



Employee Handbook

Non-Represented Employees

Johns Hopkins Health System Corporation/
The Johns Hopkins Hospital



JOHNS HOPKINS
MEDICINE

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Welcome from Ronald R. Peterson

Dear Colleague,

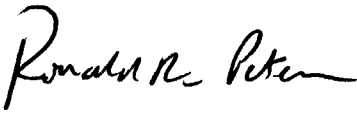
Welcome to Johns Hopkins Health System Corporation and The Johns Hopkins Hospital.

You are part of an internationally-recognized health care organization at the leading edge in patient care and education with a tradition of excellence in research. The experience you bring will play a vital role in our mutual success. Your contributions help us provide services of the highest quality to our patients.

The policies, benefits and services described in this handbook are intended to reflect our concern, not only for your well-being, but also for your personal growth and professional development. While the handbook provides important information related to all aspects of your employment at Johns Hopkins Health System Corporation and The Johns Hopkins Hospital, it is not intended to be comprehensive. For further guidance, I encourage you to consult your supervisor and the Department of Human Resources.

All of us at Johns Hopkins Health System Corporation and The Johns Hopkins Hospital hope that your career with us is an enriching and engaging experience.

Sincerely,



Ronald R. Peterson, *President*
Johns Hopkins Health System
The Johns Hopkins Hospital

Welcome from Pamela Paulk

Dear Colleague,

Welcome to the Johns Hopkins Health System Corporation and The Johns Hopkins Hospital family!

Johns Hopkins Health System Corporation and The Johns Hopkins Hospital are among the nation's top health care organizations as a result of our employees' skills and dedication. We know you have options as to where you choose to work and we strive to be a wonderful place to work.

We spend approximately one quarter of our adult lives in our workplace environment. Given the significant investment we have in our workplace, it is important that it be a place where we experience professional success, personal balance and opportunities for choices and resources. To help you achieve this balance, the Department of Human Resources is committed to helping you:

Live. Manage your personal/family needs and quality of life.

Work. Create a positive, productive and safe environment for yourself.

Learn. Further your education or advance your skills.

Grow. Realize your full potential at work and in community service.

I am pleased you have joined our team to continue our tradition of excellence. It is my sincere desire that your career is fulfilling and that you take advantage of the benefits and opportunities that come with working at Johns Hopkins.

Sincerely,



Pamela D. Paulk, *Vice President, Human Resources*
Johns Hopkins Health System
The Johns Hopkins Hospital

“I have given you in your capacity of trustees, thirteen acres of land, situated in the city of Baltimore, and bounded by Wolfe, Monument, Broadway, and Jefferson Streets, upon which I desire you to erect a hospital.”

—Johns Hopkins, 1873

When wealthy Baltimore banker Johns Hopkins died in 1873, his will divided his estate into two equal parts—one for the creation of a university and the other for the building of a hospital. Mr. Hopkins, a Quaker who felt a moral duty to use his money for charitable purposes, left instructions that the hospital “treat the indigent sick of the city without regard to sex, age or color.”

John Shaw Billings, a well-known expert in hospital design and management, was selected by the estate’s trustees to carry out the plans to create a hospital that would best serve as an instrument of medical education. Mr. Billings proposed many progressive ideas, including: providing support for scientific research to advance medical knowledge, teaching through observation and practice rather than relying only on textbooks and hiring full-time medical school professors who could devote their careers to research and teaching. By the time the Hospital was built and dedicated in 1889, it was clear that The Johns Hopkins Hospital would become a leader and model for medical education, research and patient care.

Johns Hopkins Health System Corporation and The Johns Hopkins Hospital treats approximately one million patients each year and employs approximately 10,000 people. It has become world-renowned for excellence in patient care, for breakthrough discoveries in medical research and as a training ground for the nation’s finest physicians, nurses, health care professionals and public health experts. It has achieved, and even exceeded, the promise anticipated by its visionary founders more than 100 years ago.

OUR MISSION

The mission of The Johns Hopkins Hospital (JHH) has remained constant for more than a century. It is our mission:

- To be the world’s preeminent health care institution;
- To provide the highest quality care and service for all people in prevention, diagnosis and treatment of human illnesses;
- To be the leading health care institution in the application of discovery;
- To attract and support physicians and other health care professionals of the highest character and greatest skill; and,
- To provide facilities and amenities that promote the highest quality care, afford solace and enhance the surrounding community.

OUR ORGANIZATIONAL VALUES

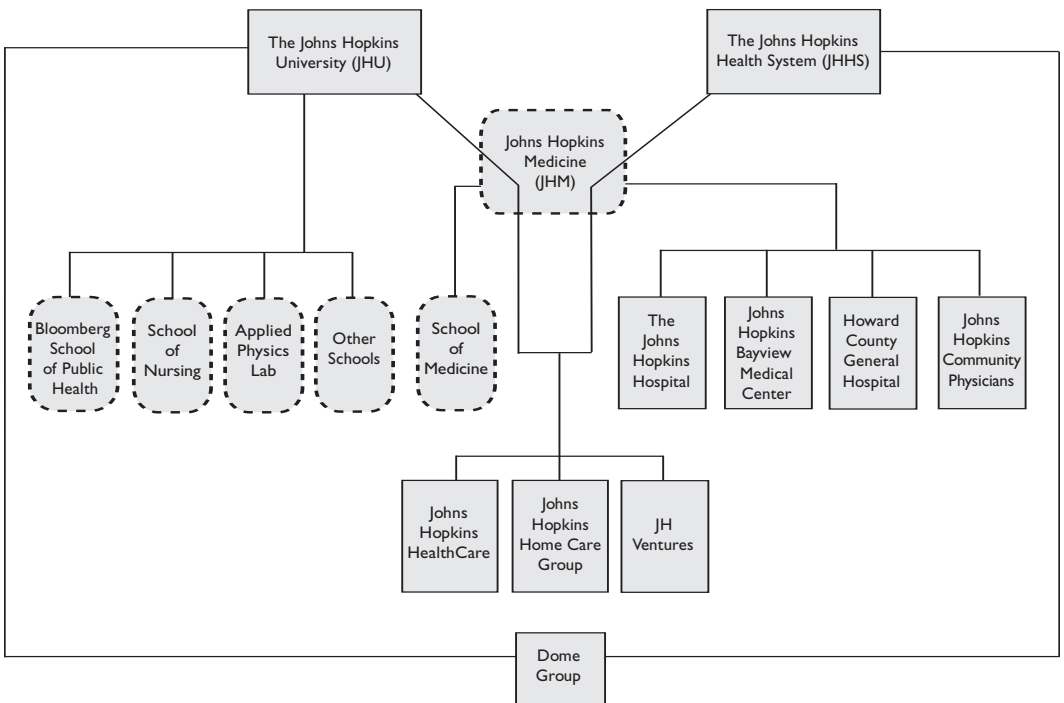
Our values are more than just words. They tell what we strive for in order to fulfill our mission. The values of JHH are:

- *Leadership*—within the community and within health care
- *Partnership*—working together to fulfill the mission
- *Innovation*—commitment to discovery
- *Charity*—tradition of service to all
- *Collegiality*—spirit of cooperation, trust, respect

- *Stewardship*—managing resources effectively/efficiently
- *Dignity*—recognition of unique contributions of all
- *Diversity*—respect for individuality
- *Humanity*—need to treat the whole person
- *Quality*—highest in all aspects
- *Service*—in responsive, compassionate manner

OUR FAMILY

Johns Hopkins Health System Corporation and The Johns Hopkins Hospital (JHHSC/JHH) are part of Johns Hopkins Medicine. Johns Hopkins Medicine provides a vehicle for internal operational coordination and a united voice for external initiatives. These distinct yet interdependent corporations are now able to respond in an integrated fashion to opportunities and pressures affecting the medical enterprise. The major components of Johns Hopkins Medicine are:



Scope

This handbook has been prepared for employees of Johns Hopkins Health System Corporation (JHHSC) and The Johns Hopkins Hospital (JHH). While these two organizations are separate employers with separate corporate operational missions and management staff, many of the policies and practices regarding work rules for each organization are the same. The name of each organization will be referred to throughout this handbook through the joint reference of “JHHSC/JHH.”

Purpose

This handbook is provided as a resource guide and a summary of the various policies, benefits and services available and applicable to the non-bargaining unit employees of JHHSC/JHH. It also summarizes the general conditions of employment and your rights and responsibilities as an employee. Employees are encouraged to read this handbook and use it as a reference guide. When further information is needed, employees should contact their supervisor or the Department of Human Resources.

This handbook supersedes, in all aspects, 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.

Employment at JHHSC/JHH is a voluntary, employment-at-will relationship for an indefinite period. Employment-at-will means that while JHHSC/JHH intends to maintain a positive working relationship with employees, employees have the right to end employment at any time and JHHSC/JHH reserves the same right. This at-will relationship remains in full force and effect, notwithstanding any statements to the contrary made by any JHHSC/JHH employees or representatives, or set forth in any other document.

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

Numbers to Know

For your convenience, listed below are frequently used telephone numbers. Within the Hospital, simply dial the last 5 digits when placing an internal call.

Compliance Hotline (Anonymous Reporting)	1-877-932-6675
Faculty and Staff Assistance Program (FASAP)	443-997-7000
Fire and Medical Emergency	410-955-4444
Human Resources Consulting & Labor Relations	410-955-6783
Human Resources Service Center (HR Service Center)	410-955-6208
Johns Hopkins Medicine Center for Information Services (JHMCIS) Help Desk	410-955-4357 (5-HELP)
Main Operator	410-955-5000
Occupational Health Services	410-955-6211
Occupational Injury Clinic	410-955-6433
Paging Operator	410-955-5020
Parking Office	410-955-5333
Safety Office	410-955-5918
Security	410-955-5585
STIX Hotline (Exposure to blood or body fluids)	410-955-7849 (5-STIX)
WORKlife	443-997-7000

Web Sites

Throughout this handbook, several policy and procedure manuals are referenced. Departments should have a copy of each manual and the manuals can also be found online at the following addresses:

JHH Corporate and Administrative Manual

www.insidehopkinsmedicine.org/operations_integration

JHH Interdisciplinary Clinical Practice Manual

www.insidehopkinsmedicine.org/icpm

JH Safety and Emergency Procedure Manual

www.hopkinsmedicine.org/hse/policies.htm

JHHS Finance Policy & Procedure Manual

finance.jhmi.edu/finance/policies_procedures.html

JHHSC/JHH Human Resource Policy and Procedure Manual

www.hopkinsmedicine.org/jhhr/PoliciesProcedures

CULTURE OF EXCELLENCE

JHHSC/JHH is among the finest health care organizations in the United States. To keep this distinction, JHHSC/JHH must continue to develop a culture of excellence—a culture that encourages and supports excellence in patient care, teaching, research and service to patients, customers, fellow employees and our community. To achieve this goal, JHHSC/JHH must foster an environment in which the pursuit of excellence is part of all activities. Throughout this handbook, several policy and procedure manuals are referenced. To assist you in locating the correct policy, the policy number is referenced in parentheses next to the topic.

A Matter of Pride

By joining the JHHSC/JHH team, you have become part of a long tradition of distinguished health care. Since the Hospital opened more than a century ago, our mission has been one of excellence. We strive to lead the world in the diagnosis and treatment of disease. Above all, we aim to provide the highest quality health care and service to all of our patients. Our commitment to excellence shows. We continually make news, introducing new therapies, furthering medical discovery and garnering awards.

“Best of the Best”

The past accomplishments and future potential of our organization have been recognized by *U.S. News & World Report* magazine. We have been selected as the “Best Hospital in America” from 1991 through 2005, ranking among the top programs in 15 of 16 clinical specialties. Leadership acknowledges that the efforts and contributions of all employees make this recognition possible.

