

**Central
Washington
Hospital**

Employee Reference Guide

The information contained in this reference guide is intended as an aid to help you better understand some of the standards and expectations involving your employment with Central Washington Hospital (sometimes hereafter called the “Hospital”). Neither this guide nor anything in it is intended to constitute or create an express or implied contract of employment between any employee and the Hospital, nor to constitute or create a promise of specific treatment in specific circumstances, or to be construed as a promise of continuing or permanent employment.

Central Washington Hospital may modify these guidelines at any time and in such manner as it, in its sole discretion, deems appropriate.

Unless an express, written, fully executed contract provides otherwise, all employees at the Hospital are employed “at will”. This means either they or the Hospital may end the employment relationship at any time, with or without cause.

This guide applies only to non-management employees.

Accessing Hospital Information

Refer to the following resources for more information:

iCentral – Central Washington Hospital’s internal website specifically for employees. You will find policies and procedures as well as employee services and general hospital information.

www.cwhs.com – Central Washington Hospital’s external website. This site is accessible both inside and outside the hospital on the World Wide Web.

PHONE DIRECTORY

Central Washington Health Plan.....	6200
Central Washington Hospital Foundation	6030
Chaplain Services.....	6044
Education Services.....	2448
Emergency.....	2911
Emergency Department	2209
Employee Assistance Program.....	1-800-999-1077
Employee Assistance 24-Hour Crisis Line	1-800-833-3031
Employee Health Services	6036
Engineering.....	6057
Event / Compliance (“OOPS”) Hotline	6677
Heminger Health Library	2446
Human Resources.....	2722
Infection Control	2424
Interpretive Services	2756
Lost and Found.....	2440
Payroll.....	2301
Quality Care Management.....	2414
Security	2661
Sick Reporting Line.....	661-3525
Staffing (Nursing Services).....	665-6037
Switchboard Operator / PBX	0
Volunteer Services	2663

TABLE OF CONTENTS

PHONE DIRECTORY	2
PRESIDENT'S WELCOME	6
MISSION STATEMENT	7
VISION	7
VALUES	7
Living Our Mission	7
Collaboration	7
Evaluation/Self and System	7
Human Dignity	8
Sharing/Listening/Trust.....	8
Knowledge/Discovery/Insight	8
Interdependence/Teamwork.....	8
Self-Competence/Confidence.....	8
REGIONAL REFERRAL CENTER	8
MEDICAL STAFF	9
FACILITIES AND SERVICES	10
CHAPLAIN SERVICES	10
EMPLOYMENT POLICIES	11
Equal Employment Opportunity	12
Employment-At-Will	13
Federal False Claims Act.....	13
Washington Health Care False Claim Act.....	13
Reporting Fraudulent Claims.....	14
Introductory and Initial Performance Review Period	14
Employment of Relatives	15
SALARY AND WAGE ADMINISTRATION	15
Payroll	15
Direct Deposit	15
Time Recording Procedures	16
Holiday Pay.....	17
Overtime Pay	17
Weekend Differential Pay	17
EMPLOYEE BENEFITS	18
Paid Leave	18
Paid Leave Benefits	18
Paid Leave Termination Benefit	18
Paid Leave: Cash-Out Incentive	19
Paid Leave: Maximum Balance	19
Extended Illness Policy	19

Leave of Absence	20
Family Leave	20
Employee Assistance Program	21
Shared Leave Program	21
Rest Period	21
Parking	21
Financial Assistance Fund	21
Court Attendance	22
Non-Smoking Policy	22
Fitness for Duty / Substance Abuse	22
Availability of Rehabilitation or Treatment.	23
When Job Performance is Affected.	23
EMPLOYEE HEALTH SERVICES.....	23
Illness or Injury on the Job	24
Infection Control.....	24
EMERGENCY PREPAREDNESS	25
Safety and Health	25
Disaster Response.....	25
Hazardous Materials.....	25
Emergency Codes.....	26
Fire Safety.....	26
R.A.C.E. for Fire Response.....	26
P.A.S.S. for Fire Extinguishers.....	26
Workplace Violence	26
EMPLOYEE CONDUCT	27
Statement of Confidentiality.....	27
Professional Attire and Personal Appearance	27
Code of Conduct and Compliance Program.....	29
EDUCATION SERVICES.....	29
Heminger Health Library	30
Tuition Reimbursement Program	30
Student Services.....	30
CENTRAL WASHINGTON HOSPITAL FOUNDATION . 30	
Expressions Gift Shop	30
Giving back to the Hospital	31
Scholarship/Grant Program	32
Donor Wall	32
Special Events	32
FOOD AND NUTRITION SERVICES	32
Philosophy	32
Patient Services	33
Clinical Dietitians.....	33
Patient Meal Service	33

