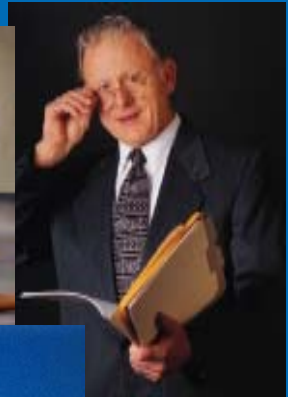


# Lenoir Memorial Hospital



## Employee Handbook 2009



## *Welcome*

Welcome to the staff of Lenoir Memorial Hospital. You will find here the range of specialty services and equipment you would normally find in larger hospitals. We are fortunate to have the kind of facility, which lends itself to the development of a reputation for outstanding patient care. But design and equipment alone will not earn us this reputation. It requires people who are expert in their work, who are personally committed and who are professional and compassionate and customer focused on each life entrusted to our care.

We believe that people are important - that only through the complete dedication and support of our employees can we hope to provide our customers with the quality of patient care to which they are entitled. You, as an employee of Lenoir Memorial Hospital, are entrusted with a share of our responsibility.

Whatever your job may be, you have a vital and important contribution to make toward outstanding patient care. Your job is their assurance that everything possible is being done to provide the necessary comfort and care for those who are entrusted in our care.

We hope this booklet will help you feel at home and understand your commitment to Lenoir Memorial Hospital and the hospital's commitment to you. It should be used as a ready reference on basic policies and practices, which will help you, achieve a satisfying and successful career with us. We hope you will be proud to be a member of the Lenoir Memorial Hospital family.



## *History Of Lenoir Memorial Hospital*

When Kinston residents James and Laura McDaniel transformed their home into the community's first hospital, little did they know that they had set in motion an evolution in health care that would continue for over a hundred years. The Robert Bruce McDaniel Memorial Hospital, located on East Gordon Street, opened with 20 patient-care beds on June 27, 1906 (by most accounts). They had transformed their beautiful home with a large ornate front porch into the community's first hospital. This transformation marked the beginning of hospital care not only in Kinston but also in eastern North Carolina. A year later the McDaniel's Training School for Nurses was opened. Changes continued eight years after that when Dr. W. Thomas Parrott and Dr. James M. Parrott bought the Robert Bruce McDaniel Memorial Hospital and changed the name to Parrott Memorial Hospital. Along with the name change came renovation and modernization. Parrott hospital had a capacity of 50 beds and 15 bassinets. Parrott was a private hospital with a closed medical staff.

As Kinston and Lenoir County grew so did the need to serve more residents with more doctors. In the early 1900s, six doctors came together to discuss the idea of building a new hospital. In 1924, land adjacent to Rhodes Avenue and College Street was acquired and construction of a 30 bed modern hospital began. Memorial General Hospital, named so because it was both a general hospital and a memorial to those who served in WWI, Memorial General had its first patient admission in 1925. The hospital was complete with a laboratory and x-ray facilities. That same year the Memorial General Hospital School of Nursing opened and in 1928, graduated its first class of five nurses.

In 1950, the name Memorial General Hospital was changed to Lenoir Memorial Hospital, Inc. The hospital had 125 beds. Lenoir County citizens passed a bond issue in 1967 to provide a new five story, 285-bed medical facility, and construction began at the current site in 1969.

On July 7, 1973, the current Lenoir Memorial structure opened for patient care. Rapid improvements continued as the entire process of health care advanced to its present community-based system.

Since Lenoir Memorial opened in 1973, the facility has undergone some major renovations including the additions of the sixth and seventh floors and expansion of the emergency and laboratory departments. Lower level renovations through the years have created areas for staff development and space occupied by corporate and community health and rehabilitation services.

In 1989, Lenoir Memorial opened a 26-bed skilled nursing unit; now called the Transitional Care Unit. In 1990 Lenoir Memorial assumed operation of the Cancer Treatment Center. Lenoir Memorial opened its 14,000 square foot Day Surgery Center in May 1992. A long-awaited Rehabilitation Center opened in August 1993. In 2002 Lenoir Memorial completed construction of the Emergency Department and lobby renovations. The expanded lobby included the Café, which is open to the public. In 1999, through the efforts of the Lenoir Memorial Hospital Foundation and community support the Community Walking Track was built and opened on the hospital campus.



## *Our Mission*

The Mission of Lenoir Memorial Hospital is to ensure exceptional healthcare for the people we serve.

## *Our Vision*

The Vision of Lenoir Memorial Hospital is to be an outstanding community hospital.

## *Our Values*

We dedicate ourselves to:

Service by providing professional, compassionate, and customer-focused healthcare that ensures respect and dignity for each life entrusted to our care;

Integrity that embodies honor, truthfulness, and fairness in all that we do;

Teamwork through personal commitment, accountability, and collaboration between the Hospital, Medical Staff, our customers, and their families;

Leadership by working together to create an interdependent, supportive, and proactive culture;

Innovation that is visionary, creative, and serves as a catalyst for improving the health of the community; and

Stewardship that ensures the Hospital's financial viability and our continued commitment to the community we are privileged to serve.

## *Standards of Performance*

**First Impressions:** Make a positive first impression. Promote a caring a positive image of self and the Hospital. Make customers and guests feel truly welcome at Lenoir Memorial Hospital.

**Personal Appearance:** Always present a professional image by reporting to work according to the dress code.

**Communication:** Communicate with courtesy and compassion.

**Customer waiting:** Provide a comfortable atmosphere for waiting customers. Always thank customers for waiting and apologize for delays.

**Confidentiality and Privacy issues:** Respect the dignity and confidentiality of others. Protect the integrity of the institution, patients and employees by maintaining confidentiality.

**Patient and Family Encounters:** Anticipate patient and family needs and concerns. Always ask prior to leaving a patient, "Is there anything else I can do for you?"

**Commitment of Co-workers:** Be a team player. Show consideration. Consider the priorities of others in addition to your own priorities.

**Sense of Ownership:** Act like an owner by displaying pride in the facility, organization and department.



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## *Employment Policies*

The policies, procedures and programs outlined in this handbook are designed to serve as guidelines, to inform you about your employment at Lenoir Memorial Hospital. Nothing in this material is intended to create a contractual relationship between you and your employer. These policies, procedures, and programs may change over time and management will communicate these changes to you through various communications methods. If you have questions related to anything you read in the handbook please contact your supervisor or the Human Resources Department

## *Employee Classifications*

1. Full-time Employees - Those who are regularly scheduled to work an average of 32 or more hours per week.
2. Regular Part-Time Employees - Those who are regularly scheduled to work greater than 20 but less than 32 hours per week.
3. Casual Staff - Those who are scheduled to work as needed based upon patient census and staffing needs. Casual staff employees are not eligible to participate in the hospital employee benefit programs.

