



Blanchard Valley
HEALTH SYSTEM

THE ASSOCIATE HANDBOOK

A Tool for Your Success



Contact information *HERE*
bvhealthsystem.org

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-Scott Malaney
CEO of Blanchard Valley Health System

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Our Mission:

Caring for a lifetime.

Our Vision:

Extraordinary people. Exceptional care.

Our Values:

Integrity, Compassion, Skill, Collaboration, Innovation & Humor

Strategic Plan:

Our Mission, Vision and Values drive our strategic initiatives. These initiatives are organized under our “Pillars,” which provide support and balance for BVHS.

Those Pillars are:

- People – Develop values-focused, engaged people
- Quality – Achieve measurably elite levels of clinical care, service and safety
- Operational Performance – Excel operationally and financially
- Community Benefit – Serve as an indispensable resource to the communities we serve
- Access & Growth – Expand access to services across the continuum
- Technology – Utilize technology to improve value

As we strive to fulfill our Mission, we acknowledge that each associate plays an important part in our success. With that in mind, you are expected to contribute daily to the Mission, Vision and Values of our organization. We expect you to demonstrate excellence, compassion, integrity, discipline, communication, innovation and humor as you perform your job.

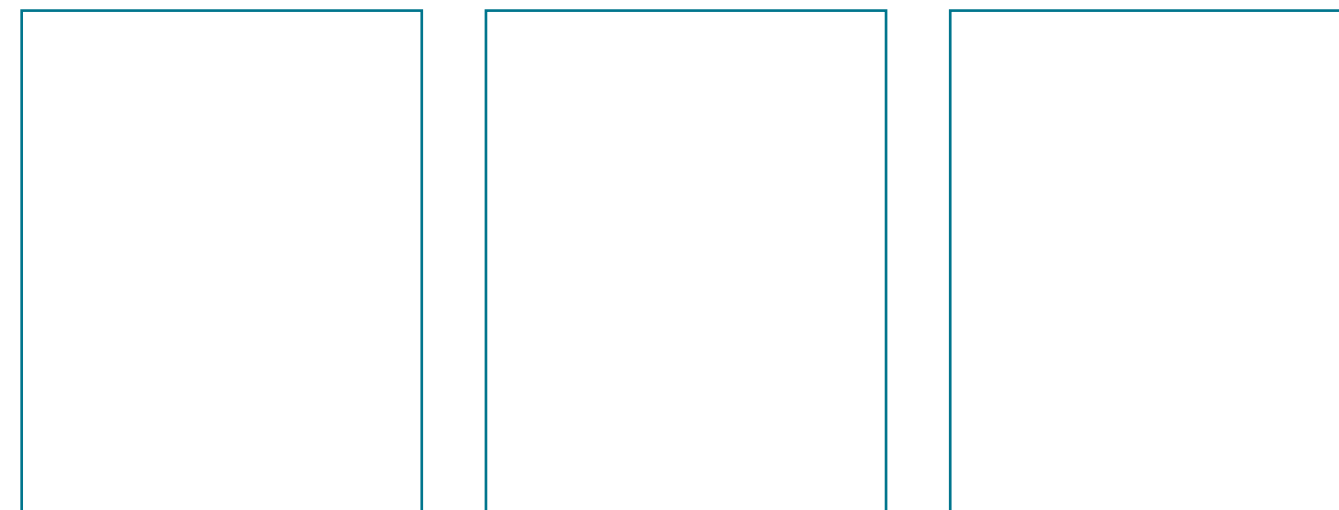
With more than 100 years of service behind us, BVHS is prepared to meet the challenges of the 21st century. We’ve grown from a single hospital to a comprehensive health system offering the Northwest Ohio region a full continuum of care.

Blanchard Valley Health System is a non-profit, integrated regional health system based in Findlay, a unique micropolitan community in Northwest Ohio. Governed by a community board of trustees representing large and small business, education, law, medicine and finance, BVHS oversees all operations.

BVHS has a long history of service to Findlay and the surrounding area. Blanchard Valley Hospital, the anchor subsidiary of BVHS, was founded in 1891 as the Findlay Home for Friendless Women and Children. As the community of Findlay has experienced growth and prosperity, so has the Health System, with major expansions occurring in 1958, 1967, 1977, throughout the 1980’s and 1990’s, 2007 and 2009.

BVHS is one of the largest employers in the area with more than 2,000 associates and serves an eight-county area that includes Hancock, Allen, Putnam, Henry, Wood, Seneca, Wyandot, and Hardin Counties.

In addition, a dedicated group of more than 600 volunteers support BVHS through their contributions of both time and money. As part of the BVHS family, the Auxiliary is a major contributor to our standards of excellence.



PURPOSE OF THIS HANDBOOK

This handbook is a resource guide and summary of the various policies, benefits and services available to Blanchard Valley Health System associates. It also summarizes the general conditions of employment and your rights and responsibilities as an associate. It is not intended to be comprehensive or to address all the possible applications of, or exceptions to, the general policies and procedures described. You are encouraged to read this handbook and use it as a reference guide. When further information is needed, contact your supervisor or the Human Resources Department.

This handbook replaces any prior handbook information. The information in this handbook is intended to be as accurate as possible; however, should there be differences between this handbook and provisions of insurance contracts, plan documents and/or policies, the provisions of those insurance contracts, plan documents and/or policies will govern. The most recent copy of this handbook and all human resource policies will be maintained on the BVHS intranet site, "The Core." This site is available for all associates of BVHS to access at any time from home or at work.

Employment with BVHS is at-will, which means the employment relationship may be terminated with or without cause and with or without notice at any time by you or BVHS. In addition, BVHS may alter an associate's position, duties, title or compensation at any time, with or without notice and with or without cause. Nothing in this Handbook or

in any document or statement and nothing implied from any course of conduct shall limit BVHS's or associate's right to terminate employment at-will.

The contents of this handbook are not a contract of employment and should not be considered as a guarantee of continued employment with BVHS. BVHS reserves the right to change or modify the BVHS Associate Handbook, its policies, practices and/or procedures at any time without notice.

The protection of confidential information is vital to the hospital and is restricted from improper disclosure. Confidential information includes but is not limited to, patient information and non-public information regarding BVHS's databases, technology, operational plans, intellectual property, products, and research. Associates must use all reasonable care to protect and prevent the unauthorized disclosure of such information. If an associate questions whether certain information is considered confidential, he/she should check with Human Resources. Nothing in this handbook or any related policy prohibits associates from discussing the terms and conditions of their employment as authorized by law.

EQUAL EMPLOYMENT

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BVHS promotes a workplace free of discrimination, harassment, and bullying.

Diversity and Inclusion (Equal Employment Opportunity)

Blanchard Valley Health System is an equal opportunity employer. We recruit, hire, and promote associates without regard to race, color, religion, sex, sexual orientation, gender identity or expression, age, national origin, ancestry, citizenship, veteran status, military status, disability, genetic information, or any other legally protected status.

BVHS strives to create and maintain a diverse and inclusive workforce through full participation in our programs, in the development of policies, and in our decision-making processes. We believe that by embracing diversity we can make a more creative and innovative workplace that is inclusive of all. BVHS strives for an environment open and respectful of individual differences where all associates are encouraged to maximize their potential and exhibit a commitment to provide quality service and exceptional care to our patients.

BVHS promotes a workplace free of discrimination, harassment and bullying. Any associate who feels that he/she has been subjected to discrimination, harassment or bullying should bring these matters to the attention of their supervisor, manager, director, vice president, or the Human Resources Department as soon as possible. Managers who receive inquiries or complaints about discrimination, harassment or bullying must refer these inquiries immediately to the Human Resources Department.

Harassment Prevention

BVHS is committed to maintaining a working environment that is free from all forms of harassment, bullying and discrimination. Accordingly, harassment or discrimination based on an individual's race, color, religion, sex, sexual orientation, gender identity or expression, age, national origin, ancestry, citizenship, veteran status, military status, disability, genetic information or other legally protected characteristic is prohibited. BVHS will not tolerate harassment, sexual harassment, bullying, discrimination or retaliation in the workplace whether committed by associates, physicians, students, or by visitors to BVHS while they are on our property or attending a BVHS-related activity.

Prohibited Conduct under this Policy are

- Discrimination
- Harassment
- Sexual Harassment
- Workplace Bullying

Discrimination:

It is a violation of this policy to discriminate in the provision of employment opportunities, benefits or privileges; to create discriminatory work conditions; or to use discriminatory evaluative standards in employment if the basis of that discriminatory treatment is, in whole or in part, the person's race, color, national origin, ancestry, age, religion, military status, veteran status, disability status, gender, sexual orientation, gender identity, genetic information or marital status.

Harassment:

Defined as a) any type of behavior which is based on race, color, religion, sex, sexual orientation, gender identity or expression, age, national origin, ancestry, citizenship, veteran status, military status, disability, genetic information or any other legally protected characteristic, that b) is so severe or pervasive that it interferes with an individual's work or performance or creates an intimidating, hostile or offensive working environment.

Harassment when directed at an individual because of his/her race, color, religion, sex, sexual orientation, gender identity or expression, age, national origin, ancestry, citizenship, veteran status, military status, disability, genetic information or any other legally protected characteristic may include, but is not limited to: unwanted physical contact; use of epithets, inappropriate jokes, comments or innuendos; obscene or harassing telephone calls, e-mails, letters, notes or other forms of communication; and, any conduct that may create a hostile working environment.

Harassment must be distinguished from behavior that, even though unpleasant or disconcerting, is appropriate to the carrying out of certain supervisory responsibilities.

Sexual Harassment:

Whether between people of different sexes or the same sex, is defined to include, but is not limited to, unwelcome sexual advances, requests for sexual favors, and other behavior of a sexual nature when:

- submission to such conduct is made implicitly or explicitly a term or condition of an individual's employment;
- submission to or rejection of such conduct by an individual is used as the basis for personnel decisions or advancement; or
- such conduct has the purpose or effect of unreasonably interfering with an individual's work or creates an intimidating, hostile or offensive working environment.

Sexual harassment may include, but is not limited to, unwelcome sexual advances; demands/threats for sexual favors or actions; posting, distributing, or displaying sexual pictures or objects; suggestive gestures, sounds or stares; unwelcome physical contact; sending/forwarding inappropriate e-mails of a sexual or offensive nature; inappropriate jokes, comments or innuendos of a sexual nature; obscene or harassing telephone calls, e-mails, letters, notes or other forms of communication; and any conduct of a sexual nature that may create a hostile working environment.

In addition to this policy, BVHS has a separate policy that specifically addresses sexual harassment.

Workplace Bullying:

Can be defined as the repeated less favorable treatment of a person by another or others in the workplace, which may be considered unreasonable and inappropriate workplace practice. It includes behavior that intimidates, offends, degrades or humiliates a worker, possibly in front of co-workers, clients, or customers.

- Bullies can be supervisors, subordinates, co-workers, and colleagues
- Bullies often operate within the established rules and policies of their organization
- While actions are not necessarily illegal, the damage that such actions cause—both to the targeted associate and to workplace morale is significant.

Reporting Procedure

- An allegation or complaint of harassment, discrimination or bullying should be submitted to the appropriate individual or office as described below as soon after the offending conduct as possible.
- Associates who believe that they have been subject to harassment, discrimination or bullying, or any associate who becomes aware of harassment, discrimination or bullying, are encouraged to promptly report their concerns to their supervisor. If the associate believes that the supervisor is the harasser, the supervisor's supervisor should be notified. If an associate is uncomfortable discussing the issue with his or her supervisor the associate should contact their Human Resources Department or their vice president or ESC member who has oversight responsibility for their work unit.
- The Human Resources Departments will lead the investigative process and determine the best course of action. Supervisory staff who receive reports of harassment, discrimination or bullying must contact their Human Resources Department for assistance in investigating and resolving the issue.
- Upon notification of a harassment, discrimination or bullying complaint, an impartial investigation will be promptly commenced and will include direct interviews with involved parties and, where necessary, with associates who

may be witnesses or have knowledge of matters relating to the complaint. BVHS will endeavor to protect the privacy and confidentiality of all parties involved to the extent possible while conducting a thorough investigation. The parties of the complaint will be notified of the findings and their options.

- If it is determined that harassment or discrimination in violation of this policy has occurred, appropriate disciplinary action up to and including termination of employment will be taken.
- If the investigation is inconclusive or it is determined that there has been no harassment or discrimination in violation of this policy, but some potentially problematic conduct is revealed, preventative action may be taken.
- Either the complainant or respondent may appeal the investigative findings, resolution, and/or appropriateness of the corrective action by filing within seven (7) days a written notice of appeal to their Human Resources Department in accordance with the Alternative Dispute Resolution Policy.

Retaliation

- It is a violation of BVHS's Policy to retaliate against a complainant for making a claim of harassment, discrimination or bullying. If warranted, the appropriate senior administrator may monitor performance review, promotion, reappointment, or corrective action, or, to the extent possible, may reassign the supervisory relationship—to ensure that retaliation does not occur.
- A claim of harassment, discrimination or bullying is not proof of prohibited conduct. A claim shall not be taken into account during performance review, promotion, reappointment, or other evaluation unless a final determination has been made that the BVHS's Anti-Harassment/Bullying and Non-Discrimination Policy has been violated. If necessary and appropriate, such decisions shall be deferred until the claim is resolved.
- It is also a violation of this policy to retaliate against individuals providing information related to a complaint.

