

Colquitt Regional Health System



Employee Handbook

Revised: February 18, 2025

A Letter from the CEO

Dear Employee:

Welcome to your new job at Colquitt Regional Health System. We are pleased to have you as a member of our hospital team. On behalf of the Board of Trustees and Administration, I hope that you will find your work experience to be a positive and rewarding one.

It is the Hospital Administration's goal to provide employees with competitive wages and benefits and to be fair to everyone by establishing and enforcing clearly defined policies. Colquitt Regional Health System's benefits and policies are described in the Handbook. Please read it carefully to discover your opportunities as well as your responsibilities.

As Colquitt Regional Health System employees, our roles are clear. We must each do our job well. Throughout any industry, the companies that succeed are those that provide quality service or products at affordable prices. The companies that provide such services are those that have employees who do their jobs well. When the service is health care, as it is at Colquitt Regional Health System, I believe we have an obligation to provide high quality service at a price people can afford. I welcome and appreciate your help.

Jim Matney

Jim Matney, President & CEO
Colquitt Regional Health System

Vision

Colquitt Regional Health System will be the first choice for quality and compassionate healthcare, innovative practice, and superior medical education.

Mission

We are committed to providing exceptional healthcare that exceeds expectations.

Mantra

Exceptional Care by Exceptional People

Values

Compassion

We understand what our patients and their loved ones are going through; we will do everything we can to help them.

Accountability

We work together to be responsible and honest; integrity is of the highest importance.

Respect

We vow to treat each other as we expect to be treated.

Excellence

We pursue the highest standard in everything we do; we will continually learn and innovate for the best outcomes.

About Your Employee Handbook

This Employee Handbook applies to employees of Colquitt Regional Health System. The contents of this Handbook are presented as a source of information only. While Colquitt Regional Health System believes wholeheartedly in the personnel policies, plans, and procedures described herein, they are not terms or conditions of employment and are subject to change at the discretion of Administration.

None of the benefits or policies in this Handbook are intended to entitle you to be or remain employed by Colquitt Regional Health System. Since employment at Colquitt Regional Health System is based upon continuing mutual consent, either the employee or the employer is privileged to terminate employment at any time without cause or notice.

In any situation concerning insurance or other employee benefits, the terms of the insurance policy or benefit plan text are controlling irrespective of any statements contained in this Handbook. The Employee Handbook will be updated and employees will be notified of revisions. It is the employee's responsibility to read revisions and inquire about any questions he/she may have. The Employee Handbook located on the Colquitt Regional Health System website will be the most up-to-date version.

If you should have any questions regarding the Colquitt Regional Health System Employee Handbook, please see your Department Manager or the Director of Human Resources.

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Introduction

We are pleased that you have chosen to be an employee of Colquitt Regional Health System. We hope you find your job to be both satisfying and rewarding. This Employee Handbook has been prepared to acquaint you with Colquitt Regional Health System's personnel policies, procedures, & benefits.

Colquitt Regional Health System reserves the right to add, change, or discontinue policies, procedures, & benefits at any time. If changes or updates do occur, employees will be notified through various means of communication including but not limited to written correspondence, bulletin boards, meetings, electronic mail, etc. The Employee Handbook will be updated periodically and employees will be notified of changes.

The Employee Handbook does not represent an employment contract in whole or in part, for any duration between the Hospital & its employees. Since employment at Colquitt Regional Health System is based upon continuing mutual consent, either the employee or employer is privileged to terminate employment at any time without cause or notice.

If you should have any questions regarding any information in the Employee Handbook, please ask your Department director or a representative from the Human Resources Department for assistance.

II.

Recruitment & Transfer

Equal Employment Opportunity

It is Colquitt Regional Health System's policy to prohibit discrimination on the basis of race, color, religion, sex, national origin, age, disability, genetic information, or ancestry in any matter affecting employment, hospital services, or facilities. As an employee, you are asked to follow this policy in your relations with patients, visitors, and fellow employees.

If you have a problem or concern regarding Equal Employment Opportunity (EEO), please contact your supervisor or a representative of the Human Resources Department.

Applications for Employment

Applications for prospective employees are received by the Human Resources Department. All information submitted by an applicant pertaining to employment must be factual. Business and/or personal references will be checked prior to employment. If it is found that an applicant has misrepresented or omitted essential facts on an application, he/she may not be considered for employment. If, after employment has begun, it is discovered that essential facts were omitted or misrepresented in the application process, the employee is subject to immediate discharge.

Re- Employment

A former employee may be considered for re-employment if he/she left the Hospital in good standing and was recommended for re-hire by his/her supervisor.

Employment of Relatives

Relatives of Colquitt Regional Health System employees who apply for available job openings will be considered for employment as any other applicant. However, Colquitt Regional Health System will not hire relatives in the same department. Exceptions to this policy for extenuating circumstances must be approved by Administration.

Other Employment

Other employment is permitted provided that it does not adversely affect the employee's attendance, loyalty, work performance, or create a conflict of interest. If you are unsure as to the suitability of a second job, you may discuss the situation with your department director. Department Directors who choose to have a secondary occupation must receive Vice-President approval.

Transfers & Promotions

Colquitt Regional Health System actively supports the practice of promoting employees whenever possible. Employees interested in a posted job vacancy should submit an updated application on our website. The department director with the job opening will be notified of the employee's interest in the position.

All new employees must be employed for a period of six (6) months before requesting a transfer to another department. All employees must work a 30 day notice when transferring to another department.

Job Posting

Colquitt Regional Health System maintains a job posting system whereby each job vacancy or new position will be posted for a period of three (3) days before the vacancy is filled. Employees interested in posted job vacancies may contact the Human Resources Department for more information.

Licensure

Employees whose positions require licensure and/or certification by state agencies will be responsible for keeping such licensure/certification current and in effect at the employee's expense. Failure to maintain proper status may lead to discharge.

A current copy of such licensure/certification must be kept on file in the Human Resources Department at all times.

<p>III.</p> <p>Classifications of Employment</p>	<p>Employment Policies</p> <p>Employees are assigned to the following employment classifications. You should be sure that you know your employment classification since it will determine your eligibility for benefits.</p> <p><u>Introductory Period</u> - An employee who has been employed for less than 90 days.</p> <p><u>Regular Full-Time</u> - An employee who works 80 hours per pay period and is entitled to full benefits.</p> <p><u>POOL3</u>- An employee who works 72 hours per pay period and is entitled to benefit package excluding Paid Time Off and Retirement benefits.</p> <p><u>POOL2</u>- An employee who works 48 hours per pay period and is not entitled to benefits.</p> <p><u>POOLP</u>- Grandfathered employee who works 72 hours per pay period and are only offered the high deductible health plan.</p> <p><u>Regular Part-Time with Benefits</u> - An employee who works 60 - 79 hours per pay period and is entitled to benefits.</p> <p><u>Regular Part-Time</u> - An employee who works less than 60 hours per pay period and is not entitled to benefits.</p> <p><u>PRN</u> - An employee who is of temporary status and is employed on an "as needed" basis. Benefits are not available to the PRN employee.</p> <p><u>Temporary</u> - An employee may be hired as temporary on a full-time, part-time, or PRN basis. Temporary employees are employees for a limited period of time and do not receive benefits.</p>
<p>Employment Date</p>	<p>An employee's employment date is the date he/she began work with Colquitt Regional Health System. It does not change during continuous full-time or part-time employment and is used as the employee's annual review date.</p>
<p>Performance Evaluation</p>	<p>The primary purpose of a performance evaluation is to recognize employees for good performance and to make appropriate suggestions for improvement so that the employee may perform their jobs satisfactorily. Although the Hospital's system of performance evaluation is an ongoing process, a formal written evaluation will be completed at the following times:</p> <p>the end of the 90 day introductory period; and at the employee's annual review date.</p> <p>In addition to the above scheduled evaluations, the supervisor may conduct a performance evaluation at any time he/she deems it necessary.</p> <p>Performance evaluations become a part of the employee's personnel record and may be reviewed by an interviewing department manager if the employee is being considered for promotion or transfer to another position.</p>
<p>Records of Employment</p>	<p>An employee's personnel record contains all information pertinent to his/her employment. It is kept by the Human Resources Department and is the property of the Hospital. The information in the personnel record is considered personal and confidential and access is restricted to a "need-to-know" basis. All reasonable precautions will be taken to ensure that each employee's right to privacy is protected.</p> <p>It is important that employees notify Human Resources of changes in address, name, marital status, telephone number or other pertinent information.</p> <p>If an employee wishes to view his/her personnel record, he/she may make an appointment to view the record with a representative of the Human Resources Department.</p>

IV.

Attendance & Leaves

Attendance

Colquitt Regional Health System operates 24 hours per day, 365 days per year and must be ready to meet patient needs at all times. Absenteeism not only affects patient care but also the working conditions of fellow employees. Colquitt Regional Health System places a high premium on attendance and punctuality and fully expects employees to fulfill this employment responsibility.

If an employee is unable to report to work for any reason, he/she has an obligation to notify his/her Department manager with as much advance notice as possible. In the event of an emergency, employees are expected to notify their supervisor immediately, giving the reason for the absence and the anticipated date of return to work.

Absences

Excessive unscheduled absences will subject an employee to Colquitt Regional Health System's progressive disciplinary process. Excessive absenteeism is considered to be four (4) occasions of absence in any twelve (12) month period and will result in a verbal documented warning. Five occasions constitutes a written warning, six occasions will lead to 2 days suspension, and a seventh occasion of absence in a twelve month period may result in termination of employment.

If an employee does not report to work or call his/her supervisor for three (3) consecutive work days, the employee will be considered to have voluntarily quit.

Tardies

Tardiness is considered to be any time later than the employee's scheduled time to begin work. If an employee is tardy more than four (4) times in any twelve (12) month period, he/she will be subject to progressive discipline up to and including discharge. Four tardies in a twelve month period may result in a verbal documented warning, five tardies is subject to a written warning, six tardies may result in suspension for 2 days, and a seventh tardy in a twelve month period may result in termination of employment.

