

## **Scope & Purpose of This Handbook**

This employee handbook has been prepared to give you general information about some of the work rules, work environment, and policies under which we operate. More extensive information is available from supervisors or human resources staff should you have questions concerning interpretation of specific sections. From time to time, you may receive updated information concerning changes in policy. If you have any questions regarding any policies, please ask your supervisor for assistance.

**This handbook is not a contract, express or implied, guaranteeing employment for any specific duration. Although we hope that your employment relationship with us will be long term, either you or the JHHCG may terminate this relationship at any time, for any reason, with or without cause or notice. This at-will relationship remains in full force and effect, notwithstanding any statements to the contrary made by and JHHCG employees or representatives, or set forth in any other document. No employment agreement shall be enforceable unless it is in writing.**



# **WELCOME!**

Welcome to the Johns Hopkins Home Care Group (hereafter known as JHHCG) and the opportunity to make a difference in the life of patients in the community. We have a proud commitment among our employees at JHHCG of offering the best possible home care services to the community.

This booklet was written to give you the answers to those most often asked questions about human resources policies and benefits, what we expect from you, and what you may expect of us in our combined efforts to serve our customers well. The more you learn about the Johns Hopkins Home Care Group, the better employee you will be, so study this handbook, refer to it often, and if your questions are not answered, talk to your supervisor.

The growth of this organization can be attributed to our employees' knowledge, skill and commitment to providing outstanding patient and customer service. Our employees are a part of a team that values the individual strengths that each employee contributes.

We are pleased that you have decided to join our Home Care team and we look forward to working together with you to fulfill our mission.

Human Resources Department

# ABOUT JOHNS HOPKINS HOME CARE GROUP (JHHCG)

## ***A. Company Background***

The Johns Hopkins Home Care Group, (the Group) is a non-profit joint venture between The Johns Hopkins University and The Johns Hopkins Health System. The Group provides a full range of home health services, equipment, products and supplies to adult and pediatric patients. The Group was formed in December 1992 and owns and operates three subsidiary corporations. These include:

- ! Johns Hopkins Home Health Services, Inc. (Home Health Services)
- ! Johns Hopkins Pediatrics at Home, Inc. (Pediatrics at Home)
- ! Johns Hopkins Pharmaquip, Inc. (Pharmaquip)

*Home Health Services* and *Pediatrics at Home* provide skilled nursing, physical therapy, occupational therapy, speech and language pathology, medical social services and home health aides. They serve the city of Baltimore, Baltimore County and surrounding counties. Home Health Services primarily serves adult patients while Pediatrics at Home limits its services to pediatric patients with some exceptions for patients who reach adulthood with a disability or chronic health problem diagnosed and treated in earlier years. In addition, both Home Health Services and Pediatrics at Home provide high tech services such as home infusion therapy, including chemotherapy, antibiotic therapy, pain management, hydration and other types of home infusion care.

*Pharmaquip* is a full service provider of home medical equipment and supplies, respiratory therapy services and pharmaceuticals support for home enteral and infusion therapy services. Staff pharmacists provide clinical pharmacy consultation and support for all JHHCG patients as well. A fleet of delivery vans and technicians is maintained for delivery, set up, maintenance of equipment in patient homes in the State of Maryland and surrounding areas.

We are glad you have joined The Johns Hopkins Home Care Group and anticipate that your capabilities will make you a valuable member of our staff and an asset to our patients.

## **MISSION STATEMENT**

**Johns Hopkins Home Care Group (JHHC) is a fully integrated member of Johns Hopkins Medicine serving as an extension of the healthcare continuum by supporting the JHM and JHHC Mission of quality patient care, education and research.**



## **OUR VISION**

**The Johns Hopkins Home Care Group (JHHC) will strive to be the pre-eminent home care provider to the Johns Hopkins community by integrating comprehensive home care services and products through a single point of access, by utilizing clinical expertise and by exhibiting outstanding service excellence.**

**Johns Hopkins Home Care Group (JHHCG)** exists to support and promote the broader mission of Johns Hopkins Medicine (JHM). As an integral component of JHM, our mission is to provide community/home-based health and health related services, equipment, products and supplies to patients and their families throughout Maryland and the Mid-Atlantic region. We recognize our responsibility to maintain the highest standards of quality services and patient care through the employment, retention and promotion of staff who demonstrate an attitude of service excellence and a commitment to all aspects of the JHM mission. We strive to provide an environment conducive to personal and professional growth for our employees, a setting for community/home research and teaching, and a "patient first" attitude toward the day-to-day conduct of our business."

The objectives of our mission are achieved in the following manner:

- ! provide direct services, education, support and advocacy for patients and family members who are involved with his/her care
- ! meet the individual needs of each client without regard to race, color, national origin, religion, sex, age, handicap, veteran status or ability to pay
- ! respect the patient and his/her family as individuals, assuring their right for confidentiality, respect and dignity
- ! maintain optimal standards of professional practice leading to the highest possible quality of care
- ! integrate patient/family education into all plans of care
- ! promote and encourage professional growth of all staff



## **GENERAL EMPLOYMENT**

### **EQUAL EMPLOYMENT POLICY**

JHHCG serves in, and practices, the principles of equal employment opportunity. It is our policy to recruit, hire, train, and promote individuals, as well as administer all employment decisions, conditions of employment, and personnel actions, without regard to race, color, religion, age, sex, national origin or ancestry, marital status, status as a disabled or Vietnam Veteran, or status as a qualified person with a disability, or other protected status, in accordance with applicable laws. In this regard, we will take continuing action to ensure that knowledge, skill, and potential of all employees are fully utilized throughout the organization to the greatest extent possible. Any incident or situation that you believe involves illegal discrimination should be brought to the immediate attention of your supervisor, director, or Human Resources Department of JHHCG.

### **AMERICANS WITH DISABILITY ACT**

JHHCG strongly supports the policies of the Americans With Disabilities Act and is completely committed to treating all applicants and employees with disabilities in accordance with the requirements of that act. The company judges individuals by their abilities, not their disabilities, and seeks to give full and equal employment opportunities to all persons capable of performing successfully in the company's positions. The company will provide reasonable accommodations to any persons with disabilities who require them, who advise the company of their particular needs. Information concerning individuals' disabilities and their need for accommodation will of course be handled with the utmost discretion.



## **HARASSMENT POLICY**

We absolutely prohibit any form of unlawful employee harassment based on race, color, religion, creed, sex, age, national origin, marital status, sexual orientation, disability, or veteran status, in accordance with applicable laws. Inappropriate interference with the ability of the JHHCG employees to perform their expected job duties is not tolerated.

With respect to sexual harassment, JHHCG strives to foster a work environment free of unlawful sex discrimination, sexual harassment, or retaliation. Sexual harassment includes unwelcome and/or unsolicited sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature. Employee should not be made to feel that submission to sexual conduct is a term or condition of an individual's employment, or refusal of sexual favors creates an intimidating, hostile, or offensive working environment.

Any employee who believes he/she has been harassed should immediately notify his/her supervisor, or JHHCG Human Resources department. All complaints and related information will be investigated and kept confidential to the extent possible without compromising an investigation.



## ABOUT YOUR JOB

### EMPLOYEE CATEGORIES

Throughout this Handbook, you will see references to several employee categories with which you should become familiar. They are as follows:

#### ***EXEMPT/NON-EXEMPT***

Positions are determined to be Exempt or Non-exempt based upon job responsibility, and in accordance with the Fair Labor Standards Act.

*Exempt:* Those employees excluded from the overtime provisions of the Fair Labor Standards Act. The professional clinical staff is considered exempt. The introductory period for exempt employees is 90 days.

*Non-Exempt:* Those positions eligible for overtime pay if more than 40 hours are worked in a workweek. The introductory period for non-exempt employees is 90 days.

#### ***DEFINITIONS - EMPLOYEE CATEGORIES***

##### *Probationary*

All persons newly hired (or rehired) are considered probationary employees until the completion of ninety (90) calendar days of employment.

##### *Regular - Full time*

A regular scheduled full time employee is one who is employed on a regular basis on a schedule of 30-40 hours a week. Regular full-time employees are fully eligible for all benefits as described in the Employee Handbook and Benefits Handbook.

##### *Regular - Part time*

Employees scheduled for twenty (20) or more hours a week are eligible for employee benefits on a prorated basis, (exception is tuition reimbursements), in relation to their scheduled hours worked, up to forty (40).

##### *Non-Benefit Eligible Part-time*

Employees scheduled to work less than 20 hours may be terminated without notice or cause.