Any claim of retaliation will be investigated and, if indicated to have occurred, will be subject to disciplinary action up to and including termination of employment.

For more information on harassment and reporting procedures please reference the Anti-Harassment/Bullying and Nondiscrimination policy on the Core/Human Resources/Associate Policies.

Americans with Disabilities Act (ADA) & Amendments Act (ADAAA)

The Americans with Disabilities Act (ADA) and the Americans with Disabilities Amendments Act, known as the ADAAA, are federal laws that prohibit employers with 15 or more associates from discriminating against applicants and individuals with disabilities. The law requires that an employer provide reasonable accommodations to applicants and associates who are qualified for a job, so that they may perform the essential job duties of the position.

It is the policy of BVHS to comply with all federal and state laws concerning the employment of persons with disabilities. Furthermore, it is our company policy not to discriminate against qualified individuals with disabilities in regard to application procedures, hiring, advancement, discharge, compensation, training or other terms, conditions and privileges of employment.

Disability Reasonable Accommodations

BVHS will provide reasonable accommodations to qualified individuals with a disability so that they can perform the essential functions of a job unless doing so causes a direct threat to these individuals or others in the workplace and the threat cannot be eliminated by reasonable accommodation and/or if the accommodation creates an undue hardship to BVHS. To determine an appropriate accommodation, BVHS may need to obtain additional information from your physician or other medical professionals. It

is your obligation to cooperate with BVHS to determine what accommodations are appropriate and reasonable.

If you need assistance or accommodations to fully participate in any part of the employment process, please contact the Human Resource Department at 419-423-5229. CCS associates should call 419-425-3258. Employment opportunities will not be denied to anyone because of the need to make reasonable accommodations for a person's disability.

Religious Accommodation

BVHS will make reasonable accommodations for associate observance of religious holidays and sincerely held religious beliefs, including time off for religious holidays and accommodations related to dress and grooming practices, unless doing so would cause an undue hardship on company operations. If you desire a religious accommodation, you should make the request in writing to your supervisor as far in advance as possible.

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To keep you informed about BVHS news, policy changes, new programs, special events, and to provide associates and departmental recognition, several communication avenues are utilized.

Associates and Their Supervisors

Questions and concerns relating to job activities should be taken to your supervisor. Communication between you and your supervisor should be ongoing and address concerns, duties and expectations. Supervisors can help associates achieve their professional goals by providing career development information.

Department and Unit Meetings

Departments and units meet to communicate goals and objectives, and to discuss workplace issues of interest to associates. Talk to your supervisor for a meeting schedule. Regular attendance at department and unit meetings is expected of all associates.

Bulletin Boards

Bulletin boards share general information for all associates and are located at the time clocks. Departmental bulletin boards are located throughout the hospital and system buildings and contain information specific to that department. Department managers must approve anything posted on these boards. Posting of personal possessions for sale, or solicitations that are prohibited by our Solicitation and Distribution Policy, are not to be posted on work-area bulletin boards. Associates are encouraged to check the bulletin boards daily to keep up-to-date on announcements and happenings.

Digital Message Boards

Another form of communication used at BVH, Bluffton and some outlying facilities are the Digital Message Boards. These boards are used to advertise BVHS' different service lines, highlight your awards and achievements, and keep you, patients and visitors informed with things like live weather updates, news feeds, trivia...even the weekly cafeteria menu! We also have the ability to use the boards' built-in alert system, just in case we need to let everyone know about emergencies or drills.

Electronic Communication

Electronic communications are regularly sent via e-mail providing associates with up-to-date Blanchard Valley Health System news, important associate information, alerts, deadlines and reminders. You are responsible for checking e-mail and other forms of electronic communication daily for the latest news and information.

Publications

The BVHS Corporate Public Relations and Marketing Department publishes a monthly newsletter for associates, physicians, board members and retirees called Branches. This newsletter can be found on The Core. This newsletter contains associate news, corporate initiatives, personal stories and much more.

Social Media

BVHS is committed to using social media to promote BVHS and maintain communication with current and prospective associates; past, present and future patients; business partners; vendors and suppliers; affiliates and subsidiaries; and the general public.

BVHS defines social media broadly to include online platforms that facilitate activities such as professional or social networking; posting commentary or opinions; and sharing pictures, audio, video, or other content. Social media includes personal Web sites and online communities, including but not limited to: Facebook, LinkedIn, YouTube™, Twitter™, Instagram™, blogs, online journals, message boards, web bulletin board, and chat rooms.

The Social Media Policy sets guidelines for associates' participation in BVHS social media, whether inside or outside the workplace. This policy also addresses personal social media activity in regard to any matter arising or related to employment with BVHS. Use of social media presents certain risks and carries with it certain responsibilities. To assist you in making responsible decisions about your use of social media, we have established these guidelines for appropriate use of social media. The Social Media Policy will not be interpreted or applied in a way that would interfere with the rights of associates to self-organize, form, join, or assist labor organizations, to bargain collectively through representatives of their own

choosing, or to engage in other concerted activities for the purpose of collective bargaining or other mutual aid or protection or to refrain from engaging in such activities.

For more information and a copy of the full policy go to the Core/Human Resources/ Associate Policies/Social Media Policy.

Additional Resources

Other publications that can be used as a reference include:

- BVHS Compliance Support Manual
- Standards of Behavior Books
- Environment of Care Manual
- Safety Manual
- BVHS Associate Benefits Booklet
- Associate Performance Evaluations

The Core

BVHS publishes its forms, policies, procedures, announcements, system-wide initiatives, calendar of events, and other associate information on our intranet, which is called The Core. Associates can access The Core from any computer from within our facilities. Associates may also access The Core from home using the BVHS website: www.bvhealthsystem.org; under Associates/Physicians/Access the Core at Home. BVHS encourages all associates to visit The Core regularly to remain connected with what is happening throughout the organization.

The Human Resources Page

The Human Resources Department has an associate portal which can be found on The Core, listed under Human Resources. This HR Page enables you to access the most current policies, forms and handbook as well as benefit, payroll, recruiting, and general up to date information. The HR Department encourages you to access their page as a reference for all HR information.

The Human Resources Department

The Human Resources staff is here to assist and support you as an associate. The HR receptionist will be able to transfer your call to the appropriate specialist or schedule a time for you to meet with a specialist. You may contact Human Resources at 419-423-5229 or email our general mailbox at askhr@bvhealthsystem.org.

Important Contacts

For your convenience, listed below are frequently used telephone numbers:

Administration	419-423-5201
Bluffton Hospital Main Line	419-358-9010
Caughman Health Center	419-427-0809
Creighton Dialysis	419-423-5184
Director of Compliance	419-429-7662
Director of Quality	419-423-5245
Eastern Woods Outpatient Center	419-423-5282
Associate Health	419-425-5759
Health Foundation	419-423-5591
HIPAA Officer	419-423-5332
Human Resources	419-423-5229
Infection Control	419-425-5731
IT Help Desk	419-423-5211
Main Operator	419-423-4500
Risk Management	419-423-5454
Physicians Plus	419-423-3888
Safety Officer	419-423-5481
Security	419-423-4458
Service Response	419-429-7676
Sleep Disorders Center	419-427-2604

SERVICE EXCELLENCE



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Blanchard Valley Health System is a leading health care provider in northwest Ohio. To keep this distinction, BVHS must continue to develop a culture of excellence, a culture that encourages and supports excellence in patient care and service to patients, customers, fellow associates, and our community.

Service Excellence

At BVHS, Service Excellence is the cultivation and maintenance of a culture that facilitates engaged associates, patients that will return and recommend our services, and integrated physicians.

BVHS engages associates by recognizing how they make a difference as they do their jobs. We acknowledge the value they add and their purpose across the organizational picture.

BVHS exceeds patient expectations by knowing that service is a combination of clinical excellence and patient satisfaction that reaches beyond the immediate physical needs of caring and touches the heart and soul of patients. Compassionate care meets the needs of patients, which shows that not only do we care for them, we care about them.

Physician integration is achieved by including physicians in our service initiatives and keeping them informed about their contribution to the patients' and families' experiences.

Physician integration is achieved by including physicians in our service initiatives and keeping them informed about their contribution to the patients' and families' experiences.

BVHS strives to achieve service excellence for each and every internal and external customer we serve.

Service Excellence Advocates

Associates from inpatient clinical areas and support services departments are part of a team composed of front-line staff to help improve staff morale and patient satisfaction.

Outpatient Service Excellence Task Force

The Outpatient Service Excellence (OPSE) Task Force has been operational since 2005. A representative from each outpatient service on the Findlay campus volunteers their time to attend meetings where the focus is education, action planning and celebration, but also commit to bring information and ideas to their leaders and fellow associates to improve behaviors and processes related to service excellence.

Nursing Congress

The Nursing Congress Executive Council at Blanchard Valley Hospital exists to serve as a means by which bedside nurses participate in shared governance. Their mission is synonymous with that of BVHS's statement, "Caring for a lifetime." Establishing an organizational framework for the clinical nurse to experience autonomy, to be an active and valued voice in decisions regarding professional practices; as well as providing exceptional patient centered care. The Nursing Congress consists of five councils: Practice & Policy, Staffing & Finance, Research & Education, Retention & Recognition, and Professional Development.

The Joint Commission

Blanchard Valley Health System is accredited by The Joint Commission. The Mission of The Joint Commission is to continuously improve health care for the public, in collaboration with other stakeholders, by evaluating health care organizations and inspiring them to excel in providing safe and effective care of the highest quality and value. An independent, not-for-profit organization, The Joint Commission accredits and certifies more than 20,000 health care organizations and programs in the United States. Joint Commission accreditation and certification is recognized nationwide as a symbol of quality that reflects an organization's commitment to meeting certain performance standards. Since 1951, The Joint Commission has maintained state-of-the-art standards that focus on improving the quality and safety of care provided by health care organizations. The Joint Commission's comprehensive process evaluates an organization's compliance with these standards and other accreditation or certification requirements. To earn and maintain The Joint Commission's Gold Seal of Approval™, an organization must undergo an on-site survey by a Joint Commission survey team at least once every three years.

Process Improvement

Blanchard Valley Health System is striving to achieve elite levels of patient care, service, and safety. Achieving elite levels includes creating efficient processes and eliminating unnecessary waste and cost. BVHS utilizes Lean Management to achieve these goals. Lean means to continuously seek to eliminate waste from processes. However, Lean Management involves not only applying lean tools and technique but developing people, managing processes and improving performance. The Operations Improvement Department runs on three structural components that create the BVHS Lean Management System:

- People Development - Train associates at all levels of the organization to be problem solvers
- Infrastructure - Create Management for Daily Improvement (MDI) systems in departments for local problem solving and data management.
- Process Improvement - Conduct Kaizen events focused on identifying and resolving problems while improving performance. These events are tied to Strategic Plan Initiatives, Cost Saving Initiatives & Quality Initiatives

Compliance

As part of our commitment to integrity, we have adopted policies to protect against unlawful activity. BVHS maintains ethical standards and uses its best efforts to comply with both the letter and spirit of all federal, state and local laws, regulations, rules, guidelines, and ordinances. BVHS also provides associates with a hotline to report suspected illegal or unethical behavior, non-compliance with laws, regulations and policies, safety violations, criminal offenses, etc. Associates are encouraged to call the Compliance Hotline 419.423.5580 or email at compliance@bvhealthsystem.org to report concerns or activity. Associates may also report compliance concerns to supervisors, managers, or directors. All concerns will be promptly addressed with professionalism, care and respect. BVHS strictly prohibits retaliation against an associate because of their utilization of the Compliance Hotline.

A Supportive Workplace

BVHS works tirelessly to create a supportive workplace environment that values teamwork and mutual respect, nurtures a spirit of community and rewards hard work and dedication. BVHS maintains this atmosphere by recognizing associate accomplishments, providing opportunities for communication, listening and responding to associates.

Associate Engagement

The best way we can make our workplace better is by talking and listening to each other. By participating in our confidential associate engagement survey process, you help make our organization a better place to work. The purpose of this survey is to obtain staff thoughts and input regarding what they like about working here and what they would like to see improved to make BVHS an even better place to work. The surveys take place approximately every two years. The results are used to develop organizational and departmental action plans for improvement.

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Associate recognition is a part of the culture at BVHS. As an associate, you are encouraged to recognize and thank your colleagues by participating in the following activities. The associate recognition programs are a way for BVHS to salute and thank associates for their dedication and their positive contributions to the organization and the community.

REWARDS & RECOGNITION

Associate of the Month/Year

Associates of BVHS have the opportunity to nominate fellow associates who they believe represent the culture and mission of the organization. The Rewards and Recognition Task Force reviews the nominations and chooses an associate each month for this award. The associate who is named Associate of the Month is honored with an article in Branches, the BVHS newsletter. From the 12 associates who are selected each month, one is named Associate of the Year.

Associate Recognition Service Awards

Associates are recognized after five years of service and every five years thereafter with a service award. The five-year recipients attend a luncheon and are honored with a gift. Associates with 10 or more years of service are honored at a dinner ceremony. In addition, associates who reach these milestones receive a gift of their choice.

Quarter Century Club

BVHS honors retirees and associates who have served the organization for 25 years or more with a dinner event, organized by the Blanchard Valley Health Foundation.

Ambassadors

The BVHS Ambassadors are a group of associates that represent the mission, vision and values of the organization. They organize service projects, give facility tours and serve as the “face” of BVHS at community events. Associates selected as Ambassadors are the finest that our corporate family has to offer. They are chosen because of their dedication and personality and because they reflect the most ideal example of professional workers.