Community Nutrition Services.....	33
Non-Patient Services.....	33
Hospital Cafeteria.....	33
Mobile Meals.....	33
Catering.....	33
OTHER HOSPITAL POLICIES	34
Event Reporting.....	34
Gifts, Gratuities, Tips	34
ID Badges	34
Visiting and Visitors	34
Telephone Use	34
Name, Address, Dependent Changes.....	35
Selling or Soliciting Funds	35
Lost and Found.....	35
PERSONNEL ADMINISTRATION	35
Promotions, Transfers.....	35
Suggestion System	36
<i>Catch Me</i> Program.....	36
Fair Treatment	36
Progressive Constructive Disciplinary and Corrective Action	37
Termination of Employment.....	37
Actions Subject to Disciplinary Action	37
Resignation.....	40
Investigative Suspension.....	40
Absence and Tardiness	40
Anti-Harassment Policy	41
Unlawful Harassment/Intimidation Defined.....	41
Sexual Harassment Defined	41
Complaint Procedure	42
Other Harassment or Intimidation.....	43
HOSPITAL PROPERTY/PRIVACY ISSUES	43
Hospital Computers.....	43
Electronic Mail.....	44
SOLICITATIONS.....	47

PRESIDENT'S WELCOME

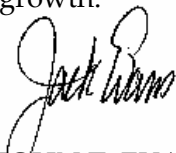
Welcome to the Healthcare Team at Central Washington Hospital. We are proud to serve the medical needs of our community, and your choice to serve with us indicates your desire to provide quality healthcare.

This reference guide contains some information regarding Central Washington Hospital's policies and standards. The reference guide will also acquaint you with some of the benefits you can expect as a member of our healthcare team. Our goal is to provide you with a supportive, professional environment that will foster a satisfactory work experience and help you to enjoy your work.

Central Washington Hospital is founded upon the principle of genuine caring for the individual and is dedicated to the healing of the whole person: physically, emotionally and spiritually. Our first priority is to the health and welfare of the patient. Our second commitment is to the future health and welfare of our extended community. Each person who works or volunteers at Central Washington Hospital has a direct impact on our ability to provide the best quality healthcare, and each employee makes an important contribution to our overall patient care program.

Your responsibility is to approach your work, fellow employees, and patients with respect, care, and concern. Your contribution is vital. With your help, Central Washington Hospital can continue to deliver healthcare excellence to our community.

Again, welcome to our team. We hope your involvement with Central Washington Hospital will be one of personal reward and growth.

A handwritten signature in black ink, appearing to read "John T. Evans, Jr.", written in a cursive style.

JOHN T. EVANS, JR., FACHE
President & Chief Executive Officer

MISSION STATEMENT

In its tradition of service, Central Washington Hospital responds to community needs by providing quality health care through caring, competence, and accountability.

VISION

Central Washington Hospital envisions a healthier community, fostered by a collaborative network of professionals whose dedication to excellence; competence and caring contribute to their mission of service as educators and healers. Our vision encompasses a climate of trust in partnerships with other providers and community organizations and with employees, as well as a customer focus grounded in the value of human dignity.

VALUES

Living Our Mission

The development of the skills to live our mission and meet our customer's needs.

Collaboration

In a collaborative atmosphere, everyone cooperates interdependently with each other to ensure attainment of our values and goals.

Evaluation/Self and System

This value implies a strong motivation to objective appraisal of one's self and systems within the organization. Evaluation is seen as essential for both personal and organizational success and growth.

Human Dignity

Consciousness of the basic right of every human being to have his/her needs met, with the respect that will allow him/her the opportunity to develop to his/her potential.