## *Policy Prohibiting Unlawful Discrimination & Harassment*

Lenoir Memorial Hospital will not tolerate any unlawful discrimination or harassment of employees. Types of unlawful discrimination covered by this policy include harassment or discrimination against an individual because of the person's sex, race, religion, color, national origin, disability, or any other classification protected by law. Any employee who engages in any form of unlawful discrimination or harassment will be disciplined. Lenoir Memorial Hospital also forbids retaliation of any type against an employee for reporting any type of unlawful harassment or discrimination.

Lenoir Memorial Hospital feels all employees have the right to work in an environment that is free of harassment, including sexual harassment. Sexually oriented acts or sex-based conduct have no legitimate business purposes and employees who engage in such conduct will be subject to corrective action.

The definition of Sexual harassment includes any unwelcome sexual advances, requests for sexual favors, and other verbal, graphic or physical conduct of a sexual nature, where (1) submission of such actions is made a condition of employment or is used as a basis for employment decisions affecting such individual; (2) the behavior interferes with an employee's work performance; (3) or creates an intimidating, hostile, or offensive work environment.

Sexual harassment can take the form of direct or implied threats that a person's employment will be adversely affected if sexual demands are rejected. Sexual harassment can also result from consensual relationships between supervisor and employee or among co-workers which results in creating an environment of preferential treatment or favoritism.



It is illegal and against Lenoir Memorial Hospital policy for any worker to harass another worker or to create a hostile work environment based on sex by committing or encouraging:

- intentional physical conduct that is sexual in nature, including but not limited to leering, touching, assaulting, brushing up against another employee's body or blocking or impeding movements;
- unwanted sexual advances, propositions, jokes, gestures, or comments—whether made physically, orally, in print, or by e-mail—that are expressed in the presence of or directed toward any employee and
- innuendoes, jokes, comments, invitations, posting or otherwise displaying pictures, posters, calendars, graffiti, objects, or other materials that are sexual in nature.

It is the policy of Lenoir Memorial Hospital that conduct, whether intentional or unintentional which results in the harassment of employees by supervisors, co-workers or a third party not employed by the Hospital will not be tolerated and will be dealt with accordingly.

Employees should immediately report sexual harassment to their supervisor. If you feel that the supervisor is involved in the harassment or discrimination in any way, then the following individuals can be contacted: your Director or a Human Resources Management Representative. If possible the notice should be done in writing stating the date, place, time, and nature of the harassment, and the name(s) position(s) of the offending party and any witnesses to the alleged harassment.

Once a harassment complaint is brought to the company's attention, action will be taken to determine what happened and to resolve the complaint. Supervisors who fail to effectuate this policy will be subject to discipline up to and including discharge. All complaints will be thoroughly investigated, and the privacy of all parties involved will be respected as much as possible. Should a violation of this policy be substantiated, appropriate corrective action will be taken. In all cases, the employee who reports unlawful harassment or discrimination will be advised of the results of the investigation. All workers, including supervisors and managers, will be subject to severe discipline, up to and including discharge, for any act of sexual harassment they commit.

## *New Employee Orientation*

Orientation of new employees is a vital function of the hospital. To achieve maximum effectiveness from new employees, it is essential that you be thoroughly oriented into the hospital setting as smoothly and quickly as possible. General orientation is designed to introduce you to the policies and procedures of the organization, safety, customer service and benefits associated with your employment relationship. Departmental orientation follows and is designed to inform you of department policies, procedures and to assess your understanding of the skills and competencies required to perform your job.



## *Initial Period of Employment*

The first ninety (90) days of employment are considered your Initial Period of Employment. All aspects of your performance are observed during this period with particular attention given to your ability to perform assigned duties, dependability, conduct, and appearance. Your supervisor will periodically discuss your performance with you during this period, pointing out those areas where improvement is needed and advising how improvement can be achieved. At the end of the initial 90-day period, your supervisor will complete a performance evaluation report and schedule a time to discuss this with you. It is essential that you meet the standards of the hospital in every respect during this time. Should your performance fail to measure up to these standards, you and your supervisor may decide that the job you are in is not suited to your skills or abilities. You may then seek another position which may be available and for which you qualify or we may separate your employment with Lenoir Memorial Hospital.

## *Annual Reviews*

Each year your performance will be formally evaluated. Your supervisor will conduct a job specific review of your performance including a review of any age specific competencies and mandatory education required for your position. It is at this time that annual salary adjustments will be discussed with you.

## *Human Resources Record*

The hospital maintains a Human Resources record for each employee. You can help us keep these records accurate and up to date by reporting the following to the Human Resources Office:

1. Change of home address or telephone number.
2. Name changes
3. Changes in exemptions for tax withholdings.
4. Changes of beneficiaries for hospital sponsored insurance programs.
5. Changes of dependent status in medical or dental coverage.

Human Resource records are property of the hospital and all information in the file is considered confidential and may not be released unless specifically authorized by the Human Resources Department. No information will be released to unauthorized individuals (e.g. credit companies, banks, etc.) without your permission. You are permitted and encouraged to review your record in the Human Resources Department at any time. However, photocopies are not allowed. Terminated employees are not allowed to review their records. Your record is also available to your department manager, senior administrative staff and others with a legal and regulatory right to access your personnel file.

Any special courses completed or additional education achieved should be reported to Staff Development for inclusion in your personal education record.



## *Employee Identification*

A photo ID badge will be furnished to each employee shortly after employment and must be worn at all times while on duty. The badges should be worn at mid-chest or above with picture and name visible. Stickers and other decorations should not be placed on the badges. The photo ID badges are used to record time for our automated timekeeping system and as door access cards. Lost badges must be replaced at the employee's expense.

## *Hours of Work*

The hours of work are normally based on a forty (40) or thirty-six (36) hour week. Your supervisor or department manager will inform you of your work schedule. Work schedules are subject to change based on the needs of the department.

In case of major emergency or disaster, all of us may be required to return to duty.