Magnet

In 2003, The Johns Hopkins Hospital became the first hospital in Maryland to receive the prestigious Magnet Recognition Award for Excellence from the American Nurses Credentialing Center, a component of the American Nurses Association. Magnet is the only national award recognizing excellence in nursing services and organization.

Joint Commission on Accreditation of Healthcare Organizations (JCAHO)

The Johns Hopkins Hospital is a JCAHO-accredited organization. JCAHO is an independent, not-for-profit organization, estab-

lished more than 50 years ago. Its mission is to continuously improve the safety and quality of care provided to the public through the provision of health care accreditation and related services that support performance improvement in health care organizations. JCAHO sets the standards by which health care quality is measured in America and around the world. To maintain and earn accreditation, organizations must have extensive on-site reviews by a team of JCAHO health care professionals, at least once every three years.

A Supportive Workplace

JHHSC/JHH works tirelessly to create a supportive workplace environment that values cooperation and mutual respect, nurtures a spirit of community and rewards hard work and dedication. JHHSC/JHH sustains this atmosphere by recognizing employee accomplishments, actively promoting diversity, providing multiple opportunities for communication and listening and responding to employees.

Employee Satisfaction

The best way we can make our workplace better is by talking and listening to each other. By participating in our confidential employee satisfaction survey process, employees 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 JHHSC/JHH an even better place to work. The surveys take place approximately every two (2) years. The results are used to develop organizational and departmental action plans for improvement.

Employee Recognition (HR 605)

Employee recognition is an important part of the culture of JHHSC/JHH and all employees are encouraged to recognize others for a job well done. The formal employee recognition programs are a way for JHHSC/JHH to recognize, praise and thank employees for their dedication to JHHSC/JHH and for their positive contributions to the organization's success. The components of the formal recognition program include:

Employee Recognition Week

Employee Recognition Week is held annually to recognize all employees of JHHSC/JHH. All employees are encouraged to participate in activities scheduled throughout the week.

Five-Year Anniversary Milestones

Employees are given a commemorative pin and congratulatory letter from the President of JHHSC/JHH during Employee Recognition Week in honor of their five-year anniversary.

Employee Recognition Service Award Ceremony and Service Awards

Employees who achieve 10-, 20-, 30- and 40-year anniversaries are honored at a ceremony and reception. In addition, employees who reach these milestones will receive a gift of their choice selected from a special gift brochure.

President's Dinner

Employees who achieve an anniversary of 30, 40 and 40 or more years are honored at an evening dinner hosted by the President of JHHSC/JHH.

Baker-King Award

The Baker-King Award was created in 1962 by Dr. and Mrs. Theodore King, who recognized the significant contributions of non-exempt, non-supervisory employees within JHHSC/JHH. The awards are presented at the Service Award Ceremony to employees who have been truly outstanding in the performance of their job duties, and who thus set an example for all.

Edward A. Halle Prize for Excellence in Patient Service

The Edward A. Halle Prize for Excellence in Patient Service honors an employee who exemplifies extraordinary human compassion and outstanding patient service. The award was estab-

lished by the late Edward Halle, who championed excellent service during his 23 years at JHH. The recipient of the award is selected based on complimentary letters sent by patients throughout the year.

Martin Luther King, Jr. Award for Community Service

This award recognizes outstanding commitment to volunteer and community service by employees. Winners are honored at the annual Martin Luther King, Jr. Commemoration Celebration, which is held in mid-January each year.

Catch a Shining Star

Catch a Shining Star is an ongoing reward and recognition program designed to recognize employees, or teams, who demonstrate outstanding Service Excellence and inspire others to do their best. Employees nominated as shining stars earn a nomination certificate and are eligible to receive a quarterly and annual award. Nomination forms can be submitted online at www.hopkinsmedicine.org/service/recognition/nominationform.

Bright Ideas

Bright Ideas is an ongoing reward and recognition program designed to recognize employees for ideas that improve efficiency, safety and productivity and eliminate waste in the workplace. Ideas can be submitted online at www.hopkinsmedicine.org/service/brightidea or by completing an Idea Submission form at one of many Bright Ideas boxes located throughout our facilities. Ideas are reviewed and considered by a committee on an ongoing basis.

Communication

To keep employees informed about JHHSC/JHH news, policy changes, new programs and special events and to provide employee and departmental recognition, there are several communication methods we use:

Employees and their Supervisors

Questions and concerns relating to job activities should first be presented to your supervisor. Communication between you and your supervisor 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 their supervisors to obtain a schedule of the meetings.

Town Hall Meetings

The president of JHHSC/JHH and executive staff meet every other month with employees to present topics of interest, provide information, answer questions and address concerns.

Publications

Numerous publications are produced by the Office of Corporate Communications that offer a cross-section of the research issues, medical advances and personalities that define the Hopkins medical community. Most are available online at www.insidehopkinsmedicine.org/news/magazine_rack.cfm.

Dome: A newspaper published ten (10) times a year and distributed throughout Johns Hopkins Medicine. *Dome* features news about Hopkins Medicine and its employees. It can also be found online at www.hopkinsmedicine.org/dome.

Hopkins Ink: A weekly bulletin that provides information on JHHSC/JHH events and activities and is a print companion to our Intranet at www.insidehopkinsmedicine.org.

Bulletin Boards: Bulletin boards, located throughout JHH along the first floor corridors, keep employees up-to-date on JHHSC/JHH announcements and information. Bulletin board notices must be pre-approved by the Employee Relations Coordinator.

Electronic Communication: Communications are regularly sent via e-mail providing employees with up-to-date Johns Hopkins Medicine news.

Plasma Screen Televisions: Plasma screen televisions, located throughout JHHSC/JHH along the first floor corridors, keep employees up-to-date on JHHSC/JHH announcements and information.

Affirmative Action (HR 501)

JHHSC/JHH Management periodically prepares a voluntary Affirmative Action Plan. Our Affirmative Action Plan provides JHHSC/JHH with the building blocks necessary to develop a diverse workforce, and opens new doors for current employees to develop and grow professionally.

Americans with Disabilities Act (ADA)

JHHSC/JHH supports the employment of individuals with disabilities. The Americans with Disabilities Act (ADA) is the most comprehensive federal civil rights statute protecting the rights of people with disabilities. It affects access to employment, state and local government programs and services; access to places of public accommodation such as businesses, transportation and non-profit service providers; and telecommunications.

Employment discrimination is prohibited against “qualified individuals with disabilities.” This includes applicants for employment and employees. An individual is considered to have a “disability” if he/she has a physical or mental impairment that substantially limits one or more major life activities, has a record of such impairment or is regarded as having such impairment.

Cultural Competence

JHHSC/JHH is international in scope. We serve United States citizens and people from more than 124 different countries. The patients who come to JHHSC/JHH bring with them a wide variety of backgrounds, cultures and experiences. Cultural competence means understanding and respecting a patient’s cultural values, beliefs and practices when providing care. It is our responsibility as health care workers to:

- *Understand* our own cultural beliefs;
- *Learn* about other cultures, especially attitudes towards health care and ways of communication and interacting;
- *Change* how we work in order to provide optimal care.

Diversity (HR 700)

The term diversity is used to refer to many variables, including, but not limited to, race, religion, color, gender, national origin, disability, sexual orientation, age, education, geographic origin and skill characteristics. Diversity really means respecting others and enjoying our uniqueness. We believe it makes a more creative, innovative and inclusive workplace.

JHHSC/JHH strives for an environment open and respectful of individual differences and where all employees are encouraged to maximize their potential and to exhibit a commitment to provide quality service to customers.

Equal Employment Opportunity (HR 501)

JHHSC/JHH is committed to the development of a workforce with diverse backgrounds and skills, working in a discrimination- and harassment-free environment. A diverse and skilled workforce has the capability to deliver quality services to all patients, thereby helping to make JHHSC/JHH a better place to work and do business.

The mission of the Department of Human Resources' Office of Equal Employment Opportunity, Affirmative Action and Diversity (EEO/AA) is to ensure equal employment opportunities to all employees. The Office of EEO/AA

provides educational training programs to improve awareness of discrimination and its impact on the workplace, helping to identify and change attitudes that cause discrimination. Diversity and Cultural Understanding training is also offered to assist employees in improving their abilities to work together as a multi-cultural team.

Any employee who feels that he/she has been subjected to discrimination and/or harassment should bring these matters to our attention as soon as possible. Employees may discuss the situation with the Office of EEO/AA or, if they prefer, anyone in their management reporting chain.

<i>Category</i>	<i>Service Standards</i>
Customer Relations	<ul style="list-style-type: none"> ■ Treats customers (guests, patients, physicians and other employees) with courtesy, respect and caring behaviors. ■ Responds quickly and appropriately to customer requests. ■ Anticipates customer needs and initiates action to meet those needs.
Self-Management	<ul style="list-style-type: none"> ■ Presents a positive image of JHHSC/JHH through professional appearance and behavior. ■ Identifies and seeks opportunities for personal and professional growth. ■ Carries out responsibilities in a timely fashion, requesting assistance as needed. ■ Knows, understands and abides by the policies and procedures of JHHSC/JHH.
Teamwork	<ul style="list-style-type: none"> ■ Works cooperatively within own unit/department and with other units and/or departments. ■ Willingly accepts additional responsibility; tries to make others' jobs easier. ■ Recognizes and supports the skills and qualities of others. ■ Willingly exchanges appropriate and professional information with co-workers.
Communications	<ul style="list-style-type: none"> ■ Listens to customer needs and responds in a courteous and tactful manner. ■ Provides timely feedback to the appropriate customer in a clear and concise manner. ■ Uses professional judgment in providing information, based on the situation, and is sensitive to individual and organizational concerns. ■ Consistently ensures that information known about the customer is kept private and confidential.
Ownership/Accountability	<ul style="list-style-type: none"> ■ Treats customers' property and JHHSC/JHH property with care and respect. ■ Demonstrates conservation and responsible use of resources. ■ Contributes to the safety and security of the JHHSC/JHH environment through personal actions.
Continuous Performance Improvement	<ul style="list-style-type: none"> ■ Effectively and efficiently fulfills responsibilities to achieve the greatest benefit at an acceptable cost. ■ Continually strives to suggest and implement ways to improve personal, departmental and institutional goals.

Managers who receive inquiries or complaints about discrimination and/or harassment should refer these inquiries immediately to the Office of EEO/AA.

A Commitment to Quality and Service

At JHHSC/JHH, we aim to bring the same world-class quality that we bring to our science into the service we provide to patients, their families, customers and to each other.

Service Excellence and Standards

We strive to create an environment where extraordinary service to our patients and their families, to our guests and visitors and to each other happens every day. We measure and report patient satisfaction scores and plan improvement strategies based on the feedback we receive from our patients. Service Excellence is a way of life at JHHSC/JHH. It is how we work, how we interact, how we think about our jobs—whether we are providing service directly to patients or to someone who does. To build Service Excellence, we focus on six (6) categories of service standards that define expectations for individuals and groups and help us achieve our service mission. These standards are a part of every employee's job description.

Appearance Standards (HR 612)

Proper attire in a hospital setting is very important. A professional appearance generates confidence and respect for JHHSC/JHH. Employees should dress in a fashion that fosters a positive, reassuring image. Attire should be appropriate to duties performed and for maintaining the health and safety of patients, visitors and other employees. No aspect of dress should embarrass or offend patients, visitors or co-workers. Identification badges are to be worn by employees at all times. The badge should be attached to the outermost garment between the shoulders and waist, unless it creates a safety hazard. Departments are encouraged to further define requirements for dress in their areas based on a specific business or health care need. Some departments require career apparel or uniforms. Please check with your supervisor for specific guidelines that apply to you.