Birthday Luncheon

Each year, you are invited to have lunch with the CEO in the month that your birthday occurs. The luncheon serves as an open discussion between the associates and the CEO about what is happening within BVHS, future projects and initiatives, and issues and concerns facing our associates. This is also a great opportunity to meet colleagues from other departments who share your birthday month. Check The Core for more details and/or to R.S.V.P.

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This section contains summaries of policies and expectations related to employment and standards of conduct. These summaries do not represent the complete details, expectations, or policies. Please refer to the Core/Human Resources/ Associate Policies for more information and complete copies of each policy.

Associate Classification Categories

- Full time: 36-40 hours per week
- Part time: 21-35 hours per week
- Casual: 12-20 hours per week
- Casual <12: 1-11 hours per week
- TOC: As needed

Background and Reference Checks

As many of you are aware healthcare facilities are being required to comply with many new laws and regulations. The Centers for Medicare and Medicaid Services (CMS) have many regulations regarding how BVHS can be reimbursed for the services we have provided for Medicare and Medicaid insured patients. One of the CMS regulations pertains to what individuals or entities are allowed to provide healthcare services to a patient insured by Medicare or Medicaid.

The Office of Inspector General of the United States and the State of Ohio have created lists of individuals and entities that are not allowed to provide care or services which will then be billed to Medicare, Medicaid, or other Federal Reimbursement programs. The individuals and entities on these lists are deemed as "excluded" for various reasons.

BVHS, as well as all other healthcare facilities, are required to comply with these exclusion lists. BVHS will be sending a monthly file with all of our present associates' names and information to our compliance background screen vendor, to search the exclusion lists to make sure that none of our associates appear on the exclusion lists.

Trial Period

You are required to complete a trial period of 90 calendar days. This period offers you and BVHS an opportunity to evaluate your new working relationship. During the trial period, your supervisor should provide you with ongoing feedback on your job performance. At the end of the trial period, your supervisor will discuss your performance, complete an evaluation, and discuss continuing employment, extending your trial period, or ending employment.

Although you will accrue paid time away hours during this period, you will not be allowed to use the time until the end of your trial period. Neither this policy nor the successful completion of a trial period changes the nature of the at-will employment relationship that can be terminated with or without cause and with or without notice at any time by you or BVHS.

Associates in the trial status may be discharged without progressive discipline and do not have access to the grievance process.

Standards of Behavior

Creating a Culture of Service Excellence

Standards of behavior are the building blocks of a service culture that define rules of behavior that associates are held accountable to. These standards encourage people to do their best and be their best. Individual responsibility increases because it's clear what everyone's responsibilities are.

Standards of excellent behavior result in consistent performance, which result in the organizational ability to achieve its goals. They are aligned with outcomes related to associate, patient and physician satisfaction. Success is recognized when satisfaction increases as a result of this alignment.

Standards of behavior are a tool to encourage associate accountability for their behaviors. They are used to create behavior expectations and provide parameters to discipline associates. It is a concrete process to recognize associates who generate satisfaction in the workplace and to implement with associates who are technically good but may need some behavioral assistance.

Keep in mind, effective behaviors will not take the place of knowing how to do the job or how to manage the work.

Poor behaviors, however, can prevent effective final performance and satisfaction in being a member of a team and an organization.

Standards of Behavior: Attitude, Appearance, Commitment, Courtesy, Education, and Safety

Performance to Values

As part of the annual performance evaluation associates will be evaluated on how they perform compared to BVHS values. This counts for 60% of the total evaluation score.

- Collaboration – We take pride in working together to provide information, education and vital services to the broad range of people that we serve.
- Compassion – We acknowledge the incalculable value of each person we serve, and those we work with. We value and respect them through attention to their unique needs.
- Integrity – We embody truthfulness and trustworthiness by living up to the basic principle of "saying what we do" and "doing what we say."
- Innovation – Through creativity and persistence, we strive to continuously improve our performance and achieve outcomes that are superior to established benchmarks.
- Skill – We personify "Extraordinary people. Exceptional care." by flawlessly fulfilling our roles and executing our responsibilities.
- Humor – Research shows that humor plays an essential role in the healing process. We celebrate the power of laughter and fun as we form lasting relationships and create healing environments.

Associate Discipline Policy

The purpose of this policy is to set forth the policy and procedures for employing discipline action for associates who do not adhere to BVHS standards of behavior, conduct, attendance, and/or performance. BVHS will determine whether an associate's performance, conduct, or behavior meets the standard expected at BVHS. For the full policy please refer to the Core/Human Resources/ Associate Policies/ Associate Discipline Policy.

Progressive Disciplinary Action Procedures:

1. The progressive discipline action procedure is designed to inform associates of conduct or performance concerns, to provide an opportunity to be heard, and to ultimately correct the problem.

2. Discipline action may range from counseling to more formal action such as a written warning or suspension. The extent of discipline action depends on all the facts and circumstances available at the time the decision is made. Considerations include the nature of the misconduct, the associate's past record including disciplinary action, if any, and length of service. Although counseling, a written warning, and suspension typically precede a termination, this progression of events is not always required if facts dictate another approach. Also, depending on the circumstances, any disciplinary action type may be repeated, omitted, or taken out of the order listed below.

3. Approved types of discipline action include the following:

a. Counseling is a documented discussion between the supervisor or another member of management and an associate who fails to adhere to the standards of conduct or to meet expected standards of performance. Under most circumstances, counseling will occur before taking any other discipline action. All counseling sessions must be documented and included in the HR personnel file. The counseling documentation will be maintained indefinitely as part of the personnel record. However, documentation counseling notation should not be used as the basis for further discipline action after one year unless there is an on-going pattern of similar behavior.

b. Written warning is a written communication from the supervisor or another member of management to the associate who continues either not to adhere to standards of conduct or who continues not to meet expected standards of performance. Generally, an associate will receive a written warning before more severe discipline action is applied. All written warnings should be signed and dated by both the supervisor and the associate, and will be housed in the HR personnel file.

c. Suspension is the interruption of active employment and the stopping of pay for a period of time.

Details for suspension are on the following page.

Suspension

Suspension Pending an Investigation

If HR is not immediately available and in the supervisor's judgment, when the misconduct under investigation is of such a severe nature that to retain the associate in his or her position could constitute negligence in regard to BVHS's duties to its patients and other associates, the supervisor is to suspend the associate pending the investigation. When practical this action should have the prior approval of the next level of management in these circumstances. The supervisor shall document all of the facts and HR must be informed at the earliest opportunity to begin the investigation.

- All investigations of conduct and behavior must be led by HR with the assistance of the associate's manager or director.
- Documentation of the suspension shall be maintained in the HR personnel file. Appendix C sets forth the rules for FLSA exempt associates.

Suspension as a Disciplinary Action Step -

HR approval and consult are required prior to a suspension level disciplinary action. The need for HR presence in the associate suspension meeting will be discussed during the HR consult on an as needed basis. A suspension can vary in length depending on severity of incident or issue. Generally, a suspension is issued after a written warning has been issued and the associate continues either not to adhere to standards of conduct or who continues not to meet expected standards of performance.

Promotions and Transfers

BVHS provides opportunities for associates to broaden their career experiences through transfers and promotions. Associates may request consideration to transfer to jobs as vacancies become available and will be considered along with other applicants. Eligible BVHS associates will be considered for requisitions posted on the BVHS website before individuals not currently employed by BVHS.

Eligibility – Associates must have successfully completed the trial period and have remained in their current position at least six (6) consecutive months and have received either a mid-year or annual evaluation. Associates with conduct problems are not eligible to transfer. Conduct problems are defined as inappropriate conduct resulting in formal corrective action or an overall evaluation rating that indicates the associate is not meeting expectations on either the mid-year or annual evaluation. The inappropriate conduct must be formally documented in the associate's personnel file located in Human Resources.

Process – Transfer requests must be submitted through the BVHS employment website for a specific position. Associates are responsible for providing a current resume or documentation of their qualifications along with their online transfer re-request. Requests must be submitted by the deadline to receive consideration as an internal candidate. For more information about transfers and promotions, please refer to the Transfer and Promotion Policy located on The Core/Human Resources/ Associate Policies.

Employment of Relatives

Relatives of an associate currently employed by BVHS generally are considered for employment on the basis of their qualifications. However, the hiring or employment of an associate's relative would be prohibited in the case of these employment relationships:

- Supervisor/subordinate relationship
- Conflict of interest
- Potential conflicts

For specific information about employment of relatives, please refer to the Core/Human Resources/Associate Policies/Employment of Relatives Policy.

Temporary Employment

BVHS utilizes staff with a status of Temporary on Call (or TOC) associates. These associates are used for short term (i.e. those anticipated to last less than six (6) months) and sporadic staffing needs. Temporary appointments are not intended to meet ongoing staffing needs, will vary in duration, and may be ended at any time, for any reason. TOC associates are not eligible for BVHS benefit programs. TOC associates must work hours within a four month timeframe to remain active. For more information, refer to the Core/Human Resources/Associate Policies/Temporary Employment Policy.

Reduction in Work Force

There may be circumstances when it is necessary to permanently or for a substantial period of time release an associate(s) or abolish positions due to budgetary constraints, changing priorities or other business conditions. When these circumstances arise, BVHS will utilize the Reduction in Work Force policy which can be found on The Core/Human Resources/Associate Policies/Reduction in Work Force Policy.

Temporary Reduction in Hours

In the course of business there may be a need to temporarily reduce associate hours when there is a short-term decrease in the volume of work or when there is a need to meet reduced operational needs. When the need arises for Low Census Days to be given, all departments must follow the Temporary Reduction in Hours Policy. The temporary reduction in work hours means either: Not scheduling the associate to work any hours for a specified period not to exceed four weeks, or sporadically reducing the associate's scheduled hours in a given work week as needed based on workload volumes on an as needed (non-continuous) basis. The director/manager of your department will communicate the department's procedures, when low census time is in effect.

Separation

Separation is the end of an employment relationship. An associate who separates will receive their final pay on the next regularly scheduled payday following separation. When the associate separates for any reason, all BVHS property, including identification badges, keys, electronic equipment, and uniforms must be returned to his or her supervisor immediately.

- *Resignation:* Although we hope your employment with us will be a mutually rewarding experience, we understand that varying circumstances cause associates to voluntarily resign employment. Resigning associates are encouraged to provide two working weeks' notice (30 days for exempt associates), preferably in writing, to facilitate a smooth transition out of the organization. Management reserves the right to provide an associate with two weeks' pay in lieu of notice in situations where job or business needs warrant such action. If an associate provides less notice than requested, BVHS may deem the individual to be ineligible for rehire.
- *Retirement:* An associate who wishes to retire is encouraged to provide two working weeks' notice (30 days for salaried associates) to their department director and the Human Resources Department.
- *Job abandonment:* Associates who fail to report to work or contact their supervisor for two (2) consecutive workdays shall be considered to have abandoned the job without notice, effective at the end of their normal shift on the second day. The supervisor shall notify the Human Resource Department at the expiration of the second workday and initiate the paperwork to terminate the associate. Associates who are separated due to job abandonment are ineligible for rehire.
- *Termination:* Associates of BVHS are employed on an at-will basis, and BVHS retains the right to terminate an associate at any time. Generally speaking, associates who are involuntarily terminated from their position for conduct or behavioral, performance, or attendance issues are not eligible for rehire.

Associate Dispute Resolution

Disagreements are normal and sometimes even healthy for an organization. People should feel free to respectfully express differences of opinion and constructively address and resolve them.

BVHS realizes that there will be times when a complaint cannot be resolved without some formal dispute resolution process. While most disagreements can be solved informally, some are complex and deserve additional dedicated and trained resources to assist and support all involved to find resolution.

Associates have the right to file a formal appeal using this Dispute Resolution Process in order (1) to appeal any formal corrective action such as written warnings, final written warnings, or terminations; or, (2) to appeal an employment decision that the associate believes to be discrimination based upon the individual's race, color, religion, sex, sexual orientation, gender identity or expression, age, national origin, ancestry, citizenship, veteran status, military status, disability, genetic information or other legally protected characteristic.

Associates cannot file a formal appeal using the Dispute Resolution Process for reasons of (1) disagreement with a performance evaluation rating or (2) as a result of a job classification or reclassification. Any disagreement with performance ratings

or job classifications should be brought to the attention of the associate's department head. The associate shall have the right to a meeting with the department head to present his or her reasons why they believe that the performance evaluation rating or job classification decision is incorrect. Additionally, all benefit eligibility and coverage issues will be settled through the appeal processes established by our benefit carriers or administrator.

Employment Verification

People or companies from outside BVHS that request information on an associate should be referred to the Human Resources Department at 419.423.5229. Human Resources will release information in compliance with BVHS policy.

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BVHS has developed an "all hazards" approach that supports a level of preparedness sufficient to address a wide range of emergencies regardless of the cause.

Emergency Operations Plan

The purpose of the Emergency Operations Plan (EOP) is to provide for a program that ensures effective mitigation, preparation, response, and recovery to disasters or emergencies affecting the environment of care. BVHS has developed an “all hazards” approach that supports a level of preparedness sufficient to address a wide range of emergencies regardless of the cause. If an incident, internal or external to the health system facility requires response actions to prevent or minimize loss of life, or damage to property and/or the environment, a “Code Yellow” will be activated. Please refer to the BVHS Safety Manual located on the Core/Departments/Safety for more information regarding emergency codes and the EOP.