##### *Temporary Full-time*

A temporary full-time employee is one who is employed on a schedule of forty (40) hours a week for a defined and limited period of time and is so informed at the time

of hire.

Temporary Part-time

A temporary part-time employee is one who is employed on a schedule of less than thirty (30) hours a week for a definite limited period of time and is so informed at the time of hire.

Per Visit Employees

Per visit employees are hired to work a per diem basis for an undetermined time period. A per visit employee is scheduled to work 0-19 hours per week. There is no guarantee of scheduled hours for persons employed in these categories. Per Visit Employees can be terminated without notice or cause.

**NOTE:** Employees who are scheduled to work only as needed by JHHCG generally are not eligible for employee benefits, except for holiday pay when the holiday has been worked, professional liability insurance and worker's compensation. Schedules for these employees depend on the staffing needs of the work Subsidiary.

## **NEW EMPLOYEE ORIENTATION**

Johns Hopkins Home Care Group New Employee Orientation Program is designed to welcome new employees into the spirit and culture of JHHCG, to clearly establish home care performance expectations, and to set the stage for success. New personnel are encouraged to begin their jobs on the monthly orientation day in order to be introduced to the overall operations of Johns Hopkins Home Care Group prior to beginning work.

During your first few days of employment, you will participate in an orientation program conducted by several representatives of JHHCG, including human resources. During this program, you will receive important information regarding the performance requirements of your position, basic JHHCG policies, your compensation, as well as benefits and safety programs, plus other information necessary to acquaint you with your job and JHHCG. You will also be asked to complete all necessary paperwork at this time, such as, medical benefits plan enrollment forms, beneficiary designation forms, and appropriate federal, state, and local tax forms. At this time, if you have not previously done so, you will be required to present information establishing your identity and your eligibility to work in the United States in accordance with applicable federal law. You will not be allowed to begin working unless this information has been provided.

Please use this orientation program to familiarize yourself with JHHCG and our policies and benefits. We encourage you to ask any questions you may have during this program so that you will understand all guidelines that affect and govern your employment relationship with us.

## **MEDICAL SCREENINGS**

As part of the JHHCG employment procedures, an applicant is required to undergo a post-offer, pre-employment medical screening and an alcohol and drug test. Any offer of employment that an applicant receives from JHHCG is contingent upon, among other things, satisfactory completion of this and screening and a determination by JHHCG and Employee Health that the applicant is capable of performing the essential functions of the position that has been offered, with or without reasonable accommodations.

As a condition of continued employment, employees may also be required to undergo periodic medical examinations, and/or alcohol and drug screening, at times specified by the JHHCG. In connection with these examinations, employees are required to provide JHHCG with access to their medical records, if requested. Further, it should be understood that JHHCG receives a full medical report from its examining physicians regarding the applicant's or employee's state of health. All company required pre-employment and alcohol and drug screenings are paid in full by the JHHCG.

All drivers will be required to participate in random drug screening. This screening will be every six months and/or more often if deemed necessary by Management or Human Resources. Also, if deemed necessary any other professional or employee may be asked at

any time, by management or Human Resources, to participate in this random drug screening.

## **LICENSURE**

Persons being considered for employment whose occupations are regulated by a State licensing board must present proof of licensure if applicable, before beginning work. Employees are responsible for renewing their licenses when necessary and ensuring that the license is kept current. An employee who fails to present or maintain a valid license as requested will not be allowed to work.

## **INTRODUCTORY PERIOD**

All new employees, rehired and current employees promoted or transferred to a new position shall be on a 90-day new hire period starting on their first day worked. This period may be extended if additional time is required in order to completely assess an employee's performance. This period gives both JHHCG and the employee time to assess their new relationship and performance. During this period, an employee may not be eligible for all benefits.

## **IDENTIFICATION BADGES**

As a vital part of our security program, a Johns Hopkins Home Care Group identification badge with your name, and photo will be issued to you as you begin employment. If your identification badge is lost or stolen, you must pay for a replacement. You are required to wear your identification badge, in clear view, at all times while on duty.

Upon termination of employment, you must return your identification badge to a Human Resources representative.

## **SECURITY**

All vehicles, lockers, desks, offices or containers that are JHHCG property, as well as briefcases, backpacks, parcels and other personal belongings of employees, are subject to inspection and search by JHHCG or their designated agents.

## **PERFORMANCE REVIEW**

All Johns Hopkins Home Care Group employees will be evaluated at periodic intervals based on his/her job description and not less than annually.

A performance appraisal is intended to document and maintain satisfactory performance on a part of an individual employees by providing a means of measuring an employee's effectiveness on the job, identifying areas where an employee is in need of training or improving and maintaining a high level of motivation through feedback and the setting of specific goals on the basis of this feedback.

Employees are responsible for working with their supervisors on an ongoing basis to develop and maintain a clear performance plan defining various performance expectations and their relative priority.

## **PROMOTIONS AND TRANSFERS**

All applicants are recruited and selected based on predetermined qualifications that do not arbitrarily discriminate against any qualified person in accordance with Equal Employment Opportunity Policy (EEO). It is JHHCG's intent to hire and promote individuals who demonstrate the greatest and most desirable level of skills, knowledge, abilities, adaptations, fitness, and other qualifications appropriate to the position.

Job vacancies throughout JHHCG are posted for five days on a job posting board located near the kitchen area of the Broening Highway office and in Human Resources. An employee may bid for an opening by completing a bid form. The bid form must be completed and returned to the Front Desk Reception area.

## **VOLUNTARY RESIGNATION**

An employee wishing to resign in good standing shall submit to the supervisor a resignation letter dated and signed stating the effective date of the resignation. Nonexempt employees are expected to give at least two (2) weeks notice. Exempt employees are expected to give at least four (4) weeks notice of resignation. Exempt employees include professional/clinical staff and management staff. For the purpose of this procedure, vacation days or personal days shall not be counted as worked days. An employee who fails to comply with this requirement shall have such failure documented in their personnel file and may be considered ineligible for re-hire.

- Employees that do not give appropriate notice will not receive vacation pay out
- Employees discharged for just cause will not receive vacation pay out.
- Failure to work, for any reason, for a period of twelve (12) months will be cause to discharge the employee from Hopkins with the exception of educational leaves and/or leaves which may be governed or affected by legal statutes, e.g., military leave

An employee who is discharged for disciplinary reasons may be ineligible for rehire. The supervisor is responsible for the documentation of the discharge and disciplinary action. This documentation should be filed in the employee's personnel file.

## **WORK SCHEDULES**

The normal work- week consists of 30-40 hours for full-time employees, not including meal periods. Consistent with staffing requirements and providing high-quality patient care, some employees rotate among day, evening, and weekend duties. If a change in your work schedule is necessary to meet operational requirements, your supervisor may make such changes at his/her sole discretion.

## **REST PERIODS**

Employees will receive one 30 minute unpaid meal break in a shift of 8 hours or longer. Meal times are scheduled to assure departmental and customer/patient care coverage. Two (2) paid 15 minute breaks per an 8 hour shift are allowed.

Supervisors in accordance with the requirements of their department may schedule, at their discretion, a combination of both lunch and a break time for special situations as approved.

## **COMMUNICATION, TELEPHONE AND PERSONAL BUSINESS**

Hundreds of calls come through our switchboard daily. The welfare of patients requires that lines be kept free for JHHCG use. For this reason, personal calls are to be kept to a minimum.

All personal mail must be directed to your home. Personal business activities are not to be carried on during working hours.

### **E-Mail/Voice-Mail**

All electronic and telephonic communication systems (including voice-mail) and all communications and information transmitted by, received from, or stored in these systems are the property of JHHCG, and as such are to be used solely for job-related purposes. The use of any software and business equipment, including, but not limited to, facsimiles, telecopiers, computers, and copy machines for private purposes is strictly prohibited.

## **OPPORTUNITIES FOR COMMUNICATION**

Effective communication is essential to provide the best patient care, maintain productivity, sustain morale and foster constructive employee relations. Communication is an ongoing process, and JHHCG invite suggestion on how to enhance communications.

### **Employees and their supervisor**

Questions and concerns relating to job activities should be first presented to supervisors. Communication between the supervisor and the employee should be ongoing and address concerns, duties and expectations. Supervisors can help employees 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 employees. Employees should check with supervisors to obtain a schedule of the meetings.

### **Management Meetings**

All levels of management routinely hold meetings to communicate information and discuss matters of importance.