General

We recognize that there are times when an employee may need to be absent from work due to qualifying events under the Family and Medical Leave Act (FMLA). Accordingly, we will provide eligible employees up to a combined total of twelve (12) weeks of unpaid FMLA leave per leave year for the following reasons:

- **Parental Leave:** For the birth or placement of an adopted or foster child;
- **Personal Medical Leave:** When an employee is unable to work due to his/her own Serious Health Condition;
- **Family Care Leave:** To care for a spouse, child, or parent with a Serious Health Condition;
- **Military Exigency Leave:** When an employee's spouse, parent, son or daughter (of any age) experiences a Qualifying Exigency resulting from military service (applies to active service members deployed to a foreign country, National Guard and Reservists); and,
- **Military Care Leave:** To care for an employee's spouse, parent, son, daughter (of any age) or next of kin who requires care due to an Injury or illness incurred while on active duty or was exacerbated while on active duty. **NOTE:** A leave of up to 26 weeks of leave per twelve- month period may be taken to care for the injured/ill service member.

Key Policy Definitions

"Eligible Employees" under this policy are those who have been employed by Colquitt Regional Health System for at least twelve months (need not be consecutive months and under certain circumstances hours missed from work due to military call-up will also be counted) and have performed at least 1,250 hours of service in the twelve month period immediately preceding the date leave is to begin. Employees who work in small locations with fewer than 50 employees within 75 miles are not eligible for leave. However, employees should contact Human Resources to discuss other types of leave that might be available for the reasons listed in this policy.

"Leave Year" for the purposes of this policy shall be a rolling 12 month period measured backward from the date an employee uses any FMLA leave.

A "Spouse" means a husband or wife as recognized under state law for the purposes of marriage in the State where the employee resides.

A "Son or Daughter" for the purposes of Parental or Family Leave is defined as a biological, adopted, foster child, step-child legal ward or a child for whom the employee stood in loco parentis to, who is (1) under eighteen years of age or, (2) eighteen years of age or older and unable to care for him/herself because of physical or mental disability. A "Son or Daughter" for the purposes of Military Exigency or Military Care leave can be of any age.

A "Parent" means a biological, adoptive, step or foster parent or any other individual who stood in loco parentis to the employee when the employee was a son or daughter.

"Next of Kin" for the purposes of Military Care leave is a blood relative other than a spouse, parent or child in the following order: brothers and sisters, grandparents, aunts and uncles, and first cousins. If a military service member designates in writing another blood relative as his/her caregiver, that individual shall be the only next of kin. In appropriate circumstances, employees may be required to provide documentation of next of kin status.

A "Serious Health Condition" is an illness, injury, impairment or physical or mental condition that involves either inpatient care or continuing treatment by a Health Care Provider.

Ordinarily, unless complications arise, cosmetic treatments and minor conditions such as the cold, flu, ear aches, upset stomach, minor ulcers, headaches (other than migraines), routine

dental problems are examples of conditions that are not serious health conditions under this policy. If you have any questions about the types of conditions which may qualify, contact Human Resources.

A “Health Care Provider” is a medical doctor or doctor of osteopathy, physician’s assistant, podiatrists, dentists, clinical psychologist, optometrists, nurse practitioner, nurse-midwife, clinical social worker or Christian Science practitioner licensed by the First Church of Christ. Under limited circumstances, a chiropractor or other provider recognized by our group health plan for the purposes of certifying a claim for benefits may also be considered a HCP.

“Qualifying Exigencies” for Military Exigency leave include:

Short-notice call-ups/deployments of seven days or less (**NOTE:** leave for this exigency is available for up to seven days beginning the date of call-up notice);

Attending official ceremonies, programs or military events;

Special childcare needs created by a military call-up including making alternative child-care arrangements, handling urgent and non-routine childcare situations, arranging for school transfers or attending school or daycare meetings;

Making financial and legal arrangements;

Attending counseling sessions for the military service member, the employee, or the military service members son or daughter who is under 18 years of age or 18 or older but is incapable of self care because a mental or physical disability

Rest and Recuperation (**NOTE:** fifteen (15) days of leave is available for this exigency per R&R event);

Post-deployment activities such as arrival ceremonies, reintegration briefings and other official ceremonies sponsored by the military (Note: leave for these events is available during a period of 90-days following the termination of active duty status). This type of leave may also be taken to address circumstances arising from the death of a covered military member while on active duty;

Parental care when the military family member is needed to care for a parent who is incapable of self-care (e.g. arranging for alternative care or transfer to a care facility); and,

Other exigencies that arise that are agreed to by both the Company and employee.

A “Serious Injury/Illness” incurred by a service member in the line of active duty or that is exacerbated by active duty is any injury or illness that renders the service member unfit to perform the duties of his/her office, grade, rank or rating.

Notice and Leave Request Process

Foreseeable Need for Leave: If the need for leave is foreseeable because of an expected birth/adoption or planned medical treatment, employees must give at least thirty (30) days notice. If 30-days notice is not practicable, notice must be given as soon as possible. Employees are expected to complete and return a leave request form prior to the beginning of leave. ***Failure to provide appropriate notice and/or complete and return the necessary paperwork will result in the delay or denial of leave.***

Unforeseeable Need for Leave: If the need for leave is unforeseeable, notice must be provided as soon as practicable and possible under the facts of the particular case. Normal call-in procedures apply to all absences from work including those for which leave under this policy may be requested. Employees are expected to complete and return the necessary leave request form as soon as possible to obtain the leave. ***Failure to provide appropriate notice and/or complete and return the necessary paperwork on a timely basis will result in the delay or denial of leave.***

Leave Request Process: To request leave under this policy, employees must obtain and complete a leave request form from their supervisor or Human Resources and return the completed form to Human Resources. If the need for leave is unforeseeable and employees will be absent more than 3 days, employees should contact Human Resources by telephone and request that a leave form be mailed to their home. If the need for leave will be fewer than 3 days, employees must complete and return the leave request form upon returning to work.

Call-in Procedures: In all instances where an employee will be absent, the call-in procedures and standards established for giving notice of absence from work must be followed.

Leave Increments

Parental Leave: Leave for the birth or placement of a child must be taken in a single block and cannot be taken on an intermittent or reduced schedule basis. Parental Leave must be completed within twelve (12) months of the birth or placement of the child; however, employees may use Parental Leave before the placement of an adopted or foster child to consult with attorneys, appear in court, attend counseling sessions, etc.

Family Care, Personal Medical Leave, Military Exigency and Military Care Leave:

Leave taken for these reasons may be taken in a block or blocks of time. In addition, if a Health Care Provider deems it necessary or if the nature of a Qualifying Exigency requires, leave for these reasons can be taken on an intermittent or reduced schedule basis.

Paid Leave Utilization During FMLA Leave

Employees taking Parental, Family Care, Military Exigency and/or Military Care leave must utilize available PTO benefits during this leave. Employees on Personal Medical leave must utilize available Extended Illness Bank (EIB) benefits and PTO benefits during this leave. Employees receiving disability or workers compensation benefits during a Personal Medical Leave will not be required to utilize these benefits. However, employees may elect to utilize accrued benefits to supplement these benefits.

Certification and Fitness for Duty Requirements

Employees requesting Family Care, Personal Medical or Military Care leave must provide certification from a health care provider to qualify for leave. Such certification must be provided within fifteen days of the request for leave unless it is not practicable under the circumstances despite the employee's diligent efforts. Failure to timely provide certification may result in leave being delayed, denied or revoked. In the Company's discretion, employees may also be required to obtain a second and third certification from another health care provider at Company expense (except for Military Care leave). Re-certification of the continuance of a serious health condition or an injury/illness of a military service member will also be required at appropriate intervals.

Employees requesting a Military Exigency leave may also be required to provide appropriate active duty orders and subsequent information concerning particular Qualifying Exigencies involved.

Employees requesting Personal Medical leave will also be required to provide a fitness for duty certification from their Health Care Provider prior to returning to work.

Scheduling Leave and Temporary Transfers

Where possible, employees should attempt to schedule leave so as not to unduly disrupt operations. Employees requesting leave on an intermittent or reduced schedule basis that is foreseeable based on planned medical treatment may be temporarily transferred to another job with equivalent pay and benefits that better accommodates recurring periods of leave.

Health Insurance

The Company will maintain an employee's health insurance coverage during leave on the same basis as if he/she were still working. Employees must continue to make timely payments of their share of the premiums for such coverage. Failure to pay premiums within thirty (30) days of when they are due may result in a lapse of coverage. In this event, the Company will notify the employee fifteen (15) days before the date coverage will lapse that coverage will terminate unless payments are promptly made. Coverage that lapses due to non-payment of premiums will be reinstated immediately upon return to work without a waiting period.

Return to Work

Employees returning to work at the end of leave will be placed in their original job or an equivalent job with equivalent pay and benefits. Employees will not lose any benefits that accrued before leave was taken. Employees may not, however, be entitled to discretionary raises, promotions, bonus payments or other benefits that become available during the period of leave.

Spouse Aggregation

In the case where an employee and his/her spouse are both employed by Colquitt Regional Health System, the total number of weeks to which both are entitled in the aggregate because of the birth or placement of a child or to care for a parent with a serious health condition will be limited to twelve (12) weeks per Leave Year. Similarly, a husband and wife employed by Colquitt Regional Health System will be limited to a combined total of 26-weeks of leave to care for a military service member. This 26-week leave period will be reduced, however by the amount of leave taken for other qualifying FMLA events. This type of leave aggregation does not apply to leave needed because of an employee's own serious health condition, to care for a spouse or child with a serious health condition or because of a Qualifying Exigency.

General Provisions

Failure to Return: Employees failing to return to work or failing to make a request for an extension of their leave prior to the expiration of the leave will be deemed to have voluntarily terminated their employment.

Alternative Employment: No employee, while on leave of absence, shall work or be gainfully employed either for himself/herself or others unless express, written permission to perform such outside work has been granted by the Employer. Any employee on a leave of absence who is found to be working elsewhere without permission will be automatically terminated.

False Reason for Leave: Termination will occur if an employee gives a false reason for a leave.

Time Off for Voting

To facilitate and encourage civic responsibility, employees who do not have two or more consecutive hours before or after work while the polls are open may be given time off from work to vote.

The employee must notify his/her Department manager prior to the day of the election of the intended absence. The maximum amount of time to be granted will be that amount of time which, when added to the time before or after work between the opening or closing of the polls, will give the employee two hours in which to vote.

