The purpose of this policy is to ensure that DCH's honesty and integrity, and therefore its reputation, are not compromised. The fundamental principle guiding this policy is that no employee should have, or appear to have, personal interests or relationships that actually or potentially conflict with the best interests of DCH.

It is your responsibility to report any actual or potential conflict that may exist between you (and your immediate family) and DCH.

When a DCH Health System employee or employee family member engages in any activity or interest that may be in violation of Conflict of Interest Policy, the employee must disclose that activity, or contemplated activity by completing a Conflict of Interest Reporting and Disclosure Form. The completed form should be given to the employees' department manager for processing.

For additional information, please refer to the Conflict of Interest Policy located on The Loop, DCH's intranet.

5-14. Use of Facilities, Equipment and Property, Including Intellectual Property

Equipment essential in accomplishing job duties is often expensive and may be difficult to replace. When using property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards and guidelines.

Employees should notify their leader if any equipment, machines, or tools appear to be damaged, defective, or in need of repair. Prompt reporting of loss, damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or others. The leader can answer any questions about an employee's responsibility for maintenance and care of equipment used on the job.

Employees also are prohibited from any unauthorized use of DCH's intellectual property, such as audio and video tapes, print materials and software.

Improper, careless, negligent, destructive, or unsafe use or operation of equipment can result in accountability actions, up to and including separation of employment.

DCH is not responsible for any damage to an employee's personal belongings unless the employee's leader provided advance approval for the employee to bring the personal property to work.

5-15. Health and Safety

The health and safety of employees and others on DCH property are of critical concern. DCH intends to comply with all health and safety laws applicable to our business. We must rely upon employees to ensure that work areas are kept safe and free of hazardous conditions. Employees are required to be conscientious about workplace safety, including proper operating methods, and recognize dangerous conditions or hazards. Any unsafe conditions or potential hazards should be reported to leadership immediately, even if the problem appears to be corrected. Any suspicion of a concealed danger present on the DCH's premises,

or in a product, facility, piece of equipment, process, or business practice for which DCH is responsible should be brought to the attention of leadership immediately.

Periodically, DCH may issue rules and guidelines governing workplace safety and health. DCH may also issue rules and guidelines regarding the handling and disposal of hazardous substances and waste. All employees should familiarize themselves with these rules and guidelines, as strict compliance will be expected.

Any workplace injury, accident, or illness must be reported to the employee's leader as soon as possible, regardless of the severity of the injury or accident.

5-16. Employment of Relatives

A familial relationship among employees can create an actual or at least a potential conflict of interest in the employment setting, especially where one relative supervises another relative. To avoid this problem, DCH Health System may refuse to hire or place a close relative, as defined below, in a position where the potential for favoritism or conflict exists.

In other cases, such as personal and/or romantic relationships where a conflict or the potential for conflict arises, even if there is no supervisory relationship involved, the parties may be separated by reassignment or discharged from employment, at the discretion of DCH. Accordingly, all parties to any type of intimate personal relationship must inform management.

If two employees marry, become related, or enter into an intimate relationship, they may not remain in a reporting relationship or in positions where one individual may affect the compensation or other terms or conditions of employment of the other individual. DCH generally will attempt to identify other available positions, but if no alternate position is available, DCH retains the right to decide which employee will remain with DCH.

For the purposes of this policy, a close relative is defined as a father, mother, spouse, brother, sister, child, father-in-law, mother-in-law, grandparent, grandchild, or legal guardian of the employee. At DCH's discretion, brothers- and sisters-in-law and step relationships, similar to those listed above also may be considered close relatives.

5-17. Employee Dress and Personal Appearance

You are expected to report to work well groomed, clean, and dressed according to the requirements of your position. By the nature of our operation, most employees are expected to wear uniforms.

Please contact your leader for specific information regarding acceptable attire for your position

DCH will provide you with an identification badge which is required to be worn at all times while on duty. Identification badges are to be worn at or above the mid-chest, with the picture and name displayed properly. Your badge is used to record clocking's for time and attendance, entry to secured areas, etc. If your badge is lost or stolen, it is your responsibility to report to Human Resources as soon as possible to have another badge reissued. A fee will be charged for replacement badges.

Many of our visitors, co-workers, volunteers, and physicians have allergies and other health concerns that may be aggravated by strong odors or fragrances. For this reason, fragrances are not allowed such as smoke odor, tobacco residue, aftershave, cologne, perfume, scented lotions or scented makeup. It is not our intent to discourage use of deodorant, hair care or other personal hygiene products.