## **Town Hall Meetings**

The president of JHHCG and executive staff meet periodically with employees to provide information, answer questions and address concerns.

## **Publications**

Homecare Connection A newsletter published monthly to provide information on new hires, benefit updates, and the latest homecare news.

Dome A newspaper published 10 times a year and distributed throughout the Health System. It features news about Hopkins and their employees. Hotline is a weekly fact sheet that provides information on events and activities.

Bulletin Boards Located throughout JHHCG, keep employees up to date on announcements and information.

## **GIFTS AND TIPPING**

Employees will not accept gratuities, gifts and tips from patients, patients' families, vendors and customers. Solicitation from a patient, patient's family, vendors and customers by an employee of money, gifts, loans etc, are not permitted.

## **GARNISHMENT OF WAGES**

JHHCG honors wage garnishments. Employees will be notified immediately upon their receipt through the payroll department.

## **COMPENSATION**

A pay range is established for each of the organization's jobs and these ranges are (a) internally equitable, i.e., fair when compared with the ranges established for other JHHCG jobs, as well as (b) externally competitive when compared with the rates paid by other employers for comparable jobs. Each employee whose performance is "proficient" or better will receive a rate of pay that falls within the pay range that has been established for his/her job.

The position of each employee's salary within the range that has been established for his or her job will be determined primarily by the employee's relevant experience and job performance.

JHHCG's compensation programs are designed and administered in such a way as to comply with all applicable laws and to provide fair and equitable treatment for all employees.

### **Regular Pay Procedures**

All JHHCG employees are normally paid on Fridays on a bi-weekly basis. If a scheduled payday falls on a company observed holiday, you will usually be paid on the day preceding the holiday. All required deductions, such as federal, state, and local taxes, and all authorized voluntary deductions, such as health insurance contributions, will be withheld automatically from your paycheck.

All documentation of work completed must be submitted by those staff members providing direct patient care.

### **Merit Increases**

The purpose of merit increases is to recognize and reward employee performance over a designated period of time, and a minimum of once a year.

### **Acting Pay**

Acting pay may be granted when an employee is temporarily assigned, for a period of at least one (1) week or more, to assume a substantial portion of the responsibilities of a job with a higher pay range.

### **Overtime**

When a JHHCG employee is required to work more than forty (40) hours in any given work week (JHHCG work week is regularly a seven day, 168 hour period) the following applicable overtime pay policies will apply:

Non-exempt employees are to be paid one and one-half times their 'regular hourly rate' for all hours worked in excess of forty (40) hours in a workweek.

Exempt employees are paid a salary commensurate with their job responsibilities regardless of the number of hours worked, and therefore are not eligible for overtime pay

### **On-Call Pay**

Since some employees are required to be available for work on an on-call basis, special rates for on-call hours will be paid to non-exempt employees. Your supervisor will notify you of proper procedures if you are required to work on-call.

### **Bonus Pay**

Bonus (and/or Incentive or Reward) Pay is additional compensation paid to an employee, or group of employees, in addition to their normal rate of pay. Bonus pay *may* be granted only under limited circumstances.

### **Market Adjustments**

Market adjustments to salary ranges may occur outside of the annual Salary Planning cycle when market demand has resulted in an increased rate of pay for a particular a job or job family.

### **Reductions In Pay**

For a variety of reasons, an employee may be reassigned to a job that has a lower pay range than the job they had previously held. In such cases, reduction in pay guidelines will apply.

**Shift Differentials**

Employees receive shift differential pay, for all hours worked, if they work a minimum of six (6) consecutive hours during a shift where a differential applies.

**Weekend Differentials**

An employee who works four (4) or more consecutive hours during JHHCG's designated weekend period is entitled to receive a weekend differential for all hours worked on that shift. For the purposes of this policy, the weekend is defined as beginning 11:00 p.m. Friday and ending 7:00 a.m. Monday.

**Direct Deposit**

Your paycheck can be automatically deposited into your bank through "Direct Deposit." Your paycheck can be deposited into the financial institution of your choice, at no cost to you, and your money is available for use on payday. Your deposit may be split between your Checking, Savings, Money Market and/or Individual Retirement Account (IRA). You may obtain a "Direct Deposit" application from the Human Resources Department.

## **OUR EXPECTATIONS**



## **STANDARDS OF CONDUCT**

Employees of Johns Hopkins Home Care Group are expected to accept certain responsibilities, adhere to accepted business and professional principles in manners of personal conduct, and exhibit a high degree of personal integrity at all times. This responsibility not only involves sincere respect for the rights and feelings of others, but also demands that both in professional and in personal life employees refrain from any behavior that might be harmful to the

employee, coworkers, and/or JHHCG or that might be viewed unfavorably by current clients or by the public at large.

## REMEMBER OUR IMAGE

We view service to our patients and their families as our most important responsibility. You are expected to help us carry out this policy by extending every courtesy and assistance towards patients and families, as well as your co-workers.

## APPEARANCE/DRESS GUIDELINES

JHHCG wants to ensure that the appearance of each employee is consistent with a professional image and standards of hygiene and safety. In general JHHCG requires the following while employees are on duty:

1. Identification badges are mandatory and must be worn at all times.
2. Field Staff & Warehouse Staff  
Open-toed shoes are not permitted for field staff and/or warehouse employees. Employees who spend 100% of the workday in an office environment may wear open-toed shoes.
3. Restrictions  
Universal dress code guidelines for **all** employees of Johns Hopkins Home Care Group include the following restrictions:
  - Open toed-footwear will not be permitted for field staff and/or warehouse employees.
    - Exercise clothing tube or tank tops.
    - Jeans that are tie dyed, cut offs, holes or frayed edges
    - Leggings or tights
    - T-shirts or collared shirts must be plain
    - Sun dresses
4. Appearance and Personal Hygiene  
All employees will practice good hygiene. Clothing is expected to be neatly laundered. Jewelry must be kept to a minimum
5. Dress Down Day  
Each Friday has been chosen as the day for business casual dress. Casual business wear is defined as: Casual clothing that is appropriate for an office environment (see above regarding restrictions). Employee's dress should always look neat and professional. Employees are expected to exhibit good judgment in clothing choices on dress down day. Consider the day's activities when determining what to wear. When business obligations take an employee out of the office, he or she should dress accordingly. Acceptable casual clothing includes:
  - a.) Jeans with the exception of tie dyed, holes, cut-offs or frayed edges
  - b.) Khakis/casual pants Collared shirts, i.e., polo shirts, sneakers

6. Summer Dress Code for Field Staff

Eligible field staff members will be permitted to wear approved shorts when providing direct patient care from Memorial Day thru Labor Day. Senior Directors will have the discretion to approve later or earlier summer dress code dates.

7. Dress Codes (per operating unit)

Employees employed by Pharmaquip, Pediatric at Home, and Home Health Services may wear the following clothing (in addition to the permissible clothing stated above):

Scrub wear is preferred
Company polo shirt can be worn with khaki pants or shorts
Shorts must be solid colored, knee length walking shorts

- a.) Attire must be clean and appropriate to the job function. This excludes inappropriate attire, such as jeans, tank tops, tube tops, bare midriff styles, sun dresses, t-shirts, sweat pants and shirts, shorts, and cut-offs.
- b.) Footwear must be clean, polished, securely fitted, and in good condition.
- c.) Do not wear expensive or flashy jewelry while making home visits.

## **EMPLOYEE SERVICE STANDARDS CODE**



## Johns Hopkins Home Care Group PLEDGE TO SERVICE EXCELLENCE



I understand that the Johns Hopkins Home Care Group is committed to being the best of the best in the provision of quality home care and takes pride in having people on it's team who care about people and are inspired in their work by a desire to help others. I also understand that the success of this commitment depends 100% on our individual and cooperative efforts. Therefore, I agree to accept a partnership with Johns Hopkins Home Care Group in it's commitment to service excellence. I will S.T.E.P. up to the challenge of service excellence through the following:

### **SERVICE**

I agree to always put patients & families first.  
I agree to quickly & appropriately respond to the needs of all internal & external customers.  
I agree to be professional & exhibit a positive attitude.  
I agree to be caring, courteous, respectful & compassionate.

### **TEAMWORK**

I agree to promote a sense of unity & teamwork in my work area & throughout the organization.  
I agree to be a responsible team member who is honest & accountable for my actions.  
I agree to support the members of my team.  
I agree to act as a role model by promoting cooperation between departments.

### **EXCELLENCE**

I agree to constantly strive to improve the quality & timeliness of services provided.  
I agree to use & conserve resources wisely.  
I agree to continuously improve personally & professionally.