V.	Compensation Policies
Wage and Salary Plan	<p>Colquitt Regional Health System is committed to paying wages and salaries that are competitive with similar positions within our geographical area. As a result of this commitment, the Hospital has an established Wage & Salary Plan which designates a minimum and maximum rate of pay for each job classification.</p> <p>A review of the Colquitt Regional Health System Wage & Salary Plan will be conducted annually. Any changes needed to maintain market value will be made to the salary plan and individual employee rates of pay will be adjusted accordingly.</p>
Incentive Bonus	<p>The team's performance will be evaluated annually based on an evaluation period that is concurrent with the fiscal year, October 1 – September 30. An incentive bonus will not be paid to any employee who has significant performance issues or is not actively employed on the day the bonuses are paid. Balances of delinquent hospital accounts will be deducted from bonus checks prior to distribution. Performance will be based on objectives which may include financial, quality, and patient satisfaction indicators.</p>
Record of Work Hours	<p>In compliance with the Fair Labor Standards Act, Colquitt Regional Health System must maintain records of hours worked by employees. To ensure that accurate records are kept of the hours you've worked, you should follow the procedure utilized in your department for keeping time records.</p> <p>Falsification of time records or clocking for another employee may be considered grounds for immediate dismissal.</p>
Incomplete Timecards	<p>It is the employee's responsibility to clock in and out appropriately. Forgotten or omitted timeclock punches are not acceptable and will be subject to disciplinary action up to and including discharge.</p>
Payroll Checks	<p>Employees will be paid bi-weekly on Thursday following the end of the pay period. Direct deposit of the payroll check is available and encouraged. If an employee is unable to pick up his/her payroll check in person, the check will be released to another individual only if the employee has provided written authorization to do so.</p> <p>If an error has been made in a payroll check, the employee should inform his/her supervisor as soon as possible. The Accounting Department will ensure that the error is corrected.</p>
Advances in Pay	<p>Payroll checks are not issued in advance of regularly scheduled pay days.</p>

Overtime Pay	<p>Overtime work is discouraged in consideration of our employees' needs for relief from work duties, rest, and recreation as well as the necessity for cost containment of Hospital services. However, because of the nature of the services we provide, it may be necessary that you work overtime.</p> <p>Non-exempt employees will be paid overtime in accordance with the Fair Labor Standards Act.</p> <p>Employees are paid at the rate of 1-1/2 times their hourly rate for hours worked in excess of 40 per week.</p> <p>Management, certain professional employees, and home healthcare employees are typically exempt from overtime requirements in accordance with the Fair Labor Standards Act and will not be paid overtime.</p> <p>Non-productive paid time (sick, PTO, bereavement pay, jury duty, etc.) will not be counted as hours worked for purposes of calculating overtime.</p>
Variable Pay	<p>Depending upon your job classification and schedule, you may be eligible for variable pay such as call pay, shift differential, holiday differential, in-charge pay, etc. Your department manager will notify you if you are eligible for variable pay and will be able to answer any questions you may have.</p>
Payroll Deductions	<p>The following payroll deductions are required by law and will automatically be deducted from your payroll check each pay period.</p> <p>Federal Income Tax State Income Tax Federal Social Security Tax (an equal amount is paid by Colquitt Regional Health System to the Social Security Administration) Court ordered wage assignments</p> <p>Other deductions may be withheld from the employee's payroll check if authorized in writing by the employee. Examples of such voluntary deductions are insurance benefits, YMCA dues, pharmacy, gift shop & cafeteria purchases.</p>
Direct Deposit	<p>Employees may authorize Colquitt Regional Health System to directly deposit all or a portion of their payroll check to the bank of their choice each pay period.</p>
Separation Pay	<p>Employees who resign their employment with proper notice will receive a final payroll check which represents payment for all hours worked in the last pay period and for unused PTO hours. Employees do not receive pay for unused Extended Illness Bank (EIB) hours.</p> <p>Employees terminated from Colquitt Regional Health System, other than for lack of work, will not be paid for unused PTO hours. The final payroll check will be processed on the next regular payday and given or mailed to the employee at that time. All monies due Colquitt Regional Health System will be deducted from the final paycheck.</p>

VI.

Benefits

Paid Time Off

Paid Time Off (PTO) is a benefit earned by employees in regular full-time and regular part-time with benefits classifications. PTO hours provide the employee with paid time for personal use, illness, vacation, and holidays.

In scheduling your PTO, every consideration will be given to your preference for time providing you submit an advance written request to your department manager. However, in view of the responsibility for continued patient care, the final decision as to the time of your PTO must be reserved for the Hospital.

PTO hours accrue per pay period beginning with the first day of employment, but are not available until the employee has been employed for ninety (90) days. There is not a maximum on the amount of hours an employee may maintain in his/her PTO bank. See schedule below for accrual rates.

Employees Hired after October 1, 2014			Employees hired prior to October 1, 2014		
Years of Service	Accrual Rate Per Paid Hour	Max. Hours Per Year*	Years of Service	Accrual Rate Per Paid Hour	Max. Hours Per Year*
0-5	.07692	160	0-5	.08461	176
5-10	.08461	176	5-10	.09231	192
10-15	.09615	200	10-15	.10385	216
15-20	.10385	216	15-20	.11154	232
20+	.11538	240	20+	.12308	256

*PTO accrues on paid hours up to a maximum of 80 hours per pay period. The max hours/days accrued per year column above reflects PTO benefits for a regular full-time employee who is paid 80 hours each and every pay period.

Employees may request to sell PTO hours, but must maintain 40 hours in his/her bank.

Employees with delinquent hospital account balances are not eligible to sell PTO. A written request must be submitted to the payroll department on Friday prior to payday.

Employees who resign with proper notice will be paid for all unused PTO hours in their final payroll check. Employees terminated from Colquitt Regional Health System, other than for lack of work, will not be paid for unused PTO hours.

Bereavement Pay

Bereavement leave is provided for regular full-time, POOL3, and regular part-time with benefits employees who have completed their Introductory Period. Pay during bereavement absence shall be granted only for absence on scheduled work days and for the actual number of hours the employee is scheduled to work, up to 24 hours. It is the responsibility of the employee to notify his/her department manager and to keep the manager informed.

The following are relationships that qualify for bereavement pay: current spouse, parent, child, sibling, parent-in-law, son/daughter-in-law, brother/sister-in-law, grandparent, grandparent-in-law and grandchild. Step relationships are included.

Additional days of absence may be granted for an extended period of bereavement at the discretion of the department manager and may be covered under the employee's paid time off benefit.

Jury Duty Pay

Employees who are summoned to jury duty should inform his/her department manager as soon as possible. The employee will be paid for any time lost during his/her normal work schedule. If the employee is released from duty prior to the end of his/her shift, the employee should return to work for the remainder of the shift. A copy of the jury summons should be provided to the department manager as well as payment received from the courts for jury service.

Workers' Compensation	<p>While employed at Colquitt Regional Health System, you are covered by the Workers' Compensation laws of the State of Georgia. If you are injured on the job, you should report it to your supervisor as soon as possible. An Incident Report must be completed and forwarded to the Human Resources Department immediately. Failure to properly report an on-the-job injury could jeopardize your Workers' Compensation benefits.</p> <p>If your injury requires medical attention, you will be referred to the Emergency Room for assessment. If further treatment is needed, you will be referred to a physician from Colquitt Regional Health System's Workers' Compensation Panel of Physicians. Unauthorized physicians will not be paid by the Hospital. All appointments with panel physicians should be made through the Human Resources Department to ensure proper billing.</p> <p><i>NOTE: All insurance benefits listed below are effective the first day of the month following 30 days of employment.</i></p> <p><i>Each insurance benefits has a summary plan description and/or plan document which supersedes all other written policies/documents/communications.</i></p>
Health Insurance	<p>The option to purchase group hospitalization and major medical insurance is offered to all regular full-time and regular part-time with benefits employees during the first thirty (30) days of employment. Colquitt Regional Health System pays 65% of the total premium while the employee contributes to 35% of the cost. The health plan is explained in detail in the Health Insurance Benefit Booklet available in Human Resources.</p>
Dental Insurance	<p>A group dental plan is offered to all regular full-time and regular part-time with benefits employees and their family members. Premiums are paid by the employee and may be payroll deducted. Information regarding the dental plan will be provided at employment and a Dental Benefit Booklet is available to all participants.</p>
Group Life and AD & D Insurance	<p>Colquitt Regional Health System provides all regular full-time and regular part-time with benefits employees with one times the employee's annual income (with a minimum of \$20,000) term life insurance and one times the employee's annual income (with a minimum of \$20,000) accidental death and dismemberment insurance. This benefit is at no cost to the employee.</p>
Supplemental Life and AD & D Insurance	<p>In addition to the Life/AD&D provided by the Hospital, regular full-time and regular part-time with benefits employees may choose to purchase supplemental term life and accidental death and dismemberment for themselves and family members. The group rates are competitive and the policy is portable.</p>
Disability Insurance	<p>Regular full-time and regular part-time with benefits employees are eligible for short term and/or long term disability coverage if desired. Disability insurance provides a monthly benefit to the employee after a qualified period of disability. Colquitt Regional Health System contributes 33% of the long term disability (90 day elimination) premium and the remainder is deducted from the employee's payroll check.</p>
Critical Illness	<p>Benefit eligible employees may choose to purchase group critical illness insurance coverage. Critical illness policy includes coverage of such illnesses as renal failure, heart attack, cancer, stroke, and major organ transplants. Please refer to critical illness insurance summary information</p>
Cancer Insurance	<p>Cancer insurance is another insurance option for benefit eligible employees. This coverage pays cash benefits in the event of a cancer diagnosis and to help cover other cancer related expenses. Please refer to critical illness insurance summary information.</p>

Flexible Spending Accounts

Eligible employees may participate in Colquitt Regional Health System's reimbursement accounts. Reimbursement accounts allow the employee to payroll deduct funds before taxes to be utilized for certain health, dental, vision, and dependent care expenses. The result is significant savings to the employee.

Section 125 Pre-Tax Deductions

The Section 125 plan allows employees to purchase certain benefits with "*before tax dollars*" and therefore decrease their taxable income. These benefits are health, dental, long-term disability insurance, and reimbursement accounts.