If you report to work dressed or groomed inappropriately, you may be prevented from working until you return to work well-groomed and wearing the proper attire.

5-18. Publicity/Statements to the Media

All media inquiries regarding the position of DCH as to any issues must be referred to the Vice President of Marketing/Communication.

Only the Vice President of Marketing/Communication is authorized to make or approve public statements on behalf of DCH. No employees, unless specifically designated by the Vice President of Marketing/Communication, are authorized to make those statements on behalf of DCH.

Any employee wishing to write and/or publish an article, paper, or other publication on behalf of DCH must first obtain approval from the Vice President of Marketing/Communication.

5-19. Operation of Vehicles

All employees authorized to drive DCH owned or leased vehicles or personal vehicles in conducting DCH business must possess a current, valid driver's license and an acceptable driving record. Any change in license status or driving record must be reported to management immediately.

An employee must have a valid driver's license in their possession while operating a vehicle off or on DCH property. It is the responsibility of every employee to drive safely and obey all traffic, vehicle safety, and parking laws or regulations. Drivers must demonstrate safe driving habits at all times. DCH-owned or leased vehicles may be used only as authorized by management.

Staff are expected to use extreme caution and abide by state and local cell phone and texting laws when driving a vehicle. Staff will be solely responsible for any charge in violation of state or local laws related to cell phones and texting while on duty.

5-20. Business Expense Reimbursement

Employees will be reimbursed for reasonable approved expenses incurred in the course of business. These expenses must be approved by the employee's leader and may include air travel, hotels, motels, meals, cab fare, rental vehicles, or gas and car mileage for personal vehicles. All expenses incurred should be submitted to Finance, along with the receipts, in a timely manner.

You are expected to exercise restraint and good judgment when incurring expenses. You should contact your leader in advance if you have any questions about whether an expense will be reimbursed.

5-21. Parking

Parking for employees is available in areas that are not designated for another purpose. In any such area, white lines designate parking spaces. Employee parking is not allowed in the following areas:

- Areas adjacent to a yellow curb or similar markings
- Areas marked with signage as prohibited or restricted to a particular purpose
- Areas designated as handicapped, unless employee has a handicapped parking permit Parking decks reserved for patient and visitor parking Monday-Friday, 8 a.m. to 3 p.m. unless specifically authorized.

Employees found to be in violation of the parking policy are subject to accountability action. The police department or the municipal parking authority will issue citations for fire lane and handicapped parking violations. As such, DCH has no authority to alter such citations.

5-22. Employee Arrest Notification

If an employee is arrested and charged with a criminal offense, other than a minor traffic violation, the employee must notify their director within two (2) business days of the charge. If a director or above is

arrested and charged with a criminal offense, the director or above must notify the appropriate leader and the Vice President of Human Resources within two (2) business days of the charge. The employee who has been charged must also submit a copy of the criminal charge paperwork to Human Resources within seven (7) calendar days of the charge.

Human Resources will review the charge and determine whether the facts and circumstances of the individual's conviction have a substantial relationship to the duties and responsibilities of the job and/or DCH Health System. If the individual is allowed to remain employed and is later convicted, a determination will be made by Human Resources as to whether the severity of the criminal offenses merits further attention, up to and including separation of employment.

The results of reviews and the final determination will be strictly confidential and will be released only on a need-to-know basis upon the express authority of the Vice President of Human Resources.

5-23. Severe Weather

Severe weather practices will be automatically implemented any time the National Weather Service issues a winter weather advisory or higher category winter weather notification or a tropical storm watch, hurricane watch, or higher category of such type of weather notification, effective anywhere in the counties of Tuscaloosa, Pickens, Greene, Sumter, Lamar, Marion, Fayette, Bibb, Hale, Perry, Marengo, Jefferson and Walker. In the case of flood or tornado damage that impedes the normal flow of traffic, the policy will be implemented by the administrator on call (AOC) or incident commander (IC). Additionally, the AOC may implement the policy at their discretion.

Under no circumstances will any service provided by DCH to its patients be closed or suspended without prior proper approval.

Employees at work during times of severe weather are expected to remain at work until their relief arrives. Employees will be paid for such work hours. Employees will be allowed to leave work for up to an hour during the day and evening shifts to pick up children and return to work. Employees will be paid for severe weather time off in accordance with DCH policy, state law, and federal law.