### **PROFESSIONALISM**

I agree to take pride in my work.  
I agree to comply with JHHCG standards & policies.  
I agree to honor the confidentiality of our patients & employees.  
I agree to promote a positive image of myself and the organization through professional appearance & behavior.

Sometimes the challenges of my daily duties may cause me to question this pledge. I will remember that patients depend on what I do. I will extend myself so our patients will receive a level of service that exceeds their expectations.



Signature: \_\_\_\_\_



## **DISCIPLINARY ACTION**

When an employee violates JHHCG or departmental standards, his/her supervisor is responsible for acting promptly to correct the situation and to prevent further occurrences for mutual benefit. Often, disciplinary actions are taken in a progressive manner in order to provide the opportunity for the employee to correct his/her behavior and to meet work standards.

Examples of progressive steps in this process are:

* Verbal Counseling	* Suspension
* Written Counseling	* Discharge

Any and all of these steps may be omitted as we deem appropriate upon review of the circumstances. There may also be offenses which are deemed sufficiently serious to result in immediate termination. These may include, but are not limited to, acts of violence, fighting, theft, abandonment of position, breach of confidentiality, carrying weapons of any sort, falsification of records, and the possession, use, sale, purchase, or distribution of any illegal drug(s)/substance(s), drug paraphernalia, or alcohol.

In addition, we will consider the facts surrounding an arrest, a criminal complaint, a summons to answer a criminal charge, an indictment, criminal information, or any other criminal charge or conviction of an employee as a basis for disciplinary action. Employees are required to report any arrests, indictments or convictions to Human Resources immediately upon notice. If the particular circumstances and the offense charged, in our judgment, present a potential risk to the safety and/or security of our patients, employees, premises and property, such events may result in disciplinary or other appropriate action.

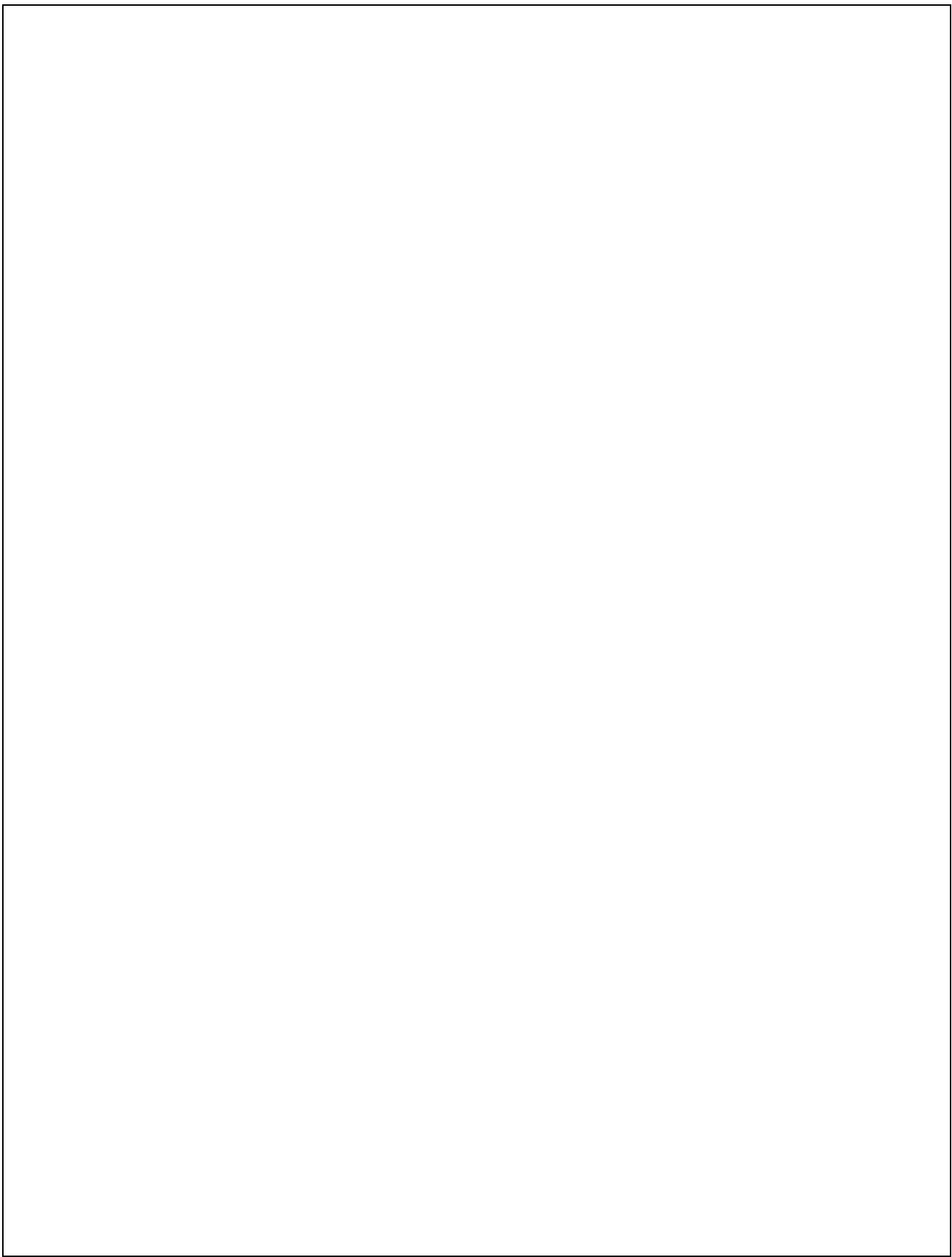
## **GRIEVANCE REVIEW**

The Johns Hopkins Home Care Group (JHHCG) is committed to fair and consistent employment practices and procedures, and is committed to providing procedures whereby employee issues are resolved internally in a timely and efficient and fair manner.

Employees who have a problem or feel they have been unfairly treated have the opportunity to appeal through a formal procedure. All appeals will be handled in a confidential manner and as promptly as possible. Every effort will be made to find a resolution, which is reasonable and fair. If an employee has questions concerning the policies and procedures of the organization he/she may seek assistance through the Human Resources Department. If a problem or miscommunication occurs, the employee has the right under the JHHCG's Appeals Policy and Procedure to resolve the problem without fear of retaliation.

## **EMPLOYMENT AT WILL**

Johns Hopkins Home Care Group believes in and adheres to the doctrine of employment at will, unless or except as modified by applicable law, JHHCG and its employees each have the right to terminate the employment relationship with or without cause at any time for any reason in accordance with company policy.



## **WORK RULES AND REGULATIONS**

JHHCG and affiliates has established these rules and regulations in order to promote the orderly and efficient operation of JHHCG and affiliates for the benefit and protection of the rights and safety of patients, visitors and co-workers.

These rules and regulations and others, which may be established from time to time, and the procedure for disciplinary action are published as a guide to what is considered unacceptable conduct. The organization reserves the right to change these rules and regulations as it, in its discretion, feels appropriate. These guarantee that any particular discipline or disciplinary process will be applied; the determination of when discipline is to be applied and the level of discipline to be applied in any situation is wholly within JHHCG discretion.

### **Procedure for Disciplinary Action**

1. In administering disciplinary actions, the seriousness of the infraction should be considered. Some infractions are so serious that immediate discharge is appropriate. In other cases, the employee should be warned, through progressive discipline, that his/her conduct is inappropriate.
2. Counseling of employees who commit infractions is an important facet of this program. Supervisors shall strive to increase the effectiveness of their use of these rules and regulations by prompt investigation of a reported infraction, preparation of the appropriate form, prompt coordination with Human Resources personnel, timely presentation of the form to the employee, and counseling the employee to prevent subsequent infractions.
3. Generally, discipline steps apply to the particular offense listed. For example, an employee who has received a Written Reprimand for failure to comply with instructions and is subsequently excessively absent would usually receive a written warning rather than the second step- a suspension. This procedure may not be followed, however, where the employee has accumulated infractions in several areas. In such cases, when JHHCG, in its judgment, considers the employee a behavior, it may consider the offenses in different categories cumulatively and apply a more severe penalty than warranted by the progression specified for a particular offense.
4. An employee should not be unduly penalized for an earlier offense when a records free of disciplinary actions for subsequent offenses is maintained. For example, a Written Reprimand for a specific infraction which is more than one year old, will generally not be considered if an employee has maintained a clean record since, and a Disciplinary Action for a specific infraction which is more than two years old will generally not be considered if the employee has maintained a clean record since.