## *Recording Time Worked*

Automated time clocks are located in various places throughout the hospital. The time clocks provide the employee with the opportunity to keep his own time accurately. Employees must use their own ID badge to record time. Violation of this rule is justification for immediate dismissal. Except in cases of approved overtime, an employee should clock in no more than five minutes before the duty time begins and clock out no more than five minutes after the duty time is completed. Employees leaving campus for personal reasons during work time, must "clock out" and "clock in" when returning.

## *Reporting Absences*

The hospital understands that there are times when absence from duty is unavoidable. Whenever an employee finds that he is unable to report for duty, he must call his supervisor or department manager as early as possible so that arrangements can be made to carry on the work. The notice period required for calling in varies from department to department and from job to job. Your supervisor will inform you the notice requirements for your job and department. Department managers are authorized to charge any absence to leave without pay if the reason for absence is not appropriate or if notification of the absence is received so late that proper relief cannot be obtained.

## *Attendance Policy*

Excessive and unscheduled absences are disruptive to the unit and are detrimental to patient care and satisfaction. In order to minimize this disruption an Attendance Policy has been established. This policy provides for progressive corrective action in the event of excessive occurrences of absenteeism. Ours is a "No Fault" policy. Simply stated, any unscheduled absence, even if excused by a Doctor's note, is considered an occurrence, unless the absence is covered by the Family and Medical Leave Act.



An occurrence is defined as one or more consecutive scheduled work days missed. Hospital policy assigns corrective action based on the number of unscheduled absences in a 12 month period.

An employee who fails to report to work for 3 consecutive days and who fails to notify his supervisors shall be deemed to have abandoned his job and will be terminated.

For more information on the Attendance Policy see the Universal Policies located on the hospital's intranet site by clicking the LMH Intranet icon on your desktop.

## *Promotions*

When job vacancies occur, or when new positions are created, every effort will be made to promote from within the hospital if qualified employees are available. The basis for promotion is job qualification and performance. A promotion occurs when an employee assumes another or new job classification which includes an upward adjustment in salary and/or grade. Hire dates and anniversary dates do not normally change following a promotion. To be considered for promotion, you must first complete your initial period of employment. Job Transfer Request forms are available online and can be found on the Lenoir Memorial Hospital's intranet site, under the In House Vacancy tab.

## *Transfers*

Consideration will be given to requests for interdepartmental transfers depending upon the needs of the department and the requirements of the department to which you are requesting transfer. If you are interested in a position which is vacant, you are invited to discuss the job qualifications with the Human Resources Office and/or your department manager. To be considered for transfer, you must first complete your initial period of employment and complete the Job Transfer Request form available online and can be found on the Lenoir Memorial Hospital's intranet site, under the In House Vacancy tab. Transfers do not affect employment dates, anniversary dates or seniority.

## *Salary Information*

Lenoir Memorial Hospital has a formal classification system and pay plan. Each job has a job description and has been assigned an appropriate pay grade. Salary ranges, which include minimum and maximum rates, have been carefully established. Your rate of pay is designed to be comparable and competitive with those paid in our community. Your performance will be evaluated annually and salary increases will be considered on a merit basis. Shift differential and call pay are paid to eligible employees who work evening, night, and weekend shifts. Your supervisor will advise you about this special pay. Salary information is regarded as strictly confidential and will not be released to any unauthorized person without your permission or a valid court order.



## *Pay Periods and Payday*

All employees are on a biweekly payroll and pay vouchers are issued every other Friday. The work period for the earnings you receive on Friday is for the 14 day period ending with the last shift worked on Saturday prior to Friday's payday. Automatic direct deposit is mandatory for all employees. Through this program, your paycheck will be automatically deposited to the bank of your choice. You will receive a pay summary notice each pay day reflecting earnings and deductions. Employees should notify Human Resources or the Payroll Department of any changes to their direct deposit accounts.

## *Overtime*

In compliance with the Federal Wage and Hour Laws, eligible employees will be paid time and one-half for hours worked in excess of 40 hours per week. The work week recognized by Lenoir Memorial Hospital is Sunday to Saturday. Approval from your department manager or supervisor is required in order to work overtime. For purposes of determining overtime hours, employee must physically work greater than 40 hours during a given week. PTO hours are not considered in determining overtime eligibility. While the hospital makes every effort to minimize overtime, it may become necessary for employees to work overtime. The extent possible, management will provide this notice in advance.

## *Payroll Deductions and Garnishments*

By law, the Hospital is required to withhold federal and state income taxes and Social Security and Medicare tax from your earnings. You may change you tax withholdings at any time by completing the appropriate withholding forms which are located in HR and may be downloaded from the hospital's Intranet site. Other deductions may be for elected benefits, gift shop, cafeteria, café, and auxiliary purchases, United Way and LMH Foundations contributions, just to name a few.

Another deduction may be a legally required wage garnishment submitted from governmental entities and/or the courts. In the event of wage garnishments, the hospital must make the deduction and cooperate in every way with the legal requirements of the garnishment.



## *Employee Benefits*

### *PTO (Paid Time Off)*

We firmly believe that time away from work for vacations and/or holidays is essential to your mental and physical well-being. Personal illness or illness of family members or dependents may also affect your ability to report to work as scheduled. In both instances, the hospital PTO plan allows the employee to have this time away from work, with pay.

Full-time and part-time employee will begin earning PTO benefits beginning on the first day of employment. However, PTO cannot be used until the end of the initial period of employment (90 days). An exception will be made for requesting paid time off for recognized holidays. PTO is earned based on your status, your length of service and the paid hours you have each pay period. For pay purposes PTO time is paid according to your basic hourly rate and does not include provisions for shift differentials or call pay. Each full-time employee earns PTO based on hours paid, not to exceed 80 hours per pay period. Part-time employees earn PTO based on hours paid not to exceed 63.99 hours paid each pay period. PTO accruals are outlined below.

Length of Service	Accrual Schedule
0-2 years	0.0923 per hour paid
3-4 years	0.104 per hour paid
5-13 years	0.116 per hour paid
14-24 years	0.131 per hour paid
25 Plus years	0.1385 per hour paid

Please consult your pay check stub to determine your current PTO balance. Arrangements must be made well in advance to provide coverage for your job while you are away. Your department manager will discuss with you the PTO request requirements for your department. Every effort will be made to arrange your vacation for the period you have chosen; however, it should be understood that this is not always possible and occasionally it will be necessary for another time to be selected.