Exposure to Bloodborne Pathogens

In the event of a needle stick, splash to the skin, or other exposure, immediately report the exposure to Associate Health (x5759) or the Nursing Supervisor (x5117). Also, complete Occupational Injury/Illness form #776, located on The Core. Bluffton Hospital associates should report to the BH nursing supervisor, then to Associate Health in Findlay.

Fire Safety

Fire is one of the greatest dangers in a hospital as it can threaten the safety of patients, visitors and associates. While not a common occurrence, fires and smoky conditions can occur at BVHS. For this reason, it is important that associates know how to prevent fires and respond in the event

of a fire or smoke situation so that they can protect themselves and the lives of others. If a fire occurs, remember RACE:

- Rescue – Remove patients from danger. Close doors.
- Alarm- Pull the nearest alarm. Execute your fire plan.
- Confine – Close doors of patient rooms or evacuate as planned.
- Extinguish – Extinguish if a small fire occurs or keep confined.

New associates will be trained in fire safety within the first year of employment. This training includes steps to take in the event of fire, operating a fire extinguisher and proper way to carry non-mobile patients from the building. Associates should talk to their supervisors to schedule this training.

Fire Prevention

- Associates can prevent fire by observing the following precautions:
- Keep work areas free from unnecessary, combustible material
- Handle flammable materials with care
- Never use products that can cause a spark where oxygen is being administered
- Know the location of emergency exits, fire alarm pull stations and fire extinguishers in your area
- Report any fire hazard to supervisors or department heads

Fitness for Duty

Management personnel are responsible for monitoring the attendance, performance, and behavior of their associates including those on-call. When an associate’s performance and/or behavior appears to be unsafe, ineffective and/or inappropriate, it is every manager’s responsibility to address the associate’s behavior.

An associate may be required to undertake a fitness for duty examination where there is a reasonable belief, based on objective evidence, that:

- the associate’s ability to perform one or more essential job functions is or will be impaired; or
- the associate may pose a direct threat to him or herself or to others

If instructed by management, associates are required to report to the appropriate Occupational Health professionals as instructed and provide the necessary information to determine fitness for duty. This may mean giving consent regarding:

- Disclosure of possible restrictions on ability to perform work or duties
- Disclosure regarding accommodations which need to be made for medical conditions and/or treatment needs
- Disclosure regarding any hazards that medical conditions and/or treatments needs may pose in connection with employment
- Disclosure to government officials and/or first aid and safety personnel as required by law

Associates that refuse to comply with a

fit-for-duty requirement may be subjected to disciplinary action up to and including, termination. A fitness for duty or medical examination will only elicit information necessary to determine whether the associate can perform the essential functions of the job without posing a direct threat. The scope of the examination will be limited to that purpose.

Identification Badges and Fingerprints

The Human Resources Department issues a photo identification badge to all associates. BVHS badges contain proximity cards inside the badge that can be held near an electronic reader unit to gain access into doors and secured areas according to your need and approval for access. Badges are to be worn at all times while on campus. The badge should be attached to the outermost garment between the shoulders and waist, unless it creates a safety hazard. Damaged badges may be turned in to Human Resources and will be replaced free of charge. Associates should report lost or stolen badges to their supervisor and to Human Resources. There is an \$8 replacement fee for lost or stolen badges.

BVHS also has a fingerprinting system which is used for entry into secure locations such as medication distribution rooms, the pharmacy, outside entrances, and other secure facilities within the organization. Associates may be asked to provide their fingerprint to allow access to one or more of the secure locations. Contact Security or the Human Resource Department for more information regarding fingerprinting.

Parking

Secure and monitored parking is available to associates as space permits on or near the campus of Blanchard Valley Hospital. There are five associate-designated lots:

- Lot #6 – North lot located on W. Pearl St. by the energy center.
- Lot #5 – Small parking lot off of Chapel Dr.
- Lot #2 – South lot located on Highland Dr.
- Lot #12 – Lot located on the corner of Highland Dr. and S. Main St.
- Lot #10 and #11 – Lots located across from the ER on S. Main St.

Any associate who fails to park in designated parking lots will be subject to penalties.

An associate leaving the hospital after dark may request a security escort to your car by calling extension “00”.

Evening and night shift Bluffton Hospital associates are encouraged to park in the concrete lot at the corner of Harmon Road and Kibler Street. Day shift Bluffton Hospital associates are encouraged to park in either of the Garau Street parking lots.

Riverside Campus associates can park in the lot east of the building and enter through the front doors.

Security

BVHS provides a security team twenty-four hours a day and seven days a week. Our security staff is dedicated to establish and maintain a safe and orderly environment in which to work and visit. However, all associates are encouraged to be security-conscious while at work. Helping to maintain a safe environment is the responsibility of everyone. You can reach security by calling the Service Response Center at x7676. Security at the Bluffton hospital is handled by contacting the supervisor in charge and the Bluffton Police Department. Please contact the Security Supervisor at ext. 55148 with regards to handling safety and security concerns at off-site facilities.

BVHS is not responsible for lost or stolen items. Each associate must protect and secure items such as, but not limited to: cell phones, laptop computers, electronic organizers, cameras, purses, and wallets brought into the workplace or left in their vehicle. Please report all incidents involving lost or stolen items to your supervisor and Security.

Smoke-Free Work Environment

BVHS is committed to providing a smoke-free environment to protect the health and comfort of our patients, associates and visitors from the adverse effects of tobacco smoke. The BVHS smoking policy is in compliance with the Smoke-Free Workplace Law, Chapter 3794 of the Ohio Revised Code. There shall be no use of any tobacco product on or within BVHS premises. BVHS “premises” include all buildings, owned or leased facilities, and vehicles owned, leased or operated by BVHS. This also includes all connected parking lots, walkways and other outside areas that are under BVHS ownership or control. Smoking is also prohibited in other locations where smoke might enter the building (i.e., through a door, window or ventilation system). Any associate who witnesses a visitor, physician or contractor smoking should inform the individual of the BVHS policy and request the individual extinguish the tobacco product. If the individual does not extinguish the tobacco product, notify your immediate supervisor, manager, director, or Security.

To ensure compliance, the state of Ohio has set up a toll-free number to report violators, 1-866-559-OHIO. No associate will suffer any form of retaliation for raising a complaint or asking a question about this policy. Associates who violate this policy will be subject to disciplinary action up to and including immediate termination.

Standard Precautions

Standard precautions are used for all patients, regardless of their diagnosis, in an effort to minimize the risk of transmitting bloodborne pathogens. These precautions protect associates and must be followed:

- Wear gloves before touching blood or other body fluids.
- Wear a gown, mask and protective eyewear when activity may cause splashes or sprays of blood or body fluids.
- Dispose of needles, sharps and all other medical waste in the proper containers.
- Specific situation and specific departments may require additional precautions.

If you have questions regarding the transmission of bloodborne pathogens, talk to your supervisor.

Substance & Alcohol Abuse

BVHS has a commitment and responsibility to deliver and maintain high quality patient care. Substance abuse is incompatible with health, safety, efficiency and our mission. We wish to ensure that associates will perform their duties safely, productively and efficiently and in a manner that protects them, their co-workers, and the patients/families that they serve. Therefore, we are determined to maintain a substance abuse free, healthy and secure work environment. The BVHS Substance Abuse & Testing Policy is located on The Core/Human Resources/Associate Policies/Workplace Substance Abuse Policy.

Pre-Employment – All offers of regular employment with BVHS are conditioned on the individual taking and passing a drug test before commencing work. Employment offers will be withdrawn whenever an applicant receives a verified positive test result or refuses to participate in the testing process and will be considered ineligible for hire at any BVHS entity indefinitely. Applicants may not begin working before a negative test result has been received.

Reasonable Suspicion – When BVHS management has reason to believe that any associate is impaired by an illegal drug or alcohol in violation of our policies, the associate may be asked to submit to a reasonable suspicion drug test.

Post-Accident Testing – Any associate who is involved in a serious accident while on duty will be asked to submit to a post-accident drug and/or alcohol test as a part of BVHS investigation. All tests will be conducted as soon as possible after BVHS learns of the accident, but after necessary emergency first

aid has been provided.

Random Testing – Associates will be subject to random drug testing and associates in safety-sensitive positions may also be asked to submit to random alcohol tests. Associates will be selected for testing on a random basis using a neutral selection process, such as a random number generator. Notification to report for testing may come at any time the associate is working and will be spread throughout the year.

Nothing in this handbook or related policies prohibits the possession and proper use of lawfully prescribed drugs taken in accordance with a prescription. However, it is the associate's responsibility to determine from his/her physician whether a prescribed drug may impair safe job performance and to notify a supervisor of any job restrictions that should be considered by BVHS as a result.

Corrective Action and Termination – Compliance with this policy is a condition of employment. Individuals who violate this policy will be subject to adverse employment action, up to and including termination from employment. Job applicants in violation will not be hired.

Any associate who needs help with a substance abuse problem may contact the Associate Assistance Program (AAP) for a counseling session appointment. The AAP can provide evaluations of associates and make appropriate referrals for treatment to outside providers. This contact and information will be confidential, subject to the conditions provided in the consent agreement.

Workplace Violence

The safety and security of associates is of utmost importance to BVHS. BVHS is committed to providing a safe and secure workplace and an environment free from physical violence, threats and intimidation.

An associate should immediately notify management of workplace violence incidents that have occurred on or off-site that have the potential to impact the work environment.

Workplace violence is defined as any physical assault, threatening behavior or verbal abuse (remarks that are made in the workplace and affect the workplace behavior of an associate). Workplace violence includes, but is not limited to:

- Verbal Abuse – any expression issued with the intent of creating fear or intimidation in another individual, or group of individuals, or verbal remarks or comments expressed in a loud, harsh or threatening tone of voice or in a joking manner within the workplace.
- Physical Abuse – any intentional movement of the body, which may include touching, gestures, pushing, striking, stalking, or any unwanted intrusion of an associates' "reasonable space." This also includes any intentional use of objects or weapons like knives, firearms, clubs, and razors.
- Creating a Hostile Work Environment – any intentional, non-physical actions that can be considered intimidating or harassing with the intent of creating an environment that has the purpose or effect of

unreasonably interfering with an individual's performance or where behaviors create a hostile or threatening environment.

BVHS believes that violence is a form of serious misconduct that damages the integrity of the employment relationship. Conduct and behaviors of physical violence, threats or intimidation by an associate may result in disciplinary action up to and including discharge and/or other appropriate action. Refer to the Workplace Violence Policy on The Core/Resources/Policies & Procedures/Administrative/Safety & Security.

Occupational Injury/Illness Reporting Process

Notify your on-site immediate supervisor, department manager and/or director. Known injuries shall be reported immediately following the injury and during the work shift in which they occurred to facilitate investigation and to insure associates receive the right care at the right time.

Complete the Occupational Illness/ Injury form (# 776-1). Form is located on The Core/Safety Zone/Learn more/Associate Injury Reporting Form.

Please refer to the Core/Resources/Policies and Procedures/Administrative Policies/Safety/Occupational Injury/Illness Reporting Process for the complete policy and additional information.

WORKPLACE SAFETY

No-Weapons Policy

BVHS prohibits all persons who enter BVHS property from carrying a handgun, firearm, knife, or any other potential weapon of any kind onto the property, including BVHS-owned vehicles and BVHS parking lots. This policy applies to all BVHS associates, contract/temporary associates, visitors, patients, customers or contractors on BVHS property, regardless of whether or not they are licensed to carry a concealed weapon. The only exceptions to this policy will be police officers, in the line of duty, or other persons who have been given written consent by the BVHS to carry a weapon on the property.

“BVHS property” covered by this policy includes, without limitation, all BVHS owned or leased buildings and surrounding areas such as sidewalks, walkways, driveways and parking lots under the BVHS’s ownership or control. BVHS vehicles are covered by this policy at all times regardless of whether they are on BVHS property at the time.

Failure to abide by all terms and conditions of the policies described above may result in discipline up to and including termination. Further, carrying a weapon onto BVHS property in violation of this policy will be grounds for immediate removal from the BVHS property.

If you become aware of anyone violating this policy, please report it to the manager or your supervisor immediately.

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This section contains summaries of important information regarding what is expected of all associates in their area of work. These summaries do not represent the complete details, expectations, or policies. Please refer to the Core/Human Resources/Associate Policies for more information and complete copies of each policy.

Appearance Standards

All associates of Blanchard Valley Health System will present themselves in a manner that is appropriate for their position and work performed. Associates will dress and appear in a way that establishes confidence and respect for the Health System and maintains the health and safety of patients, visitors and associates. This includes associates who are not directly responsible for patient care. It is just as important that these associates present themselves in a manner that presents a constructive image.

BVHS has established minimum appearance standards for associates. Departmental standards may exceed these guidelines. The following factors have been taken into consideration in defining the appearance standards policy:

- Patient safety
- Staff safety
- Public safety
- Infection prevention
- Job responsibilities
- Professional image

Departmental standards have been developed by directors/managers to address department specific operational needs. Speak with your manager/supervisor regarding your department's appearance standards. The Appearance Policy can be

found on The Core/Human Resources/Associate Policies/ Appearance Standard Policy.

BVHS may issue uniforms or career apparel to associates for identification as a member of a specific department and/ or associates whose job duties result in dirty clothing. These uniforms are BVHS property and are on loan to the associate, unless purchased by the associate. Associates are required to return uniforms upon separation of employment from BVHS.