INFRACTIONS-the following infractions and the included disciplinary actions outline JHHCG philosophy of progressive discipline. It is impossible to anticipate all possible infractions or violations of policy. JHHCG reserves the right to impose discipline for offenses not enumerated below and to alter the penalty specified for the offenses outlined bellowed if, in its opinion, the circumstances warrant.

Violation of the following category of Work Rules is subject to immediate discharge:

- *Gross negligence of patient care.*
- *Major improper administration, preparation and/or dispensing of medication and/or patient care.*
- *Knowingly harboring a physical or mental disease that may constitute a hazard to patients, visitors, or co-workers.*
- *Improper release of confidential or privileged information.*
- *Unauthorized use , removal, theft or intentional damage to the property of a patient, visitor, staff member, co-worker, the organization or an independent contractor.*
- *Accepting or soliciting tips or personal gifts from patients, visitors or vendors.*
- *Refusal to perform assigned work.*
- *Unauthorized absence from assigned work area.*
- *Falsification of employment, application forms or other organization records.*
- *Altering or falsifying the time record on one's own time sheet or altering or falsifying the time as registered on the time sheet of another employee.*
- *Altering or falsifying the visit activity forms and/or clinical records.*
- *Assault and battery with physical contact (includes unprivileged touching).*
- *Unauthorized possession of firearms or other weapon on JHHCG*

*premises.*

- *Disorderly or immoral conduct (including sexual harassment) while on JHHCG premises or business, or which is in any way detrimental to the organization's operations or to the JHHCG's image in the community.*
- *Sleeping on duty.*
- *Gambling on JHHCG premises.*
- *Reporting for work under the influence of an intoxicant, narcotics, or other drugs that may affect performance; consumption, distribution, possession or use of intoxicants, narcotics, or other drugs that may affect performance on JHHCG premises.*
- *Absent for scheduled working days without notification; a failure to return from an authorized leave of absence within three (3) days; failure to return to work within three (3) days after due.*
- *Abandonment of position/responsibilities (i.e. leaving the JHHCG premises when adequate relief coverage is not available.*
- *Other serious misconduct not specifically outlined above.*

Violation of the following category of Work Rules is subject to progressive discipline:

- *Assault by attempted, offered or threatened physical violence, profane or abusive language.*
  - First offense: Three (3) day suspension
  - Second offense: Subject to discharge
- *Absence without call.*
  - First offense: Written reprimand
  - Second offense: Subject to discharge
- *Minor improper administration, preparation and/or dispensing of medication and/or patient care.*
  - First offense: Educational counseling with written documentation
  - Second offense: Completion of self-learning packet on medication administration with written documentation
  - Third offense: Subject to immediate discharge

- *Rudeness or discourtesy to patients, customers or visitors.*
  - First offense: Written reprimand
  - Second offense: Three (3) day suspension
  - Third offense: Subject to discharge
  
- *Rudeness or discourtesy to staff member or co-worker.*
  - First offense: Written reprimand
  - Second offense: Three (3) day suspension
  - Third offense: Subject to discharge
  
- *Failure to report accidents, injuries, or incidents involving patients or visitors.*
  - First offense: Written reprimand
  - Second offense: Three (3) day suspension
  - Third offense: Subject to discharge
  
- *Failure to report a personal accident, injury or incident or report accidents, injuries or incidents involving co-workers.*
  - First offense: Written reprimand
  - Second offense: Three (3) day suspension
  - Third offense: Subject to discharge
  
- *Violating fire, emergency, health, parking safety, security or smoking regulations.*
  - First offense: Written reprimand
  - Second offense: Three (3) day suspension
  - Third offense: Subject to discharge
  
- *Interference with the work of another employee.*
  - First offense: Written reprimand
  - Second offense: Three (3) day suspension
  - Third offense: Subject to discharge
  
- *Entering an unauthorized area.*
  - First offense: Written reprimand
  - Second offense: Three (3) day suspension
  - Third offense: Subject to discharge
  
- *Unauthorized, soliciting, or selling goods or services on JHHCG premises.*
  - First offense: Written reprimand
  - Second offense: Three (3) day suspension
  - Third offense: Subject to discharge

- *Failure to notify the JHHCG not less than one hour prior to scheduled reporting time when unable to report for duty or as required by departmental policy (e.g. Home Health Services, Peds at Home, Pharmaquip)*
  - First offense: Written reprimand
  - Second offense: Three (3) day suspension
  - Third offense: Subject to discharge
  
- *Excessive absenteeism (five or more occurrences per year).*
  - First offense: Written reprimand
  - Second offense: Three (3) day suspension
  - Third offense: Subject to discharge
  
- *Excessive tardiness, including returning late from break or meal periods.*
  - First offense: Written reprimand
  - Second offense: Three (3) day suspension
  - Third offense: Subject to discharge
  
- *Failure to comply with verbal or written instructions, published policies, or published procedures and standards.*
  - First offense: Written reprimand
  - Second offense: Three (3) day suspension
  - Third offense: Subject to discharge

## **CONFIDENTIAL INFORMATION**

Johns Hopkins Home Care Group (JHHCG) will maintain the confidentiality of “protected health information” (“PHI” as defined by HIPAA) and other information that is deemed to be confidential by other laws.

This information may include, but is not limited to, information on patients, employees, students, other employees, donors, research, and financial and business operations. Such information is made confidential by law (such as “protected health information” or “PHI” under the federal Health Insurance Portability and Accountability Act) or by Johns Hopkins policies.

Confidential information may be information in any form: e.g., written, electronic, oral, overheard or observed. Access to all information is granted on a “need to know basis”. A “need to know” is defined as information that is required in order to do your job.

During your daily work, you may be exposed to information that is considered strictly confidential. This information should not be discussed with anybody, including; other patients, co-workers, other families, your family, and friends. You must be alert to others overhearing your professional discussions regarding a patient's condition or an employee's behavior/performance. Any inquiries from the media concerning a patient should be referred to the Sr. Director of Marketing & Business Development or office of the President during normal working hours, and to the Administrator On-Call at all other times. Disclosure of confidential information is grounds for disciplinary action up to and including termination. All

business records provided to you or in your possession must be returned to JHHCG upon termination of your employment.

## **LATENESS OR ABSENTEEISM FROM WORK**

It is the responsibility of all employees to meet standards of attendance. Chronic, habitual, and/or excessive lateness or absenteeism, as determined by JHHCG, will not be tolerated. Supervisors and Managers schedule employees to work in order to meet quality and operational requirements. Your failure to report for work on time, or not to report at all, affect JHHCG ability to provide patient services, and places an undue burden on those who report for work as scheduled. It is, therefore, essential that you report to work on time and in accordance with your work schedule.

Lateness, excessive absenteeism, and failure to follow call-in procedures, are cause for disciplinary action up to and including termination. Your lateness and absenteeism record may be a significant factor in evaluating you for transfers and promotion requests, as well as for merit pay.

If you are absent and you do not call in for three consecutive scheduled workdays, you are subject to immediate termination for abandonment of position.

## **SLEEPING ON DUTY**

Under normal working circumstances, no employee will be allowed to sleep on duty or while providing care for a patient in their home. Under unusual circumstances or occasions, and at the discretion of the Director, an employee may be authorized to sleep, and will be given verbal permission to do so. Employees found violating this policy will be subject to disciplinary action up to and including termination.

**NOTE:** Unusual circumstances or occasions for an employee sleeping while on duty may be: medical disaster, snow condition, medical crises demanding longer than 16-18 hours of work time without relief, or other situations determined on an emergency basis by the CEO. To provide the best medical care possible, JHHCG employees must exhibit the highest degree of competence and attention to the performance of their job functions at all times.

## **ALCOHOL AND DRUG ABUSE**

The possession, use, sale, purchasing, or distribution of any illegal drug(s)/substance(s), drug paraphernalia, or alcohol by any employee while in the work place, on JHHCG premises, or while performing home care related work off-site is strictly prohibited. In addition, JHHCG will not permit any employee to report to work or perform his/her duties after having ingested illegal drugs, or while under the influence of alcohol. The presence of any detectable amount of any illegal drug/substance in an employee's system while performing JHHCG business or in a JHHCG facility is strictly prohibited.

In addition, JHHCG does not permit any employee to report to work or perform his/her duties while taking prescribed drugs that adversely affect the employee's ability to effectively perform his/her job functions. Employees currently taking a medication prescribed by their own physician(s) must carry it in the container labeled by a licensed pharmacist. The taking of any prescribed medication that causes drowsiness or will affect job safety and performance must be made known to your supervisor to determine whether you may continue working while taking the medication.