Sharing/Listening/Trust

The capacity to actively and accurately hear another's thoughts and feelings and to express one's own thoughts and feelings in a climate of mutual respect, reflecting confidence in each other's integrity.

Knowledge/Discovery/Insight

The pursuit of knowledge in a continuous learning environment, which encourages the desire to contribute to the "learning organization."

Interdependence/Teamwork

Seeing and acting on the awareness that personal, interdepartmental and inter-institutional cooperation are always preferable to individual decision-making.

Self-Competence/Confidence

Realistic and objective confidence that one has the skills to achieve and to feel that those skills are a positive contribution.

REGIONAL REFERRAL CENTER

Central Washington Hospital is a private nonprofit organization. It is managed by Central Washington Health Services Association through a Board of Directors and management staff. The hospital employs over 1300 people and is the second-largest employer in North Central Washington. In addition, 250 active volunteers offer their services to complement the outstanding care that hospital employees provide to patients and their families.

As Wenatchee has become the hub of medical and hospital services for the region, Central Washington Hospital now serves as the regional referral center for North Central Washington. The hospital's staff and volunteers are committed to providing quality medical care and continuing healthcare education to all of the communities Central Washington Hospital serves. It also maintains the Christian traditions born years ago at Deaconess and St. Anthony's.

Central Washington Hospital is accredited by JCAHO (Joint Commission on Accreditation of Healthcare Organizations). Through JCAHO's accreditation process, the hospital must undergo an extensive performance evaluation. Upon successful completion, the hospital is recognized for its outstanding professional delivery of comprehensive quality care.

Central Washington Hospital is associated with many schools, colleges, and universities providing internships, residencies, field experiences, and continuing education. The hospital provides clinical experience for students at regional and state colleges and universities in the areas of Nursing, X-Ray Technology, Laboratory Technology, Pharmacy, and Social Services.

Central Washington Hospital is proud of its long-standing traditions of excellence in quality care and medical expertise. These traditions have sustained through years of community growth, building expansions, and major advances in medical technology.

MEDICAL STAFF

The medical staff of Central Washington Hospital comprises greater than 300 highly trained and qualified physicians, dentists, and allied health professionals. The medical staff carries out the duties assigned by the Board of Directors.

The Medical Staff Executive Committee consists of the Chief of Staff, Chief of Staff-Elect, Vice-Chief of Staff, and Chairmen of the Departments of Medicine, Surgery, Pediatrics, Family Practice,

Critical Care, Obstetrics/Gynecology, Anesthesiology, Radiology, Pathology, and Emergency Medicine.

Standing committees important to the maintenance of excellence in patient care include Credentials, Pharmacy and Therapeutics, Safety, Infection Control, Clinical Cancer Conference, Medical Staff Quality Improvement Committee, Utilization Review, Radiation Safety, Ethics, and Continuing Medical Education.

All Medical Staff applications are thoroughly reviewed and approved prior to being granted patient care privileges and hospital staff status. All practitioners must reapply for staff status and privileges every two years. Our Medical Staff is dedicated to providing high-quality care to all patients served by Central Washington Hospital.

FACILITIES AND SERVICES

The Medical Staff represents all specialties and most sub-specialties including general medical and surgical, pediatrics, orthopedics, oncology, gastroenterology, psychiatry, nephrology, cardiology, pathology, rheumatology, gynecology, obstetrics, plastic and oral surgery.

Special-care units in the hospital include Coronary Care, Intensive Care, and a specially equipped Newborn Nursery. Other specialized services include: Physical, Occupational, and Speech therapies, Respiratory Care, Home Care Services, Pastoral Care, Laboratory, Pharmacy, Diagnostic Imaging, and Therapeutic Dietary departments.

A Dialysis Center is located off the hospital's main campus.

CHAPLAIN SERVICES

Chaplain Services plays an integral role in total health care, which Central Washington Hospital provides. The hospital Chaplain is a member of the healthcare delivery team and employed by the hospital.