Employees will be given an opportunity to elect this benefit either at employment eligibility or during the open enrollment period each year.

Waiver of Benefits

A benefit eligible employee may choose to waive employee benefits in return for an 18% increase to his/her base rate of pay.

Waived benefits include retirement plan, paid time off, bereavement pay, health insurance, dental insurance, life insurance, accidental death & dismemberment insurance, long-term disability, and flexible spending accounts.

An employee may elect to reinstate or waive benefit package only in the following IRS approved "family status change events" within 30 days of the event.

Marriage,

Divorce,

Death of spouse or dependent,

Birth or adoption of child, or

Change in spouse's employment that affects the employee's benefit eligibility

Retirement Plan

The Retirement Plan is a valuable part of your employee benefit package. Its purpose is to ensure retirement security for Colquitt Regional Health System employees and their families.

For Employees Hired Prior to January 1, 2016

The retirement plan year is January 1 through December 31 of each year. An employee will enter the plan and be eligible for an employer contribution after being employed for 3 consecutive plan years with 1,000 hours of service in each of those years. At the end of each plan year, Colquitt Regional Health System will contribute 10 % of the employee's annual salary to each eligible employee's retirement account. Bonuses and overtime are exempt from the definition of annual salary for retirement purposes.

An employee is vested to the employer's contribution and its earnings according to the following vesting schedule.

<u>Years of Service</u>	<u>Vesting%</u>
3	30%
4	40%
5	50%
6	60%
7	70%
8	80%
9	90%
10	100%

* Employee must work 1,000 hours each year to receive credit for that year of service.

Employees separated from Colquitt Regional Health System employment and then rehired later will be considered a new employee for vesting purposes if the length of the break in service exceeds 180 days. A break in service will not occur in the event of an approved leave of absence.

Additionally, the regular full-time or regular part-time with benefits employee may participate in the retirement plan on a voluntary basis. The employee may begin salary reductions as early as his/her first day of employment. Employee contributions are 100 % vested.

Investment options include a fixed annuity and a wide array of mutual funds.

Generally, neither employee nor employer contributions are available for withdrawal until retirement age.

See Colquitt Regional Health System Retirement Plan for more detailed information.

For Employees hired after January 1, 2016

Colquitt Regional Health System provides an employer matching contribution for each eligible employee beginning with the first payroll following 90 days of employment.

The Employer Match is 100% of the first 5% of salary reduction contribution.

There is an automatic salary reduction of 3% for new hires. You may increase or decrease the amount of your contribution.

The **Matching Employer contributions** for Eligible Employees hired after December 31, 2015, are subject to the following vesting schedule:

<u>Years of Service</u>	<u>Vesting%</u>
1-2	0%
3	25%
4	50%
5	75%
6 or more	100%

Break in Service

If you leave employment with Colquitt Regional Health System and remain absent for six (6) months or longer, upon rehire you will be considered a new employee for the purposes of eligibility and vesting.

For Employees hired after December 31, 2022

Colquitt Regional Health System provides an employer matching contribution for each eligible employee beginning with the payroll following the first of the month following 30 days of employment.

The Employer Match is 50%, up to 6% of the Employees deferral amount. You may increase or decrease your deferral amount at any time.

The Matching Employer contributions for eligible employees hired after December 31, 2022, are subject to the following vesting schedule:

<u>Years of Service</u>	<u>Vesting%</u>
1-2	0%
3	25%
4	50%
5	75%
6	100%

Break In Service

If you leave employment with Colquitt Regional Health System and remain absent for six (6) months or longer, upon rehire, you will be considered a new employee for purposes of eligibility and vesting.

Employee Discounts

Colquitt Regional Health System extends the following Hospital discounts to its employees.

Meal Discounts - All employees are given a 25% discount in the Hospital cafeteria and grill.

Hospital Services Discount - Regular full-time and regular part-time with benefits employees who have successfully completed their 90-day Introductory Period are eligible for a hospital services discount provided they agree to payroll deduction or a lump sum payment. This discount applies to employees, their spouse, and dependent children. Effective January 1, 2015, this discount will now be 50% off balance owed after insurance has paid. Please note that Senior Care, Private Duty services, Ambulance services, and Physician services are excluded from the discount.

Lockers

Lockers are available to employees on a "first-come, first-serve" basis. Lockers should be used to store personal items such as street clothing so that an employee may change clothes, if desired, before leaving work. Colquitt Regional Health System is not responsible for lost or stolen articles. Lockers are considered Hospital property and are subject to be searched if Administration deems necessary.

Employee of the Month

Each month an employee will be selected to represent Colquitt Regional Health System as Employee of the Month. The winner will receive a cash prize and an invitation to the annual Employee Awards Banquet. The Employee of the Month is also eligible for the Employee of the Year Award.

Employee of the Year

The Employee of the Year will be selected from one of the twelve (12) Employees of the Month to receive the prestigious award for Employee of the Year. The Employee of the Year will be recognized in front of his/her peers and will receive a nice cash prize.

VII.	Education & Training
New Employee Orientation	All new employees will be oriented to their job, department policy & procedures, and their work area by their department manager or designee. In addition, you will be required to complete an Orientation assignment through our online learning management system prior to beginning work in your hired role.
Annual Staff Update	You will be required to complete the Annual Staff Update. The purpose of the Annual Staff Update is to keep the employee abreast of Hospital policies and procedures and other relevant employee information. Staff Update requirements include but are not limited to competency testing in safety, compliance and job-related skills.
Continuing Education & Training	<p>Colquitt Regional Health System is dedicated to improving service to patients by creating an atmosphere of learning for Hospital employees. All employees are encouraged to improve their methods and procedures of work by participating in job-related training. Inservice and continuing education programs are provided on an ongoing basis.</p> <p>Regular participation in education & training opportunities may be interpreted as an indication of interest in the job and maybe a consideration when the employee is evaluated for a rate increase or promotion. It is the responsibility of the employee to ensure they have completed the required continuing education for their job, licensure, and/or certification, and for providing current documentation to Human Resources and Education for monitoring.</p>
Employee Education Records	<p>Employee education records are maintained in the Education & Training Department. Educational programs offered in-house are recorded from the class roster and/or through the online learning management system. If you attend job related training away from Colquitt Regional Health System, please submit proof of attendance and course objectives to the Education & Training Department within 30 days to ensure proper credit. Certificates may be forwarded to the Human Resources Department and will become part of the employee's permanent personnel file.</p> <p>If you would like to view a listing of your education records, please contact a representative of the Education & Training Department.</p>
Tuition Reimbursement	<p>A tuition reimbursement program is available to employees who have completed six months of service and who wish to obtain additional formal health-related education during their employment with Colquitt Regional Health System.</p> <p>If approved for this program, employees will receive payment for tuition and books or approved course in work. Employees may obtain more detailed information about tuition reimbursement in the Human Resources Department.</p>

VIII.**Communication & Grievances****Communication**

Open communication between management and employees is a prerequisite for the effective operation of any business. Recognizing this fact, Hospital management strives to keep its employees informed of facility activities and encourages them to voice their opinions and concerns. Department meetings, bulletin boards, newsletters, employee rounding, etc. are used to inform employees of items of general interest as well as specific items pertaining to their job.

CEO Forums

All employees are encouraged to attend CEO Forums whenever possible. This event is scheduled and advertised in advance to allow all departments to be represented.

Department Meetings

Department meetings shall be held at least monthly. This ensures that all employees are informed of department and Hospital activities and operations, procedures and policies, and to give employees an opportunity to voice their concerns, ideas, and suggestions.

Employee Suggestions

All employees are encouraged to submit suggestions pertaining to improvements, cost reduction, duplication, elimination, labor and time-saving methods, patient comfort, and similar matters.

Suggestions may be placed in suggestion boxes located throughout the hospital. The suggestions will be reviewed monthly by the Employee Committee. The employee submitting the winning suggestion of the month will receive a prize.

Employee Committee

The Employee Committee is a group of elected employees for the purpose of representing Colquitt Regional Health System employees. The Employee Committee solicits and distributes employee contributions to local charities and to Colquitt Regional Health System employees in financial distress or catastrophic circumstances. In addition, the Committee actively encourages employees to support the Colquitt Regional Health System Employee Foundation Fund. The Committee is also responsible for planning and sponsoring employee events. Meetings of the Committee are held monthly and any suggestions, comments, or ideas from the employee body are welcome.

Electronic Mail and Voice Mail

Electronic Mail (E-Mail) is an intra-hospital communication medium available for use by those Colquitt Regional Health System employees with approved access to the computerized Hospital Information Systems (HIS) network. The Electronic Mail system and all E-Mail transmitted therein is the property of Colquitt Regional Health System, and as such, is subject to random and periodic monitoring. Users of E-Mail should not consider their transmissions as being protected under any privacy provisions and should therefore ensure that all communication via the E-Mail system is appropriate, professional, and business related. Under no circumstances shall employees use Hospital electronic communications to promote or solicit money for or memberships in any outside organization, including, but not limited to, social, civic, business, union, trade, and community groups. Certain Hospital sponsored charities are our exception. E-Mail users found in violation of this policy will have all E-Mail privileges revoked.

Voice Mail is a telecommunications messaging system available to selected Colquitt Regional Health System employees for the purpose of recording missed telephone calls. As with the Electronic Mail (E-Mail) system, the Voice Mail system is the property of Colquitt Regional Health System, and as such, is subject to random and periodic monitoring.

Information to the Media

Information to the press, radio, and television is released only by the Director of Marketing, his/her designee, the CEO, or personnel designated by the CEO. Other personnel should not release any information to the media.

Problem Resolution Procedures

Occasionally, in relationships where a group of people are required to work together for an extended period of time, problems and misunderstandings can occur. Good relationships are easier to achieve in an atmosphere where problems and opinions can be openly discussed. Therefore, Colquitt Regional Health System has established a simple, three (3) step process by which individual employees can express their work-related concerns and grievances to management without fear of reprisal.

Step Action

1 Employee talks to department director about grievance.

2 Employee writes to Vice-President stating problem and resolution sought.

3 Employee sends written grievance to CEO.

The Director of Human Resources is available to assist the employee in initiating the resolution procedure or at any stage of the resolution process. The role of the Director of Human Resources should be considered as an advisor to the employee and interpreter of Hospital policy.