Community Connections

JHH has demonstrated a strong commitment to the Baltimore Community for more than 100

years. We have developed partnerships with the community to make a positive impact on the health status of the community and continue to seek new and innovative strategies to improve the quality of life for our neighbors.

In addition to contributing to our community, we participate in activities with national health care organizations and agencies such as the American Heart Association and the American Diabetes Association. We also participate in the annual United Way campaign, which helps dozens of charitable organizations in Central Maryland. The annual campaign is held each Fall and employees are encouraged to contribute or pledge to the campaign through authorized payroll deductions.

Patient Safety

JHHSC/JHH strives for safety in patient care, teaching and research. Keeping patients, each other and our workplace safe is everyone's job. Improving the quality of teamwork and communication among caregivers, reducing the complexity of our processes, incorporating safe design into the environment and engaging patients/families as partners in safety are major goals. Safety begins with you. For more information about patient safety, visit the Patient Safety Web site at www.insidehopkinsmedicine.org/safety/index.cfm. You have multiple options for reporting and resolving quality-of-care and safety concerns. Refer to Appendix IV for tips and contact information.

Teamwork

Working in a health care setting means working as part of a health care team. It is only by working together that we can meet the needs of our customers. Whether you are working directly with patients or working behind the scenes, your role in the team is important. Teamwork and communication are also critical in building a culture of safety. If your team is not working well, the Department of Human Resources can provide assistance.

JHHSC/JHH is committed to providing quality patient care and service. To achieve this goal, JHHSC/JHH seeks to hire individuals best qualified to serve the needs of our patients and customers. This section will summarize important information you will need to know as you start your job, as well as basic policies and procedures. Most of the policies referred to in this section can be found in the Human Resource Policy and Procedure manual and online at www.hopkinsmedicine.org/jhhr/PoliciesProcedures. To assist you in locating the correct policy, the policy number is referenced in parentheses next to the topic. Policies are periodically updated. Please visit the HR Web site for the most recent policies.

Starting Your Job

This section contains important information in alphabetical order for your first days here at JHHSC/JHH.

Attendance (HR 601)

Every employee makes an important and vital contribution to the operations of JHHSC/JHH. Timely and regular attendance are essential responsibilities of each employee in delivering quality patient care and services. JHHSC/JHH is committed to establishing and maintaining work schedules on a fair and consistent basis and providing opportunities for employees and managers to manage attendance together. For specific information about the Attendance Management Policy, please refer to Appendix I.

Identification Badges (SEC 003)

The Department of Corporate Security issues a photo identification badge to all employees. 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 the ID Office in Harvey 109 and replaced free of charge. Employees should immediately report a lost or stolen badge to their supervisor and to Security. There is a small fee for replacement.

Inclement Weather (OPS 001)

JHHSC/JHH will continue business operations during extreme weather conditions. Employees are expected to report to work during these periods. In the event of extreme weather conditions, a weather emergency plan may be put into effect.

JHHSC/JHH will not close during such an emergency and will maintain its patient care responsibilities. Check with your supervisor to learn more about your departmental inclement weather plan.

Licenses, Certifications and Registrations (HR 100)

Employees in occupations that are regulated by the Maryland State Licensing Board, other boards or professional societies are required to present proof of licensure before beginning work. In addition, employees are responsible for renewing their licenses in a timely manner. Employees will not be allowed to work without proper licensure and failure to maintain a proper license could lead to disciplinary action. Each employee is responsible for providing a copy of his/her current license to the HR Service Center, Nursing Administration or the Medical Staff Office. For more information, you can contact the HR Service Center or check with your supervisor.

Lockers

Lockers may be assigned to employees who are required to wear specific clothing. Lockers are made available for the convenience of employees while at work; however, employees should remember that lockers are JHHSC/JHH 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 JHHSC/JHH will not be responsible for any lost or stolen personal belongings. Employees are required to return locker keys upon separation of employment from JHHSC/JHH. The cost of unreturned keys will be deducted from the employee's final paycheck.

Orientation (HR 400)

The Department of Human Resources has designed an orientation program to familiarize employees with JHHSC/JHH and provide important information related to working here. All new employees are required to attend orientation before reporting to work. Departmental orientation, which includes orientation to specific job duties, responsibilities, expectations and departmental policies and procedures, is provided by each employee's supervisor.

Pay Periods (HR 300)

All JHHSC/JHH employees are paid every two weeks on a Friday. The work week consists of seven consecutive days beginning at 7 a.m. on Sunday.

Pre-Employment Physical (HR 100)

All candidates for employment must satisfactorily complete post-offer employment physical exams before being hired. Employees may be required to undergo medical examinations after being hired, as permitted by law or JHHSC/JHH policy.

Probation Period (HR 100)

All employees working 20 hours or more each week complete a probation period of 90 calendar days. Employees hired to work less than 20 hours each week are usually considered probationary for 180-calendar days. This period offers the employee and JHHSC/JHH an opportunity to evaluate the new working relationship. Some departments have longer probation periods, so please check with your supervisor for specific departmental guidelines.

During the probationary period, your supervisor should provide you with ongoing feedback on your job performance. At the end of the probation period, your supervisor will discuss your performance, complete an evaluation and discuss continuing employment, extending the probation period or terminating employment. Although you will accrue Paid Time Off (PTO) during this period, you will not be allowed to use PTO until the probationary period has ended.

Neither this policy nor the successful completion of a probation period changes the nature of the at-will employment relationship that can be terminated at the request of JHHSC/JHH or the employee. Employees in a probationary status may be discharged without progressive discipline and do not have access to the internal appeals process.

Security

The Department of Corporate Security maintains security measures that serve employees, patients and visitors. Security is dedicated to establishing and maintaining a safe and orderly environment in which to work and visit. However, all employees are encouraged to be security-conscious while at work. Helping to maintain a safe environment is the responsibility of everyone.

Security officers are posted at entrances of the Hospital and throughout the campus. In order to ensure that dangerous or inappropriate materials do not enter JHHSC/JHH premises, and to further ensure that property of the JHHSC/JHH is not removed without permission, Security reserves the right to question, inspect and search packages of employees or visitors before they enter or leave the premises. Individuals without badges will be stopped and asked to identify the purpose of their visit.

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

Smoke-Free Work Environment (HSE 002)

As a leader in the health care industry and medical research, JHHSC/JHH recognizes the unhealthful side effects of smoking and actively supports a smoke-free environment. There are designated smoking areas for patients. Employees and visitors who wish to smoke may do so in designated outside areas and on public sidewalks on the perimeters of JHHSC/JHH buildings unless prohibited by signs. Smoking in non-designated areas is a critical rule violation and warrants disciplinary action up to and including termination.

Time Records

Your supervisor is responsible for recording your time worked. The hours worked are noted on the time record and are the basis for payment. At the conclusion of each pay period, the time record is forwarded to the Payroll Office for processing.

Uniforms and Career Apparel

JHHSC/JHH may issue uniforms or career apparel to employees for identification as a member of a specific department and/or employees whose job duties result in dirty clothing. These uniforms are

JHHSC/JHH property and are on loan to the employee, unless purchased by the employee. Employees are required to return uniforms upon separation of employment from JHHSC/JHH. The cost of unreturned uniforms will be deducted from an employee's final paycheck.

Work Schedules and Rest Periods (HR 300)

A regular workday consists of 8, 10 or 12 consecutive hours, exclusive of meal breaks. Your immediate supervisor schedules rest periods when staffing or patient care permits. Non-exempt employees will be scheduled by their supervisor to take 15-minute paid rest periods according to the number of scheduled work hours. Employees are eligible for a 15-minute rest period for each four (4) hours of work.

Your Supervisor

Your supervisor is your key resource concerning JHHSC/JHH policies and procedures. If you have any questions about which policy applies to a particular situation, consult your supervisor for clarification. Your progress on the job is one of your supervisor's most important concerns. Never hesitate to ask questions or seek your supervisor's advice and guidance.

Compensation

JHHSC/JHH recognizes the importance of attracting, retaining and motivating those who have the skills and abilities to make strong contributions to our organization. To do this, JHHSC/JHH implements salary ranges that are internally equitable and externally competitive. Please refer to the Compensation Policy (HR 300) for more detailed information.

Exempt and Non-Exempt Employees

All employees are classified into exempt and non-exempt categories for purposes of establishing eligibility for overtime pay under the Fair Labor Standards Act (FLSA). This designation is made by the FLSA, not JHHSC/JHH. Supervisors should ensure that employees, especially employees who are non-exempt, have the opportunity to take meal breaks away from their work station.

Overtime

The JHHSC/JHH overtime policy conforms to federal and state laws. Overtime is defined as time worked in excess of 40 hours in any work

week. Non-exempt employees are paid for overtime at a rate of one and one-half times their pay rate. Exempt employees are paid a salary appropriate with their job responsibilities regardless of the number of hours worked. As a result, they are not eligible for overtime pay.

Shift Differentials

Employees who work evening or night shifts may be eligible to receive additional compensation in the form of a shift differential. Employees assigned to work the weekend will receive a weekend differential. Employees regularly scheduled to work during shift-differential-eligible hours will be paid the differential for Paid Time Off (PTO) and holiday hours.

Overtime and On-Call Assignment

Supervisors assign qualified employees for overtime and on-call assignment in the following order: volunteers, employees with the least amount of overtime or on-call duty and employees by the inverse order of seniority on an as-needed basis. In an emergency, an employee from any source will be called.

On-Call and Call-In Pay

Non-exempt employees placed on "on-call" status are paid the applicable on-call rate. Employees who are called in to work will be guaranteed a minimum payment equal to four hours, multiplied by their regular pay rate.

Pay Deductions

Federal and state laws require us to make the proper deductions 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 employee's paycheck, such as United Way, tax-deferred annuities and/or savings bonds. Employees are responsible for verifying that their deductions are correct.

Pay Increases

JHHSC/JHH has three types of pay increases. Merit increases are based on job performance. Promotional increases may be granted when an employee moves to a different position with a higher salary range. Market/Equity adjustments may be made to compete with the external market or internal factors when employees with

similar job-related experience, skills and performance have different pay.

Incorrect Pay

When an error has been made in an employee's pay, JHHSC/JHH will make the appropriate corrections. It is an employee's responsibility to check for and immediately report errors to his/her supervisor.

Garnishment of Wages

Court orders requiring JHHSC/JHH to withhold part of an employee's wages to satisfy a debt must be accepted by JHHSC/JHH.

Employee Rights & Responsibilities

This section contains a general summary of policies and expectations related to standards of conduct. All employees are expected to become acquainted with and comply with, all policies, procedures and standards of conduct.

Standards of Conduct

As a member of the health care team, employees must maintain a professional and courteous working relationship with patients, customers, fellow employees and visitors. Policies concerning standards of conduct are intended to promote a safe work environment, productivity and satisfactory working relationships based on trust, self-discipline and respect for the rights of others.

JHHSC/JHH expects the following conduct of each employee:

- Conduct which reflects favorably upon the reputation of JHHSC/JHH
- Respect for co-workers, patients and visitors
- Foster a safe environment for co-workers, patients and visitors
- Proper handling of confidential information
- Timely and regular attendance, and
- Satisfactory work performance

From time to time, problems related to your job may develop. It is JHHSC/JHH's intention that these problems be the subject of an open conversation with the objective of improvement and prompt resolution. Such problems may include, but are not limited to, violation of or conflict with JHHSC/JHH policy, performance on the job, or other job-related situations. The actions of any employee which disrupts the work of other

employees, adversely affects the patient care environment or is considered an illegal activity may result in disciplinary action. For detailed information about the three types of rule violations, the progressive discipline process and specific examples of the types of violations, please refer to Appendix II.