Chaplain Services has three components:

1. Hospital visitation service focuses on the patient and family. The primary interest of the Chaplain is to provide spiritual care to the patient and family, which includes enabling the patient and/or family to get in touch with their faith sources, then putting them in touch with persons or materials to meet those spiritual needs.
2. Supportive ministry to hospital staff. The Chaplain is available for personal conversation at any time.
3. Outpatient counseling service addresses issues such as marriage and family counseling, depression, anxiety, grief, and values/beliefs clarification.

The Chaplain is also available to conduct seminars and workshops to aid in the professional development of hospital staff.

Contact a Chaplain by dialing extension 2634.

EMPLOYMENT POLICIES

The policies, standards, and procedures contained in this reference guide apply only to non-management employees and are general policies that provide guidance and direction to Central Washington Hospital staff. Please feel free to consult with your immediate Director if you have any questions regarding your employment and hospital policies. The Human Resources Department is also available for further clarification.

This reference guide is a summary of general statements of hospital policies, and is intended as an aid to help you understand some of the standards and expectations involving your employment with Hospital. More specific and detailed information is contained within administrative and human resource management policies.

Neither this guide nor anything in it is intended to constitute or create an express or implied contract of employment between any employee and the Hospital, to constitute or create a promise of

specific treatment in specific circumstances, nor to be construed as constituting or creating a promise of continuing or permanent employment. No supervisor or manager is authorized to make any promise or contract to the contrary and no employee is entitled to rely on any promise or contract to the contrary.

Central Washington Hospital may modify these guidelines at any time and in such manner as it, in its sole discretion, deems appropriate.

Equal Employment Opportunity

Central Washington Hospital is an Equal Opportunity Employer and endeavors to:

1. Employ persons best qualified by skill, competencies, experience, and education to perform the prescribed work.
2. Provide orientation and training to help employees fulfill the requirements of their position.
3. Assure that each employee is treated fairly and equally in employment, wages, hours, and working conditions regardless of race, color, creed, sex, religion, national origin, age, marital status, sexual orientation, or presence of any sensory, mental, or physical disability, and to provide a working environment free from unlawful harassment.
4. Hire qualified employees with bilingual, bicultural skills and experiences that will enable us to effectively communicate with our patients.

Central Washington Hospital does not unlawfully discriminate against any person on the basis of race, color, religion, creed, gender, national origin, age, disability, marital status, veteran's status, sexual orientation, or any other legally protected status or class. This includes admission to, participation, or receipt of the services and benefits of any of its programs and activities or in employment. Central Washington Hospital complies with all

federal, state and local laws that prohibit discrimination in the workplace.

Employment-At-Will

Washington is an employment-at-will state. Unless a properly authorized, fully executed, written agreement provides otherwise, the Hospital is an “At-Will” employer. “At-Will” employment means that employees have the right to terminate their employment with the Hospital at any time, for any reason or no reason, and, similarly, the Hospital has the right to terminate the employee’s employment at any time, for any reason or no reason. No supervisor or manager is authorized to change the nature of such employment.

Federal False Claims Act

It is the policy of Central Washington Hospital to take all necessary steps to restrict fraudulent health care claims as well as to prevent and detect fraud, waste, and abuse in health care programs.

It is impermissible for any employee, agent or contractor to submit, or participate in the submission of, false or fraudulent payment claims to the Federal Government.

Washington Health Care False Claim Act

Washington law has identified four types of actions by individuals that are prohibited as false health care claims. Those actions are as follows:

1. Making or presenting a health care payer claim for a health care payment knowing the claim to be false.
2. Knowingly presenting to a health care payer a claim that falsely represents that the goods or services were medically necessary in accordance with professionally accepted standards.

3. Knowingly making a false statement of a material fact to a health care payer for use in determining rights to a health care payment.
4. Concealing the occurrence of any event affecting an individual's right under a contract, certificate, or policy of insurance to have a payment made by a health care payer for a specific service.

Engaging in the above prohibited acts is a class C felony, punishable under chapter 9A.20 of the Revised Code of Washington. Information regarding a violation of the Health Care False Claim Act may be reported to the Office of the Insurance Commissioner, Fraud Bureau, Claimant Division.