It is anticipated that in most cases, satisfaction can be obtained at the first step of the above procedure. However, provisions have been made available for the employee to appeal to higher authority if he/she feels it is needed.

Appeal Process

An employee can appeal any corrective action beyond a verbal warning, to include termination of employee. The employee may do so by submitting a written request to appeal within three (3) days. The request should be submitted to the Human Resources Director.

The request should state following:

- a. Employee Name, Job Title, Department
- b. Date of Incident
- c. Nature of infraction or performance deficiency (alcohol/drug use, incompetence, unprofessional behavior, insubordination, violation of rules or policies).
- d. Summary of why appeal is being requested including details of all related incidents and supporting documentation such as previous counseling documents, witness statements, pertinent emails and attendance summary.

The appeal request will be reviewed by the appropriate Vice President. Any new information will be taken into consideration. A decision will be made within seven (7) days (barring any unforeseen delays).

If the employee does not agree with the decision, the employee can submit a 2nd appeal to the Human Resources Department. The Human Resources Department will review with the CEO and make a final decision within seven (7) days.

IX.

Drug Free Workplace

Standards of Conduct

It is the intent of Colquitt Regional Health System to provide a working environment as free from the use of non-prescribed drugs and alcohol as reasonably possible. Given the easy access to controlled substances in the health care setting and the potential risk to patients and others if health care employees perform their duties while using or having used drugs or alcohol, the Hospital has adopted the following policy. We ask for your full cooperation as health care professionals in implementing this policy and educating others regarding the risks associated with substance abuse.

Prohibited Conduct

1. The sale, manufacture, distribution, purchase, use, or possession of alcohol or non-prescribed drugs (meaning non-prescribed narcotics, hallucinogenic drugs, marijuana or other non-prescribed controlled substances), or equipment, products and materials which are used, intended for use, or designed for use with such drugs, is prohibited while on Hospital property or during working hours.
2. Reporting to work or being at work while under the influence or impaired by alcohol or non-prescribed drugs is prohibited.
3. Reporting to or being at work with a measurable quantity of non-prescribed drugs in the blood or urine is prohibited.
4. Reporting to or being at work while using prescribed narcotics may also be prohibited where, in the opinion of the Hospital, such use prevents the employee from performing the duties of his or her job or poses a risk to the safety of the employee, other persons, or property.

Testing

An employee may be requested to undergo a blood test, urinalysis, "breathalyzer" test or other diagnostic test under the following circumstances:

1. Pre-employment - Any applicant who is offered employment must pass a drug test prior to commencing work.
2. Where there is reason to believe in the opinion of the Hospital that an employee is under the influence of or impaired by alcohol or drugs (prescribed or non-prescribed) while on Hospital property or during working hours, or that an employee has reported to work with a measurable quantity of drugs or alcohol in blood or urine.
3. Where an employee is involved in a work-related accident or incident requiring medical attention.
4. Where there is any unusual occurrence which, in the opinion of the Hospital, could indicate the use of alcohol or drugs.
5. Random drug testing--Employees in "safety sensitive" positions will be required to submit to drug testing on a random basis. The term "safety sensitive employee" means employees in positions whose duties, as determined by the Hospital, involve responsibilities such as security, health, safety, or other responsibilities requiring a high degree of trust and confidence. Selection of employees for random testing shall be conducted through the use of random number generator or other neutral selection process.

Search Policy

Where there is reason to believe, in the opinion of the Hospital, that an employee is under the influence of or impaired by alcohol or drugs, or is in possession or control of alcohol, drugs, or equipment, products and materials which are used, intended for use or designed for use with such substances, or has reported to work with a measurable quantity of drugs in blood or urine, the Hospital may search any Hospital property and/or an employee's personal property (including but not limited to vehicles, handbags, briefcases, etc.) and the employee may be requested to submit to a search by Hospital representatives of his/her person and/or property.

The Hospital property covered by this policy includes property of any nature owned, controlled or used by the Hospital, including but not limited to parking lots, vehicles, offices, desks, file cabinets, and lockers.

Disciplinary Action

Any violation of this policy, including the refusal to submit immediately to a requested search or test, or a positive result on such test(s), may result in disciplinary action up to and including immediate discharge.

Appearance & Dress Code

A neat and clean appearance is an essential job requirement in the healthcare services environment.

The following policy is a general overview of Colquitt Regional Health System's dress code standards for all departments. A comprehensive dress code is in the Colquitt Regional Health System policy book. Each department may have additional specific dress code requirements for their department. An employee's dress and personal hygiene should promote the Hospital's and department's image.

- Good personal hygiene is mandatory. Hair must be clean and well groomed. Hairstyles should be conservative and of a natural color. Hairstyles should be appropriate to the work setting. In clinical areas, long hair should be properly secured behind the shoulders. Nails must be clean and properly maintained. Polish should not be chipped or peeling. Nail color should be conservative and appropriate to the work setting. False eyelashes may not be worn in areas where surgical procedures are being performed. Outside of surgical areas, false eyelashes may be worn only if they are conservative and natural looking. Perfume, cologne/aftershave, or scented lotions should not be used. Male employees should keep facial hair well-groomed, clean, closely trimmed and not of excessive length.
- Conservative clothing should be worn. All clothing must fit properly. Midriffs and armpits should not be visible. Proper undergarments must be worn and should be invisible. Bralette or bra straps should not be visible. It is not appropriate for cleavage to be visible. Clothing must be clean and neat.
- Dresses should have complete backs. Hemlines on dresses, split skirts, and skirts must be within 3 inches of the knee. Blouses should extend well past the waist so as not to show the midriff when arms are raised above the head. Cold shoulder shirts are not allowed.
- Trousers should be loose fitting and no more than 3 inches above the ankle. Capri length pants or capri leggings are not allowed. Culottes and/or split skirts are permissible. Leggings that touch the ankle are allowed if a dress meeting the hem requirement is worn over the leggings. To clarify, long tops/blouses over leggings are not allowed.
- In business support departments, Employees should wear shoes that are appropriate for the job and not present a safety hazard to the employee. Shoes should be clean, presentable and dressy. Flip flop style shoes (rubber soles, Yellow Box brand, beach style) are not appropriate. Thongs between the toes are allowed if the remainder of the shoe is appropriate for business attire. If thong shoe is flat or has a heel of less than 1 inch in height, the shoe must have a strap behind the ankle. If thong shoe has an elevated heel, an ankle strap is not necessary. Over the knee boots are not permitted. Toes must be well manicured and bare legs must be clean shaven.
- Shoes in clinical areas must be conservative, coordinate with uniform and not be a safety hazard.
- Males must wear dress shirts and slacks. Coat and tie as appropriate. Dress shoes must be worn with socks.
- Jewelry must be conservative. Earrings may not be worn by males while on duty. Females may wear up to three conservative earrings per ear in the earlobe only. Rings or studs visible in areas other than the earlobe are not permitted. Earlobe spacers or industrial piercings are not allowed to be worn while on duty and earlobes should be covered appropriately when spacers have been removed.
- Tattoos must be covered in a professional manner and may not be visible while on duty.

- Defamatory clothing or articles are prohibited.
- Identification name badges must be worn while on duty. The badge should be worn above the waist and properly displayed with front of badge visible and able to be read. Some departments or job titles will be required to wear a specific badge that are title and/or department specific.

An employee in violation of this policy will be required to clock out and change into dress code compliant attire. The employee will receive a verbal warning also and the progressive disciplinary process of verbal, written, suspension and termination will be followed.

Conduct

High standards of personal conduct are expected of Colquitt Regional Health System employees. An employee's conduct in his/her private as well as professional life should be consistent with the responsible image that Colquitt Regional Health System wants to project to patients, visitors, and the general community.

Any employee who is arrested for a misdemeanor or felony must notify Human Resources within one business day of the arrest. If an employee is convicted of a misdemeanor or felony while employed at Colquitt Regional Health System, he or she must notify Human Resources of such conviction (including pleas of guilty or nolo contendere and deferred or suspended sentences) within one business day of the conviction. Failure to provide notification will subject the employee to disciplinary action, up to and including termination.

Courtesy and cheerfulness are important at all times. They make for a pleasant relationship with your fellow employees and the public and are the measure of a good employee. You must remember that hospitalization may be a new experience for the patient and family and they must be treated with the utmost courtesy and understanding. Your actions reflect on the reputation of Colquitt Regional Health System.

Confidentiality

Information about a patient's presence in the Hospital, condition, care, treatment, personal affairs, or records is confidential and may not be discussed with anyone (except those responsible for patient care and treatment) without the full consent of the patient or when compelled by legal requirements, and then only by employees having specific approval of a department manager.

In addition, employees should not breach confidentiality of any information entrusted to them in the responsibilities of their job. Examples of such information includes employee salaries, disciplinary actions, terminations, financial information, etc. Release of patient or any other confidential information will result in disciplinary action up to and including discharge.

This policy is written to restrict solicitation, sales and distribution of literature, products or services in an appropriate manner so as to further patient care, limit distractions that interfere with work, and promote an enjoyable working environment.

DEFINITIONS:

1. Working time is defined as time when staff member, volunteer, or medical staff duties require engagement in work tasks.
2. Working areas include all patient care areas and all other areas where staff members, volunteers, or medical staff customarily work, such as (but not limited to) nursing stations, maintenance shops, laundry, laboratories, offices, and hallways where employees customarily carry out work activities.
3. Immediate patient care areas include, but are not limited to, patient rooms; all areas where patients receive treatment, diagnosis, or care (including rest, recuperation and therapeutic recreation); corridors and sitting rooms adjoining or accessible to patients' rooms; sitting areas on the patient care floors where patients visit with family and friends; halls and corridors adjacent to operating rooms, x-ray rooms, and other immediate patient care areas.
4. Any questions regarding whether a particular area constitutes either a working area or an immediate patient care area will be resolved by a representative of Human Resources.