### Requesting Time Off

Employees should request PTO in advance according to department procedures. Unscheduled use of PTO is allowed but subject to the Hospital's Attendance Policy.

Bereavement and Jury Duty time will not be charged to PTO accruals.

Employee hired before July 1, 2006 will be 100% vested in any PTO accruals. Employees hired after July 1, 2006 are eligible for payout of their PTO balance as follows:

Less than 6 months of employment:	0%
Between 6 months and 2 years:	50%
Greater than 2 years of employment:	100%

\*PTO will be paid out at 100% in the event of an employee's death or a Reduction in Force



Employees who resign without working the notice required for their position will forfeit all accumulated PTO time. Notices are 2 weeks for hourly and 30 days for salaried employees. Employees who had sick leave balances when the conversion to PTO was made, had the time placed in a Catastrophic Sick bank. Access to this time may be requested for personal illness lasting greater than one week.

### Sell Down

Each year, employees with PTO accumulations between 120 and 400 hours will be allowed to sell down 40 hours. Employees with greater than 400 accumulated hours of PTO will be allowed to sell down 80 hours. This request must be made on the sell down request form and be received in Payroll by the last week in November. No other sell downs during the year will be permitted except with the approval of the Division Vice President.

See Universal Policy-Paid Time Off located on the hospital's intranet site.

### *Holidays and Holiday Premium*

The Hospital recognizes the following days as business holidays. Employees requesting time off with pay for these days will request pay from accrued PTO balances. Employees may request Paid Time Off for recognized holidays during their initial period of employment.

New Year's Day	Independence Day
Martin Luther King, Jr. Day	Labor Day
Good Friday*	Thanksgiving Day
Memorial Day	Christmas Day

Hourly employees required to work on a holiday are entitled to receive a premium equal to one half their hourly rate of pay for the hours they worked during the 24 hours on the official day of holiday. Employees who are normally not required or scheduled to work on a recognized holiday, but instead, choose to work, will not receive holiday premium.

Also, employees working on hospital recognized holiday which is a different day from the actual holiday will not receive Holiday Premium. For example, if Independence Day falls on a Sunday, the hospital will recognize Monday as a holiday. The Holiday Premium will apply to those required to work on Sunday. No Holiday Premium is received for working on Monday. Holiday Premium will only apply to hours worked on Sunday.

\* Easter Sunday is recognized as a Holiday Premium day, not Good Friday.

### *Bereavement*

In the event of the death of a full-time or part-time employee's spouse, parents, spouse's parents, sister, brother, child, stepchild or grand child, your department manager may authorize up to three (3) continuous working days absence with pay. One day of pay may be granted for the death of a grandparent. This absence will not be charged to PTO time. Should you wish to have leave to attend services of a person not listed above, you may request PTO time or leave without pay.



## *Family and Medical Leave*

### *Purpose*

The hospital is committed to the health, safety, and welfare of its employees. Because many employees require time away from work during their careers for their own serious health condition or for compelling family reasons, the Hospital has established this Family and Medical Leave policy.

### *Eligibility*

Employees are eligible for Family and Medical leaves if they:

1. Have been employed with Lenoir Memorial Hospital for at least 12 months; and
2. Have performed at least 1,250 hours of service in the twelve-month period prior to the commencement of the leave.

### *When Leave is Available*

Employee may request either paid or unpaid medical leave of absence only for the following qualifying reasons:

1. The birth of a child or to care for a newborn child of the employee;
2. The placement with the employee of a child for adoption or foster care, or to care for the child after placement;
3. To care for the employee's spouse, child or parent with a serious health condition;
4. A serious health condition of the employee that makes the employee unable to perform the essential functions of the employee's position.

A serious health condition means an illness, injury, impairment of physical or mental condition which involves a period of incapacity and either (1) inpatient care in a hospital, hospice or residential health care facility; (2) continuing treatment or continuing supervision of a health care provider; or (3) any incapacity due to pregnancy, or for prenatal care.

### *Duration of the Leave*

Eligible employees may be granted up to an aggregate total of 12 workweeks of leave during any 12 month period of time under a rolling 12 month period measured backward from each date an employee uses leave. Each time an employee takes leave, the remaining leave entitlement shall be limited to the balance of the 12 workweeks which has not been used in the immediately preceding 12 months.

In any situation, the length of leave granted under this policy will be only for that period of time reasonably necessary to attend to family or medical care situation and will not exceed 12 workweeks. In cases where the Hospital employs two parents to the same child who are eligible for leave under this policy, leave for the birth, adoption or foster care are limited to a combined total of 12 weeks in any 12-month period.



### *Employee Rights During and After Leave - Intermittent or Reduced Leave*

As a condition of the employee returning from a leave taken because of the employee's own serious health condition, the Hospital may require medical certification from his or her health care provider the employee is able to resume work. During the approved leave, the Hospital may require recertification of the serious health condition as permitted by law. Employees who do not return to work within three days of the end of their authorized leave and do not obtain an approved extension of the leave will be treated as having voluntarily resigned.

Any employee returning for an approved family or medical care leave of absence which does not exceed the maximum eligible length of FMLA leave will be reinstated to his or her original or equivalent position with no loss in seniority or benefits which accrued prior to the leave of absence. If, however, due to business reasons, the original or equivalent position ceased to exist during the leave period such that had the employee not taken the leave, he or she would not be reinstated at the end of his or her leave period.

During an approved leave, the Hospital shall continue to provide medical coverage to the employee and the employee's dependents under its group health plan at the level and under the same condition the coverage would have been provided by the Hospital if the employee had been actively employed during the duration of the leave. The employee will remain personally responsible for paying the employee's portion of the insurance premium, including the employee's portion of dependent coverage. Failure to pay premiums in a timely manner may result in a lapse of coverage. If the employee fails to return to work following the expiration of leave the employee will be required to reimburse the Hospital for the group health insurance premiums paid for by the Hospital on behalf of the employee during the leave, unless the employees' failure to return is caused by the continuation, recurrence, or onset of a serious health condition that entitles the employee to leave under this policy or circumstances beyond the employee's control

### *Application for Leave*

Any employee who desires to take family and medical leave of absence must submit a written request to the Human Resources Department. The employee must state the date on which the leave will commence and the estimated duration of the leave. (Notwithstanding the employee's obligation to initiate a written request for FMLA leave, the Hospital reserves the right to designate any qualifying leave of absence as a FMLA leave where appropriate.) If the employee's need for leave is foreseeable, the employee must provide the Hospital with at least thirty (30) days' notice of the need for the leave. An employee's failure to provide the thirty day notice for a foreseeable leave may result in denial or delay of leave. If the need is not foreseeable, then notice must be given as soon as practicable, i.e within two (2) working days that the employee learns of the need for the leave, except for emergency circumstances. If the need for the leave is due to planned medical treatment, or supervision the employee must use all reasonable efforts to schedule the treatment or supervision to avoid disruption to the operations of the Hospital.