Reporting Fraudulent Claims

If any employee, contractor or agent of the Hospital is witness to a potential violation of either the Federal False Claims Act or the Washington Health Care False Claim Act, or if an employee, contractor or agent of the Hospital has information about such a violation, that employee, contractor or agent is required to report the potential violation to the Director of Quality Care Management. If the employee, contractor or agent, for any reason does not believe it is in the best interest of the Hospital to report the suspected violation to the Director of Quality Care Management, then he/she may report the violation to the Hospital's CFO, COO, or CEO. If the employee does not believe it is in the best interests of the Hospital to report to one of them, then he/she may report the suspected violation to the United States Attorney General or the Washington Office of the Insurance Commissioner.

Introductory and Initial Performance Review Period

The first ninety (90) days of employment will be considered an introductory period to introduce new employees to the Hospital and their new position. This introductory period provides for a

job performance evaluation period for the new employee and their department director to mutually assess the suitability of the employee for their position. Some positions may be assigned a 180 day introductory and performance review period. At the completion of this period, the employee's performance will be evaluated to determine if s/he qualifies for continued employment. The employee will accrue but will not be eligible for paid leave benefits during this performance review period.

During and after the successful completion of the introductory/orientation period, employment with the Hospital is considered to be 'at-will'.

Employment of Relatives

Employment of relatives is permitted as long as the employment does not result in one relative supervising another. Refer to Policy 8651-239, *Employment of Relatives*.

SALARY AND WAGE ADMINISTRATION

Payroll

Pay periods consist of fourteen (14) consecutive days which begin at 12:01 a.m. (2401) Sunday and end at 12:00 midnight (2400) Saturday. Refer to Policy 8651-480, *Payroll Distribution*.

Direct Deposit

All employees are required to utilize the hospital's direct deposit process for the distribution of their earned wages. Employees may choose two (2) different accounts at the banks of their choice in which to have their paycheck deposited. Funds are deposited to your account at midnight on Thursday and available on Friday subject to any restrictions by your bank.

Time Recording Procedures

This section applies only to non-exempt employees.

Employees are required to utilize an Identification Badge Reader or Personal Computer to record all time worked, special pay requirements, and non-productive time entries.

Employees will record their times not more than 7 minutes before the shift begins and 7 minutes after the shift ends; unless pre-authorized by their supervisor. Relevant time is the time as shown on the Badge Reader.

Employees using the Badge Reader are to use the one closest to the department in which they are assigned to work.

Employees are to report immediately to their assigned department after recording their time. The time record is regarded as an accurate record of time worked and will not include non-work time such as breakfast before shift start time or dinner after shift ends. Refer to Policy 8651-441, *Recording of Pay for Time Purposes*.

Employees failing to badge in or out, enter non-productive time, or enter any appropriate special codes will complete the ATA Change Request Form. The form must be submitted for approval to the Timecard Editor/Approver prior to the end of the pay period.

Disciplinary action will normally result for the following situations:

1. Using another employee's badge or the recording of time for another employee.
2. Failure to consistently record time on a daily basis more than twice each month or six times in a six-month period.
3. Recording time worked for non-worked time.
4. Falsification of pay record.

Holiday Pay

Non-exempt employees working on the following holidays will be compensated at the rate of one and one-half (1-1/2) times their regular rate of pay:

New Year's Day

Labor Day

Thanksgiving

Memorial Day

Day After Thanksgiving

Christmas

Fourth of July

Christmas Day and New Year's Day will begin at 7:00 p.m. on December 24 and December 31 and end at 7:00 p.m. on December 25 and January 1, respectively each year. The remaining holidays will begin at 12:00 a.m. and will end at 11:59 p.m. Refer to Policy 8651-435, *Holiday Premium Pay*.

Overtime Pay

Non-exempt Employees may be asked to work overtime only when there is urgent or important work which cannot be completed within regularly scheduled working hours, during seasonal periods and times of peak activity where the service of the department must be extended beyond its usual program, or in emergency situations.

In all cases overtime must be authorized by the appropriate director. Refer to Policy 8651-433, *Overtime and Premium Pay*.

Weekend Differential Pay

Non-exempt employees who work on a weekend will receive premium pay for each hour worked on the weekend in addition to the employee's regular rate of pay. The weekend will be defined as all hours between 12:00 a.m. Saturday and 11:59 p.m. Sunday. Refer to Policy 8651-450, *Weekend Differential Pay*.