Change of Status

There are events in life that often require employees 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 supervisors and the HR Service Center so that employment records are kept up-to-date, necessary changes to benefits can be made and to ensure that you receive important information such as Open Enrollment forms, W2s, etc.

Complaint Resolution Program (HR 604)

JHHSC/JHH acknowledges that on-the-job conflict does occur occasionally. JHHSC/JHH has a system in place to help in resolving these problems. There are three distinct and separate methods for resolving employee complaints, differences or disputes. They are Conflict Coaching, Employee Appeals Process and Mediation. For more information on these three options, talk to your supervisor, refer to the Conflict Resolution Policy or call the Office of HR Consulting and Labor Relations.

Conflict Coaching

Conflict Coaching is offered to all employees. It is a confidential and voluntary one-on-one process between a trained coach and an employee who wants to resolve a past or present dispute, prevent a dispute, prepare for a conflict conversation, and/or generally improve his/her ability to prevent, resolve or manage conflict.

Employee Appeals Process

The Employee Appeals Process is a formal procedure for constructive resolution of a non-bargaining unit employee's problem and/or complaints generated from management's decision to issue corrective action or other forms of management decisions that impacts the terms and conditions of their employment. Probationary, temporary and float pool employees will be provided consultation services only by the Office of HR Consulting and Labor

Relations and/or the Office of Equal Employment Opportunity. Third-party (external attorneys, advisors, relatives, etc.) participation is not allowed. Employees of Johns Hopkins Community Physicians (JHCP) should refer to the Appeal Process on the JHCP Resource Center for more information.

Mediation

Mediation is an informal, voluntary and confidential process between two parties who want to work out a lasting solution to resolve conflict and to prevent or minimize future conflicts. Mediation is conducted in a neutral setting with a trained mediator and most commonly recommended when disputes arise when perceptions, agendas, and opinions collide, leading to personality differences. This service is offered to all employees.

The Mediation program will not address the terms and conditions of employment, i.e., Layoff, Performance Management, Health & Welfare Benefits or ANY provision of the bargaining unit agreement. Disagreement with issues related to the terms and conditions of employment should be addressed through the appropriate formal processes in place for all employees.

Compliance

As part of our commitment to integrity, we have adopted policies to protect against unlawful activity. JHHSC/JHH 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. JHHSC/JHH also provides employees with a hotline to report suspected illegal or unethical behavior; non-compliance with laws, regulations and policies; safety violations; criminal offenses; etc. Employees are encouraged to call 1-877-932-6675 to report concerns or activity. You can call on an anonymous basis. The hotline is designed to maintain strict confidentiality and protect the identity of the caller. All concerns will be promptly addressed with professionalism, care and respect.

Computer & Electronic Mail

Computers and electronic mail (E-mail) are provided to employees in order to conduct business on behalf of JHHSC/JHH. All computers, the data stored on them and E-mail messages are the property of JHHSC/JHH. As a result, they are to

be used for job-related communications only. Equipment used by employees may be monitored, and employees should not expect privacy when using this equipment. Disciplinary action up to and including termination, may be taken for misuse of E-mail, the Intranet or Internet.

Confidential Information (HR 200)

While employed at JHHSC/JHH you may become aware of confidential information regarding patients, employees or JHHSC/JHH business. This information is considered confidential and should only be released to authorized personnel. A confidentiality statement is provided to every employee in Orientation to advise of JHHSC/JHH's expectations regarding confidentiality. If you have questions about how to handle the confidential information in your area, please ask your supervisor.

Conflict of Interest

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

Dual Employment (HR 104)

Employees who work for JHHSC/JHH and another Johns Hopkins affiliate such as Johns Hopkins Bayview Medical Center, Broadway Medical Management Corporation, Howard County General Hospital and Johns Hopkins Home Care Group, are considered dual employees. When this situation occurs, employees will need to inform their supervisor and fill out a Dual Employment form. For more information, contact the Office of Career Services at 410-955-6575.

Employment Verification (HR 200)

People or companies from outside JHHSC/JHH that request information on an employee should be referred to the HR Service Center. The Service Center will release information in compliance with JHHSC/JHH policy.

Gifts & Tips

Due to the nature of services provided by JHHSC/JHH, employees are not permitted to accept gifts or tips offered by patients or their families. If a gift or tip is offered to an employee, he/she should politely decline.

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 the legislation that are the major focus for JHHSC/JHH include:

- **Privacy**—provides new rules in regard to how an individual's health information may be used and disclosed.
- **Transaction and Code Sets**—requires the use of standard transaction formats and code sets when an individual's financial 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.

JHHSC/JHH provides all new employees with a HIPAA overview during new employee orientation. Some employees, depending on their job duties, will require additional training. Please check with your supervisor to determine if you require additional training. Violations of HIPAA are extremely serious and may result in disciplinary action up to and including termination.

Personal Mail

Due to the large volume of mail that is processed by the Mail Room every day, all personal mail must be directed to an employee's home. Mail received by JHHSC/JHH may be opened if the addressee's identification is not clear.

Property Pass (SEC 004)

When it is necessary to carry any package from the work site, employees must obtain an Employee Property Pass from their supervisor. All packages carried from JHHSC/JHH locations, including personal luggage, are subject to inspection when the property pass is presented to the Security Officer at the exit.

Separation (HR 608)

Separation refers to the ending of the employ-

ment relationship. Employees who wish to separate or resign from their position are required to give two (2) working weeks written notice to their supervisor. All registered nurses are required to provide four (4) scheduled working weeks notice. This will ensure that the employee will receive all benefits to which he/she is entitled and give the department an opportunity to hire a replacement.

An employee who separates will receive his/her final pay on the next regular scheduled payday following separation. When an employee separates for any reason, all JHHSC/JHH property, including identification badges, locker keys and uniforms, must be returned to their supervisor. Final PTO, vacation and/or sick payment will be held until the Security Department has signed off that the employee's identification badge has been returned. The value of any property not returned will be deducted from the last paycheck.

There are several types of separation:

- **Resignation with Notice**—An employee notifies his/her supervisor of resignation at least two (2) working weeks before leaving. Registered nurses notify their supervisor four (4) scheduled working weeks before leaving.
- **Resignation without Notice**—An employee does not give his/her supervisor proper notice
- **Discharge**—Employee is terminated for failing to comply with JHHSC/JHH policies and procedures.
- **Job Abandonment**—Management discharges an employee after he/she does not report to work or call for three (3) consecutive scheduled working days.
- **Retirement**—An employee retires.
- **Failure to work**—An employee's failure to work for any reason, for a period of twelve (12) months, with the exception of leaves which may be governed or affected by law (e.g., military leave), will be cause to discharge the employee.

Eligibility for Rehire (HR 608)

An employee who has resigned in good standing and has given notice in accordance with JHHSC/JHH policy will be eligible for rehire.

Solicitation and Distribution (HR 609)

To avoid disruption of patient care, solicitation of one employee by another is not allowed during working time. In addition, the distribution of material is not allowed in work areas at any time.

Solicitation may include, but is not limited to, requesting gifts or money, accepting money from patients or engaging in the unauthorized sale of services, merchandise, raffle tickets, lotteries, etc. Solicitation for membership in organizations unrelated to the charitable purpose of JHHSC/JHH and unauthorized distribution of non-JHHSC/JHH literature, membership cards, etc. is also prohibited.

Telephone Regulations

Thousands of calls come through the switchboard daily. The welfare of patients requires that telephone lines be open for official JHHSC/JHH use. For this reason, personal calls are not encouraged. Public telephones are located throughout JHHSC/JHH for employee and visitor use.

Cell phone use is restricted in certain parts of the Hospital for safety reasons at all times. Check with your supervisor to determine your department's procedures regarding telephone and cell phone usage and coverage.

Third-Party Interventions

With the exception of service and maintenance employees, JHHSC/JHH is a non-union institution. It is always possible that a union organizer will attempt to convince employees to sign a union membership authorization card. Please remember that you have the legal right to join a union, as well as the legal right not to join a union.

JHHSC/JHH prefers to work with employees directly and personally. Third-party interventions such as unions limit flexibility in responding to employees' needs and concerns. Often, the resolutions dictated by unions and contracts do not offer the best possible solutions for the individual.

Valuables

JHHSC/JHH is not responsible for lost or stolen items. Each employee must protect and secure items such as, but not limited to, cellular phones, laptop computers, electronic organizers, cameras, purses and wallets brought into the workplace. Please report all incidents involving lost or stolen items to your supervisor and Security.

Workplace Violence (HR 611)

The safety and security of employees is of utmost importance to JHHSC/JHH. JHHSC/JHH is committed to providing a safe and secure workplace and an environment free from physical violence, threats and intimidation. An employee

should immediately notify management of all workplace violence incidents that have occurred on- or off-site and have the potential of impacting the work environment for any employee from another individual.

JHHSC/JHH maintains a comprehensive risk-assessment program to deal with workplace violence situations. For more information about the workplace violence assessment, visit the FASAP Web site at www.fasap.org.

Workplace violence is defined as any physical assault, threatening behavior or verbal abuse remarks that are made in the workplace and/or affects the workplace behavior of an employee, which includes but is not limited to:

- *Verbal Abuse*—any verbal 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 “reasonable space” of an employee. Any intentional use toward an individual with any object as a weapon, including, but not limited to knives, firearms, clubs, metal knuckles and razors.
- *Creating a Hostile Work Environment*—any intentional nonphysical 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.

JHHSC/JHH 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 employee may result in disciplinary action up to, and including, discharge and/or other appropriate action.

FOR YOUR BENEFIT

JHHSC/JHH provides employees with a comprehensive, competitive and cost-effective benefit program. In addition to a biweekly paycheck, JHHSC/JHH provides employees with numerous benefits, services and conveniences. We regularly review our benefit offerings based on employee feedback and market conditions and provide updates throughout the year regarding any benefit changes. Each year you will receive a comprehensive review of your benefits with your annual re-enrollment information. The Benefits Specialists and Human Resource Service Center staff are available to assist you with questions related to health and welfare benefits, including medical plans, education, child/elder care and paid time off.

Adoption Benefit

Benefit-eligible employees who adopt a child are eligible for a lump sum payment up to a maximum of \$3,000 per child to assist with adoption expenses. This includes agency adoption fees, court costs, attorney fees and round-trip transportation to bring the child home. For more information, contact the HR Service Center.

Auto/Homeowners Insurance Discount Program

MetLife offers special group rates and the opportunity to pay by payroll deductions for automobile and homeowners/renters insurance. Free quotes are available by calling their toll-free number at 1-800-438-6388.

Child/Elder Care Programs

JHHSC/JHH offers several child and elder care services to employees:

Johns Hopkins Family Center (JHFC)

The Johns Hopkins Family Center is run by Bright Horizons Family Solutions, a nationally known provider of high-quality child care programs. Child(ren) of employees ages 6 (six) weeks to 5 (five) years are eligible to enroll. JHFC is located two blocks south of the corner of Broadway and Orleans Streets. For more information, contact Family Center at 410-614-4111. Scholarships are also available annually to eligible employees to assist with the cost of the child day care center. For more information about the scholarships, contact the HR Service Center.

Child/Elder Care Referrals

WORK*life* Programs can provide you with assis-

tance at no cost with dependent care referrals, including nanny/au pair information, summer camp information, etc. WORK*life* will conduct a search for you, based on your needs, to help you find dependent care. For more information, contact WORK*life* Programs at 443-997-7000. Their Web site is <http://www.hopkinsworklife.org>

Back-up Sick Child/Elder Care

JHHSC/JHH has contracted with Parents in a Pinch to provide registered employees with emergency child/elder care services on a seven-day-a-week availability. Backup child care providers have been screened, bonded and trained and will come to the employee's home in those circumstances where this service will enable the employee to go to work. JHHSC/JHH will share in the cost of this service. Contact the HR Service Center for more information. Pre-registration is required.