5-24. Staff Rights

If a specific aspect of patient care or treatment puts you in conflict because of a cultural or religious belief, you may notify your leader in advance. If a resolution to the conflict is not reached, the issue will be referred to the division Vice President or the Administrator. Please see the Staff Rights Policy, located on The Loop for additional information.

5-25. Cultural Sensitivity and Diversity

Cultural sensitivity, understanding the needs and emotions of your own culture and the culture of others, and diversity mean something different to each and every person. The changing demographics and economics of our growing multicultural world and the longstanding differences in the health status of people from culturally diverse backgrounds have challenged health care providers and organizations to consider cultural diversity as a priority. However, health care providers must realize that addressing cultural diversity goes beyond knowing the values, beliefs, practices and customs of African Americans, Asians, Hispanics/Latinos, Native Americans/Alaskan, and Pacific Islanders. In addition to racial classification and national origin, there are many other faces of cultural diversity. Religious affiliation, language, physical size, gender, sexual orientation, age, disability (both physical and mental), political orientation, socio-economic status, occupational status, and geographical location are but a few of the faces of diversity.

Culture is an integrated pattern of human behavior that includes thoughts, communications, languages, practices, beliefs, values, customs, courtesies, manners of interacting, roles, relationships, and expected behaviors of a racial, ethnic, religious, or social group.

At DCH, we expect all employees to be sensitive to our diverse population in providing their health care needs.

5-26. Patient Abuse

It is the policy of the DCH Health System that all patients are to be treated with respect and dignity at all times and under all circumstances. Mistreatment or abuse of patients will not be tolerated. "Abuse" is any discourteous treatment or mistreatment of a patient, whether physical or verbal, and includes disregard for patient safety or patient care practices that might cause injury or illness. Behavior may be abusive whether or not it results in physical or mental injury. Because DCH, the patients and the patients' families have entrusted us to safeguard the well-being of the patient, "abuse" also includes any behavior which takes advantage of the caregiver's position of trust.

It is the responsibility of every employee, medical staff, volunteer, and other individuals who provide care, treatment, and services of DCH to report immediately any instances or suspected instances of patient abuse, safety, or quality of care concerns to their immediate leader, Vice-President/ Administrator, or may be reported to The Joint Commission (1-800-994-6610 or email complaint@jointcommission.org).

A prompt investigation will be made on any such report. DCH will take no disciplinary or punitive action against employees, physicians, or other individuals who provide care, treatment, and services when they report safety or quality of care concerns.

During an investigation, the individual may be placed on unpaid administrative leave. After the investigation, any employee suspected of abusing a patient is subject to immediate discharge. Any employee that who fails to report an incident or suspected incident of abuse may be subject to discipline, up to and including immediate discharge. Local authorities and licensing agencies will be notified as appropriate, and criminal charges may be filed against any person suspected of abuse.

5-27. Patient Concerns

Some of the most important people in the Health System are the patients. Patient concerns brought by or on behalf of a patient regarding the care of the patient or the patient's property should be directed to the following individuals in the following order. The concern should start with Step One and taken to the next level when a satisfactory resolution cannot be achieved.

Step One: Direct Caregiver

Step Two: Direct Caregiver's Leader

Step Three: Department or Divisional Director

Step Four: Vice President

Step Five: Administrator on Call

Patient representatives are available at any step during the process to assist with patient concern resolution. In instances of a sentinel event, staff may be referred to the EAP for support and counseling.

If a patient is unable to resolve any concerns about patient care or safety through the above process, their representative may contact The Joint Commission (JC). The JC Office of Quality Looping may be contacted by either calling 1-800-994-6610 or emailing complaint@jointcommission.org.

If at any step it becomes apparent that the concern will be escalated to the next step, the individual referring the concern to the next step should inform the individual to whom the concern is being referred.

5-28. References

DCH will only provide confirmation of a former employee's job title and dates of service in response to requests for employment references, except for information required for unemployment claims. Job references must come from Human Resources.

5-29. If You Must Leave Us

If you must leave DCH we ask that you submit a notice of resignation. The following provides the required resignation notice period for each position type:

Four (4) weeks in advance

- RN
- Management
- Physical Therapist, Occupational Therapist, Speech Therapist
- Pharmacist
- Histologist/Cytotechnologist
- CRNP
- CRNA
- Exempt position

Two (2) weeks in advance

- Non-exempt position not listed above
- Clerical
- Medical Technologist
- ARRT
- Athletic Trainer
- Respiratory Therapist

Thoughtfulness will be appreciated. All DCH property including, but not limited to, keys, security cards, parking passes, laptop computers, fax machines, uniforms, etc., must be returned at separation. Employees also must return all of DCH's confidential information upon separation. As noted previously, all employees are employed at-will and nothing in this handbook changes that status.