An employee who requests leave for the serious health condition of the employee's child, spouse, parent of his or her own serious health condition, must provide written certification to the Hospital from the Health Care provider who is providing the care using the Certification of Health Care provider form. Such certification must be provided as soon as practicable and no



later than within 15 days after requesting leave. The Hospital may require that the employee provide the Hospital recertification of the above items upon requesting an extension of any previously approved leave. Failure to provide adequate certification within a timely manner may result in denial or delay of leave.

In any case in which the Hospital has reason to doubt the validity of the certification of the employee serious health condition that was provided, the Hospital may require, at the Hospital's expense, that the employee obtain the opinion of a second health care provider. In any case where the second opinion differs from the opinion of the health care provider in the original certification, the Hospital may require, at the Hospital's expense the opinion of a third health care provider, designated or approved jointly by the Hospital and the employee. The opinion of the third health care provider shall be considered final and binding.

#### *Scheduling your leave*

Generally, leave under this policy is continuous; it is taken all at once. However, if medically necessary due to serious health condition of the employee, spouse, child or parent (for example, recurring medical treatments certified by a health care provider), leave may be taken on an intermittent or reduced leave schedule. If an intermittent or reduced leave is requested on this basis, the Hospital may require the employee to temporarily transfer to an alternative position with equivalent pay and benefits which better accommodates the intermittent or recurring leave schedule. Leave for the birth, adoption, or foster care of a child must be taken in one continuous period of time, unless the Hospital agrees to a different arrangement. Leave to care for a newborn or newly placed or adopted child must be taken and completed within 12 months of the birth, adoption or foster care placement.

#### *Pay Status*

Family and Medical care leave is generally unpaid. The Hospital may require an employee or the employee may elect to use and substitute accrued PTO during the leave. The Hospital may require or the employee may elect to use Catastrophic Sick Leave, if available for leave taken for the Employee's own serious health condition. The use of such paid leave benefits shall not exceed the period of the approved leave under this policy.

Leave taken pursuant to this policy shall be counted against the employee's annual family and medical leave entitlements under the Family and Medical Leave Act of 1993. To the extent permitted by law, leave taken pursuant to the FMLA policy shall run concurrently with any leave to which the employee is entitled, including but not limited to PTO, CSB, short-term disability leave and workers' compensation leave.

#### *Leaves of Absence*

In cases where the FMLA is not available, leaves of absence are granted without pay to full-time and part-time employees who have completed the 90 day initial employment. All requests must be made in writing and should be submitted to your supervisor/department manager as far in advance as possible. Employees who are in a leave of absence status will not earn additional PTO. Employees are encouraged to continue keep in contact with their supervisor to keep them informed of their interest in returning to work.



Health insurance may be continued while on leave of absence if the premiums are paid. Life insurance may be continued while on leave of absence.

Every effort will be made to place you in your former position or a similar position, but the hospital cannot guarantee that your position will be available (beyond FMLA) and reserves the right to offer another position to you if available and you meet the qualifications. When the leave of absence expires and you have not returned to work, you will be considered terminated. Several types of leave of absence are described below.

Personal Leave: You may request a personal leave of absence when circumstances arise which require you to be away from work for an extended period of time and you do not have adequate PTO time to cover your absence. During a personal leave of absence, you will be required to pay the premiums to continue your benefits. The health insurance premium will increase during a personal leave of absence once you deplete your PTO time and you are no longer receiving a pay check from the hospital. Contact the Benefits Coordinator in the Human Resources office to discuss the premiums continuation process. All requests must be approved by the department manager. Personal Leave of Absence may not exceed three (3) months.

Educational Leave: You may apply for a leave of absence to further your occupational skills or to prepare yourself for additional responsibility. Educational leaves of absence will be granted only when the employee expects to return to work at the hospital. This type of leave should be documented with sufficient information to show intent of self-improvement as related to working in the hospital after completion of the educational session. Educational leaves of absence shall be for a period of not more than one year, but at the end of that period the employee may make application to have the leave extended, accompanied by adequate proof of need and restating intent to return to the hospital to work.

Military Leave: You may apply for a military leave of absence should you enlist or be ordered into active duty service of a United States Uniformed Service branch. The hospital will comply with all statutes and regulations applicable to military leave.

School Leave: Each eligible employee shall be entitled to four (4) hours per year leave so that the eligible employee may attend or otherwise be involved at the school of an employee's child. Advanced notice is requested similar to other requests for time off.

#### *Employee Assistance Program (E.A.P.)*

Lenoir Memorial Hospital recognizes that many influences may detract from a person's work effectiveness, particularly personal problems which affect the family and family life. Therefore, the hospital maintains an Employee Assistance Program (E.A.P.) designed to offer help to employees who have problems that may impair job performance. These problems include alcohol and/or drug abuse, marital, financial, legal or any personal/health problems which result in deteriorating job performance. Its purpose is to assist individuals in overcoming their problems and to restore them to full job productivity. Assistance is also available to an immediate family member. Lenoir Memorial Hospital pays the costs for the initial two visits. To access the EAP contact your supervisor or Employee Health Services.



### *Educational Assistance Program*

Full-time and part-time employees with at least one year of service are eligible to apply for educational assistance funds to cover books and tuition. If you have satisfactory performance and you wish to enroll in a job-related course, you should contact the Staff Development Department for further information.

### *Health Insurance*

Lenoir Memorial Hospital makes available and pays a significant portion of comprehensive major medical insurance for full-time and part-time employees. Our health insurance plan is designed to meet the needs of hospital employees and their dependents and coverage for major medical claims due to accidents and sickness. A summary plan description is available from Human Resources or online at Lenoir Memorial Hospital's intranet site.

### *Life Insurance, Accidental Death and Dismemberment Insurance*

Full-time employees who have completed 90 days of continuous service are eligible for the Life and Accidental Death and Dismemberment Insurance. This insurance is provided to you at no cost by Lenoir Memorial Hospital. You may purchase supplemental amounts of life insurance and dependent life coverage at very favorable rates. A summary plan description is available from Human Resources.