Walter F. Perkins Day Care Center

The Perkins Day Care Center has the capacity to care for children ages 2 (two) through 5 (five) years. The Center is located at 1600 North Rutland Avenue. For additional information, contact 410-955-5356.

Dependent Child Tuition Program (HR 335)

Dependent child(ren) of eligible employees may qualify for payment of their full-time (a minimum of 12 credit hours per semester), undergraduate tuition and mandatory academic fees. A dependent child is defined as a biological child, one who is legally adopted or one who is a stepchild primarily dependent on the eligible parent for financial

support, and under the age of 26. Please note JHHSC/JHH reserves the right to request evidence of the dependent status of persons listed on the Dependent Tuition Program Application.

Covered employees become eligible for this benefit after completing two (2) consecutive years of full-time (40 hours/week) employment at JHHSC/JHH. The two year eligibility cutoff dates are: October 1 for Fall semester and February 1 for spring semester. This benefit is available only during periods in which a covered employee is employed full-time. Each parent is eligible if they are each a full-time employee meeting the requirements listed in the policy.

Emergency Loan Program (HR 333)

The Emergency Loan Program provides short-term loans from \$300 to \$750 to meet the specific emergency needs of eligible employees. The loans are underwritten through an agreement between the Department of Human Resources and the Johns Hopkins Federal Credit Union (JHFCU). Emergency Loan application packages are available at the HR Service Center.

Family & Medical Leave Act (HR 328)

The Family and Medical Leave Act (FMLA) requires employers to provide up to twelve (12) weeks of unpaid, job-protected leave to eligible employees for certain family and medical reasons in a rolling 12-month period. FMLA defines family as a spouse, son, daughter or parent. Granted leaves will run along with any other paid or unpaid leave (such as short-term disability, workers’ compensation and/or PTO). Reinstatement will result in the return to current position or an equivalent position. Certification by a physician is required and must be received thirty (30) days prior to the expected leave, or within fifteen (15) days of the leave, if the need to take leave was not expected. If you have additional questions, check with your supervisor, contact the HR Service Center or review the FMLA policy in the HR Policy & Procedures Manual.

FMLA FACTS

<i>Specific</i>	<i>Explanation</i>
Eligibility	An employee is eligible when he/she has worked for at least one year and for 1,250 hours during the last twelve (12) months.

Criteria for Granting Leave Leave will be granted for the birth or adoption of a child, care of a spouse, child or parent with a serious health condition or the employee’s own serious health condition.

Length of Leave Length of leave can be broken down in three ways: block of time, intermittently or reduced hours.

Notification An employee must give thirty (30) days notice, if the leave is expected.

Health & Welfare Benefits

Eligible JHHSC/JHH employees can participate in a progressive employee benefits program. More information on the medical, dental, life and disability benefits can be found in the Benefits Summary Plan Description or “Guide to Benefits,” which can be obtained at the HR Service Center. For a listing of the benefits offered as well as eligibility guidelines, please refer to Appendix III.

The terms of the JHHSC/JHH benefit plans have been established in compliance with federal government requirements, the Employee 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 this Handbook and the Benefits Summary Plan Description, the terms of the Benefits Summary Plan Description shall govern.

Holidays (HR 327)

JHHSC/JHH observes the following holidays—New Year’s Day, Martin Luther King Jr. Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. The holiday schedule is published each year by the HR Service Center and can be found on the Human Resources Web site.

Regular full-time and part-time employees who work 20 hours or more per week may be eligible for paid time off for certain holidays throughout the year. Regular full-time employees are immediately eligible for holiday pay. Regular part-time employees are immediately eligible, on a prorated basis, depending on the number of hours they are scheduled to work.

Departments or areas that regularly operate Monday through Friday will observe holidays

which fall on Saturday on the preceding Friday. Holidays falling on Sunday are observed on the following Monday. Departments or areas that regularly operate 7-days-a-week observe holidays on the actual day and scheduling is altered accordingly. However, if an employee normally works Monday through Friday in a department that operates 7-days-a-week, the employee will observe the holiday based on a Monday through Friday operation. For information about pay guidelines for holidays, substitute holidays and alternative holidays, check with your supervisor or refer to the Holiday Policy.

Leaves of Absence

Leaves of Absence (LOA) are granted under certain conditions without pay. This allows eligible employees to be absent without losing certain benefits such as pension rights, insurance coverage and continuity of service. With the exception of military orders and FMLA, unpaid leaves of absence are a privilege, not a right. It is an employee's responsibility to contact his/her supervisor, the HR Service Center or refer to the Leave of Absence Policy to learn more about eligibility and the terms for each type of leave. It is also an employee's responsibility to contact his/her supervisor at least two (2) weeks before the end of any leave so that the return to work can be discussed. JHHSC/JHH will consider requests for time off to employees, in addition to fixed holidays, when compelling circumstances require the employee's absence.

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 FMLA has been used.

Educational

Educational leave will be considered for an employee to attend an educational facility approved by JHHSC/JHH, for courses directly related to his/her job. An employee must have one (1) year of continuous employment to be eligible for this leave.

Funeral Leave (HR 326)

In the event of the death of an immediate family member, employees who have completed their

probationary period are eligible for funeral leave with pay up to three (3) regularly scheduled workdays within one week from the date of the death. Immediate family is defined as husband, wife, parent, parent-in-law, step-parent, brother, sister, child, grandparent, grandchild, foster parent, legal guardian, same-sex domestic partner and child of same-sex domestic partner. Such pay may depend on the employee turning in valid proof of death and proof of relationship to the deceased to his/her supervisor.

Health

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

Jury Duty (HR 331)

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 JHHSC/JHH for hours lost during the normal scheduled work week.

Military (HR 330)

Military leave with pay is granted to employees who are 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 their supervisor. Employees who leave active employment to serve in the Armed Forces of the United States, or with a reserve component, for a period of time less than two (2) weeks, shall be granted a military leave of absence with pay. Employees who leave 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 (2) weeks, shall be granted a military leave of absence, without pay, in accordance with applicable law.

Personal

Personal leave without pay for emergencies or personal needs will be considered for employees who have at least one (1) year of continuous employment with JHHSC/JHH.

Voting (HR 331)

An employee who is a registered voter in Maryland, is scheduled to work during the time when the polls are open and does not have two (2) hours of continuous time off-duty before or following his/her shift assignment on Election Day, according to State law, must be granted two 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.

Live Near Your Work Program

Live Near Your Work (LNYW) is a cooperative partnership between Baltimore City and JHHSC/JHH that provides financial assistance to eligible employees who purchase homes in targeted areas near JHH. For more information or to receive an application packet, contact the HR Service Center.

Long-Term Care Insurance

Long-term care insurance is a voluntary program paid for by the employee to provide long-term care should they suffer an injury or illness and need home care or nursing home care. Coverage is also available for spouses and parents of employees. Contact the HR Service Center for more information.

Paid Time Off (HR 326)

JHHSC/JHH's Paid Time Off (PTO) provides employees with the flexibility to use accrued paid time off (PTO) hours for any purpose, including vacation, illness or personal business. The annual PTO accrual for full-time employees is based on an eight-hour day, 40-hour work week. Full-time employees accrue PTO based on scheduled hours (up to a maximum of 80 hours bi-weekly). Part-time employees accrue PTO on a prorated basis according to hours of work paid (up to a maximum of 80 hours bi-weekly). New employees begin to accrue hours on their date of hire. They may begin using PTO after they complete their probationary period. Employees will accrue the following:

Non-exempt Employees

<i>Years of Service</i>	<i>Maximum Yearly Accrual</i>
0 to 2	17 days / year (5.23 hours per bi-weekly pay)
2 to 5	19 days / year (5.85 hours per bi-weekly pay)
5 to 10	22 days / year (6.77 hours per bi-weekly pay)
10 to 20	27 days / year (8.31 hours per bi-weekly pay)
20 or more	32 days / year (9.85 hours per bi-weekly pay)

Exempt Employees

<i>Years of Service</i>	<i>Maximum Yearly Accrual</i>
0 to 2	22 days / year (6.77 hours per bi-weekly pay)
2 to 5	25 days / year (7.69 hours per bi-weekly pay)
5 to 10	27 days / year (8.31 hours per bi-weekly pay)
10 to 20	28 days / year (8.62 hours per bi-weekly pay)
20 or more	32 days / year (9.85 hours per bi-weekly pay)

The most time an employee can accumulate in his/her PTO account is one and a half times their annual rate. Once you reach your annual maximum accrual, you will not accrue additional PTO hours until the balance of your PTO account falls below your annual maximum accrual.

If you are on an unpaid leave, you will not accrue PTO until you return to active employment. If you are on paid leave (i.e., short-term or mid-term disability), you will continue to accrue PTO.

Pet Insurance

MetLife, through Veterinary Pet Insurance, offers special group rates to provide coverage for your pet. You will need to tell them you are an employee of JHHSC/JHH and give them your employee identification badge number as verifica-

tion of your employment. For more information, call 1-800-872-7987.

Pre-Paid Legal

MetLife, through Hyatt Legal Plans, offers a special group rate to JHHSC/JHH employees to participate in their pre-paid legal plan. With a monthly deduction, you can receive legal advice for a wide range of legal matters such as defense of civil lawsuits, preparation of a will, powers of attorney, pre-marital agreements, real estate matters and more. For more information, call 1-800-438-6388.

Retirement

The JHHSC/JHH retirement program is important to help you build your financial future. The JHHSC/JHH retirement program has two pieces: The Pension Plan and the Tax-Deferred Annuity Program 403(b). For additional information about the Pension Plan, please call 410-614-3494. For additional information about the Tax-Deferred Annuity Program 403(b), please call 410-955-5828.

Pension Plan

The Pension Plan rewards employees for service with JHHSC/JHH and is funded entirely by JHHSC/JHH. You will automatically become a participant in the retirement plan after one complete year of service during which you have worked 1,000 hours or more. Once you have worked at JHHSC/JHH for five years with at least 1,000 hours worked per year, you become vested and will receive a benefit from this plan when you retire. JHHSC/JHH has the exclusive right to make all decisions regarding whether benefits are to be paid and the amount to be paid.

Tax-Deferred Annuity Program – 403(b)

In addition to the Pension Plan, you may choose to participate in the 403(b) program. Under this program, you can elect to have a percentage of your annual salary deposited in your account each pay period, on a pre-tax basis. You will become eligible for matching contributions after one year of service during which you have worked 1,000 hours or more. JHHSC/JHH will contribute \$0.50 for every \$1.00 you save, up to two (2) percent of your base salary.

Tuition Assistance & Advancement Program (HR 332)

JHHSC/JHH is committed to providing support and assistance to employees so that they may further their education.

Employees are eligible after 60 days of employment to participate in our tuition assistance programs, provided they are full-time employees regularly scheduled to work 40 hours weekly, or are eligible part-time employees regularly scheduled to work 20 to 39 hours weekly. An employee must attend an accredited college, technical school or vocational school. Courses must lead to licensure, degree and/or meet the criteria of business necessity (job required) or operational necessity. Seminars and software training courses are not covered. JHHSC/JHH will pay tuition fees up to the applicable maximum amount for the academic year. Participating employees must agree to a service payback for the tuition assistance. The service payback requires employees to work for a predetermined period after satisfactory completion of the course work. When required by law, the refund will be subject to legal tax deductions.

To take advantage of this benefit, employees must complete the Request for Tuition Assistance form upon completion of the coursework and submit a receipt (proof of payment for the courses) and grade(s) to the HR Service Center for reimbursement.