Any employee who violates this policy shall be subject to disciplinary action up to and including termination.

## **SMOKING**

JHHCG is a smoke-free work environment, therefore, no smoking is permitted in any JHHCG building or in any off-site facility. Smoking is not permitted in the patient's home. Remember that smoking should take place only during regular scheduled break times.

## **SOLICITATION**

JHHCG employee may not solicit another employee for any purpose while either employee is on work-time. The distribution of handbills or other written material in patient-care areas is forbidden. Persons who are not employed by JHHCG may not solicit any employee or distribute literature on JHHCG premises at any time.

## **PERSONAL VISITORS**

JHHCG employees are not permitted to have visitors while at work. With the exception of emergency situations, no one may enter the work area unless working or conducting business with JHHCG.

## **PERSONNEL RECORDS**

If there is any change in your name, address, telephone number, marital status, number of dependents, life insurance beneficiary designation, education and training, and/or person to notify in case of an emergency, please contact the Human Resources Department to complete the appropriate forms.

All employee information is confidential and will not be released without your permission. Only the Human Resources Department or a Director is authorized to provide employee information and employment verification. You are permitted to review your personnel record, and you are able to obtain a copy of that record.

## **EMPLOYEES' CHILDREN**

Employees of JHHCG may not bring their children to work while on duty. This is to avoid possible accidents to the child and to allow the employee and fellow employees to perform their jobs without the interruptions and distractions of the child.

Should your child need emergency treatment or have a medical appointment, you should make arrangements for time off with your supervisor. You may request your accrued annual leave for such circumstances.

## ABOUT YOUR BENEFITS/SERVICES



### HOLIDAYS

Full-time and part-time eligible employees receive seven (6) paid (fixed) holidays. Since it is not possible for all employees to be off on a holiday, non-exempt employees who must work on these days will be paid time and a half for the hours worked. Part-time eligible employees receive pro-rated holiday hours.

The following six fixed holidays are observed by JHHCG:

- New Year Day - January 1st
- Memorial Day - Last Monday in May
- Independence Day - July 4th
- Labor Day - 1st Monday in September
- Thanksgiving Day - 4th Thursday in November
- Christmas Day - December 25th

Should a holiday fall on a Saturday, the preceding Friday will be considered the paid holiday; if a holiday falls on a Sunday, the following Monday will be considered the paid holiday. For observance of a religious holiday, you must request your Personal Day or vacation leave.

Areas which regularly operate 7-days-a-week, will observe holidays which fall on a Saturday or Sunday on the day the holiday falls. (Eligible employees who work on both the actual holiday and the observed holiday will receive premium holiday pay for one day only). Employees who work in a department or area which regularly operates 7-days-a-week will be scheduled for an alternate day off if they work on the holiday. Holiday schedules will be published each year.

Holiday pay consists of 8 hours of straight time pay for regular full-time employees. Holiday pay is pro-rated for regular part-time employees whose regular schedule is 20 or more hours per week.

In order to be paid for a holiday on which you do not work, you must report for duty on the last

scheduled work day before the holiday, and on the first scheduled work day after the holiday. If you are on paid leave (vacation or other approved leave, with the exception of leave without pay), you will receive holiday pay for the holiday.

If you cannot be off on the holiday, you may request a substitute holiday within 60 days after the observed holiday. Eligible hourly employees who work on an observed holiday are entitled to time and one half (1 1/2) for the time they worked. (Eligible employees who work on both the actual holiday and the observed holiday will receive premium holiday pay for one day only).

A substitute holiday will be granted to full-time employees if the holiday falls on a day which they are not scheduled to work. If a holiday occurs while an employee is on vacation, that day will be considered holiday time rather than vacation time.

You may be granted time off without pay to observe religious holidays or, if your supervisor approves, you may arrange these days as vacation days, Personal Days or substitute holidays. Holidays are not considered as time worked for the purpose of computing overtime or to satisfy the notice requirement for separation.

## **PERSONAL DAYS**

Full-time employees in addition to observed holidays, receive three (3) Personal Days during the calendar year and part-time regular employees will receive Personal Days on a pro-rata basis.

During the first year of employment, employees will be eligible for personal days as follows:

<u>Those Hired</u>	<u>Eligible For</u>
January 1 – May 31	3 Personal Days
June 1 – September 3	1 Personal Day

Employees hired after September 30<sup>th</sup> will not be eligible for Personal Days in that calendar year. Personal Days are observed on the days of your choice, subject to advance approval by the supervisor. In emergency situations and at the discretion of your supervisor Personal Days may be used without advance approval. Personal Days do not accumulate; they should be used each year.

## **VACATION**

The Johns Hopkins Home Care Group provides paid vacations to eligible employees and encourages those employees to take vacations on a regular and timely basis. Vacations, however, may be scheduled by JHHCG to assure optimum patient care and efficient operation of the Company.

New employees must have successfully completed their new hire period before they become eligible to utilize vacation. Regular full-time employees scheduled to work 40 hours per week are eligible for full vacation allotments. Regular part-time employees (those scheduled to work 20 hours or more per week) are eligible for vacation allotments on a pro-rata basis.

The following vacation tables outline the vacation allowances applicable to eligible employees:

**Table A-I**

**Regular Full-Time Employees (40 Hrs.)**

**EXEMPT**

<b>Length of Service</b>	<b>Bi-Weekly Hours Allowance</b>	<b>Annual Allowance</b>
Up to 2 years	4.6 hrs	15 days
> 2 to < 5 years	5.5 hrs	18 days
> 5 to < 10 years	6.4 hrs	21 days
> 10 or more years	8.3 hrs	27 days

**Regular Full-Time Employees (40 Hrs.)**

**NON-EXEMPT**

<b>Length of Service</b>	<b>Bi-Weekly Hours Allowance</b>	<b>Annual Allowance</b>
Up to 2 years	3.0	10 days
> 2 to < 5 years	4.0	13 days
> 5 to < 10 years	5.5	18 days
> 10 or more years	6.4	21 days

**Note:** If hire date (employment date) is less than (prior to) 07/97, exempt and non exempt accrue the same rate year to year as follows:

1-2 years	4.60 per pay period
2/5 years	5.50 per pay period
5-10 years	6.45 per pay period
10+ years	8.30 per pay period

**Table A-II**

**Regular Part-Time Hourly Employees**

**EXEMPT**

<b>Scheduled Hours</b>	<b>Percent of Full Time Service</b>	<b>Length of Service</b>	<b>Exempt Annual Rate</b>	<b>Non-Exempt Annual Rate</b>
30 – 39	75%	Up to 2 years	11.25 days	7.5 days
		> 2 to < 5 years	13.50 days	9.75 days
		> 5 to < 10 years	15.75 days	13.5 days
		> 10 or more	20.25 days	15.75 days
20 - 29	50%	Up to 2 years	7.5 days	5.0 days
		> 2 to < 5 years	9.0 days	6.5 days
		> 5 to < 10 years	10.5 days	8.0 days
		>10 years or more	13.5 days	10.5 days

Vacation begins to accrue, based on regularly scheduled hours worked, from the first day of employment if you are a full-time or part-time eligible employee. You are eligible to use your vacation after the successful completion of your initial introductory period. Requests for vacation must be approved in advance by your supervisor in accordance with departmental policy.

Vacation benefits do not accrue during any month in which you are on an unpaid leave of absence or not on the active payroll.

Accrued, unused vacation leave is paid upon termination of employment. Employee's annual maximum accrual is 1.5 times effective to carry over beyond their anniversary date.

## **SICK TIME**

The Johns Hopkins Home Care Group provides limited paid sick time to eligible employees for those days when they are unable to work because of illness.

- 1. Eligible employees:** are those employees who are regularly scheduled to work 20 hours, or more, a week and who have been employed at JHHCG for at least 90 calendar days.
- 2. Regular full-time employees:** Regular full-time employees accrue sick time at the rate of seven days per year for each month of employment.
- 3. Regular part-time:** Sick time is accrued in the same manner as full-time employees, but on a pro-rata basis, in relation to the regularly scheduled hours.

In order to receive sick time, an employee must notify his/her supervisor each day of the absence at least 1 hour prior to the beginning of the shift (or in compliance with departmental procedures), unless the employee has a valid excuse for the failure to call.