Section 6 – Corporate Compliance

6-1. Purpose and Authority

Purpose

DCH Health System is dedicated to adhering to the highest ethical standards and is firmly committed to conducting business with integrity by complying with both the letter and spirit of the law. The DCH Compliance Program is part of the fabric of the organization, which embodies and furthers our commitment to the DCH Vision of being the provider of choice in West Alabama by providing excellent care.

The compliance program shows DCH's commitment to high standards of ethics and compliance. We have systems, processes, and committees in place to ensure compliance with laws, rules, and regulations to assure this commitment. In addition, the program supports DCH's ethical standards, Code of Conduct, and zero-tolerance policy for fraud and abuse.

The Compliance Department's page on the DCH intranet includes more information about the Compliance Department, the compliance program, and related educational materials. It also has links to many other compliance resources. Additionally, the Compliance Department is available to assist you with any questions or concerns about any laws, rules, or regulations that apply to DCH.

Authority

The DCH Health System Board of Directors has assigned oversight of the Corporate Compliance Program to the Audit and Corporate Compliance Committee of the Board. In addition, the Board has appointed a Chief Compliance Officer to manage and lead the day-to-day activities of the Corporate Compliance Program. This individual reports administratively to the Chief Executive Officer and functionally to the Chairman of the Audit and Corporate Compliance Committee of the Board or the full Board in appropriate circumstances. The Chief Compliance Officer makes a report of compliance matters to the Audit and Corporate Compliance Committee of the Board on a quarterly basis.

The DCH Audit and Corporate Compliance Committee consists of a subset of DCH Board Members. Their backgrounds, experiences, and areas of expertise are relevant to the compliance program's activities. The Compliance Committee is primarily responsible for providing governance and advising the Chief Compliance Officer in managing and implementing DCH's compliance program.

6-2. Corporate Compliance Code of Conduct

The DCH Health System Compliance Program helps to ensure that everyone in the organization understands and complies with all related laws that govern DCH business activities. Without exception, the standards apply to all employees, physicians, volunteers, contractors, vendors, executive management, and the board of directors. All employees have the duty to understand and comply with laws and regulations that relate to their jobs. Leaders have the responsibility of ensuring that all employees who report to them are given information to be aware of and comply with such legal requirements.

The DCH Corporate Compliance Code of Conduct is a shared statement of commitment to uphold the ethical, professional, and legal standards used as a basis for daily and long-term decisions and actions. Adherence to its spirit, as well as its specific provisions, is critical to DCH's success. Each member of the team is individually accountable for their own actions, and DCH Health System is collectively accountable for upholding the standards of behavior and for compliance with all applicable laws and policies that guide DCH's work. To view the Compliance Code of Conduct or for more information, visit The Loop, DCH's intranet.

6-3. Federal Compliance Program

The Department of Health and Human Services and its Office of Inspector General expects all health care providers to implement an effective compliance program. Specific policies and directives already govern many of the activities performed by DCH employees. The Compliance Program does not replace those specific policies and directives, but is meant to provide an overview of conduct that is expected of DCH employees. Where a specific policy or directive is in place, that policy sets forth the rules employees must follow. The Compliance Program provides further guidance for resolving questions or situations that employees may encounter.

As previously stated, DCH Health System is committed to following all applicable laws and regulations. In particular, we are committed to compliance with those laws and regulations that address healthcare fraud, waste, abuse, patient privacy, access to care, and proper billing of Medicare, Medicaid, and other government-funded health care programs, as well as other payers. Examples of such laws include, but are not limited to, the following:

- **The Federal False Claim Act** - This law prohibits anyone from knowingly submitting or causing to be submitted a false or fraudulent claim. The False Claims Act (FCA) establishes liability when any

person or entity improperly receives payment from or avoids payment to the federal government. The False Claims Act contains **Whistleblower Provisions** for anyone with knowledge of false claims activity to file a lawsuit on behalf of the government. Finally, the False Claims Act provides protection for whistleblowers against any action taken against them as retaliation for reporting false claims activity.