Attendance

Every associate makes an important and vital contribution to the operations of BVHS. Every associate is expected to report for work regularly and on time. Consistent attendance is one of the most important job requirements and essential duties you have. Excessive unexcused absences and tardiness are undesirable performance factors and will be addressed by your supervisor or manager according to the Attendance Policy. BVHS is committed to establishing and maintaining work schedules on a fair and consistent basis, as well as providing opportunities for you and your manager to address your attendance. For specific information about the Attendance Policy, please refer to The Core/Human Resources/Associate Policies/ Attendance Management Policy.

Cellphone and Camera Devices

Cellular phones and other communication devices such as two way radios, pagers, Vocera, etc., are to be used consistently with policy provisions and BVHS Standards of Behavior and policies. Associates will abide by the following standards:

- All cell phones and BVHS communication devices are to be used specifically or primarily for business purposes.
- Associates should exercise discretion with the use of personal communication devices. Unless directed by their department manager, associates should not receive or make personal phone calls or text messages on work time. Associates may make or receive calls on non-work time (i.e. breaks) in designated non-patient care areas.
- Electromagnetic interference (EMI) emitted by cellular phones, two way radios and other radio frequency communication devices may cause interference and malfunctions. For this reason, communication devices (exception: Vocera) shall not be brought within 3 feet of visible activated medical devices or implanted devices in patients.
- Cameras or camera-equipped mobile devices shall not be activated on BVHS property without prior

authorization of the department supervisor or manager.

- Associates are to refrain from using cell phones while driving for business purposes and driving company-owned vehicles.

Change of Associate Information

There are events in life that require associates to make changes to their employment information. Changes of name, address, telephone number, emergency contact information, and dependent or marital status must be reported to your supervisor and the Human Resources Department so employment records are kept up-to-date. In doing so, necessary changes to benefits can be made and you will ensure that you receive important information such as Open Enrollment Packets and other Human Resources communications. The Associate Information Change Form can be found on the wall outside of the Human Resources Department or on The Core/Human Resources/HR Forms/Associate Information Change Form.

Computer, Electronic Mail, Internet and Telephone Usage

Associates have access to computers, electronic mail (e-mail), internet and intranet, and telephones to conduct business on behalf of BVHS. All computers, the data stored on them and e-mail messages are the property of BVHS. As a result, they are to be used for job-related communications only. Using BVHS telephones for personal phone calls is prohibited.

Equipment used by associates may be monitored, and associates should not expect privacy when using this equipment. Be aware that the integrity and confidentiality of transmitted information can be easily compromised. Sending harassing, abusive, intimidating, discriminatory, or other offensive material is strictly forbidden.

BVHS Associates are responsible for exercising good judgment regarding the reasonableness of personal use. Individual departments are responsible for creating guidelines concerning personal use of Internet/Intranet/Extranet systems. In the absence of such policies, associates should be guided by departmental policies on personal use, and if there is any uncertainty, associates should consult their supervisor or manager.

Unless otherwise noted, all software on the Internet should be considered copyrighted work. Therefore, associates are prohibited from downloading software and/or modifying any such files without permission from the copyright holder.

For security and network maintenance purposes, authorized individuals within BVHS may monitor equipment, systems and network traffic at any time.

BVHS reserves the right to audit networks and systems (including internet usage) on a periodic basis to ensure compliance with this policy.

Disciplinary action up to and including termination may be taken for misuses of any BVHS equipment or network.

Health Insurance Portability and Accountability Act (HIPAA)

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) is a federal law that applies to health plans, health care providers and health care clearinghouses. The HIPAA legislation is complex and has many components. The three areas of legislation that are the major focus for BVHS include:

- Privacy – provides rules in regard to how the privacy of an individual's health information must be protected.
- Transaction and Code Sets – requires the use of standard transaction formats and code sets when an individual's financial and/or health information is transmitted electronically.
- Security – requires specific security measures to be in place to protect an individual's health information that is sent or stored electronically.

BVHS provides all new associates with a HIPAA overview during new associate orientation. Some associates, depending on their job duties, will require additional training. Talk to your supervisor to find out if you require additional training. Violations of HIPAA are extremely serious and may result in corrective action up to and including termination.

Confidential Information and HIPAA

Associates must take necessary precautions to reduce the risk of incidentally disclosing PHI to unauthorized individuals. For example, avoid discussing PHI in public areas (such as the cafeteria, elevator, etc.) where there is an increased risk of the conversation being overheard; safeguard PHI in your possession against unauthorized access (e.g. avoid leaving PHI displayed on computer monitor, do not leave PHI in an open, unattended area, etc.).

Sharing of access privileges (passwords, badges, access codes) assigned to you is prohibited and you are accountable for them and any improper access of information that may be gained.

Associates must take reasonable measures to protect their access privileges. If you have reason to believe that your access privileges have been compromised, you must immediately notify your director, the Information Technology department and/or the privacy officer.

It is strictly prohibited to access your own PHI or that of relative, friend, another associate, etc. unless in accordance with your job responsibilities or with appropriate authorization. Activities in the Meditech and other BVHS computer systems are tracked and audits are conducted. Any inappropriate access is grounds for immediate dismissal and possible legal action. HIPAA and other BVHS confidentiality policies can be found on the Core/Policies and Procedures/HIPAA.

Conflict of Interest

A conflict of interest is a situation when an associate's outside activities could negatively affect BVHS or the associate's job performance. Associates should avoid engaging in any outside activity or financial interest that would create a conflict with the performance of their work duties. Associates should not benefit from activities that would improperly influence the conduct of their BVHS duties. Associates should not knowingly use BVHS property, funds, position, or power for personal or political gain.

Associates should not recommend or suggest any specific physician, clergy, funeral director, ambulance service, florist, or any other health-related source to patients, visitors or callers. If asked to give recommendations, politely decline.

Examination of Personnel Records

Associates may schedule an appointment with a Human Resources Specialist to discuss or view their personnel file. Personnel files are part of an associate's employment record and are BVHS property. Files may not be removed from Human Resources. Associates may request copies of information in their files at the time of examination. Copies will be limited to performance appraisals, resumes and documents concerning disciplinary actions.

Gifts and Tips

Due to the nature of the services provided by BVHS, associates are not permitted to accept gifts or tips offered by patients or their families. If a gift or tip is offered to an associate, they must politely decline.

Inclement Weather

BVHS will continue business operations during extreme weather conditions. You are expected to report to work during these periods, unless notified otherwise by your manager. In the event of extreme weather conditions, a weather emergency plan may be put into effect for those working in the essential patient care departments. BVHS will not close during such an emergency and will maintain its patient care responsibilities. Check with your supervisor to learn more about your department's inclement weather plan. Essential personnel may call for a ride to and from work during these weather emergencies. Please refer to the Inclement Weather Policy on The Core/Administrative Policies for details.

Licenses, Certifications and Registrations

Associates in occupations that are regulated by the Ohio Licensing Board, other boards or professional societies are required to present proof of licensure before beginning work. In addition, associates are responsible for renewing their licenses in a timely manner. Associates will not be allowed to work without proper and current licensure. Failure to maintain a proper license could lead to termination of employment.

Lockers

Lockers are made available in some departments for your convenience while at work; however, you should remember that lockers are BVHS property and are subject to inspection at any time. Locker rooms may be used only to change clothing before and after work. Please do not keep valuable or confidential items at work, as BVHS is not responsible for any lost or stolen personal belongings.

BVHS will keep a copy of keys and combinations for locks used on lockers, filing cabinets, desk drawers, offices and work spaces, and any other property or space belonging to BVHS. Associates who choose to use their own locks for lockers and other equipment must provide BVHS with copies of any keys and/or combinations to any and all locks being used.

Mandatories & Competencies

In order to meet the requirements of The Joint Commission and to ensure that associates are properly trained for all situations, all BVHS associates (including employed physicians) must complete the mandatory in-service and competency requirements assigned to them each year. Supervisors will inform associates of annual mandatory in-service and competency requirements by April 1 of each year.

Additional requirements may be added during the year as required to ensure patient safety and maintain compliance. All requirements must be completed by October 31 of that same year, unless a manager requires a different date earlier in the year.

Educational opportunities will be provided to assist associates in completing these requirements. In-service requirements vary by department and position. Associates should talk to their supervisors for their specific requirements.

Meal Breaks and Rest Periods

Any associate who works 5 hours or more may be given a 30 minute unpaid meal break. This meal break is automatically taken off your total time worked in the payroll system. If you work 5 hours or more and do not take your 30 minute meal break, away from your work area, you need to inform your supervisor to add that time back into your total time worked. Associates who work 8 hours or more may also be eligible for a 20-minute paid rest period (or two 10-minute

periods) in addition to the 30 minute meal break at the discretion of their immediate supervisor. Your immediate supervisor will determine when or if meal breaks and rest periods can be taken as staffing or patient care permits. Rest periods are not to be added to meal breaks to extend the period or taken at the end of the day to shorten the workday. If you leave the grounds and are not working, you must clock out and clock back in when you return. You are encouraged to take this time away from your work to relax and rest.

Orientation and Intake

BVHS has designed an orientation program to familiarize you with BVHS and provide important information related to working here. "Intake" is the orientation process you will attend on your first day of employment. This will get you familiarized with various organizational policies, HR processes, and safety training.

You are then required to attend New Associate Orientation within 90 days of your hire date. Work with your supervisor to schedule your New Associate Orientation.

The Nursing Education Department conducts New Nurse Orientation for nurses, nursing assistants and unit secretaries.

Your supervisor will provide departmental orientation, which includes orientation to specific job duties, responsibilities, expectations, departmental policies, and procedures.

Post-Offer Health Assessment

All candidates for employment must satisfactorily complete a job-related post-offer employment health assessment before being hired. You may also be required to undergo a medical exam. An individual with a disability will not be refused employment based on a health assessment or medical exam or inquiry unless the reason for the rejection is job-related (i.e., the essential functions of the job cannot be performed), justified by business necessity, and no reasonable accommodation exists.

After you are hired and working, you may be required to complete a job-related fitness for duty examination if there ever comes a point when BVHS has a reasonable belief that you are no longer able to perform your essential job duties, with or without accommodation.

Solicitation and Distribution

In order to assure the tranquility and privacy that is essential to proper patient care, to prevent unnecessary interruptions to facility operations, to protect the security of BVHS facilities, and to promote the interests of cleanliness and neatness, BVHS has established rules for associates to follow. These established rules governing solicitation and the distribution of literature and other materials on the premises of the Blanchard Valley Health System can be found in the Solicitation and Distribution Policy. Following are simple definitions to help you understand what is involved in this policy:

Solicit includes, but is not necessarily

limited to, asking associates, volunteers, contractors, patients, and visitors: for funds; to purchase goods for charitable or commercial purposes; to sign petitions; to join or become members of a group; to support political candidates; or to support or commit to causes, groups or interests.

Distribution means posting, handing out, or giving associates written materials about causes, products, charities, unions, or political issues.

Please refer to the Solicitation and Distribution Policy which can be located on The Core/Human Resources/Associate Policies/ Solicitation and Distribution Policy.

Visitation

As an associate, you should not leave your work area to visit friends and relatives who are patients unless you have the permission of your supervisor. Visitations should be kept short and be made during your break or lunch period. Your visit to a patient's room should not interfere with care of the patient.

COMPENSATION



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Call Back

BVHS recognizes that health care requires that some positions must be on-call and report back to work to handle irregular and emergency work requirements. Therefore, it is the policy of BVHS to provide additional compensation to eligible associates who are called back to work. The Call Back Pay Policy sets forth the eligibility and procedures for call-back compensation. Any questions about call-back pay should be directed to your department manager. For more specific information regarding this policy, please refer to The Core/Human Resources/Associate Policies/Call Back Pay Policy.

Direct Deposit

The standard method of receiving payroll-related payments, including regular payroll, bonuses, etc., is through direct deposit. In accordance with federal requirements regarding direct payroll deposit, you can select the financial institution of your choice to receive your direct deposit payments. As a condition of employment, all associates are required to accept payment by direct deposit. Associates will have access to their paycheck stub and W-2 forms through the Paperless Pay online system.

Garnishments

Court orders requiring BVHS to withhold part of an associate's wages to satisfy a debt must be accepted by BVHS. Associates will be informed in writing by the payroll department when a garnishment of wages occurs.

Incorrect Pay

When an error has been made in an associate's pay, the associate should first discuss the mistake with his or her supervisor. The associate's manager will contact the Human Resources Payroll office to make the correction. It is an associate's responsibility to check for and immediately report errors to his or her supervisor.

On-Call Pay

The On Call Pay policy establishes the philosophy and rules for providing additional compensation to designated associates who are required to serve in an on-call status. On-call duty is a period of time designated by a manager when an associate is off-duty but required to be accessible by telephone or carry an electronic device for purposes of being contacted and respond within thirty (30) minutes. The associate is still free to use this time effectively for his/her own purposes, but if contacted, should be available to address issues over the phone and/or come in to work if needed.

On-call pay is intended to compensate associates who make themselves available for indefinite and sporadic work hours outside of their regularly scheduled shifts at their inconvenience. It is not intended and should not be used as a means to entice or reward associates who work open work shifts, extend a leave of absence, maintain benefit status, or for any other purpose.

For more information regarding this policy, please refer to The Core/Human Resources Associate Policies/On Call Pay Policy.