Your supervisor may require a doctor's certificate prior to approving sick leave for any related absence. If you have been absent due to a contagious illness, you must be cleared by Employee Health before returning to work.

## **TUITION ASSISTANCE/CAREER DEVELOPMENT**

JHHCG has established an education assistance program to help eligible employees develop their skills and upgrade their performance. All full-time regular employees who work 40 hours a week and have successfully completed one 90 days of employment as a benefited employee are eligible to participate in the program.

Under our program, educational assistance is provided for courses offered by approved institutions of learning, such as accredited colleges and universities. It is up to the discretion of JHHCG to decide if the courses are directly or reasonably related to your present job or part of a degree program. Courses must not interfere with your job responsibilities, and must be taken on your time. Reimbursement covers actual costs of tuition and fees only and is limited to no more than \$3,000 per calendar year for approved courses.

Talk to the Human Resources Department to learn of other seminars/training sessions provided for employees.

## **DEPENDENT CHILD TUITION**

JHHCG will assist employees, who meet the 40 hours a week for 2 years eligibility requirements and comply with the procedural requirements, with the cost of college tuition for dependent children. To qualify for this payment the dependent child must be enrolled full time (12 credits or more) and be under the age of 26. The dependent must be attending an accredited, degree-granting institution seeking an undergraduate degree. Accredited institutions that do not offer degrees, but instead issue diplomas or certificates are not eligible. These payments are taxable and subject to withholding rules

## **LEAVES OF ABSENCE (LOA)**

Employees may be granted a leave of absence without pay for medical, family, or emergency reasons. Requests for leave of absence, along with supporting documentation, should, in most cases, be submitted to your Director and the Human Resources Department. If additional information or assistance is required, please see the Human Resources Department.

Please see the applicable Human Resources Leave of Absence Policy for a complete explanation and the requirements for taking advantage of it.

### Health

A health leave request for non-work-related disability resulting from illness, injury or pregnancy will be considered when all FML has been exhausted. It must be supported by the written recommendation of a physician.

### Child/Dependent Care

Leave will be considered for the purpose of caring for dependent children, immediate family (husband, wife, parent, parent-in-law, brother, sister, child, grandparent, grandchild, foster parent or legal guardian) or legal dependents after all FML has been exhausted. The approval of such leave is subject to the discretion of the department head.

### Educational

Educational leave will be considered for an employee to attend an educational facility, approved by JHHCG for courses directly related to his or her job. An employee must have one year of continuous employment to be eligible for this leave.

### Personal

Personal leaves without pay for emergencies or personal needs will be considered for employees who have at least one year of continuous employment with JHHCG. Personal LOAs are subject to the discretion of the department head.

### Military

Military leave with pay is granted to employees who have required to be absent from scheduled duties for the purpose of taking a pre-induction physical examination. Proper documentation of such time lost must be submitted. Eligible employees who serve in summer military training in the Armed Forces of the United States should review the details of this leave as far in advance as possible with the supervisor. Employees who

leave the active employment to serve in the Armed Forces of the United States, or with a reserve component, for a period of time in excess of two weeks, shall be granted a military leave of absence, without pay, in accordance with applicable law.

#### Funeral Leave

Employees may request funeral leave with pay in the event of a death in the immediate family up to three regularly scheduled workdays. The immediate family is defined as husband, wife, parent, parent-in-law, stepparent

#### Jury Duty

Employees whose regular work schedules are 20 hours or more per week and who are absent from work because of jury duty are paid by JHHCG for hours lost during the normal scheduled workweek.

#### Voting

An employee who is a registered voter in Maryland, scheduled to work during the time when the polls are open and do not have two (2) hours of continuous time off-duty before or following their shift assignment on Election Day, according to the State law, must be granted two (2) hours of continuous leave for the purpose of voting while the polls are open. For statewide elections, the polls are open from 7 a.m. to 8 p.m.

Off-duty time prior to or after work is to be considered when determining the two(2) hours of continuous time off-duty. An employee regularly scheduled to work between 8:30 a.m. and 5 p.m. has two (2) continuous time off-duty following the end of their shift assignment before the polls close. Therefore, they are not eligible for paid leave. An employee who is normally scheduled to work a 10-hour shift, from 8:30 a.m. to 6:30 p.m., will be allowed to report to work one-half hour late or leave one-half hour early for the purpose of voting and will be paid for the missed one-half hour.

## **FAMILY MEDICAL LEAVE**

Under federal law, an eligible employee is entitled to unpaid leave for up to 12 work weeks in a 12-month period for the following reasons: (1) the birth or adoption of a child, or the foster-care placement of a child; (2) to care for a family member of the employee if that individual has a serious health condition; or (3) a serious health condition of the employee that renders the employee unable to perform his or her job.

Full-time and part-time eligible employees must have completed at least one full year of service with JHHCG and have worked a minimum of 1,250 hours in the twelve month period preceding the leave to be eligible for such leave.

#### **Please Note.**

1. You will be required to provide certification from a health care provider to support your request for leave to care for your seriously ill spouse, son, daughter or parent; or due to your own serious health condition. If certification is not given in a timely manner, or is incomplete and the deficiency is not corrected, you may be denied use of family or medical leave (and the job protection provided) for the absence.
2. You will be required to use all accrued, unused vacation, sick and personal time during the leave period. Once such benefits are exhausted, the balance of the

leave will be without pay unless other benefits are available.

3. During family, medical or emergency leave, JHHCG will maintain your coverage for health, dental, and vision insurance benefits provided that you continue to pay your portion of any insurance premiums that normally are deducted from your paycheck. You shall pay such amounts on a monthly basis by tendering a check made payable to JHHCG. JHHCG life and disability benefits will be continued at the employee's expense.

It is the responsibility of the employee to report to work in accordance with instructions from his or her supervisor at the end of the unpaid leave of absence. An employee who fails to return to work at the expiration date of the leave, unless extenuating circumstances support his or her inability to do so, shall be terminated as having abandoned the position. The date of termination will be the last day worked.

4. If you are returning to work from a leave taken for your own serious health condition, you must be cleared by the Occupational Health Office, or proven medical certification of fitness for return to duty. This certification should be provided preferably one week prior to your expected date of return, but no later than the last regular business day of your leave.
5. If you take family, medical or emergency leave under this policy, you will be returned to your same position or to an equivalent position, at the election of JHHCG, unless your employment would have been terminated in the absence of any leave (such as through reduction-in-force or termination of a temporary job).

## **HEALTH INSURANCE**

JHHCG provides full-time and part-time eligible employees an opportunity to participate in Johns Hopkins EHP (Employee Health Plans). Should there be any discrepancy between this handbook and the Summary Plan Description (SPD), the provisions under the SPD will govern.

### **Eligibility:**

Full-time and part-time benefited employees are eligible to apply for coverage for all plans within 30 calendar days from their hire date, within 30 calendar days of a change of status, or during the annual Health Insurance Open Season period usually conducted during the month of November. Coverage will be continued as long as you remain on active status. In order to prevent loss of coverage while on leave without pay, you must make arrangements to continue to pay your premiums.

## **DENTAL PLANS**

JHHCG offers two dental plans (Comprehensive or High Option) to full-time and part-time eligible employees: Johns Hopkins Employee Health Plan. Consult your benefits packet for additional information.

## **VISION SERVICES PLAN**

The Vision Services Plan is provided under the Johns Hopkins (EHP) Employee Health Plan and is included in the cost of the medical package.

## **CONTINUATION OF HEALTH INSURANCE BENEFITS**

In accordance with applicable law, if you reduce your work hours to a benefit ineligible status, or discontinue your employment with us, you are eligible to continue your present level of insurance coverage for a period of eighteen months at your own expense. You do not have to show evidence of insurability if you elect to continue your JHHCG coverage. If your spouse and/or dependent children are covered under your JHHCG health plan at the time of your termination or reduction in hours, they have a right to continued coverage at their expense. In addition, they may have the right to elect to remain covered at their expense under our plans if they lose coverage because of (a) your death; (b) your divorce or legal separation; your entitlement to Medicare, or (d) a dependent child reaching adult status. However, if events (b) or (d) occur, you or your spouse must notify us of the event within sixty days in order to be eligible under this provision.

Because the law changes and our health benefits change periodically, the continuation of benefits described may also change.

## **LIFE INSURANCE**

JHHCG provides you with group life insurance valued at one times your annual income, at no charge if you are a full-time or part-time eligible employee. This insurance policy also provides remuneration for accidental death and dismemberment. You are required to sign up for this insurance and designate your beneficiary at the beginning of your employment.