Certain employees enrolled in undergraduate courses may be eligible for tuition advancement provided they meet the salary maximum. Employees are encouraged to contact the HR Service Center for more details regarding tuition advancement. The HR Service Center must receive applications for tuition advancement at least one (1) month before the course start date along with the Tuition Advancement form and bill from the school.

It is the goal of JHHSC/JHH to provide a safe, functional and effective environment for patients, employees, visitors and other customers. To achieve this goal, the Department of Health, Safety & Environment has policies and procedures in place to promote the health and productivity of employees by the prevention and management of occupational and environmental injuries, illnesses and disabilities. These policies can be found in the Johns Hopkins Safety and Emergency Procedure Manual and online at www.hopkinsmedicine.org/hse. You have multiple options for reporting and resolving quality-of-care and safety concerns. Refer to Appendix IV for tips and contact information.

Environment of Care

Disaster Plan

In the event of a civil or military disaster, civilian disturbance or internal disaster, JHHSC/JHH's disaster plan may be implemented. Employees will be notified that the Hospital Disaster Plan is in effect by an overhead announcement indicating which OPERATION is in effect. It will take priority over all other activities. Check with your supervisor to learn more about your departmental disaster plan.

OPERATION codes are:

Red	Fire
Orange	Bomb Threat
Yellow	Biohazard
Yellow	Radiation
Yellow	Chemical
Yellow	ED
Yellow	Hospital

Exposure to Bloodborne Pathogens (HSE 501)

In the event of a needle stick or splash to the skin, you should wash the wound with soap and water and then call 410-955-7849 (5-STIX). For eye splashes – rinse with water or normal saline and then report to Wilmer Emergency Room to have eyes irrigated. Call 5-STIX from the Wilmer Emergency Room.

When the STIX line is called, it is important to listen to the entire message for detailed infor-

mation so that if treatment is needed, it can be started. The Center for Disease Control recommends that Post Exposure Prophylaxis (PEP) for exposures to HIV-containing blood/body fluids be started within one (1) to two (2) hours of the exposure. An incident report is required when employees report to the Occupational Injury Clinic.

Faculty and Staff Assistance Program

The Faculty and Staff Assistance Program (FASAP) is an employee assistance program benefit provided by JHHSC/JHH. FASAP provides confidential assessment, referral, brief counseling and crisis intervention services to employees and their immediate family. FASAP services are free of charge. FASAP is located on the East Baltimore campus at 550 N. Broadway and on the Eastern High School campus at 1101 E. 33rd Street. For additional locations and for appointments, please call 443-997-7000. Additional information is available at www.fasap.org.

Fire Safety

Fire is one of the greatest dangers in a hospital as it threatens the safety of patients, visitors and staff. While not a common occurrence, fires and smoky conditions unfortunately do occur at JHHSC/JHH. For this reason, it is important that you know how to prevent fires and respond in the event of a fire or smoke situation so that you can protect not only your own life but the lives of others, as well. For additional information, please review the Johns Hopkins Safety and Emergency Procedure Manual.

Fire Prevention (HSE 401)

Employees can help prevent fire by observing the following fire precautions:

- Keep work areas free from unnecessary, combustible material.
- Handle flammable materials with care.
- Never use lighted products where oxygen is being administered.
- Know the location of emergency exits, fire alarm pull stations and fire equipment in your area.
- Report any fire hazard to supervisors or department heads.

Steps to take in the event of a fire (HSE 406)

When a fire is discovered:

- Remove patients and personnel from the danger area.
- Close the doors in the fire zone.
- Pull the nearest fire alarm box.
- Dial 410-955-4444 and tell the operator where the fire is, the kind of fire, your name and extension number.

Fitness for Duty

There may be occasions when management instructs or directs an employee to report to Occupational Health Services (OHS) to verify that the employee is fit-for-duty following a non-work related injury or illness. Employees are required to report to OHS as instructed by management and should refer to the OHS section below to understand the role of OHS and an employee's rights to consenting to such services or providing management with necessary information. Employees that refuse to comply with management's instructions may be subjected to disciplinary action up to, and including, discharge.

Hazard Communication Program (HSE 701)

The Employee Right to Know Law gives employees a way to learn about chemical hazards and how to work safely with these materials. To protect your safety, as well as meet federal and state requirements, JHHSC/JHH has compiled chemical information lists, established a file of material safety data sheets from this list, checked that containers are labeled and offers training through the JHHSC/JHH's Hazard Communication Program. If you have questions about the Hazard Communication Program, please contact the Department of Health, Safety and Environment or

review the Johns Hopkins Safety and Emergency Procedure Manual.

Occupational Health Services

Occupational Health Services supports JHHSC/JHH in the pursuit of a quality work environment that is free from recognized health, safety and environment risks and is in compliance with applicable regulations. Occupational Health provides direct access to professional expertise for employees in their pursuit of health and well-being. The main office of Occupational Health is located in the Church Home Professional Office Building at 98 N. Broadway in Room 421. For additional locations, please call 410-955-6211. Occupational Health provides a variety of services, such as pre-employment health screenings, immunizations, HIV testing, health evaluations and drug testing. The services of Occupational Health are provided on the condition that employees consent to the following:

- Disclosure of possible restrictions on ability to perform work or duties.
- Disclosure regarding accommodations that might need to be made for medical conditions and/or treatment needs.
- Disclosure regarding any hazards that medical conditions 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.

JHHSC/JHH must be able to obtain job-related information about an employee's health from Occupational Health, even if treatment was obtained elsewhere.

Standard Precautions

Standard precautions are used for all patients regardless of their diagnosis in an effort to minimize the risk of transmission of bloodborne pathogens. These precautions are in place to protect employees and must be followed.

- Wear gloves before touching blood or internal body fluids.
- Wear a gown, mask and protective eyewear when the 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 situations and specific departments may require additional precautions.

If you have questions regarding the transmission of bloodborne pathogens, check with your supervisor.

Substance & Alcohol Abuse (HSE 029)

JHHSC/JHH is committed to maintaining a drug- and alcohol-free workplace. Drug and alcohol abuse can have poor effects on an employee's job performance. JHHSC/JHH makes appropriate medical and rehabilitative referrals available to employees whenever possible. Treatment costs may be covered by an employee's insurance. For information, contact Occupational Health or FASAP.

Any employee who needs help with a substance abuse problem may contact FASAP for a counseling session appointment. This contact and information will be confidential, subject to the conditions provided in the consent agreement.

All candidates for employment will be tested for the presence of controlled substances and alcohol as part of the pre-employment, post-offer medical screening. Individuals who test positive will be denied employment and offers of employment will be withdrawn. Occupational Health may review the initial or continuing employment of persons with a past history of drug and/or alcohol abuse under applicable standards.

Employees who show signs of drug and/or alcohol abuse while at work may be sent for a "for cause" drug test. If the results are positive, the employee will be found under the influence of a controlled substance on the job and may be provided an opportunity to obtain assistance for substance abuse in accordance with the Substance Abuse Policy. Occupational Health and FASAP will work with the supervisor and the Department of Human Resources to develop an appropriate treatment plan. This plan, however, does not protect the employee from appropriate disciplinary action up to, and including, discharge.

Employee Well-Being

Occupational Injury Clinic

No matter how small an accident, all job-related injuries must be reported IMMEDIATELY to the injured employee's supervisor. It is the supervisor's responsibility to complete an incident report with the employee and send the employee with the incident report to the Occupational Injury Clinic (OIC) for treatment. The Clinic is located in Blalock 139.

Employees injured and in need of immediate

first aid when the Occupational Injury Clinic is closed should be escorted or taken to the Emergency Room (ER) for treatment. The injury report SHOULD NOT be taken to the ER with the employee. Employees injured when OIC is closed, whether treated in ER or not, should report to the Occupational Injury Clinic the next business day with the incident report signed by their supervisor or supervisor in charge at the time of the injury. The Workers' Compensation Claims Office must approve all lost time and restricted duty. The ER doctors may recommend work or restricted duty but cannot approve work or restricted duty.

Wellness & Physical Fitness (Wellnet)

Wellnet is a network of wellness services offered as a benefit to JHHSC/JHH benefit-eligible employees. Through medical self-care, health assessments, educational and motivational programs, Wellnet assists employees with taking charge of their mental, physical and emotional health. The Wellnet office is located in Phipps 409. To learn more about the Wellnet programs, call 410-955-9538 or visit their Web site at www.insidehopkinsmedicine.org/wellnet.

Workers' Compensation

In accordance with the Maryland Workers' Compensation Act, the first three (3) days of lost time are considered a "waiting period." In Maryland, Workers' Compensation benefits begin on the fourth day missed. An employee may elect to use accrued sick time and/or PTO for the first three (3) days if OIC authorizes the lost time. Workers' Compensation Claims Office makes the final determination if the injury and lost time are compensable. Family Medical Leave will run concurrently with any leave associated with a workers' compensation injury. For more information, contact the Workers' Compensation Clinic.

WORKlife Programs

WORKlife Programs is a service provided by Human Resources. They offer information, consultation and referral for child care, elder/adult dependent care, and for other issues blending personal and work life. Their offices are located at Johns Hopkins at Eastern, 1101 East 33rd Street, Suite C100, Baltimore, MD 21218. Office hours are Monday through Friday, 8:30 a.m. to 5 p.m. The phone number is 443-997-7000.

AS YOU GROW

JHHSC/JHH recognizes the ongoing development process throughout careers as employees change, jobs change and as technology and procedures change. While career development is ultimately each employee's own choice and responsibility, JHHSC/JHH strives to build an organizational culture that encourages learning and development for all employees. This section describes some of the training and development programs offered by JHHSC/JHH.

Organizational Development & Training (OD&T)

The Office of OD&T offers training and consultation services to employees and departments that focuses on teamwork, organization effectiveness and individual growth and development. The Office of OD&T can be contacted at 410-955-6748.

Organizational Development

OD&T Specialists and staff work with departments to improve teamwork and group effectiveness, encourage individual and group growth and manage the change process. OD&T consultations include:

- Managerial consulting
- Assessment diagnosis
- Group process consultation and facilitation
- Design and development of improvement strategies
- Group, meeting and problem-solving facilitation
- Team building

Learning Resource Center

The Learning Resource Center (LRC) in Phipps 404 contains educational books, videos and CDs that support self-training for a variety of topics including: clinical duties, leadership, conflict management, motivation, teamwork and software manuals. The LRC contains three (3) computers and two (2) TV/VCRs to support the use of these educational materials. The LRC is open Monday through Friday from 8 a.m. to 5 p.m.

Manager, Supervisor and Lead Development Opportunities

The Department of Human Resources recognizes the unique role played by managers, supervisors and leads in creating a culture of excellence. OD&T coordinates structured learning experiences for managers, supervisors and leads. These

six- (6) to eight- (8) week cohort classes focus on communication, coaching, operational issues, managing people, processes and engaging employees in service excellence.

Training

A variety of training programs are available to all employees. The programs are published in the Learning Opportunities Catalog, which can be found online at www.hopkinsmedicine.org/jhhr/Organization/learning. Class topics include Service Excellence, Time Management, Conflict Resolution, Interpersonal Communication and Behavioral Event Interviewing. Customized training classes are also available upon request.

Partnership with Baltimore City Community College

JHHSC/JHH has developed a partnership with Baltimore City Community College (BCCC) to provide certification and degree programs, such as the workplace-based two-year Associate Arts degree in General Studies. This provides employees interested in other health-related degrees the opportunity to take pre-requisite courses on-site in preparation for health-related degrees they would finish at BCCC.

Office of Community & Education Projects (OCEP)

The Office of Community & Education Projects (OCEP) supports current employees who may be preparing for career advancement opportunities. OCEP can be reached at 410-955-1488.