Overtime

The BVHS overtime policy conforms to federal and state laws. Overtime is defined as time worked in excess of 40 hours in any work week. Associates are paid overtime at a rate of one and one-half times their regular pay rate when applicable. Each department has a policy regarding working overtime. Please communicate with your immediate supervisor in regards to your department's policy.

Pay Deductions

Federal and state laws require BVHS to take the proper deduction from your wages. Amounts withheld vary according to how much you earn and the number of exemptions you claim. Required deductions include Social Security and federal, state and local income taxes. Other deductions can be made from an associate's paycheck, such as a United Way donation, 403(b) plan, gift shop purchases, and meal purchases. Associates are responsible for verifying that their deductions are correct.

Pay Periods

You will be paid every two weeks on Friday. The work week consists of seven (7) consecutive days beginning the first shift on Sunday and ending the third shift on Saturday.

Performance Management

Pay for Performance – The concept of being paid according to your level of performance has proved to be a positive one. BVHS believes that associates who contribute the most to our organization should be rewarded accordingly. In order to do this, BVHS has put a performance management system in place. There are four components to this system:

- Performance Planning – Associates, in cooperation with their supervisors, set goals for the upcoming year. These goals should align with BVHS' strategic plan. With the supervisor's input, associates may develop action steps to achieve these goals. Associate goals may be set on an individual basis, or associates may be subject to a team or department goal approved by their supervisor.
- Coaching and Feedback – Throughout the year, supervisors should provide coaching and feedback on the associate's performance. This will help identify the areas where the associate is doing well, as well as any areas that might need improvement.
- Reviewing & Appraising Performance - The associate's supervisor will measure the associate's performance at annual and mid-year reviews by looking at three major areas of performance:

- Job Duties and Responsibilities (30%) – This section of the evaluation has to do with what you did during the review period, and compares actual results with expected outcomes for your position.
- Goals and Project Tasks (10%) – This section of the evaluation has to do with your progress toward your goal initiatives and/or project tasks. Your performance related to expected outcomes based on specific initiatives and project tasks during the period will be evaluated.
- Performance to Values (60%) – This section of the evaluation has to do with how you perform compared to BVHS values relative to the achievements noted in the previous sections (job descriptions and goals/project tasks).
 - Collaboration
 - Compassion
 - Integrity
 - Innovation
 - Skill
 - Humor

Recognizing & Rewarding Performance

Each year when it comes time for merit pay increases to be distributed, managers and directors determine the level of pay increases that will be assigned to each of their associates. The exact percentage of pay increase is determined by performance level, or overall performance rating, and where each associate's pay currently falls within the pay range assigned to their position. Second level reviews are performed on all annual performance evaluations to verify that performance standards are met and consistently applied, and merit increases are also reviewed in much the same manner.

Time Records

You are responsible for accurately reporting all of your work hours. Your supervisor is responsible for approving your time worked. At the conclusion of each pay period, the time record in Kronos is forwarded to the Payroll Office in Human Resources for processing. The hours worked are noted on the time re-cord in Kronos and are the basis for payment. If your paycheck does not reflect the correct amount of hours, speak directly to your supervisor. The supervisor will then need to work with the Payroll Office to make the needed changes. These changes will be reflected on your next paycheck.

Performance Bonus

The BVHS bonus program recognizes your contributions to our organization's success and fosters an organization-wide effort to achieve specific annual goals. All active associates who have worked during the performance year and receive a performance rating of "Successful" or above on their most recent performance evaluation are eligible to participate. You must also be actively employed at the time of bonus distribution to receive the payment.

In order for any bonus payouts to occur, BVHS must meet minimum performance levels (otherwise referred to as funding thresholds or triggers) for two measures:

1. Financial measure: achieve at least 85% of budgeted Earnings Before Interest, Depreciation and Amortization (EBIDA)
2. Non-financial measure (may be subject to change each calendar year and will be announced prior to the beginning of the year.)

Shift Differential

The philosophy regarding shift differential is to provide an incentive to work non-traditional hours, in part by compensating for inconvenience. Associates are eligible for shift differential, providing that at least four (4) hours are worked outside of the hours of 6:00 a.m. and 3:00 p.m. Upon completing four (4) hours in the eligible shift differential time frame, shift differential will be paid for all hours worked within the allowable time frame for that shift. The shift differential pay is \$1.50 per hour.

TIME OFF & LEAVES

TIME OFF & LEAVES

Birthday Pay

To celebrate your birthday each year, you will receive a birthday bonus based on your classification. The birthday bonus is paid the last pay period of the month preceding your birthday. Hours paid by classification for birthday are as follows:

- Full-time - 8 hours
- Part-time - 4 hours
- Casual - 2 hours

New hires are eligible for their birthday pay after 90 days.

Bereavement Time Off

BVHS provides compensated time off to eligible associates for matters related to the death of a family member. All full-time, part-time and casual associates are eligible for bereavement time off. BVHS grants paid time off to associates at their regular pay. Please refer to the chart below and the Bereavement Leave Policy located on The Core/Human Resources/Associate Policies/Bereavement Leave Policy.

Family Member	Full-time	Part-time	Casual
Spouse, Child, Mother, Father	Up to 40 hours	Up to 20 hours	Up to 10 hours
Step-parent, sibling, step-sibling, step or foster child	Up to 24 hours	Up to 12 hours	Up to 6 hours
In-laws (parent, step-parent, sibling, step-sibling), daughter/son-in-law, grandparents, spouse's grandparents, great-grandparent, grandchild, guardian	Up to 8 hours	Up to 4 hours	Up to 2 hours

BVHS Medical Leave of Absence (Non-FMLA)

BVHS provides a medical leave of absence for associates who are not eligible for leave under FMLA or for associates who have exhausted their FMLA entitlement. This leave of absence is an unpaid leave, which is provided at the sole discretion of Blanchard Valley Health System, for eligible associates who need time off due to their own serious medical condition, as defined by the Family and Medical Leave Act (FMLA) that is not covered by the FMLA.

BVHS Medical Leaves generally will be granted for not more than a thirty (30) calendar day period when such additional time off will enable the associate to return to work and perform his/her essential job duties, with or without accommodations. Additional thirty

(30) day extensions may be requested and are subject to BVHS review and approval.

BVHS medical leave is unpaid; however, the associate must concurrently use any accrued paid time off according to the following schedule, if such hours are available:

- Temporary Illness bank, until exhausted
- Extended Illness bank, at least thirty work days
- Choice time bank, until exhausted.

Please refer to the BVHS Medical Leave of Absence (Non-FMLA) Policy for more information regarding eligibility and procedures. This policy can be found on the Core/Human Resources/Associate Policies.

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BVHS Personal Leave of Absence (Non-FMLA)

BVHS Personal Leave is an unpaid leave provided at the sole discretion of BVHS to enable eligible associates to take an extended leave from work beyond the usual paid leave which they may have available for reasons other than the associate's own medical condition or absences covered by the FMLA. This leave is an unpaid absence exceeding five (5) consecutive work days that is approved in accordance with the BVHS Personal Leave of Absence Policy. The approval for this leave is at the sole discretion of the Vice President in the reporting structure.

Please refer to the BVHS Personal Leave of Absence (Non-FMLA) Policy for more information regarding eligibility and procedures. This policy can be found on the Core/Human Resources/Associate Policies.

Extended Disability Insurance Program

BVHS provides a disability insurance benefit program (consisting of both short-term and long-term disability benefits) at no cost to eligible associates who are unable to work due to a non-occupational injury, illness or pregnancy. The associate must be in a full-time status position. Eligibility and benefits are subject to the disability insurance plan's eligibility requirements, terms and conditions. For more information on the Extended Disability Insurance Program, refer to the Paid Time Away Policy found on The Core/Human Resource/Associate Policies.

Extended Illness Bank

The extended illness bank holds the sick time balance that associates accumulated as of December 31, 2008 and unused Temporary Illness time that has been converted to Extended Illness. This accrued sick leave will remain in the associate's bank until all hours are used or the associate terminates employment. Associates will be paid from their Extended Illness bank when they are unable to work due to non-occupational injury, illness, or when an associate has exhausted their Temporary Illness bank. This includes the elimination period for receiving benefits under short- or long-term disability insurance plans. Refer to the Paid Time Away Policy on the Core/Human Resources/Associate Policies.

Choice Time Off

BVHS knows that associates need time away from work for a variety of reasons, including but not limited to: vacations, school functions, personal appointments, spending time with family, and many other reasons. Our full-time, part-time, and casual benefit-eligible associates are eligible for Choice Time Off (CTO) benefits. CTO must be requested in advance and approved by the associate's supervisor. Every effort will be made to grant requests with the first consideration given to patient care and the operating efficiency of the department.

Hourly associates accrue CTO based on all hours paid at or above the associate's regular hourly rate (except Extended Illness time) up to a maximum of 80 hours per pay period. The rate at which an hourly associate accrues CTO is based on their length of service.

Salaried associates accrue CTO each payroll period and are compensated based on length of service.

New associates begin accruing CTO on their date of hire, but are not eligible to use CTO until they complete 90 calendar days of service. Associates who transfer to a qualifying position must also wait 90 days to use CTO.

Choice Time Off will accrue up to a maximum of 280 hours. At that point, no further hours will accrue until the associate uses some hours, or receives a cash pay-out for some of the available hours. For details regarding the cash pay-out option, the payment upon separation and other related information, please refer to the Paid Time Away Policy on the Core/Human Resources/Associate Policies.

Court Service Time Off

BVHS provides compensated time off to eligible associates for jury duty service or to appear in court as a subpoenaed witness. All full-time, part-time and casual associates are eligible for court service time off. Associates on approved court service time off will be paid a percentage of their regular rate of pay minus the amount received from the court.

Family & Medical Leave Act (FMLA)

The FMLA entitles eligible associates of covered employers to take unpaid, job-protected leave for specified family and medical reasons with continuation of group health insurance coverage under the same terms and conditions as if the associate had not taken leave. Eligible associates are entitled to:

Twelve work weeks of leave in a 12-month period for:

- the birth of a child and to care for the newborn child within one year of birth;
- the placement with the associate of a child for adoption or foster care and to care for the newly placed child within one year of placement;
- to care for the associate's spouse, child, or parent who has a serious health condition;
- a serious health condition that makes the associate unable to perform the essential functions of his or her job;
- any qualifying exigency arising out of the fact that the associate's spouse, son, daughter, or parent is a covered military member on "covered active duty;" or

Family & Medical Leave Act (FMLA) continued

Twenty-six workweeks of leave during a single 12-month period to care for a covered service member with a serious injury or illness if the eligible associate is the service member's spouse, son, daughter, parent, or next of kin (military caregiver leave).

BVHS has contracted with Unum to administer our FMLA program. UNUM will provide associates with all of the necessary forms and assist them in filing both their leave requests and any short term disability benefits they may be entitled to in accordance with our benefit program.

Associates must call UNUM to report their need for leave AND inform their supervisor as well. Contacting your supervisor alone is not sufficient notice. Failure to contact both your supervisor and UNUM may result in discipline for failing to follow BVHS's policy for reporting leave. Please refer to the FMLA Toolkit located on the Core/Human Resources/Leave of Absence for details about calling UNUM and the information you will need when calling.

Associates must report each intermittent leave as soon as the associate becomes aware of the need for each leave but not later than the beginning of the work shift that they will be absent. Absences must be reported to both the department by utilizing the established procedure, and by calling UNUM.

Reinstatement will result in the return to current position or an equivalent position.

If you have additional questions, and for the complete policy, procedure, and expectations regarding FMLA, contact the Human Resources Department and review the FMLA Policy on The Core/Human Resources/Associate Policies.

Military Leave of Absence

BVHS will comply with the Uniformed Services Employment & Reemployment Rights Act (USERRA). Associates who are ordered to or volunteer for military training or active duty in the uniformed services may take a leave of absence for the length of the service. Types of covered military absences include:

- Military Training Duty
- Initial Active Duty for Training
- Active Duty for Military service
- Emergency Service

Generally, military leave is unpaid. However, associates may supplement unpaid leave by electing to use any available Choice Time.

BVHS grants paid leave for associates in the military reserve who are required to attend an annual training period. Associates will be paid the difference between their regular rate of pay for the time lost from their regular schedule and the amount paid by the government according to the associate's status.

Associates must report their need for Military Leave to both UNUM and their supervisor following the reporting requirements and procedures outlined in the FMLA Policy on the Core/Human Resources/Associate Policies. Contacting your supervisor alone is not sufficient notice. Failure to contact both your supervisor and UNUM may result in discipline for failing to follow BVHS's policy for reporting leave.

Ohio Military Family Leave Act

The Ohio Military Family Leave Act became effective on July 2, 2010. This Act allows eligible associates to take up to 10 days or 80 hours, whichever is less, of unpaid leave, per calendar year, when a family member is a member of

the uniformed services and is called to active duty or is injured, wounded or hospitalized while serving on active duty. To be eligible for the leave under the OMFLA, and associate must: (1) be employed by an employer with 50 or more associates; (2) have been employed by that employer for at least 12 consecutive months; and (3) have worked at least 1,250 hours for that employer in the 12 months immediately preceding commencement of the leave.

Under OMFLA, an eligible associate may take leave if his or her parent, spouse, child or other person over whom he or she has legal custody is a member of the uniformed services and is either: (1) called into active duty for a period longer than 30 days; or (2) is injured, wounded or hospitalized while serving on active duty.