PROCEDURE:

1. Solicitation and/or distribution of material and/or gifts on Colquitt Regional Health System property by persons not employed by Colquitt Regional Health System are prohibited at all times.
2. Solicitation by employees of Colquitt Regional Health System is prohibited during the working time of either the employee doing the soliciting or the employee being solicited.
3. Solicitation by employees is prohibited in immediate patient care areas at all times.
4. Distribution of literature by employees is prohibited during the working time of the employee distributing the literature or the employee receiving the literature.
5. Distribution of literature by employees is prohibited in working areas and in immediate patient care areas at all times.
6. Administration may terminate any activities disrupting the normal operations of Colquitt Regional Health System.
7. Under no circumstances may employees use Colquitt Regional Health System computers, software programs, bulletin boards, or other equipment to promote or to solicit money for or memberships in any outside organization, including, but not limited to, social, civic, business, political, union, trade, and community groups.
8. Services to patients such as newspaper accessibility and hospital purchasing and supply operations will not be considered solicitations for the purposes of this policy.
9. Employees may accept unsolicited gifts from a patient or patient's family only if the gift is of nominal monetary value and/or fully consumable. Every patient or guest at Colquitt Regional Health System is entitled to quality service and a gift is not expected.
10. Employees are not to accept gifts from non-Colquitt Regional patient care agencies that are providing services to our patients, but not owned by Colquitt Regional Health System. Patient Care agency representatives must check in at the Marketing Department prior to making patient visit. Marketing will issue a badge and authorization to the patient care area.

11. Senior Leadership may grant exceptions to this policy on a case-by-case basis for such things as Colquitt Regional Health System volunteer group activities, Colquitt Regional Health System sponsored fundraising activities, or other activities deemed important to Colquitt Regional Health System's operating purpose.
12. Special requests regarding bona fide charitable solicitations must be directed to and approved by Human Resources.
13. The department director will ensure compliance with this policy and review unusual situations with the appropriate Vice President and/or Human Resource Representative.

Endorsements

It is inappropriate for Colquitt Regional Health System employees to endorse or recommend any individual physician. If patients and/or friends should ask for such a recommendation, they should be referred to the physician listing in the local telephone directory.

Departmental Rules

All departments establish rules and procedures appropriate for their areas and employees are expected to be knowledgeable of and observe departmental rules. Employees are encouraged to discuss any questions in this regard with their supervisor and to suggest improvements.

Political & Social Activities

Employees are encouraged to participate actively in political and social affairs; however, political activities may not be conducted on Hospital premises. Further, employees may not identify themselves as representatives of the Hospital in any type of political activity or involvement, such as a letter to a newspaper or magazine. Social activities of employees (including off duty employees) should not be conducted in working areas.

Conflict of Interest

The Hospital does not allow employees to engage in activities that would produce a conflict of interest. Conflict of interest is defined as compromising your position at Colquitt Regional Health System with outside activities. True conflict of interest is difficult to determine. Therefore, if you are unsure as to whether your activities may be in conflict with your position, contact your department manager. If necessary, your department manager and the CEO will decide if a conflict exists.

**Personal
Visitors, Phone
Calls, & Mail**

Personal telephone calls and visitors during work hours should be extremely limited. The use of personal pagers and cellular phones is prohibited during work hours. Employees should not carry or wear personal communication devices while on-duty and the devices should always be turned off in the work environment. Employees should make personal calls on non-work time and ensure that friends and family members are aware of this policy. Cell phone usage during non-working hours (breaks, lunch) is restricted to hospital public areas on first floor or outside the building.

Employees should discourage individuals from sending them personal mail in care of the facility. Colquitt Regional Health System is not responsible for personal mail or packages delivered to the Hospital.

**Social
Networking**

Employees are prohibited from participating in any and all social networking for personal use while on duty. While off-duty, employees should recognize and be aware that there should not be any mention of patient care activities, patients' names, addresses, procedures, conditions or anything which may result in any part of a patient's confidentiality being divulged on any positing or blogs or any social media.

Colquitt Regional Health System has invested substantial resources building its image as a medical facility and employer. These are valuable and important assets that can be damaged by social networking. Before you engage in any social networking that identifies yourself as an employee of Colquitt Regional Health System, or identifies Colquitt Regional Health System in any manner, please consider whether you could be causing damage to the reputation of this facility, your co-workers, our patients, and this employer.

Employees must not use social media to discriminate against, harass, intimidate, or maliciously defame another employee of this facility. Failure to comply with this policy, may result in disciplinary action up to and including termination.

Lost & Found

Articles found on Hospital premises shall be turned in to the Security office where they will be retained for one (1) week. Articles found in patient rooms must be identified with patient name, address, date found, and patient room number before being sent to Security. Colquitt Regional Health System is not responsible for lost or stolen articles.

Staff Rights

Employees should notify their supervisor immediately of any aspect of patient care or treatment which would cause a cultural, ethical, or religious conflict with the employee. The notification should be written, signed by the employee, dated, and must include the specific aspect of care or treatment the employee is requesting not to participate in and an explanation of the reason for the request. Examples of such procedures include abortion, sterilization, transfusion of blood, aggressive treatment to a DNR patient, and withholding life-sustaining treatment. Requests to deny giving care to any patient with a communicable disease, i.e. HIV, TB, Hepatitis, will be denied since protective measures and clothing are provided to protect the employee from physical harm. A request from an employee not to participate in certain aspects of care or treatment will be evaluated individually by the department manager. If the request can be accommodated without adversely impacting patient care, it will be honored. Patient care will be provided through routine staffing protocols. In situations where it is impossible to accommodate the employee, the employee will be expected to perform the provision of care. Patient care will not be compromised under any circumstances.

**No Harassment or
Discrimination
Policy**

Colquitt Regional Health System does not and will not tolerate harassment or discrimination of our employees, job applicants, or patients. The term "harassment" includes, but is not limited to, slurs, jokes, and other verbal, graphic, or physical conduct relating to an individual's race, color, sex, religion, national origin, citizenship, age, or disability. "Harassment" also includes sexual advances, requests for sexual favors, offensive touching, and other verbal, graphic, or physical conduct of a sexual nature. Violation of this policy by an employee shall subject such employee to disciplinary action, up to and including immediate discharge.

If you feel that you are being harassed or discriminated against in any way by another employee, a patient, guest, or a vendor, you should notify your supervisor or manager immediately. If you feel the matter cannot be discussed with your supervisor, you should arrange to discuss it with the Director of Human Resources. The matter will be thoroughly investigated, and where appropriate, disciplinary action will be taken.

Our supervisors and managers are also covered by this policy and are prohibited from engaging in any form of harassing or discriminating conduct. Further, no supervisor or other member of management has the authority to suggest to any employee or applicant that the individual's employment, continued employment or future advancement will be affected in any way by the individual entering into (or refusing to enter into) any form of personal relationship with the supervisor or member of management. Such conduct is a direct violation of this policy.

**Incident
Reporting**

Incident reporting is a vital part of the Hospital's overall Risk Management Program. An incident is defined as any happening out of the ordinary which results in a potential for injury, or actual injury or damage to the following: patient, visitor, employee, property, or public reputation. This reporting is crucial in gathering facts while information is readily available and facts are easily recallable.

The Incident Report is a form that contains factual description of a particular occurrence. The report is not intended to include accusations or presuppositions of guilt or innocence. The narrative description of the incident should be completely objective, stating only facts, not conclusions.

Your immediate supervisor is often the best person to investigate an incident. Remember that even minor mishaps should be reported because if they recur there could be more serious consequences. Your immediate supervisor can familiarize you with the Incident Reporting System in more detail.

Safety

Safety of patients, visitors, the public, and personnel is of major importance to Colquitt Regional Health System. All safety hazards should be reported to management as soon as the hazards are noticed.

Employees are responsible for understanding fire and disaster procedures, emergency call codes, hazardous materials, etc. All employees will be expected to adhere to any safety practices or procedures, i.e. protective equipment and clothing, as required to perform their job safely. Employees driving or riding in a vehicle (either personal or hospital-owned) while on hospital business, will be required to wear a safety belt in accordance with Georgia Law. Willful violation, failure, or refusal to obey established safety policies and/or practices will result in the employee being subject to disciplinary action up to and including discharge.

Tobacco

The use of tobacco is prohibited on campus, in hospital owned vehicles, adjacent properties, and any hospital operated premises.

Gambling

Gambling of any type on Hospital premises is prohibited.

Maintenance of Premises

All employees are responsible for ensuring that Hospital property is handled with care and maintained in good order. Any misuse, damage, or defects of Hospital property should be reported to the department manager or the proper personnel.

Weapons

Employees may not use, display, or carry firearms or other weapons on facility premises.

Loitering

To prevent interruption of the work schedule of others, you will be expected to leave the Hospital premises immediately after relief from duty. The practice of having family members or friends "waiting" for you in the department where you work or in areas other than public waiting areas is against Hospital policy.

Parking

Employees may park only in areas provided by Colquitt Regional Health System as designated employee parking.

Rest Periods

Up to two (2) rest periods will be given during each full-time shift if workload permits. Rest periods will be scheduled only at the discretion of the department head at a time which will not interfere with efficient operation of the Hospital. A rest period should never exceed fifteen (15) minutes duration. Employees taking their rest period should do so in designated areas and are not permitted to leave the campus during this time.

Meals

All employees are invited to eat during their meal period at the Hospital cafeteria or grill. The meal period is the employee's time and is not compensable. Meals are to be eaten in non-work areas provided for that purpose.

Hospital Rules

All employees are expected to exercise good judgment and not to engage in any behavior that could be detrimental to or inconsistent with the operation of the Hospital and the provision of quality care to our patients. It is impossible to describe all types of conduct and behavior which could result in disciplinary action or termination, or to define the type of discipline that could be imposed in a given situation. Colquitt Regional Health System retains the discretion to deal with each situation as it deems appropriate.

Employment with Colquitt Regional Health System is by mutual consent and is terminable at will. Either the Hospital or the employee may terminate the relationship with or without notice or cause. The following examples of inappropriate behavior are illustrative only and are not exhaustive. Employees may be disciplined or discharged for conduct not included in the following list.

1. Falsifying any Hospital record or giving false information for Hospital records.
2. Fighting or attempting bodily injury to any person on Hospital property or engaging in any conduct violating common decency or morality.
3. Stealing
4. Insubordination including, but not limited to, a refusal to obey instructions or use of abusive, profane, or threatening language toward any supervisory personnel.
5. Coercing or harassing employees, patients, or visitors or using insulting language towards them.
6. Sleeping on the job or neglect of your work.
7. Withholding or giving false information in applying for employment or for a leave of absence.
8. Leaving the Hospital premises during work hours without permission.
9. Refusal to work overtime or special hours when required to do so.
10. Failure to exercise reasonable care, consideration, or courtesy in dealing with patients or visitors.
11. Failure to wear designated uniforms or failure to comply with Hospital regulations concerning personal hygiene and grooming.