## **SUPPLEMENTAL LIFE INSURANCE**

JHHCG offers you the option of purchasing additional life insurance coverage through payroll deduction.

## **FLEXIBLE SPENDING ACCOUNTS**

JHHCG offers you the opportunity to save tax dollars by participating in flexible spending accounts for dependent care and medical expenses. You may enroll in the Flexible Spending Account Programs within 30 days of employment or during the annual Health Insurance Open Season period. You may choose to have a designated amount of your salary deducted from your pay check on a pre-tax basis for reimbursement of dependent care or medical expenses.

## **LONG TERM DISABILITY**

All full-time and part-time benefited employees are eligible for long term disability insurance, this is provided to eligible employees of subsidiaries. Disability benefits may begin as early as the 91st day after absence from work and must be requested by contacting the Human Resources Department, prior to the 90th day of disability. Disability benefits received will be based on a percentage of an employee's salary.

## **WORKER'S COMPENSATION**

If you have an accident while working on behalf of JHHCG, no matter how small, it must be reported immediately to your supervisor. Treatment can be obtained at the Worker's Compensation Clinic at either the Johns Hopkins Hospital or Employee Health at Wyman Park, your supervisor should complete an incident report and forward it immediately to the Human Resources Department. You may also have to file a claim. Each case is evaluated by Worker's Compensation to determine if a compensable injury has occurred.

If you have less than 1 year of service and an injury or illness in the line of duty keeps you from working, you will receive partial pay for your lost time in accord with the Worker's Compensation Law. However, if you have completed at least 1 year of service, you will be paid at your regular rate for a period of 2 to 4 weeks, depending on your length of service. Subsequent absences will be paid for in accordance with the Worker's Compensation Law.

Absences due to in the line of duty illness or injury are not charged to your sick leave. For more specific information regarding the Worker's Compensation program contact Human Resources.

If you should witness an accident, get medical help immediately and report the accident to your supervisor or department head.

## **UNEMPLOYMENT COMPENSATION**

JHHCG through the State Unemployment Compensation Act may provide you with income in the event you become laid off or unemployed through no fault of your own. The entire cost of this benefit is paid by the Company.

## **RETIREMENT**

JHHCG offers an enhanced 403b plan to eligible employees. Employees are able to contribute to the plan and also receive an employer's match. Furthermore, all eligible employees will receive an employer contribution.

## **LUNCH ROOM SERVICES**

The Broening Highway facility provides a kitchen and employee lounge area for your convenience. Lunch or breaks should not be taken at your desk. The lounge also manages vending services, which are available 24 hours per day, with the exception of brief cleaning periods, for visitors and staff.

## **EMPLOYEE HEALTH SERVICES**

Employee Health Services provides employment candidates with pre-employment health screening examinations, annual PPD for employees who provide patient care, and emergency and non-emergency care for employees with illnesses or who are injured on the job. The goal of Employee Health Services is to decrease the amount of working time lost by employees due to illnesses/injuries. Employee Health Services promotes positive health practices through in-service education and safety principles.

## **PARKING**

Free parking is available at 2400 Broening Highway in the parking lot across the street.

## **EMPLOYEE RECOGNITION PROGRAMS**

JHHCG believes in rewarding employees for outstanding job performance and community service. Our Employee Recognition Programs include an Employee of the Year Program that provides a gift and a recognition certificate to an employee in each of our subsidiaries. These employees are acknowledged during National Home Care Month.

Employee of the Year - The Employee of the Year Program seeks to recognize outstanding employee performance including attitude, attendance, and leadership. To be considered, an individual must be employed for at least one year. Written and approved nominations, upon which selections are based, are submitted by a peer, their Supervisor, Manager, Director, and/or Executive Staff.

Other means of recognition include the Catch a Shining Star Award, On the Spot Awards, Anything Can Happen and Manager of the Year. These are recognized at the Annual Rewards and Recognition Ceremony.

## **EMPLOYEE ASSISTANCE PROGRAM**

The Faculty and Staff Assistance Program is a confidential counseling and referral program provided to employees and their families of the JHHCG. Faculty and Staff Assistance Program (FASAP) is available to provide counseling and referral services to help employees and their dependents solve personal problems, including those that seriously affect work performance or conduct.

Participation in the employee assistance program does not excuse employees from complying with normal JHHCG policies or from meeting normal job requirements during or after receiving assistance. Nor will participation in the employee assistance program prevent the JHHCG from taking disciplinary action against an employee for performance problems that occur before or after the employee's seeking assistance through the program.

## CREDIT UNION

All employees may join The Johns Hopkins Federal Credit Union and enjoy the benefits provided for members. Services that members may choose from include: statement savings accounts; telephone withdrawal; interest bearing checking accounts; certificates of deposit; IRA'S; Keogh accounts; Christmas Club accounts and low interest loans. Members may also elect to have deposits to their Credit Union accounts made through payroll deductions or direct deposit. American Express Travelers Cheques and money orders are available at the Credit Union. Low rate insurance coverage and attorney's services are also available.

If you are interested in joining the Credit Union, information is available through Human Resources.



## SAFETY

### FIRE PREVENTION

Safety is the responsibility of every JHHCG employee. Every reasonable precaution is taken to provide a safe environment for employees. Safety rules are for your protection and for the protection of our patients and co-workers. JHHCG needs your support and cooperation to maintain a good fire safety program.

To help prevent fires, you should:

- ! Keep work areas free from unnecessary combustible materials.
- ! Be especially careful handling flammable materials.
- ! Know the location of fire fighting equipment in your work areas.
- ! Stay away from the fire scene if you are not directly involved in removing persons to safety.
- ! Avoid using the telephone after the fire is reported. All telephone lines must be kept open for emergency calls.
- ! Above all, be ready and know the special fire procedures in your work area. Know what you should do in the event of a fire.

## **DISASTER PLAN**

JHHCG's disaster plan may be implemented in the event of a civil or military disaster, civilian disturbance or internal disaster. It will take priority over all other activities. Employees will be notified that the plan is in effect by any or all of the following lines of communication: telephone, voicemail, cell phone and media broadcasts.

## **WORKPLACE VIOLENCE**

Johns Hopkins Home Care Group (JHHCG) is committed to providing a safe and secure workplace and an environment free from physical violence, threats and intimidation. Therefore, it is expected that all employees will report to the work site to perform their jobs in a nonviolent manner.

In addition, Hopkins believes that violence is a form of serious misconduct that undermines the integrity of the employment relationship. Conduct and behaviors of physical violence, threats or intimidation by an employee may result in disciplinary action up to and including discharge, and/or other appropriate action.

## **OCCUPATIONAL HEALTH SERVICES**

On the job or work related injuries must be reported to the HR department and Occupational Health Services. Completion of an Incident report by employee and supervisor must accompany the employee to Occupational Health or the treating facility. Occupational Health will then determine the following:

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

## **EXPOSURE TO BLOODBORNE PATHOGENS**

For a needle stick or splash to skin, wash the area with soap and water then call **410-955-STIX**. For eye splashes – rinse with water or normal saline, and report to Wilmer ER to have eyes irrigated and call **410-955-STIX** from Wilmer ER.

## **INCLEMENT WEATHER**

We consider every position at JHHCG to be essential, therefore, it is important for you to report to work, as scheduled, during inclement weather. In the event that hazardous weather conditions exist, your arrival time will be considered by your supervisor. If you

have questions or need additional information, please contact a Human Resources representative. For closing listen to WBAL or call the JHHCG Inclement Weather Hotline at 410-288-8002.

# RECEIPT FOR EMPLOYEE HANDBOOK

\_\_\_\_\_  
Last Name

\_\_\_\_\_  
First Name

\_\_\_\_\_  
Company

\_\_\_\_\_  
Social Security #

My signature on this form is to acknowledge that I have received a copy of the Johns Hopkins Home Care Group Employee.

I understand that it is my responsibility to read the Handbook. If I have questions concerning the information herein, I will bring them to the attention of my Supervisor or Manager or to a Human Resources Representative for Home Care.

**I understand that the policies and procedures contained in the Handbook constitute management and employee guidelines only, and are in no way to be interpreted as a contract between Johns Hopkins Home Care Group and any of its employees. I further understand that Johns Hopkins Home Care Group reserves the right to change, modify, or delete any of its work rules and policies at any time.**

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Witness

\_\_\_\_\_  
Witness Name (print)

Original 7/96  
Revised 2/97  
Revised 5/97  
Revised 6/97  
Revised 10/97  
Revised 6/04