The associate must notify UNUM AND his or her supervisor: (1) at least 14 days before taking the leave if the leave is being taken because a covered family member has been called to active duty, or (2) at least two days prior to taking the leave if it is because of an injury, wound or hospitalization of a cover family member while on active duty or (3) notice is waived if the covered family member's situation is critical or life threatening. Contacting your supervisor alone is not sufficient notice. Failure to contact both your supervisor and UNUM may result in discipline for failing to follow BVHS's policy for reporting leave.

Temporary Illness Bank

The Temporary Illness Bank is the paid sick time that associates accrue and take for their own illness and/or to take care of ill family members. Our full-time, part-time, and casual, benefit-eligible associates, are eligible for Temporary Illness (TI) benefits. TI time will be accrued each pay period and associates

are eligible to use TI after 90 calendar days of service following their date of hire or transfer to a qualifying position.

- Eligible hourly associates accrue TI benefits based on hours paid up to a maximum of 36 hours per week.
- Eligible salaried associates accrue TI each payroll period in which they are compensated. When an associate requests or takes time off for any of the following reasons, the leave time is charged against the associate's TI leave bank:
 - Associate's own illness, including diagnostic and preventive care;
 - Associate caring for an ill family member, including diagnostic and preventive care.

Temporary Illness time will accrue up to a maximum of 56 hours. At that point, no further hours will accrue until the associate uses some hours. Each year, associates will have the option of rolling over their TI bank hours in eight (8) or twelve (12) hour increments to their EI bank. This transaction is irreversible. For more details on the TI Bank, refer to the Paid Time Away Policy on the Core/Human Resources/Associate Policies.

Voting

Any associate who is a registered voter in the State of Ohio and is scheduled to work during the time when polls are open can take a reasonable amount of time to vote on Election Day. This time needs to be worked out with your supervisor prior to your shift on Election Day so that appropriate staffing can be maintained in your department.

TIME OFF & LEAVES

Leave for Victims of Crime

An associate who is the victim of a crime or who is the family member of a victim of a crime may take time off from work for the following purposes:

- To participate in the preparation of the criminal or delinquency proceeding at the prosecutor's request, or
- To attend, pursuant to a subpoena, a criminal or delinquency proceeding if attendance is reasonably necessary to protect the interests of the victim.

Before you are absent for such a reason, you must provide documentation of the scheduled proceeding. If advance notice is not possible, you must provide appropriate documentation within a reasonable time after the absence.

"Family member" means a spouse, child, stepchild, sibling, parent, stepparent, grandparent, or other relative of a victim. "Family member" does not include a person who is charged with or convicted of the crime or delinquent act against the victim.

Time off under this policy is without pay, although an associate may elect to use available paid leave during the leave from work.

Leave for Voluntary Emergency Service Workers

An associate who serves as a volunteer firefighter or provider of emergency medical services is permitted unpaid leave when he/she is absent from or late for their scheduled work shift in order to respond to an emergency PRIOR to the time the associate is to report to work.

If called for an emergency response while on duty with BVHS, the associate must inform

his/her supervisor immediately of their request to leave their position. The supervisor/manager, based on departmental and/or scheduling needs, may have to deny the associate's request to leave work.

An associate who is a volunteer firefighter or volunteer provider of emergency medical services must do all of the following:

- Provide written notification signed by the chief of the volunteer fire department with which the associate serves, or the director of the EMS services with which the associate serves, to their manager no later than 30 days after being certified as a volunteer firefighter or volunteer emergency services provider.
- Make every effort to notify his/her manager that he or she may be late or absent from work due to being dispatched to an emergency. If notification is not possible, the associate must provide their manager with a written explanation of the absence due to emergency from the chief of the volunteer fire department or director of the EMS services.
- Provide written notification to their manager when the associate's status as a volunteer firefighter or volunteer provider of emergency medical services changes, including when the associate's status as a volunteer firefighter or volunteer provider of emergency medical services is terminated.

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BVHS is committed to keeping you and your family healthy. We offer many benefits to ensure the well-being for all of our associates.

Blanchard Valley Patient-Centered Medical Home

BVHS is committed to keeping you and your family healthy. That's why we are offering all associates enrolled in the BVHS health plan the opportunity to participate in the Blanchard Valley Patient Centered Medical Home program by choosing a Medical Home participating provider.

The BVHS Patient Centered Medical Home program takes prevention, wellness, and management of chronic conditions to the next level, focusing on a partnership between you and your Medical Home physician or nurse practitioner. In Medical Home, you and your provider will work as a team to manage your preventive and chronic care and to more actively involve you in setting health care goals that are specific to your unique situation.

Your Medical Home provider will help ensure you are receiving the appropriate care and using your health benefits in a way that supports your health. Whether it's ensuring you receive all the appropriate preventive screenings for your age, gender and health risks or helping you manage your chronic health condition to maintain control and avoid complications, Medical Home is here for you!

There is no cost to participate in this program – all you have to do is carry the BVHS health insurance and utilize a Medical Home physician or nurse practitioner for your primary care. If you are already using a Medical Home provider for your primary care, you will automatically be enrolled in the program at the same time you are enrolled in the BVHS Health Plan and can begin

experiencing the Medical Home benefits immediately.

If your current primary provider is not a Medical Home participating provider, you may elect to change to a physician who is in Medical Home. Of course you can always choose to continue to see a primary care provider who is not participating in the Medical Home program. There is no penalty and no difference in benefit levels if you do not participate in this program. Please refer to the Medical Home section on The Core for more detailed information about the Medical Home program and the advantages of participating in this program.

Caring Fund

The Caring Fund is a special emergency fund that supports BVHS associates who encounter overwhelming personal problems or emergencies and are in need of financial assistance. The Fund is administrated by a committee of seven to nine associates whose primary focus is to coordinate fund-raising activities and fulfill requests. A list of committee members is posted on the Core under Resources. The Caring Fund relies on support from fellow associates for donations. Donations can be made by cash, check or payroll deduction. Contact any current committee member or see a cashier to make a donation. Associates can request an assistance form from a committee member or by visiting the Core under Resources/ Caring Fund. All requests for assistance are confidential.

Associate Health Services

These services are provided by our Associate Health Department, located on the first floor of the Kose Building near the northwest entrance of Blanchard Valley Hospital. Associate Health is open Monday through Friday, 6:30 a.m. – 3:00 p.m. Associate Health offers the following to all associates:

- Post offer/pre-employment health assessments: Health assessment must be completed to determine the status of each prospective associate as it relates to the essential functions of their proposed job assignment. Appropriate vaccination will be administered during this process according to the requirements of the job description. Drug screens are required as part of pre-employment assessments.
- Clinic for ill or injured associates: Available to treat minor illnesses and injuries. If an injury occurs during work hours, the associate should report the injury or illness to their supervisor immediately and complete an Injury/Illness Report form if possible.
- Exposure to communicable disease: In the normal course of work, associates can be exposed to diseases such as hepatitis, tuberculosis or meningitis. Each incident is investigated individually in cooperation with the Infection Control Department.
- Vaccinations: The hepatitis vaccine will be scheduled as the situation arises. Influenza vaccines are provided annually to all associates.

Associate Assistance Program (AAP)

We all experience stress associated with day-to-day life challenges. However, problems and concerns can become overwhelming, affecting personal lives, families, and even job performance. Through our AAP program, offered by Summit, experienced professionals are available and ready to help you resolve issues that affect your job performance and/or prevent you from enjoying your family and friends. As part of your associate benefits package, there is no charge for up to five AAP counseling sessions and these sessions are completely confidential. In order to schedule an appointment or for more information, call Summit AAP at 419.424.1471. Counselors are available for crisis assistance 24 hours a day.

Discount Programs

The BVHS Bargain Bin provides information to associates about product and service discounts offered by various local vendors. These discounts can be found on The Core. It is expressly intended to ensure that BVHS is not involved in any transactions between a provider and an associate or that the receipt of a discount is a benefit being bestowed by BVHS on an associate.

Health, Vision, Dental Benefits

Eligible BVHS associates can participate in an associate benefits program. More information on the medical, dental, life, and disability benefits can be found in the Associate Benefits Booklet that can be obtained from the Human Resources Department or on the Core/Human Resources/Benefits/Benefits Summaries & Forms.

The BVHS benefit plans' terms have been established in compliance with federal government requirements and the Associate Retirement Income Security Act (ERISA). In general, the benefit plan retains the exclusive right to make all decisions regarding whether benefits are to be paid and the amount paid. In the event of any inconsistency between the Handbook and the Associate Benefits Booklet, the terms of the Associate Benefits Booklet shall govern.

Tuition Assistance Program

BVHS provides Tuition Assistance to eligible associates to further their knowledge, skills, and job effectiveness through higher education in academic fields of interest of both the associate and Blanchard Valley Health System. The organization also allows eligible associates to participate in a non-degreed GED or high school diploma program. For further information on this program, refer to the Tuition Reimbursement Policy which can be found on the Core/Human Resources/Benefits/Benefit Summaries and Forms/Tuition.

Retirement Benefits

Many retirees experience a gap between the income they need in retirement and the income provided by social security. That's why it is now the time to start thinking about your retirement! The earlier you start saving, the better off you will be when you retire. The BVHS 403(b) Plan offers you the opportunity to start saving today. Under the BVHS 403(b) plan, associates are able to save pre-tax dollars, defer taxes on investment earnings and enjoy BVHS matching contributions once eligible. You may contribute either a percentage of earnings or a flat dollar amount, which is withheld from your check and deposited into your account each pay period. You are not taxed on this money until it is withdrawn, presumably at retirement, when you will be in a lower tax bracket.

Please note - there is an annual limit on contributions as determined by the Internal Revenue Service, although additional contributions may be made by individuals age 50 and older. For more information regarding BVHS retirement benefits refer to the Associate Benefits Handbook.

Workers' Compensation

BVHS is self-insured under the authority of the Ohio Industrial Commission to provide Workers' Compensation benefits to associates who have an injury or illness resulting from their work in accordance with State Workers' Compensations Laws and Regulations.

Associates are to report any injury or illness from their work to their supervisor immediately. The associate and supervisor must also complete Occupational Injury/Illness form #776 which is located on the Core. Associate Health will be notified and will assist the associate in the next steps of the process.

Workers' Compensation does not provide weekly disability benefits for the first seven (7) days of disability. If the absence lasts for 14 days, the first seven (7) days will be included for benefit purposes. When an associate is on leave due to a workplace injury or illness, this leave is considered to be a leave of absence without pay and the associate must apply for FMLA. Sick leave benefit hours and disability coverage may not be used while on a Workers' Compensation leave.

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Banking

An automatic banking machine (ATM) is located on the first floor of the BVH Donnell Patient Pavilion across from the Gift Shop.

Chapel

An interfaith chapel is open 24 hours a day for private prayer and meditation. The chapel is located on the first floor of the BVH Donnell Patient Pavilion. A chaplain/spiritual care coordinator is available by calling 419.429.6463 or the operator (x4500).

Dining Facilities

Associates may purchase breakfast, lunch and dinner in the cafeteria, **The Apple Blossom Café**, located on the first floor of the Kose Building.

Cafeteria operation hours are
6:30 a.m. – 7:00 p.m. Sunday-Saturday
Cafeteria is closed daily between
9:30 – 10:30 a.m.; 3:30 - 4:30 p.m.

The Healing Grounds Café features gourmet coffee and beverages, pastries, deli treats, and more! The Healing Grounds Café is located on the first floor of the BVH Donnell Patient Pavilion. Gift Certificates are available for The Healing Grounds Café.

The Healing Ground Café Hours:
6:30 a.m. - 4:00 p.m., Monday - Friday.
Closed Saturday and Sunday
Be sure to start a “frequent flyer” card!

Vending machines are located by The Apple Blossom Café and in various locations throughout the building.

AT YOUR SERVICE

The Bluffton Hospital Cafeteria hours are as follows (associates and public/visitors):

Breakfast 7-11 a.m.(Continental
Breakfast available)
Lunch 11:15 a.m. - 1:30 p.m.
Dinner 5:15-6:30 p.m.

Associates are asked to sign-up prior to meal time so the dietary department can plan ahead.

Gift Shops

The gift shops are operated by the Blanchard Valley Hospital and Bluffton Hospital Auxiliaries. The gift shops feature flowers, cards, jewelry, gifts, Dietsch's chocolates, and more.

The BVH Gift Shop is located on the first floor of the Donnell Patient Pavilion.

Hours are:
Mon. – Thurs.: 10:00 a.m. to 8:00 p.m.
Friday: 10:00 a.m. to 6:00 p.m.
Saturday & Sunday: Noon to 3:00 p.m.

The Bluffton Hospital Gift Shop is located next to the first floor lobby.

Hours are:
Monday – Friday: 9:00 a.m. to 5:00 p.m.
Saturday – Sunday: Closed

Bluffton Hospital's Gift Shop is also open until 8 p.m. on the second and fourth Thursday of every month. Gift shop hours are dependent on Volunteer availability.

Lactation Room

BVHS complies with all federal and state laws and regulations concerning breast-feeding and nursing mothers and provides assistance for nursing mothers who want to express and store breast milk at workplaces during business hours. BVHS will provide a reasonable amount of break time to accommodate nursing mothers. Associates who are nursing mothers can use their meal and paid break times for lactation purposes. Break times that are used for lactation purposes beyond BVHS' provided break times are unpaid. Where unpaid breaks or additional time are required, the associate should work with her supervisor or the Human Resources Department regarding scheduling and reporting the extra break time as unpaid.