Skills Enhancement Program

Many employees want to change or grow their positions and need to refresh or learn new skills, such as medical terminology or computer applications, to qualify. Others may need or want to earn a GED/high school diploma. Employees

interested in taking college entrance exams often need to brush up on skills to prepare. The Skills Enhancement Program offers support for all of the above through small classes taught by instructors dedicated to helping employees meet their personal education and career goals. For more information, call 410-614-0273.

In addition to the Skills Enhancement Program, there are several training programs available for current eligible employees to develop the skills to pursue career ladder opportunities. For more information about training programs currently available, contact OCEP at 410-955-1488.

Promotions and Transfers (HR 101)

JHHSC/JHH is committed to the development of employees and makes every effort to fill vacant positions with current, qualified JHHSC/JHH employees. Job vacancies throughout JHHSC/JHH are posted for five (5) days on job opportunity boards located in the main Hospital building, in Human Resources and online at www.hopkinsmedicine.org/jhhr/Jobs before they are made available to applicants outside the organization. An employee may bid for an opening by completing a Promotional Bid form. The completed Bid form must be placed in the Opportunity Request box or turned in to the Office of Career Services or faxed to 410-955-0890 by the final bid date.

JHHSC/JHH selects candidates based on job specifications and the applicant's qualifications, related job experience and performance, training, education, special skills, disciplinary record and negative time history (if applicable). If two or more internal candidates are relatively equal, service date will be the determining factor. If suitable candidates cannot be obtained within JHHSC/JHH, qualified candidates will be hired externally.

Assessment Period (HR 101)

JHHSC/JHH provides a 90-day assessment period to give both the manager and employee an opportunity to evaluate whether the new employment arrangement is satisfactory to both parties. Non-bargaining unit employees are placed in an assessment period when promoted, demoted, transferred or when an employee returns from a leave of absence of three (3) months or more (excluding family medical leave). The assessment period can be extended with consultation from the Office of HR Consulting & Labor Relations.

Inter-Affiliate Transfer Policy (HR 102)

JHHSC/JHH is committed to providing a consistent process for retaining talented employees. Employees of the following affiliates—Johns Hopkins Bayview Medical Center, Broadway Medical Management Corporation, Howard County General Hospital and Johns Hopkins Home Care Group—may join JHHSC/JHH and retain many of their current benefits. Guidelines have been established with respect to non-bargaining unit employees who transfer from any JHHS affiliate to JHHSC/JHH. Those who transfer from JHHS affiliates are eligible to apply for positions according to the external application process of JHHSC/JHH.

Performance Management System (HR 004)

JHHSC/JHH regularly evaluates job performance in accordance with the requirements, expectations and applicable competencies of the job classifications. Job performance is evaluated using the Performance Management System. The Performance Management System consists of a three-step process usually carried out during a twelve (12) month period.

<i>Step</i>	<i>Explanation</i>
#1	Supervisors and employees work together to complete a performance plan. The performance plan identifies the desired performance and requires the employee to commit to the essential job functions, standards, performance goals and action plans for the position.
#2	A mid-year progress check should be completed during the evaluation period. The progress check can either be a brief documented review for the employee who is rated as proficient or a standardized checklist format can be used to facilitate the process. For employees with performance issues, a more in-depth review or work improvement plan is required.
#3	The performance review is the final step in the performance management system. The supervisor and employees have the opportunity to discuss the employee's past performance and to plan future performance. At the end of a year, performance is measured against the expectations determined in the performance plan.

AT YOUR SERVICE

JHHSC/JHH is pleased to provide employees a variety of services and resources for your convenience.

Automobile Service Center

The Monument Street Auto Center, located at the Monument Street satellite parking facility, provides repairs, regular maintenance and car washing services for your automobile. The Auto Center is open Monday through Friday from 7 a.m. to 5 p.m. To learn more about the services offered, visit their Web site at www.monumentauto.com. To schedule an appointment, call 410-522-3737.

Banking

For the convenience of all employees, automatic banking machines (ATMs) are located along the main corridor across from the Gift Shop, on the first floor of the Outpatient Center near the staff elevators and in the Weinberg Building main lobby. In addition, several banks operate branches in the surrounding area.

Breastfeeding Center Employee Pumping Room

The Breastfeeding Center Employee Pumping Room is a private, comfortable space available to all JHHSC/JHH women. Please call 410-502-5471 to find out the location and access information.

Bus Schedules

Information and schedules for public transportation may be obtained by calling the Mass Transit Administration at 410-539-5000 or visiting their Web site at www.mtmaryland.com.

Chapel

There are two interfaith chapels open 24-hours-a-day, 7-days-a-week for private prayer and meditation. One chapel is located on the first-floor of the Hospital in the corner of the Children's Center lobby. The other is located off the main lobby in the Weinberg Building. Religious services are held throughout the year. Please call the Department of Pastoral Care at 410-955-5842 for specific times and locations.

Credit Union

Employees may join the Johns Hopkins Federal Credit Union and enjoy all of the benefits provid-

ed to members. Some of the services that members may choose include free checking, statement savings accounts, ATM machines, telephone banking, interest-bearing checking accounts, money market and certificate accounts, and loans. To learn more, visit their Web site at www.jhfcu.org. The Credit Union is located at 2027 East Monument Street and on the Bayview Campus at 5201 Alpha Commons Drive. Hours of operation are Monday through Friday, 8:30 a.m. to 4 p.m.

Denton A. Cooley Center

The Denton A. Cooley Center offers numerous opportunities for employees and their families to develop and maintain healthy lifestyles. The Cooley Center offers recreational and competitive sports, fitness equipment, group exercise classes, outdoor and social recreation programs now at two locations. To learn more, visit their Web site at www.jhucooleycenter.com or call 410-955-2513.

Direct Deposit

Employees may elect to have their payroll checks and flexible spending account deductions deposited directly into their savings or checking accounts at various banks. Contact the HR Service Center for more information.

Discount Tickets

Discount tickets for a number of area amusement parks and the National Aquarium in Baltimore are available for employees. Tickets can be purchased at the HR Service Center.

Eating Facilities

JHHSC/JHH offers many dining options for employees on the East Baltimore Campus. Operating hours for some of the eateries can be found online at www.insidehopkinsmedicine.org/menus/. There are also a variety of eating options at offered at our off-site locations. For a quick snack or energy boost, vending machines are available throughout JHHSC/JHH.

Blimpie's Subs & Salads, located inside Grille 601, is a popular franchise offering sandwiches and salads as well as specials.

EspressOasis, located just inside the entrance to

the Main Cafeteria, is a coffee bar offering gourmet beverages, fresh-baked pastries and light fare.

Harborside Chicken & Seafood, located in the Monument Street Corridor, and features a variety of fried chicken and seafood entrees, homemade soups and specials.

Grille 601, located on the second floor of the Outpatient Center, offers a daily selection of hot entrees, salads, soups and sweets.

Java Java, located in the Nelson lobby next to the Gift Shop, features coffee, baked goods and snacks.

Juice and Java Bar, located in the main lobby of the Weinberg Building, features coffee, blended drinks, sandwiches, soups and salads.

Kawasaki Sushi, located inside of the Tower Terrace, offers a variety of fresh sushi.

Main Hospital Cafeteria, located on the first floor, provides breakfast, lunch and dinner: pizza, hot entrees, soups, sweets and a self-serve deli and salad bar.

Noble Roman's Pizza, located inside Grille 601, offers breakfast items and has a variety of pizza and pasta choices.

Orville & Wilbur's Wings Just Right, located inside Grille 601, offers a variety of wings and sandwiches.

Subway, located in the Main Cafeteria, is a popular franchise featuring sandwiches and salads.

Tower Terrace Restaurant, located on the first floor of the main Hospital, provides fine food and full service. Menu items include deluxe salads and soups, daily entrée specials and gourmet desserts.

Women's Board Coffee Bar, located on the first floor of the Outpatient Center, serves fresh brewed coffees, espresso, smoothies, bottled beverages, light lunches and ice cream.

Examination of Personnel Records

Employees may schedule an appointment with a Human Resources Consultant to examine their personnel file. Personnel files are a part of an employee's employment record and are JHHSC/JHH property. Files may not be removed from Human Resources. Employees 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.

Florist

Fresh floral arrangements, plants, artificial flowers and fresh fruit baskets may be purchased seven days a week at the Flower Shop, located in the Nelson lobby. For orders, call 410-955-6822.

Gift Shop

The gift shops, operated by the Women's Board of The Johns Hopkins Hospital, are located in the lobby of the Nelson Building and Outpatient Center. These non-profit shops carry a wide range of items such as books, jewelry, Hopkins apparel, candy, cards, toys and gifts of all sorts.

Library and Resource Center

The Patient-Staff Library, located in Carnegie 173, lends books to employees for a small annual membership fee. The Library is open Monday through Friday, 9:30 a.m. to 4 p.m.

Lost and Found

Corporate Security provides a lost and found service. Employees who find or lose any articles on the premises should contact Security at 410-955-5588 or visit the Security Administration office in Nelson/Harvey 109.

Maryland Transportation Authority (MTA) Transit Plus Program

Employees may use pre-tax dollars to conveniently purchase their MTA monthly transit passes at work. Employees can buy passes for the bus, light rail and metro subway. For enrollment information, contact the HR Service Center.

Optical Services

There are two locations within the Hospital to take care of your vision needs. The Optical Shoppe, located in the Wilmer Corridor, features the latest designer frames and high-tech lens options. The Wilmer Vision Center, located on the first floor of the Outpatient Center, is a full-service optical store with an optometrist on site, and features a wide selection of eyeglass frames and contact lenses. Call 410-955-9373 for more information.

Parking

Secure and monitored parking is available to employees as space permits at several locations. Information concerning locations, hours of operation, rates and permits can be obtained from the Parking Services Web site at www.hopkinsmedi-

cine.org/security/parking or by contacting the Parking Office at 410- 955-5333. Parking is free for all Hospital personnel between 4 p.m. and 8:30 a.m. on weekdays, all day Saturday and Sunday, and on holidays.

Payroll Savings Plan

All employees have an opportunity to purchase United States Savings Bonds through the Payroll Savings Plan. To make arrangements, contact the HR Service Center.

Pharmacy

There are two pharmacies available for your convenience. The first is located on the first floor of the Outpatient Center and is open Monday through Friday 8 a.m. to 6 p.m. For more information, call 410-955-3733. The second pharmacy is located in the main lobby of the Weinberg Building and is open Monday through Friday, 9 a.m. to 7 p.m.; Saturday, 10 a.m. to 5 p.m.; and Sunday, 10 a.m. to 3 p.m. For more information, call 410-955-5747.

Photography Services

Pathology Photography is a complete photographic and graphic art service. Located on the first floor of the Pathology Building, Pathology Photography provides easy access to all. For more information, call 410-955-3843 or visit their Web site at www.photography.jhu.edu/About/hours.

Postal Vending Machine

Stamp vending machines, a scale and a mailbox are located in the main lobby of the Hospital across from the Gift Shop.

Security Escorts and Shuttle Bus Service

For your safety, Security provides walking escorts to any on-campus location. Vans are available to transport employees and visitors within a six-block radius of the Hospital. During the morning rush hours, the vans follow set routes. For a listing of all the shuttle routes and pick-up times, visit www.hopkinsmedicine.org/security/transportation/shuttles. At other times, employees and visitors may call to receive service. Without advance notice, requesters can anticipate a 20-minute wait for pick-up. Charter service is also available. Contact Security at 410-955-5585 for assistance.