COMPLIANCE PROGRAM

12. Creating or contributing to unsanitary conditions or to conditions creating bad housekeeping.
13. Deliberately restricting or attempting to restrict Hospital operations.
14. Substandard quality or quantity of work.
15. Horseplay or disorderly conduct.
16. Engaging in conduct which would tend to reflect adversely on the Hospital and/or any member of the Hospital staff at any time or any place.
17. Failure to immediately report any injuries sustained on Hospital property or in connection with your work.
18. Excessive court ordered assignment of wages or garnishments.
19. Failure to exercise confidentiality or Hospital ethics.

Colquitt Regional Health System's Policy No. 400.30 (the "Compliance Policy") provides the policies and procedures for the Compliance Program. The Compliance Policy represents the Hospital Authority of Colquitt County's continued commitment to quality and performance and applies to all employees, physicians, agents and contractors of Colquitt Regional Health System and its affiliated providers.

In summary, the Compliance Policy provides as follows:

The Compliance Policy establishes the expectations of all hospital officials, staff, physicians, contractors and other agents to conduct their respective obligations in a manner that complies with all federal, state and local laws and regulations.

The Hospital and its Affiliates will ensure that written policies and procedures are developed and maintained in the appropriate departments that specifically address limiting exposure in each of the risk areas related to the Hospital and its Affiliates' areas of operation as identified through periodic risk analyses, in the annual OIG Work Plan, and otherwise.

The Compliance Policy states that promotion and adherence to the compliance program will be a factor in evaluating the performance of managers and supervisors. Further, the Compliance Policy sets out required tasks of managers and supervisors to ensure compliance with federal, state and local laws. The Compliance Policy creates the position of Compliance Officer and establishes the chain of command and responsibilities of such officer. The Compliance Committee and its functions are also created.

The Compliance Policy requires that all affected employees, physicians, independent contractors and agents complete training on a periodic basis. This training shall relate to the compliance program, fraud and abuse laws, coding requirements, claim development and submission processes and a review of marketing process.

The Compliance Policy creates methods of confidential reporting to the Compliance Officer. Methods of reporting include Direct Line, internet e-mail, written correspondence or telephone and a toll free hotline (1-866-370-5993).

The Compliance Policy provides that failure to comply with the compliance program, as established therein, may result in disciplinary action.

The Compliance Policy calls for regular, periodic compliance audits to be conducted by internal or external sources and an annual review to be completed by independent individuals. The reviews will complete written evaluation reports.

Upon indication of suspected non-compliance, the compliance officer or other management officials will initiate prompt steps to investigate the conduct in question. Should the investigation determine that a violation has occurred, prompt steps will be

**WASTE, FRAUD
AND ABUSE &
ABILITY TO
REPORT
WRONGDOING**

taken to correct the problem. If credible evidence of misconduct that may violate criminal, civil, or administrative law is discovered and verified, the hospital will, upon review with its legal council, promptly report the existence of the misconduct to the appropriate governmental authority no more than 60 days after the verification.

Colquitt Regional Health System shall be operated in a manner that prevents waste and fraud and abuse. Therefore, all employees, management, contractors and agents of Colquitt Regional Health System shall abide by (1) the Federal False Claims Act; (2) the Program Fraud Civil Remedies Act; and (3) all federal, state and local fraud, waste and abuse laws.

**FEDERAL FALSE
CLAIMS ACT**

The False Claims Act ("FCA") is a federal law that prohibits a person from knowingly submitting claims or making a false record or statement in order to secure payment of a false or fraudulent claim from the federal government. The requirement that a person "knowingly" make a false claim is met when such person (1) has actual knowledge of falsity of a claim; (2) acts in deliberate ignorance of the truth or falsity of a claim; or (3) acts in deliberate disregard to the truth or falsity of a claim.

False claims can result from overcharging for a product or service, delivering less than the promised amount or type of goods or services, underpaying money owed to the government and charging for one thing while providing another.

Health care providers and suppliers found to have violated the FCA can be subject to civil monetary penalties ranging from \$5,500 to \$11,000 for each false claim submitted. Additionally, violators may be required to pay three times the actual damages sustained by the government. Finally, the violator may be excluded from participation in federal health care programs.

**Qui Tam
"Whistleblower"
Provisions**

Any person with actual knowledge of allegedly false claims on the government may file a lawsuit on behalf of the government. Such person, called a "relator", initiates the action by causing a copy of the complaint and all available relevant evidence to be served on the federal government. The lawsuit is kept confidential while the government review and investigates the allegations. After a 60-day period, or longer if extended, the government may pursue the matter in its own name or decline to proceed. If the government declines to proceed, the relator may continue the action in federal court. If the government proceeds with the case, the lawsuit will be directed by the U.S. Department of Justice.

If the lawsuit is successful, the relator may receive an award ranging from 15 to 30 percent of the amount recovered. The relator may also be entitled to reasonable expenses, including attorney's fees and costs for bringing the lawsuit. Any case must be brought within 6 years after the alleged false claim is filed.

Non-Retaliation

Anyone initiating a Qui Tam case may not be discriminated or retaliated against in any manner by their employer by virtue of bringing the claim. The employee may also receive additional relief, including employment reinstatement, back pay, and any other compensation arising from retaliatory conduct against the whistleblower for filing an action under the False Claims Act.

**PROGRAM
FRAUD CIVIL
REMEDIES ACT**

The Program Fraud Civil Remedies Act ("PFCRA") creates administrative remedies for making false claims separate from and in addition to, the judicial or court remedy for false claims provided by the FCA. The PFCRA deals with submission of improper "claims" or "written statements" to a federal agency.

Specifically, a person violates the PFCRA if they know or have reason to know they are submitting a claim that is:

False, fictitious or fraudulent; or

Includes or is supported by written statements that are false, fictitious or fraudulent; or

Includes or is supported by a written statement that omits a material fact; the statement is false, fictitious or fraudulent as a result of the omission; and the person submitting the statement has a duty to include the omitted facts; or

For payment for property or services not provided as claimed.

A violation of the PFCRA carries a \$5,000 civil penalty for each such wrongfully filed claim. IN addition, an assessment of two times the amount of the claim may be made, unless the claim has not actually been paid.

A person also violates the PFCRA if such person submits a written statement which they know or should know:

Asserts a material fact which is false, fictitious or fraudulent; or

Omits a material fact and is false, fictitious or fraudulent as a result of the omission. In this situation, there must be a duty to include the fact and the statement submitted contains a certification of the accuracy or truthfulness of the statement.

A violation of the prohibition for submitting an improper statement carries a civil penalty of up to \$5,000.

**GEORGIA ANIT-
FRAUD LAW
O.C.G.A. § 49-4-
146.1. Unlawful
to obtain benefits
and payments
under certain
circumstances;
penalties;
procedures.**

Georgia law provides that it is illegal for a person or a provider to obtain, attempt to obtain, or retain any medical assistance or other benefits or payments to which such person or provider is not entitled, or in an amount greater than to which the person or provider is entitled from Georgia public assistance, or under a managed care program operated, funded, or reimbursed by the Georgia Medicaid program through:

knowingly and willfully making a false statement or false representation;
deliberate concealment of any material fact; or
any fraudulent scheme or device.

The law further prohibits any person or provider from knowingly and willfully accepting medical assistance payments to which he or she is not entitled or in an amount in excess of what he or she is entitled, or to knowingly and willfully falsify any report or document.

The law is a criminal statute and thus the state has the burden of proving beyond a reasonable doubt that a defendant intentionally committed the alleged act. A violation of this Georgia law is a felony punishable by a fine of up to \$10,000 and/or imprisonment for not less than one year or more than ten years.

In addition, a person who committed abuse could further be held liable for civil monetary penalties of two times the amount of any excess benefit or payment. "Abuse" is defined as a provider knowingly obtaining or attempting to obtain medical assistance or other benefits or public assistance to which the provider is not entitled, and such benefit results in unnecessary costs to the benefit program. Isolated instances of unintentional errors in billing, coding and cost reports shall not constitute abuse. Further, pursuant to the above definition, miscoding shall not constitute abuse if there is a good faith basis that the codes used were appropriate under the department's policies and procedures manual and there was no deceptive intent on the part of the provider.

**Georgia Patient
Self Referral Act**

Additionally, any person violating the law shall be liable for a civil penalty equal to the greater of (1) three times the amount of any such excess benefit or payment or (2) \$1,000.00 for each excessive claim. Interest on the penalty shall be paid at the rate of 12 percent per annum.

Georgia has a Patient Self-referral Act which, while similar to the federal stark law in some ways, it is significantly different in terms of when it applies and to whom it applies. It can be found at O.C.G.A. § 43-1B-1. It is not included in this policy since it generally addresses physician financial arrangements and investment interest issues.

**Georgia
Administrative
Regulation § 111-
8-40-.12. Human
Resources
Management**

Georgia hospital licensing regulations require hospitals to train their employees on the hospital's policies and procedures. Specifically, Georgia Administrative Code Section 290-9-7-.12 pertains to Personnel training programs and provides that:

(d) Personal Training Programs. The hospital shall have and implement a planned program of training for personnel to include at least:

1. Hospital policies and procedures;
2. Fire safety, hazardous materials handling and disposal, and disaster preparedness;
3. Policies and procedures for maintaining patients' medical records;
4. The infection control program and procedures; and
5. The updating of job-specific skills or knowledge.

**Georgia
Administrative
Regulation § 111-
8-40-.42.
Enforcement of
Rules and
Regulations**

Georgia hospital licensing regulations also contain enforcement provisions. Georgia Administrative Regulation Section 290-9-7-.41 provides "A hospital that fails to comply with these rules and regulations shall be subject to sanctions and/or permit revocation as provided by law. The enforcement and administration of these rules and regulations shall be as prescribed in the Rules and Regulations for Enforcement of Licensing Requirements, Chapter 290-1-6, pursuant to O.C.G.A. § 31-2-6."