### *Long Term Disability Insurance*

Full-time employees will be eligible for long term disability insurance after completing three (3) months of continuous service. A summary plan description is available from Human Resources.

### *Short Term Disability*

Lenoir Memorial Hospital offers a STD program. A summary plan description is available from Human Resources.

### *Worker's Compensation Insurance*

Hospital and medical expense for employee on-the-job injuries are covered by Worker's Compensation Insurance. If you are injured while at work, notify your manager immediately and document your injury on an Employee Occurrence Report. All needle sticks and/or other blood/body fluid exposures must be reported immediately to Employee Health Services. Should an accident or exposure occur on weekends, holidays, or when an Employee Health Nurse is not available, report the incident to the Administrative Supervisor on duty.

### *Employee Health Screening*

All employees are required to complete pre-employment health screening after a conditional job offer has been made, but prior to beginning work. These may include laboratory tests and other selected minor tests. PPD Skin Test and a modified health screening will be performed annually during the month of your birth. The hospital bears the costs of these tests. Contact Employee Health Service in advance to schedule a time for your tests. A confidential health record is maintained and controlled by Employee Health Service. Contents of this record will not be released unless specifically authorized by you.



### *Service Awards*

In recognition of loyal service and individual contribution, the hospital recognizes all employees upon completion of 5 years of continuous service and for each succeeding period of 5 years thereafter. A special recognition, The Quarter Century Club, recognizes the contributions of employees with 25 years of service or greater.

### *401(k) Plan*

The hospital has a 401(k) plan. Full time and part time employees are eligible to participate in the hospital's 401(k) plan following 6 months of service and attainment of age 20. Enrollment occurs during the first calendar quarter following eligibility. A summary plan description is available from Human Resources.

### *Minges Wellness Center*

A benefit to all employees is a membership to the Minges Wellness Center. This modern, state of the art facility is located on the lower level and can be accessed by the using the Minges Wellness Center/Physical Therapy Entrance.

## *Employee Information*

### *Bulletin Boards*

Official announcements and other material of general interest are posted on various bulletin boards located throughout the hospital. Information to be posted is limited to hospital business only. Under no circumstances should signs or notices be attached to walls, doors, etc.

### *Meal Breaks and Rest Periods*

When workload permits, you may receive two ten minute breaks during your shift. This break will be scheduled by your supervisor for the convenience of the department. A rest period must never interfere with your assigned duties or with the functions of your department. Rest periods may not be accumulated nor can they be used as an excuse for arriving to work late, leaving early, or taking an extended meal break.

All employees working at least 5 hours are allowed at least 30 minutes of uninterrupted time for a meal break. Meal breaks are unpaid time and should be taken as scheduled by your supervisor. If you are not able to take a meal break, or if your meal break is interrupted, inform your supervisor and timekeeper and you will receive payment for this time.

### *Patient Accidents*

Any accident involving a patient, regardless of how minor, should be reported to your supervisor immediately. An incident report is to be carefully completed in detail and forwarded to the Patient Safety Department.



### *Lockers*

Personal lockers are provided throughout the building and one will be assigned to you upon request. You are responsible for providing your own lock. The hospital does not assume responsibility for items missing from lockers and locker areas. The hospital reserves the right to inspect the contents of your locker at any time.

### *Jury Duty*

If you are called for jury duty, notify your supervisor at once so plans can be made to handle your work while you are away. We encourage you to be an active participant in civic affairs. Except in unusual staffing situations you should not have your jury duty postponed. As a special incentive full-time and part-time employees will receive full base pay, in addition to jury pay for days serving on jury duty.

### *Parking Facilities*

Parking spaces for employees are provided in the hospital parking area. Employee vehicles must be registered through the Security Department. If employee handicap parking is needed please contact the security department for further information.

Park only in designated employee parking areas and display your hospital issued parking permit. Parking in Visitor lots is only authorized during “Code W,” icing and snow inclement weather events. Employees inappropriately parked are subject to be ticketed and may receive disciplinary counseling.

### *Complaints or Grievances*

Sometime during your employment at Lenoir Memorial Hospital you may have a question, complaint, or grievance. It is important to you and the hospital that your problem be solved as quickly as possible. This can best be done through proper channeling using your management chain of command. The steps listed below should be followed.

- Step 1 You should take your problem to your immediate supervisor and discuss it on a frank and open basis. If you are not satisfied with the decision rendered, inform your supervisor that you wish to discuss the matter with your department manager.
- Step 2 After discussing the matter with your department manager or coordinator, and a workable solution is still not found, you may appeal to the appropriate Vice President.
- Step 3 Finally, if you are still dissatisfied after discussing the problem with your Vice President, you should proceed to the next step.
- Step 4 With the help of the Human Resource Office, you should reduce your complaint to writing in a memorandum that accurately expresses the problem and your opinion about the matter. Your letter should be signed and submitted to the Hospital President within 3 days of your meeting with the Division Vice President.
- Step 5 The Hospital President will investigate the grievance, consulting with any other party he desires. If necessary, he may appoint a grievance committee of disinterested persons to further review the problem and provide him with a recommendation. The President will then inform all parties of his final decision.



The hospital prohibits retaliation against any employee because he or she files or pursues a grievance.

## *Employee Responsibilities*

### *Release of Patient Information / HIPAA*

Lenoir Memorial Hospital is committed to ensuring the privacy and security of protected health information and of all the provisions set forth in HIPAA. HIPAA is an acronym for a federal law known as Health Insurance Portability and Accountability Act. This law established standards with which health care organizations must comply to ensure the security and confidentiality of protected health information. Lenoir Memorial Hospital collects substantial amounts of information about patients and other clients. Unauthorized release of protected health information or accessing patient information on patients not under your care, is considered a violation and will result in disciplinary action, up to and including discharge. To help insure privacy do not leave health information unattended at desks, on computer screens or discussed in public areas. Privacy also applies to a prohibition on sharing personal passwords for computer and other electronic access.

### *Corporate Compliance / Ethics*

Through education and training employees are made aware of the laws, rules and regulations that apply to their jobs. A code of ethics makes all employees personally responsible for their actions. Each employee is obligated to conduct himself/herself in a manner to insure adherence to high ethical and professional standards. We value integrity which embodies honor, truthfulness and fairness. Employees suspecting that violations of the law have occurred or other departure from ethical and professional standards should report this to their immediate supervisor, Corporate Compliance Officer, (252) 522-7128 or the Compliance Hotline (877) 233-1254.