Welch Medical Library

The Welch Medical Library is the hub for information resources at JHHSC/JHH. Containing a collection of books, journals and audiovisuals, it supports the patient care, research, educational and administrative functions of JHHSC/JHH. The library is located at 1900 East Monument Street. The Medical Library staff also maintains a Web site at www.welch.jhu.edu, where databases, online books and journals are available 24 hours every day.

A Final Note

JHHSC/JHH provides this handbook for your general education and assistance. Please keep it available at all times and review it in the event of any future questions. When further information is needed, please consult your supervisor and/or the Department of Human Resources.

Again, welcome to Johns Hopkins Health System Corporation and The Johns Hopkins Hospital!

Appendix I

Attendance Management (HR 601)

JHHSC/JHH depends heavily on its employees to carry out the work of the institution; therefore, reliable, consistent attendance is an important requirement. Your co-workers, patients and customers rely on you. When you are absent, work and service are interrupted. For these reasons, your supervisor has the responsibility for approving all time off and for managing the absences of employees. If you are going to be late or will miss work, you should call your supervisor as soon as possible.

An **unscheduled absence** is a failure to report for a scheduled shift or consecutive shifts, whatever the reason, including a medically verified illness. Absences covered under the FML policy are not chargeable for disciplinary action purposes.

A **rolling 12-month period** begins with the most recent absence and is extended 12 consecutive months backward, unless otherwise stated.

A **shortened work shift** means missing less than half of a work shift due to lateness or leaving early. For the purpose of this policy, two incidents of shortened work shifts equal one unscheduled absence. Leaving a work shift early, without permission, could be considered a minor or major rule violation depending upon the situation and could result in disciplinary action up to and including discharge.

<i>Unscheduled Absences and/or Shortened Work Shifts</i>	<i>Disciplinary Action to be Issued</i>
3 absences within 12 months	Documented pre-disciplinary counseling*
5 absences within 12 months	Written reprimand
7 absences within 12 months	Written warning with 1 day suspension
8 absences within 12 months, or a second suspension within six months	Discharge

* Pre-disciplinary counseling is not a disciplinary action.

Appendix II

Discipline Policy (HR 603)

In order to maintain the highest quality of patient care and service, and for the benefit and protection of employees, rules outlining acceptable conduct are necessary. Rules and Discipline are for the benefit of our employees and the organization. They help us work together safely and in harmony. JHHSC/JHH expects every employee to observe rules of good conduct. It is important that employees understand these rules and the consequences involved in violating them. The disciplinary actions for violating them are separated into three types of rule violations: minor, major and critical.

Minor, major and critical rule violations may result in discipline up to and including discharge depending on the circumstances. The Office of HR Consulting & Labor Relations should be contacted before disciplinary action becomes final. Proper documentation must be forwarded to this office in a timely manner.

Types of Violations

A minor violation will result in pre-disciplinary counseling for the first offense and progressive disciplinary action for additional violations as follows:

1. Pre-disciplinary counseling—Documentation remains in an employee's file permanently.
2. Written reprimand—Remains active for one year and will not be removed from an employee's file.
3. Written warning with decision-making leave—Remains active for one year and will not be removed from an employee's file.
4. Discharge (or suspension pending discharge)—A combination of minor, major or critical violations could result in a suspension or discharge.

Progressive discipline described above does not apply to serious infractions that may result in immediate suspension or immediate dismissal for cause.

Minor violations normally warrant pre-disciplinary counseling on first offense and progressive disciplinary action for subsequent violations. Minor rule violations include, but are not limited to:

- Soliciting gifts or money, or accepting money from patients or engaging in the unauthorized sale of services, merchandise, raffle tickets, lotteries, etc.
- Unauthorized use of nourishments or food intended for patient use.
- Unauthorized absence from an assigned work area, less than one (1) hour.
- Failure to complete required time records, or sign in or out of work area where required.
- Unauthorized or inappropriate use of the telephone, computer, e-mail, voice mail, fax or other office/business equipment.
- Negligent use of JHHSC/JHH property resulting in damage or loss.
- Failure to follow JHHSC/JHH department, division, unit standards, and infectious control policies covering personal hygiene, grooming standards, and standards regarding the wearing of uniforms and/or scrubs.
- Unsatisfactory job performance, or otherwise not performing to standards.
- Returning to or remaining on the premises during non-working time, except to conduct business or seek medical care.
- Unauthorized solicitation or distribution of material on the premises during work time, or in patient care areas during non-working time.
- Presence in an unauthorized area.
- Failure to call in an absence or tardiness according to departmental procedures.
- Unwelcome, intimidating or harassing comments, remarks, conduct or gestures creating an unfavorable or hostile working environment.
- Engaging in rude or discourteous behavior.
- Failure to produce professional license renewal in a timely manner.

Major violations normally warrant written warning/decision-making leave on the first offense and progressive disciplinary action for subsequent violations. Decision-making leave is a day off with pay to

develop a plan of action that corrects the behavior. Major rule violations include, but are not limited to:

- Failure or refusal to perform assigned duties or carry out instructions or engaging in any activity detrimental to the operations of JHHSC/JHH.
- Violation of posted safety, security, health, or fire prevention rule, or otherwise causing a safety hazard or failure to report an unsafe condition existing on the premises.
- Engaging in disruptive, unprofessional or inappropriate behavior while on the premises, including but not limited to using profane and abusive language, gambling, horseplay, practical joking, name-calling, yelling, arguing loudly in a public area, etc.
- Sleeping while on duty, or hiding with the obvious intent of sleeping while on duty.
- Harassment/Discrimination including advances, verbal and/or physical conduct, with regard to all applicable laws covering JHHSC/JHH's EEO/AA Policies, when submission or rejection of such harassment is used as a basis for employment decisions, or where such harassment has the purpose or effect of interfering with an employee's work performance or creating an intimidating, hostile or offensive work environment.
- Reporting to work while under the influence of any intoxicant, hallucinogenic, or narcotic or where the presence of any such agent can be established by a "for cause" drug test under the Substance Abuse Policy.
- Unauthorized absence from an assigned work area more than one (1) hour.
- Unauthorized use of JHHSC/JHH property.
- Use of profane or abusive language.
- Engaging in any behaviors or activities that are disruptive to the operations of JHHSC/JHH and/or creates a work environment that is disruptive.

Critical violations normally warrant IMMEDIATE DISCHARGE or suspension pending discharge on the first offense depending on the circumstances. If a suspension pending discharge is necessary, it will be determined by the department head/administrator and, if necessary, the HR Consultant. The Office of HR Consulting and Labor Relations should be contacted before disciplinary action becomes final, and proper documentation must be forwarded to that office in a timely manner. Critical rule violations include, but are not limited to:

- Deliberate inattention to patient care, or engaging in any conduct detrimental to patient care.
- Unauthorized possession of a deadly weapon on the premises.
- Smoking in non-designated areas.
- Theft of property, or willfully causing damage to, waste of, or loss of property.
- Falsification of records, alterations of documents and any fraudulent activities relating to JHHSC/JHH business.
- Fighting, issuing threats or verbal abuse or other disorderly conduct on the premises, or while otherwise engaged in JHHSC/JHH business.
- Failure to submit to an alcohol/drug examination or notify management of a drug-related arrest, indictment, or conviction that occurs during the course of employment.
- Job abandonment, which is an absence from work for three (3) consecutive scheduled work days/shifts without permission and without notifying appropriate supervision.
- Violation of Security Access - Patient Information Policy or deliberately releasing confidential information covering JHHSC/JHH business, patient and/or employee information, etc.
- Unauthorized possession or use of an intoxicant, hallucinogenic or narcotic while on the premises.
- A criminal complaint, arrest, indictment, or conviction of an employee for alleged unlawful activity may result in a suspension pending an investigation or discharge, depending upon, for example, the alleged seriousness of the act, or the job-relatedness and the evidence supporting the allegation(s).
- Failure to notify management regarding criminal complaint, arrest or convictions that occur during the course of employment.

This policy does not create an implied or actual contract for continued employment, and JHHSC/JHH retains the right to discharge an employee for any lawful reason. This policy constitutes a guideline for management to follow in a fair and consistent manner. Please note that certain individuals are excluded from this policy, such as temporary, float pool and agency personnel.

Appendix III

Benefit Eligibility for Employees Scheduled 20 or More Hours and Weekend Option Employees

<i>Benefit Plan</i>	<i>30+ Hours/Week</i>	<i>20-29 Hours/Week</i>	<i>Weekend Option</i>	<i>Waiting Period</i>
Medical/Vision/Prescription Drug	Yes	Yes	Yes	First of month following date of hire or status change
Dental	Yes	Yes	Yes	First of month following date of hire or status change
Life Insurance (Basic with AD&D*)	Yes	Yes	Yes	First of month following date of hire or status change
Life Insurance (Supplemental with AD&D*)	Yes	Yes	Yes	First of month following date of hire or status change
Life Insurance (Dependent Life)	Yes	Yes	Yes	First of month following date of hire or status change
Salary Protection Short Term Disability	Yes	Yes	No	First of month following date of hire or status change
Optional Disability (Mid & Long Term)	Yes	Yes	Yes	First of month following date of hire or status change
Flexible Spending Account (Health Care Account)	Yes	Yes	Yes	First of month following date of hire or status change
Flexible Spending Account (Dependent Care)	Yes	Yes	Yes	First of month following date of hire or status change
Benefit Credits	Yes	No	Yes	First of month following date of hire or status change
Pension	Yes	Yes	Yes	1 year **
Tuition Assistance/Advancement	Yes	Yes	Yes	60 days
Paid Time Off	Yes	Yes	No	90 days
403(b) Tax-Deferred Annuity	Yes	Yes	Yes	None

*Accidental Death and Dismemberment

** You must work 1,000 hours within the year

JHHSC/JHH's decision as to the amount of benefits and whether they are payable is conclusive, final and binding.

Appendix IV

Reporting/Resolving Quality of Care and Safety Issues

The Johns Hopkins Hospital is committed to providing safe care for all patients. You have multiple options for reporting and resolving quality-of-care and safety concerns. All staff are encouraged to report patient care and safety concerns to their supervisors, and to follow Hospital and departmental chain-of-command policies.

Tips to Report Patient Safety Concerns

- For immediate hazards, call existing emergency phone numbers.
- For urgent patient safety concerns, contact your supervisor.
- Use departmental chain-of-command for assistance to report events in Patient Safety Net (PSN).
- For unresolved concerns, call the Safety Hotline at 410-955-5000.
- For anonymous reporting, call the Compliance Hotline at 1-877-WE-COMPLY.
- For reporting to the JCAHO, call 1-800-994-6610.

Patient Safety Contacts

Patient Safety Coordinator	.5-2919
Fire	.5-4444
Medical Emergencies	.5-4444
Stat Paging	.5-4444
Bio-Hazard Spills	.5-5918
Blood Exposure	.5-STIX
Chemical Spills	.5-4444
Infection Control	.5-8384
Medical Device Problems	.5-2100
Missing Medications Hotline	.2-DOSE
Safety/Environmental Health	.5-5918
Security	.5-5585
Risk Management	.5-7949

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Handbook Acknowledgement

I acknowledge that I have received a copy of the Johns Hopkins Health System Corporation and The Johns Hopkins Hospital (JHHSC/JHH) Employee Handbook. I agree that, as an employee, it is my responsibility to:

- Read** this handbook.
- Ask questions** of my supervisor if I need additional information regarding items covered in the handbook.
- Abide by and observe** the policies and procedures of JHHSC/JHH which are generally explained in this handbook.

I understand that I am subject to all JHHSC/JHH policies and procedures, even those not outlined in this handbook. I also understand that JHHSC/JHH may periodically change policies and procedures and that I will be responsible to abide by and observe such changes.

Employee Name (Please Print)

Social Security Number

Employee Signature

Date Signed