**PREVENTING
AND DETECTING
FRAUD, WASTE,
AND ABUSE IN
FEDERAL AND
STATE HEALTH
CARE
PROGRAMS**

The laws described in this policy create a comprehensive process for controlling waste, fraud and abuse in federal and state health care programs by giving appropriate governmental agencies the authority to seek out, investigate and prosecute violations. Enforcement activities are pursued in three available forums: criminal, civil and administrative. This provides a broad spectrum of remedies to address fraud and abuse problems.

Moreover, whistleblower protections, such as those included in the federal False Claims Act, provide protections for individuals reporting fraud and abuse in good faith.

**CODE OF
CONDUCT AND
ETHICAL
BEHAVIOR**

CODE OF CONDUCT AND ETHICAL BEHAVIOR

Colquitt Regional Health System is committed to conducting business in an ethical and honest manner and within the bounds of the law. This Code of Conduct is intended to provide Trustees, employees, physicians, volunteers, affiliates, vendors, and other agents of Colquitt Regional Health System with guidelines for conducting business in a manner which fulfills that commitment. This Code of Conduct supports the mission, vision, values and compliance program of Colquitt Regional Health System and applies to all who provide services under the auspices of the health system or its affiliates. (See Compliance Program Policies, 400.31)

The standards contained in this Code of Conduct are important, and therefore any violation will be handled in accordance with the Progressive Disciplinary Policy, as outlined in Personnel Policies or other applicable policies and procedures of Colquitt Regional Health System and its Medical Staff. In addition, referral of certain matters will be made to government and regulatory agencies as appropriate and as defined in the Compliance Program Policy. The overall responsibility for operation and oversight of the Compliance Program belongs to the Colquitt County Hospital Authority Board of Trustees; however, the day-to-day operation and oversight rests with the Compliance Officer. The Compliance Officer is assisted by an internal Compliance Committee approved by the Authority and reports quarterly to the Audit Committee of the Authority Board.

Questions and How to Report Violations of the Standards

It is important to Colquitt Regional Health System that employees have an effective way to get an answer to any question they may have about how to conduct their job. It is also important for employees and other agents to report any instance of a known or suspected violation of this Code of Conduct.

In the event that an employee has a question or concern or believes that someone is conducting their business in an illegal, unethical, or otherwise questionable manner, or violating Colquitt Regional Health System's policies, it is preferred that the employee first contact his or her supervisor to discuss the matter. There are times, however, when either the response the employee receives may be inadequate or the employee may feel uncomfortable in discussing the matter with his or her supervisor. In those cases, the employee should contact the Corporate Compliance Officer, Jessica Jordan, or call the toll-free telephone hotline at [866-370-5993](tel:866-370-5993). All calls to the hotline are confidential, and the caller may remain anonymous. Follow up on all calls is available by a return call to the hotline. Failure to report noncompliance may possibly result in disciplinary action and may subject the health system or its employees to Civil or Criminal sanctions. Reporting of violations may be anonymous and without fear of retaliation.

Colquitt Regional Health System's Commitment to Compliance
Colquitt Regional Health System strives to . . .

Comply with the Law. Colquitt Regional Health System is subject to numerous local, state and federal laws pertaining to all aspects of its operation. All employees are

required to understand and abide by those laws which are applicable to them in the performance of their jobs.

Provide Excellent Patient Care. Colquitt Regional Health System employees shall strive to provide quality care in a manner designed to preserve their dignity and well-being. Each patient should be respected, with their needs and desires considered as health care decisions are made. Steps shall be taken so that each patient understands his or her treatment needs and options, treatment methods utilized, and treatment outcomes. Colquitt Regional Health System and its Affiliates will provide services in a manner that provides care that is sensitive to cultural, racial, religious and other differences and do not discriminate on the basis of race, religion, age, ethnicity, culture, language, socio-economic status, sex, sexual orientation, gender identity or expression, national origin, physical or mental disability, or source of payment. At all times, competent and qualified individuals will provide appropriate care, while considering the safety and well-being of the patients.

Protect Confidential Information. Colquitt Regional Health System is committed to maintaining the confidentiality of patient, personnel, and other proprietary information in accordance with applicable legal and ethical standards. Consistent with HIPAA (Health Insurance Portability and Accountability Act), we do not use, disclose, or discuss patient specific information with others unless it is necessary to serve the patient or otherwise required by law.

Adhere to Anti Referral and Health Care Fraud and Abuse Legislation. All representatives of Colquitt Regional Health System are required to comply with laws which prohibit health care fraud and abuse. Activities that are prohibited include, but are not limited to:
Intentionally or knowingly making false or fraudulent claims for payment or approval
Offering or receiving remuneration (such as a kickback, bribe, or rebate) as an inducement to make a referral for the furnishing (or arranging for the furnishing) of any item or service
Submitting false information for the purpose of gaining or retaining the right to participate in a plan or obtain reimbursement for services
Referrals by a physician of Medicare or Medicaid patients to any entity for "designated health services" when the physician or an immediate family member has a financial relationship with the entity (unless the arrangement complies with applicable legal exceptions).

Not Accept Inappropriate Gifts or Gratuities. The following standards apply to the giving or receiving of gifts and gratuities.

Receiving Gifts from Patients and Vendors: Employees are prohibited from soliciting tips, personal gratuities or gifts from patients and vendors. All gifts and other incentives from vendors who are in current negotiations for contracts or services should be declined. Nominal or fully consumable gifts from current vendors may be accepted that would not improperly influence business decisions.

Giving Gifts to Patients and Vendors: Employees shall not offer or give money, services or other things of value with the expectation of influencing the judgment or decision-making process of any purchaser, vendor, patient, governmental official or any other person.

Anyone who is in doubt about whether a situation involving the giving or receiving of something of value is acceptable, should ask his or her supervisor, or the Compliance Officer.

Avoid Conflicts of Interest. Employees and other associates are prohibited from engaging in any activity, practice, or act which conflicts with, or appears to conflict with, the interests of Colquitt Regional Health System, its patients or its vendors. Therefore, Employees, Medical Staff members, Board members, and other individuals must disclose any potential conflict of interest they or their immediate family have in

any firm which does business with Colquitt Regional Health System. (See Conflict of Interest Policy 400.38)

Keep Accurate and Complete Records. No employee should knowingly or with reckless disregard for the truth make any false or misleading statements at any time. All patient records must meet the documentation standards required for quality care and to meet reimbursement regulations. Any individual who contributes to the medical record must provide accurate documentation and never alter or destroy anything that is part of the official medical record. Employee travel and entertainment related expenses must be accurately documented and supported when seeking reimbursement from the hospital. Medical records and other business documents will be retained in accordance with state and Federal law.

Promote Honest and Open Business Practices. Colquitt Regional Health System promotes competitive procurement and does not employ or contract with individuals or entities that are excluded or ineligible to participate in federal healthcare programs, suspended or debarred from federal government contracts, or has been convicted of a criminal offense related to the provision of healthcare items or services and has not yet been reinstated in a federal healthcare program, provided we are aware of such criminal offense.

Not Tolerate Harassment or Discrimination. Colquitt Regional Health System and its affiliates promotes a work environment that is free from harassment, coercion of any kind, and discrimination on the basis of race, religion, age, ethnicity, culture, language, socio-economic status, sex, sexual orientation, gender identity or expression, national origin, and physical or mental disability.

Provide Compliance Education and Training. Orientation and yearly staff updates on the Colquitt Regional Health System's Compliance Program and this Code of Conduct are required for all employees and for others as required in the health system's policies and procedures. The Code of Conduct, Compliance Program Policy, and the False Claims Act Policy are available on the Colquitt Regional Health System's website.

X.

**Progressive
Discipline**

Disciplinary Action

Occasionally disciplinary action is necessary to correct a problem. Except in cases where the seriousness of a violation requires immediate dismissal, a system of progressive discipline will likely be utilized, unless the individual circumstances or employee's record warrants otherwise.

Progressive discipline consists of one or more of the following measures.

Warning - A verbal or written warning will be issued when a violation by an employee does not at that time warrant suspension or discharge. Such warnings are considered serious matters, however, and every written warning becomes an official part of an employee's personnel record.

Probation - An employee may be placed on probationary status for repetitive violations or a single serious offense. Occurrence of the offense(s) during the probationary status may result in suspension without pay or discharge.

Suspension - More serious conduct or repetition of a previous offense for which a warning has been issued may result in disciplinary suspension without pay.

Discharge - An employee may be discharged without prior warning for serious violations of Hospital rules and regulations. Further, if an employee receives repetitive warnings, he/she may be discharged.

XI.

Separation of Employment

Termination

There are four main types of termination procedures.

Resignation - An employee who terminates service with the Hospital is requested to give at least a two (2) work week written notice to their immediate supervisor. Professional and management staff are requested to give at least a four (4) work week written notice unless otherwise approved by a department manager. An employee who resigns with the requested notice is considered to have resigned in good standing and may be favorably considered for re-employment.

An employee who is transferring to another department within the organization must provide a 4-week notice.

Quitting - Quitting is when an employee leaves without notice or with less than the requested notice. Also, if an employee does not call his/her supervisor or report to work for three consecutive work days, he/she will be considered to have quit. This practice causes the employee to have resigned not in good standing and negatively affects the opportunity for re-employment.

Layoff - This term refers to a termination of employment by the Hospital due to a lack of work or reorganization.

Discharge - An involuntary termination initiated by the Hospital.

Exit Interview

Each employee who resigns will be scheduled for an exit interview in the Human Resources Department. The purposes of the exit interview are to:
gather information which could be helpful in improving working conditions and the quality of services offered at Colquitt Regional Health System;
inform the employee of his/her termination benefits; and
to answer any questions the employee may have.

Your input is valuable and your honesty in the interview is appreciated.

Final Paycheck

An employee's final payroll check will be processed on the regular scheduled pay day and given or mailed to the employee at that time.

The final paycheck represents payment for all hours worked in the last pay period as well as any unused PTO hours if a proper resignation was given. Unused PTO hours will not be paid to employees discharged (other than for lack of work) by the Hospital.

All deductions due to Colquitt Regional Health System at the time of separation of employment will be deducted from the employee's final paycheck.