If you are concerned about the safety or quality of care here at LMH, please address these concerns with your Supervisor, Manager or Director. You may also address concerns through our internal reporting system. The Performance Improvement Dept. oversees the Quality Care Control (QCC) process and encourages you to use a QCC Report or call the department directly at extension 7595 to report your concern.

### *Non Retaliation*

Lenoir Memorial Hospital recognizes that a critical aspect of its compliance program is the establishment of a culture that promotes communication and continuous improvement.

To promote this culture, Lenoir Memorial Hospital established a problem resolution process and a strict policy to protect employees and others who report problems and concerns in good faith from retaliation. Any form of retaliation or retribution can undermine the problem resolution process and result in a failure of communication channels in the organization.

For more information Refer to Universal Policy – Non Retaliation policy located on the hospital's intranet site.



### *False Claims Act*

The following acts are prohibited:

- Knowingly presenting or causing to be presented a false or fraudulent claim for payment or approval by the United States Government.
- Knowingly making, using or causing to be made used, a false record or statement to get a false or fraudulent claim paid or approved by the United States Government.
- Conspiring to defraud the United States Government by getting a false claim or fraudulent claim allowed or paid.
- Knowingly making, using or causing to be made or used, a false record or statement to conceal, avoid or decrease an obligation to pay or transmit money or property to the Government.

For more information Refer to Universal Policy – False Claim Act policy located on the hospital’s intranet site.

### *Other Concerns*

If you have concerns about safety or quality of care provided in the hospital you may also report to:

Joint Commission  
One Renaissance Blvd.  
Oakbrook Terrace, Illinois 60181  
Phone: 630-792-5000

The hospital prohibits retaliation against any employee because he or she reports quality of care issues or safety issues to the Performance Improvement Department or Joint Commission.

### *Personal Appearance*

Your personal appearance should conform to the best standards of any business where employees meet the public. Employees should always practice habits of good personal hygiene. Clothing and hair should be clean, neat, and in good taste. Shoes should be appropriate in taste and functional to the job. Fragrances, perfumes and scented lotions are not allowed. Your overall appearance may influence the patient and family confidence in your ability to provide quality care. Your supervisor can provide you additional information about the official hospital dress code which is contained in the LMH Universal Policy - Dress Code Policy located on the hospital’s intranet site.

### *Substance Abuse & Post Accident Drug Testing*

Lenoir Memorial Hospital seeks to provide all employees, volunteers, patients and visitors a safe environment for the delivery of care. It recognizes that the illegal use of drugs and the use of alcohol while on duty, leads to increased accidents, medical claims and decreased productivity, and thus is prohibited. Policy violations will be reported to licensing bodies and law enforcement as required by law.



Employees who are injured on the job and require medical attention beyond simple first aid, or who are exposed to two or more contaminated sharps injuries during a twelve month period will be required to submit to substance abuse testing as a condition of continued employment. See Universal Policy “Post Accident Drug Testing” located on the hospital’s intranet site.

#### *Tobacco Free*

Lenoir Memorial Hospital is a smoke free environment. Effective October 1, 2007, smoking and the use of other tobacco products will not be allowed on campus. Refer to the Tobacco Free poster located in Important Policies on the hospital’s Intranet site. No other tobacco products are allowed to be used inside the building.

#### *Personal Affairs*

Your time on duty is valuable to the hospital and to the people we serve. Never use your working time to discuss your personal affairs or hospital problems with patients, visitors, or other employees. Personal appointments such as with doctor’s, dentists, and others should, as much as possible, be made during “off duty” hours. While on duty, do not approach physicians for medical advice or to seek prescriptions.

#### *Personal Telephone Calls*

Personal calls on the hospital’s telephones should be kept to the absolute minimum so as not to interfere with your job or the hospital’s mission. Personal calls by employees should be limited to emergencies. Personal calls should not be placed from patient rooms. Cellular phones in your possession while on duty should be placed on silent alert. The use of cellular phones in the presence of patients, visitors and other customers is not permitted. Incoming personal calls are discouraged and must be kept to an absolute minimum.

#### *Tips and Gifts*

Employees should not solicit nor accept tips, gifts, entertainment, or other courtesies from patients, their families, business associates or vendors.

#### *Solicitation and Distribution Activities on Hospital Property*

Solicitation by employees is prohibited during working time and is prohibited at all times in immediate patient care areas, such as patient rooms, and treatment areas. As well as in corridors, hallways, and patient sitting areas which are adjacent to immediate patient care areas.

Distribution of literature and other non job-related material is prohibited during working time and at all times in working areas and immediate patient care area, such as patient rooms, and treatment areas, as well as in corridors, hallways, and patient sitting areas which are adjacent to immediate patient care areas.

For purposes of this policy, solicitation includes any activity undertaken on behalf of or in opposition to any cause, organization, or individual as well as all fundraising, sales and collections activities. Distribution as used in this policy means the distribution or handing out of any literature, merchandises, samples, or any other non job-related literature or materials.



Working time is the time employees are expected to be performing their job duties. It does not include breaks, or meal periods, or time before or after work. For purposes of this policy, working time refers to the working time of the employee(s) engaged in solicitation or distribution as well as working time of the employee to whom such activity is directed.

Non-employees are not permitted to engage in solicitation of distribution activities on Hospital premises at any time.

The Hospital at its discretion may permit limited exceptions to this policy for certain Hospital approved charitable activities, provided such activities can be conducted without adversely affecting patient care and with minimal interference with work.

Any questions regarding the application of this policy should be directed to the Human Resources Department.

#### *Equipment, Supplies, and Electronic Communications*

Your supplies, equipment, and furnishings are quite expensive. Everyone is encouraged to use extreme care and “Act Like an Owner” while operating equipment. Abuse or misuse of equipment shortens the life span of the equipment and may require the purchase of costly replacements.

To help you in performing your job, you may be provided with computer and other electronic technologies, such as Internet access, E-mail capability and access to other “on-line” services. Lenoir Memorial Hospital allows for limited personal use of these technologies, but reserves the right to review computer use and email and voicemail messages at any time, with or without advance notice to employees. Internet use will comply with all Federal and State laws and Lenoir Memorial Hospital policies. Use of the Internet or E-mail services for illegal, illicit, harassing, or offensive purposes is prohibited and will result in disciplinary action up to and including discharge. For more information see; Universal Policy - Internet Use and Standards Policy found on the hospital’s intranet site.