- **Anti-Kickback Statute** - This criminal law forbids payments that encourage or reward patient referrals or the generation of business involving any item or service payable by federal health care programs. "Payment" includes anything of value and can take many forms (not limited to money).
- **Stark Law** - This law applies to physician referrals and is designed to prohibit physicians from referring Medicare patients to hospitals, labs, and colleagues with whom the physician has financial relationships unless they fall under certain exceptions.
- **HIPAA** - The Health Insurance Portability and Accountability Act (**HIPAA**) is a federal law that requires safeguards for ensuring that patient health information is adequately protected and disclosed. HIPAA includes the Privacy Rule and the Security Rule. The Privacy Rule's major goal is to assure that individuals' health information is properly protected while allowing the flow of health information needed to provide and promote high-quality health care. As such, DCH Health System has privacy and confidentiality standards in place to ensure appropriate access or disclosure of protected health information (PHI). PHI should be discussed with or disclosed to DCH personnel on a limited "minimum necessary" basis. PHI should only be disclosed to others in response to permitted or authorized requests. PHI should not be discussed in public areas such as elevators, the cafeteria, hallways, etc. Specific HIPAA policies and procedures are available on The Loop, DCH's intranet. **Consult with the DCH Privacy Officer (205-750-5328) for any questions you may have regarding patient confidentiality and/or specific HIPAA Privacy provisions.**
- **The HIPAA Security Rule** - establishes a national set of security standards for protecting certain health information that is held or transferred in electronic form. For more information related to the security of electronic protected health information (e-PHI), please contact the DCH IT Data Security manager at 205-343-8079.
- **HITECH** -Title XIII of the American Recovery and Reinvestment Act of 2009 (ARRA), otherwise known as the Health Information Technology for Economic and Clinical Health Act (**HITECH Act**), increases the fines and the scope of remedies for violations of HIPAA and breaches of the security of electronic health records. The HITECH Act also requires disclosures for such breaches to the news media, the affected individuals, and Health and Human Services in the event security of protected health information is breached as described in the Act. Criminal penalties are enforceable against persons who obtain or disclose protected health information without authorization. In addition, a state's attorney general has the power to bring civil actions against a person on behalf of residents adversely affected by violations of either HIPAA or the HITECH Act.
- **EMTALA** - Referred to as the "Anti-Dumping Law," the Emergency Medical Treatment and Active Labor Act (EMTALA) prohibits delaying care, refusing treatment, or transferring a patient to another facility based on the patient's ability to pay. It is the policy of DCH that all individuals to whom EMTALA applies must be provided a Medical Screening Examination to determine whether an Emergency Medical Condition applies.

More details of these laws can be found on the Internal Audit and Compliance intranet page located under Departments.

Reporting

DCH Health System relies heavily on its employees to prevent improper conduct, identify potential compliance problems, detect violations, correct non-compliance, and simply ask questions regarding our policies and practice for compliance with healthcare fraud and abuse laws.

Each employee has a responsibility for fostering a culture of compliance by adhering to the Compliance Code of Conduct, but also reporting any known misconduct. Employees and those affiliated with DCH Health System have a responsibility to report any suspected or actual violation of state and federal laws/regulations, DCH Standards of Conduct, or DCH policy by reporting to the following:

- Leader/Manager/Director
- Senior/Administrative Leadership
- Human Resources
- General Counsel
- Internal Audit
- Privacy
- Compliance
- Anonymous Hotline **1-877-847-4324**

Anonymous Hotline

DCH Health System's Anonymous Hotline (**1-877-847-4324**) permits you the ability to report, in good faith, known or suspected instances of fraud, waste, neglect, abuse and other compliance related issues. The hotline is answered 24 hours per day, 365 days per year. If you wish to remain anonymous or do not feel that you can address your concerns internally, we recommend you call the hotline. Calls will not be traced, and the firm that handles the hotline is independent of DCH. Calls are typed into a written report and voices are not recorded.

When reporting, it is important for you to give as many facts/details as possible. This allows for a more thorough investigation and resolution so you can receive the most appropriate response. Callers may call back and check on the status of the investigation. To protect confidentiality and privacy, we do not disclose the details of the investigation or any disciplinary action. However, the Hotline will inform you whether the investigation is complete and when the issues have been addressed. All hotline calls are reported to the Audit and Corporate Compliance Committee of the DCH Board of Directors on a quarterly basis.

Non-Retaliation

It is strictly prohibited to retaliate against someone for: raising a concern, calling the hotline or cooperating with an investigation. Retaliation means taking action in return for a perceived injury or offense. DCH's Non-Retaliation specifically prohibits retaliation against anyone who:

- Provides information to DCH or an external agency in good faith concerning a compliance-related matter.
- Objects to, or refuses to participate in, an activity that they feel is or involves a potential compliance violation.
- Discloses, or expresses intent to disclose, information about a potential compliance violation.