For the convenience and privacy of nursing mothers BVHS provides rooms for lactation at its various facilities. The Findlay Hospital lactation facility is located on the third floor of the Pavilion near the Special Care Nursery and accommodates two mothers. This facility is equipped with a hand washing sink and comfortable chairs. Associates should discuss with the Human Resources Department the location for storage of expressed milk. Associates may also provide their own portable small storage unit or cooler for keeping expressed breast milk cold. Please inquire where the lactation facility is located at the BVHS facility in which you are located.

Lost & Found

If you find an item you believe someone has lost, or if you have lost an item, please contact the front desk in the patient pavilion by calling ext. 00.

Bluffton Hospital's lost and found is located in the Business Office, next to the main lobby.

Motor Assistance

Blanchard Valley Hospital Security provides a motor service for patients, visitors and associates. All can get help with no-starts, tire inflates and lock deicing at Blanchard Valley and Bluffton Hospitals!

At BVH, call extension "00"

At Bluffton, call extension "02"

Pharmacy

The Center for Medication Management (CMM) runs the outpatient pharmacy at Blanchard Valley Hospital and Bluffton Hospital. As an associate, you can fill prescriptions for you and your dependent family members at the BVH and Bluffton pharmacies. Prescriptions dropped off at the inpatient pharmacy at Bluffton will be couriered to the BVH outpatient pharmacy to be filled and then sent back to Bluffton to be picked up by the associate. The BVH outpatient pharmacy hours are:

Monday – Friday 9:00 a.m. to 6:00 p.m.
Closed on Saturday, Sunday, &
Holidays

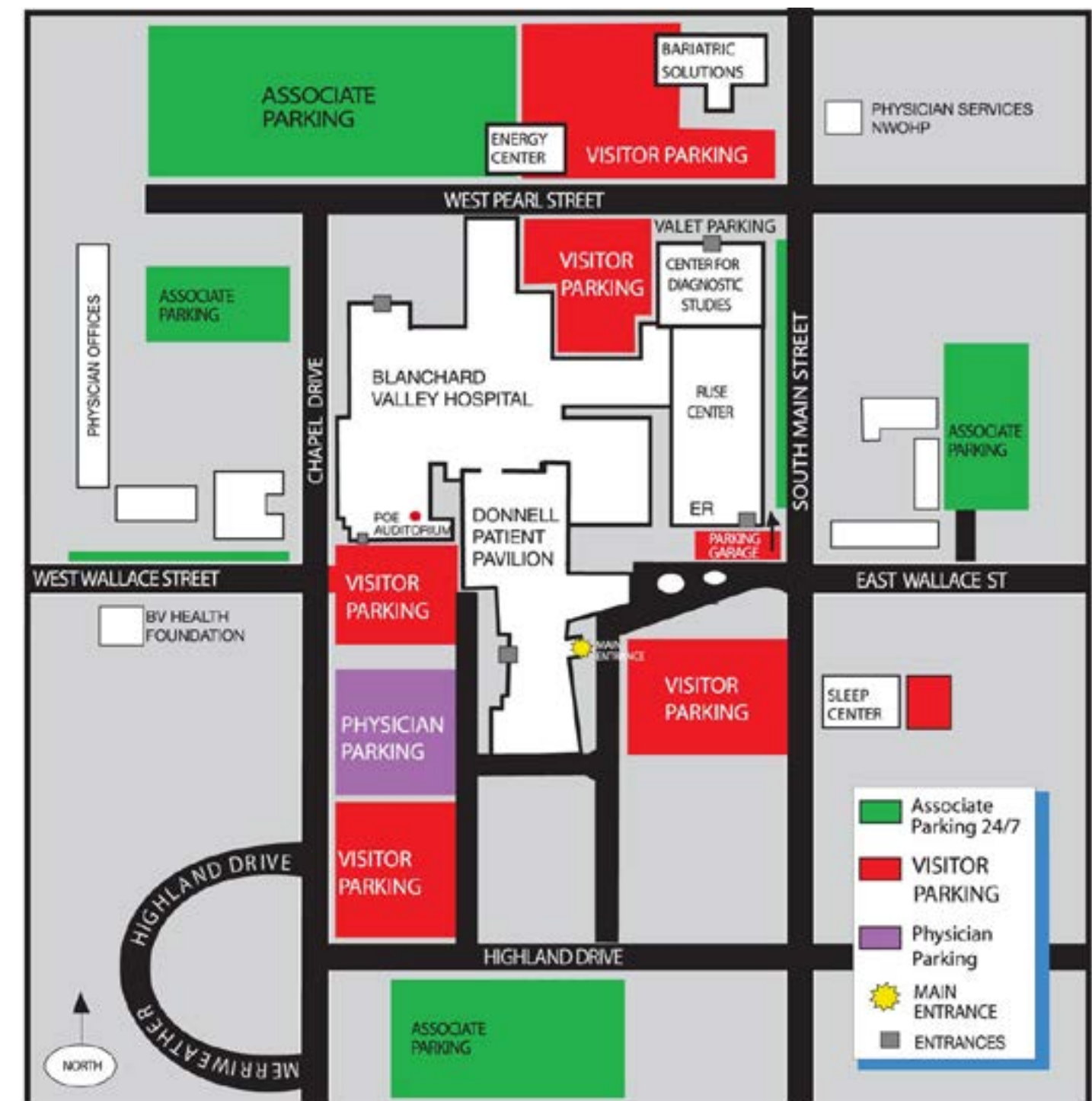
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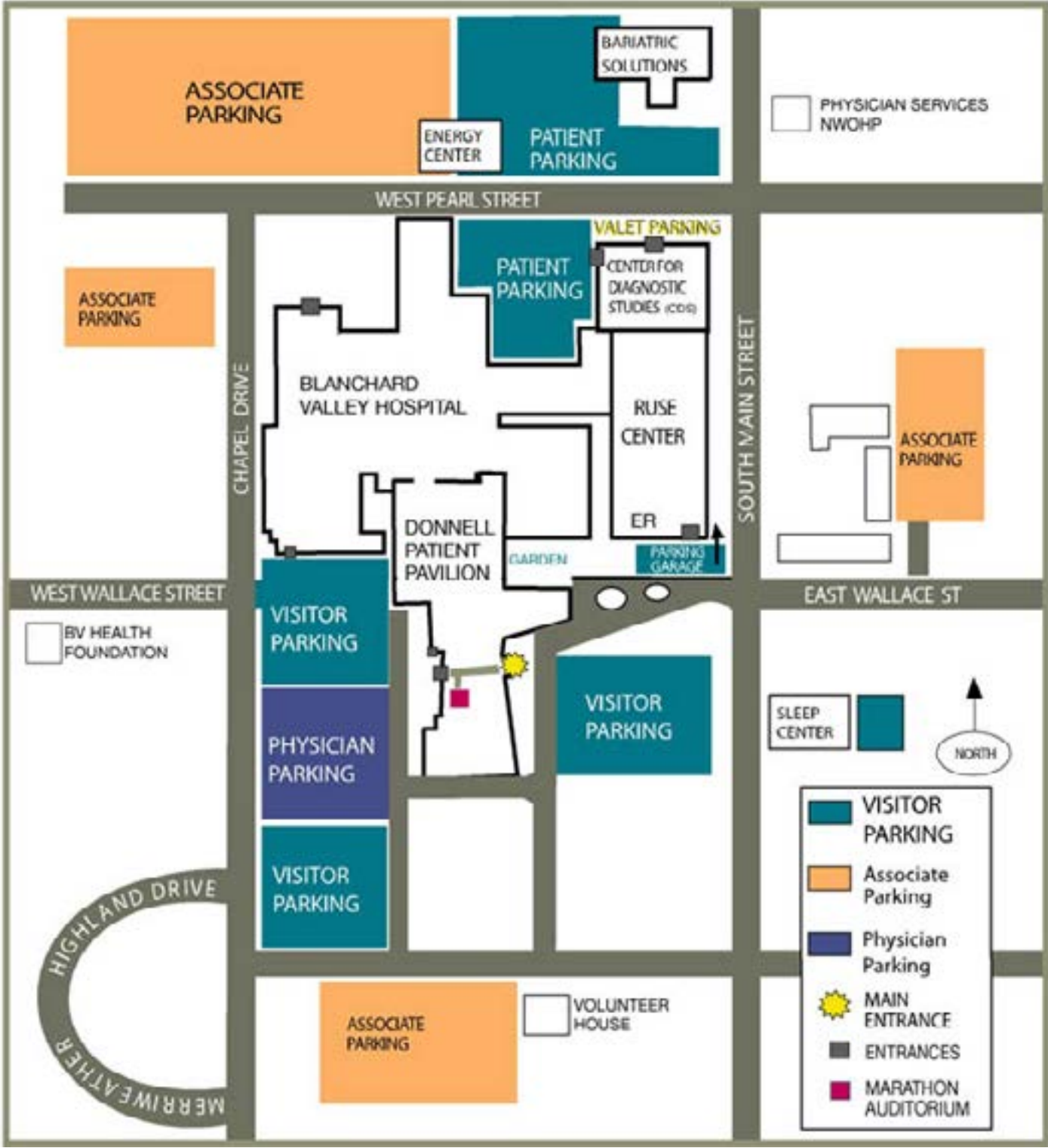
BVHS provides this handbook for your general education and assistance. Please keep it available at all times and review it if you have any questions. When further information is needed, talk to your supervisor and/or the Human Resources Department.

MAPS

BVH PARKING

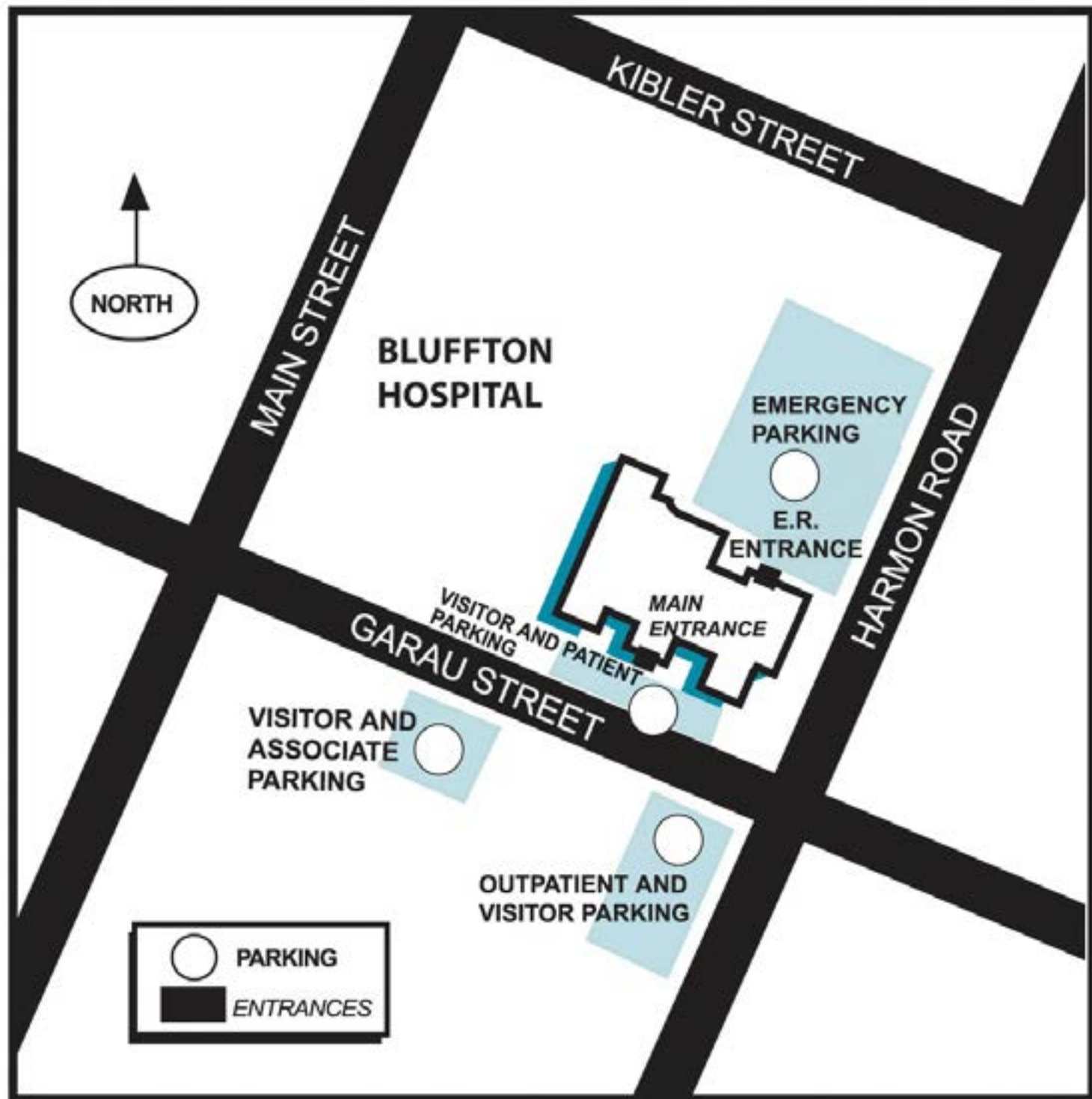
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Patient Pavilion
Thomas B. and Kathleen M. Donnell Patient Pavilion





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