#### *Employee Accounts*

Employees are expected to settle their hospital bills promptly. If you are unable to pay the entire bill at the time of service, you must make satisfactory arrangements for payment with the Patient Accounts Counselor. Methods of repayment, other than in full, at time of service include executing a written authorization permitting a payroll deduction of a fixed amount per pay period or signing of a note with a set payment schedule.

#### *Personal Property*

The hospital cannot assume responsibility for any articles of personal property that you may have on the hospital premises. You should take reasonable precautions to protect such property just as you would in any other public place. Never leave your car unlocked. If you have reserved a locker for your personal articles, use it and be certain that it is properly locked. Personal items should be locked or placed out of public view. Always think Safety.



### *Fire, Disaster, Evacuation, and Safety Plans*

In accepting employment at Lenoir Memorial Hospital, each employee assumes a responsibility to become thoroughly familiar with the fire, disaster, chemical/hazard communication, evacuation, and general safety plans for LMH. A thorough explanation of this information will be provided during New Employee Orientation. Additional information can be found on the hospital's intranet site, under Staff Education, Annual Reviews tab. Periodic drills will be conducted and each employee must know his or her role. If your specific duties are not completely understood, you should discuss your questions with your department manager or supervisor. The Hospital's internal emergency telephone number is extension **7121**.

### **Emergency Codes**

Code Blue	-	Medical Emergency	Mr. Lenoir	-	Security needs to respond
Code Red	-	Fire	Code H	-	Hostage
Code Pink	-	Infant Abduction	Code B	-	Bomb Threat
Code W	-	Severe Weather			

### *Personal Convictions*

Lenoir Memorial Hospital assigns job responsibilities to employees to achieve the highest level of patient care and customer service. The hospital will evaluate staff requests to not participate in an aspect of patient care or service where there is a perceived conflict with the employee's cultural values, ethical, or religious beliefs. Requests should be made in advance when possible and the employee may be relieved of the task in question if a competent person is available to perform the task. If no other person is available to perform the task, the employee will be expected to perform the task in question. For more information, see Universal Policy, S-4, Personal Staff Convictions and Requests.

### *Coaching, Discipline, and Terminations*

As an employee of Lenoir Memorial Hospital, you are expected to become familiar with the policies, procedures and protocols which have been established for the benefit of all associated with the hospital. Unfortunately, it sometimes becomes necessary for management to take corrective action in cases when there are violations of these rules. Corrective actions may occur when an employee's behavior is disruptive or they fail to perform assigned duties. There may be times when an employee's performance or behavior is such that immediate termination is necessary.

This list, although not inclusive, cites examples of behaviors that may lead to discipline or discharge.

- a. Incompetence.
- b. Negligence in the performance of or willful neglect of duty.
- c. Unexcused or habitual tardiness or absenteeism.
- d. Violations of conduct and/or hospital regulations.
- e. Destruction of hospital property.
- f. Drinking on duty or being under the influence of alcohol while on duty.
- g. Illegal use of drugs.
- h. Misappropriation or theft of personal or corporate property.



- i. Discourtesy to patients, visitors or fellow employees.
- j. Insubordination.
- k. Dishonesty.
- l. Disclosing confidential information outside the hospital or to unauthorized persons.
- m. Endangerment of others or other acts of workplace threats or violence.
- n. For any other reason not listed above that indicates a violation of expected behavior.

Any employee may appeal his termination to the Human Resources Office. At the time of termination of employment, all keys, uniforms, ID badge, parking control cards, or other hospital property must be turned in to your department manager or Human Resources.

### *Resignations*

An employee expecting to terminate his employment is required to give ample written notice of resignation. When proper written notice is given, it will in no way reflect adversely on the employee. An employee resigning without notice, however, forfeits all benefits and is not normally eligible for future employment at Lenoir Memorial Hospital. Under extraordinary circumstances Vice Presidents, after consulting with the Hospital President, are permitted to grant waiver of the notice requirement that will preserve future reemployment rights. This waiver must be in writing at the time of resignation. (Note: Employees who resign within the first fifteen days of employment can do so without waiver or loss of reemployment rights.) The following is considered ample notice:

1. Minimum of 4 weeks for department managers, supervisors, instructors, and other management or exempt personnel.
2. Minimum of 2 weeks for all other hourly, nonexempt personnel.

Notice is required in order to allow time for the hospital to arrange for your replacement.

Any accrued benefit time due an employee is paid out in the next available payroll following receipt of the termination by the Payroll Department.

### *Employee Relations Policy*

Lenoir Memorial Hospital is an institution where each employee can deal directly with his supervisor with the full right to think and speak for himself. It is our policy to operate this institution in such a manner that employees will have no need to desire to have an outside agency represent them. Management does not believe that a union or other third party enhances the work relationship and excellent team approach we currently enjoy at Lenoir Memorial Hospital. For these reasons, Lenoir Memorial Hospital will oppose unionization by every proper and legal means.

We will continually maintain an open, honest relationship with our employees whereby each employee is judged by his or her own actions and job performance and is treated individually with fairness and dignity. This hospital provides and vigorously promotes an open door policy and an effective, responsive grievance procedure.



The Administration and Board of Directors will continue to provide salaries, fringe benefits and working conditions that provide for the welfare and security of all its employees. Equal Employment Opportunity and fair labor practices will always be realistic objectives of this hospital.

*Employment At Will*

In North Carolina, the doctrine of “employment at will” exists in the context of an employment relationship. Essentially, this doctrine means, that because your employment is not covered by a contract, you or your employer can decide to terminate the employment relationship for any reason, at any time.

For this reason, nothing in the handbook or stated by management representatives should be considered a contract between you and Lenoir Memorial Hospital.

*Receipt For Employee Handbook*

I have received a copy of the Employee Handbook for Lenoir Memorial Hospital. I will read and will keep this Handbook for future reference. I agree to comply with the work rules, policies and regulations of Lenoir Memorial Hospital. I acknowledge that I am an employee at will and that the language of the Handbook does not create any contractual relationship between myself and Lenoir Memorial Hospital. I fully understand that Lenoir Memorial Hospital retains the right to modify, amend or delete the rules, regulations, policies, and benefits whether stated in this Employee Handbook or not. Notification of such additions, deletions or amendments will be provided to me.

Signed \_\_\_\_\_

Date \_\_\_\_\_