Claims of retaliation are taken very seriously and, if proven, will result in corrective action, up to and including separation of employment.

Your Employee Rights Under the Family and Medical Leave Act

What is FMLA leave?

The Family and Medical Leave Act (FMLA) is a federal law that provides eligible employees with **job-protected leave** for qualifying family and medical reasons. The U.S. Department of Labor's Wage and Hour Division (WHD) enforces the FMLA for most employees.

Eligible employees can take **up to 12 workweeks** of FMLA leave in a 12-month period for:

- The birth, adoption or foster placement of a child with you,
- Your serious mental or physical health condition that makes you unable to work,
- To care for your spouse, child or parent with a serious mental or physical health condition, and
- Certain qualifying reasons related to the foreign deployment of your spouse, child or parent who is a military servicemember.

An eligible employee who is the spouse, child, parent or next of kin of a covered servicemember with a serious injury or illness **may take up to 26 workweeks** of FMLA leave in a single 12-month period to care for the servicemember.

You have the right to use FMLA leave in **one block of time**. When it is medically necessary or otherwise permitted, you may take FMLA leave **intermittently in separate blocks of time, or on a reduced schedule** by working less hours each day or week. Read Fact Sheet #28M(c) for more information.

FMLA leave is **not paid leave**, but you may choose, or be required by your employer, to use any employer-provided paid leave if your employer's paid leave policy covers the reason for which you need FMLA leave.

Am I eligible to take FMLA leave?

You are an **eligible employee** if **all** of the following apply:

- You work for a covered employer,
- You have worked for your employer at least 12 months,
- You have at least 1,250 hours of service for your employer during the 12 months before your leave, and
- Your employer has at least 50 employees within 75 miles of your work location.

Airline flight crew employees have different "hours of service" requirements.

You work for a **covered employer** if **one** of the following applies:

- You work for a private employer that had at least 50 employees during at least 20 workweeks in the current or previous calendar year,
- You work for an elementary or public or private secondary school, or
- You work for a public agency, such as a local, state or federal government agency. Most federal employees are covered by Title II of the FMLA, administered by the Office of Personnel Management.

How do I request FMLA leave?

Generally, to request FMLA leave you **must**:

- Follow your employer's normal policies for requesting leave,
- Give notice at least 30 days before your need for FMLA leave, or
- If advance notice is not possible, give notice as soon as possible.

You do **not** have to share a **medical diagnosis** but must provide enough information to your employer so they can determine whether or the leave qualifies for FMLA protection. You **must also inform your employer if FMLA leave was previously taken** or approved for the same reason when requesting additional leave.

Your employer **may request certification** from a health care provider to verify medical leave and may request certification of a qualifying exigency.

The FMLA does not affect any federal or state law prohibiting discrimination or supersede any state or local law or collective bargaining agreement that provides greater family or medical leave rights.

State employees may be subject to certain limitations in pursuit of direct lawsuits regarding leave for their own serious health conditions. Most federal and certain congressional employees are also covered by the law but are subject to the jurisdiction of the U.S. Office of Personnel Management or Congress.

What does my employer need to do?

If you are eligible for FMLA leave, your employer **must**:

- Allow you to take job-protected time off work for a qualifying reason,
- Continue your group health plan coverage while you are on leave on the same basis as if you had not taken leave, and
- Allow you to return to the same job, or a virtually identical job with the same pay, benefits and other working conditions, including shift and location, at the end of your leave.

Your employer **cannot interfere with your FMLA rights** or threaten or punish you for exercising your rights under the law. For example, your employer cannot retaliate against you for requesting FMLA leave or cooperating with a WHD investigation.

After becoming aware that you need for leave is for a reason that may qualify under the FMLA, your employer **must confirm whether you are eligible** or not eligible for FMLA leave. If your employer determines that you are eligible, your employer **must notify you in writing**:

- About your FMLA rights and responsibilities, and
- How much of your requested leave, if any, will be FMLA-protected leave.

Where can I find more information?

Call 1-866-487-9243 or visit dol.gov/fmla to learn more.

If you believe your rights under the FMLA have been violated, you may file a complaint with WHD or file a private lawsuit against your employer in court. **Scan the QR code to learn about our WHD complaint process.**



WAGE AND HOUR DIVISION
UNITED STATES DEPARTMENT OF LABOR

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