EMPLOYEE BENEFITS

Paid Leave

All non-exempt full time and part time employees who have elected Hospital prorated benefits will accrue paid leave based on the number of actual paid hours. These Paid Leave hours may be utilized for the purpose of vacations, holidays, illnesses, low census and personal leave. Refer to Policy 8651-510, *Paid Leave*.

Paid Leave Benefits

Eligible employees are entitled to Paid Leave benefits after the completion of three (3) months of continuous employment in a full-time or part-time status. Paid Leave will be earned according to the following schedule:

Years of Employment (Full-Time or Part-Time Service)	Paid Leave Days	Paid Leave Hours	Rate per hour earned during the year
1-2 years	24	192	.09231
3-4 years	27	216	.10385
5-6 years	29	232	.11154
7-8 years	30	240	.11538
9-10 years	31	248	.11923
11-12 years	32	256	.12308
13-14 years	33	264	.12692
15-19 years	34	272	.13077
20-24 years	35.5	284	.13654
25+ years	37	296	.14231

Employees working seventy-two or more hours per pay period and working twelve hour shifts accrue paid leave benefits differently. Refer to Policy 8651-510, *Paid Leave*.

Paid Leave Termination Benefit

Employees qualify for a 100% termination benefit from their Paid Leave Account after a minimum of one (1) year of continuous employment and a minimum of two (2) weeks' advance notice of voluntary resignation. Employees with a minimum of one (1) year of continuous employment and less than two weeks' advance notice of voluntary resignation will receive a pro-rated portion of their Paid Leave benefit.

Paid Leave: Cash-Out Incentive

After the last full pay period in November each year, employees who have completed twelve (12) months of employment may choose to cash out up to eighty (80) hours in excess of a 40-hour balance (maximum of 120 hours) in their paid leave account. Refer to Policy 8651-510, *Paid Leave*.

Paid Leave: Maximum Balance

As of the last complete pay period of each calendar year, all accumulated hours in the employee's Paid Leave account in excess of 240 hours will be transferred to the employee's Disability Leave account. Refer to Policy 8651-510, *Paid Leave*.

Extended Illness Policy

In recognition of the employee's need for income protection against extended illness, an Extended Illness Account has been established for each eligible part-time and full-time employee. Employees will earn Extended Leave at the rate of .02308 per each hour in a paid status. An employee working full-time the entire year will earn six (6) days or forty-eight (48) hours of Disability Leave each year. Part-time employees will accrue Extended Leave on a pro-rated basis. Employees will have the opportunity to accumulate an unlimited number of days in the Disability Account.

Bereavement leave up to a maximum of twenty-four (24) hours may be granted for a death within the employee's immediate family. Immediate family will include those persons related by blood, marriage, or legal adoption; grandparent, parent, spouse, brother, sister, child or grandchild, and any relative living in the employee's household. Refer to Policy 8651-520, *Disability Leave*.

Leave of Absence

Leave of Absence (LOA) is an approved absence from work for a period of thirty (30) consecutive days or more. Employees who have completed six (6) months of employment may request a LOA. Refer to Policy 8651-250, *Leave of Absence*.

Family Leave

Employees, who have been employed at Central Washington Hospital on a continuous basis for the previous one (1) calendar year and who have worked 1,250 hours in that year and are otherwise qualified, will be granted twelve (12) weeks of unpaid family leave provided they give 30 days' notice of their intention to take leave. This leave can be used during any 12-month period for the following reasons:

- For the birth of a child
- For the adoption of a child or the placement of a foster child
- To care for a sick spouse, child, or parent who has a serious health condition; or
- Due to the employee's own serious health condition

All conditions for approval of Family Leave will be made in accordance with the Family Leave Act of 1993 and Washington State family leave regulations. Refer to Policy 8651-250, *Leave of Absence*.

Employee Assistance Program

The Employee Assistance Program (EAP) benefit is available to assist all employees and their families in dealing with personal and professional problems. For more information, please review the pamphlet entitled “Central Washington Hospital’s Employee Assistance Program,” inquire in the Employee Health department, or call toll-free 1-800-833-3031.

Shared Leave Program

Central Washington Hospital has established a Shared Leave Program to assist employees who are absent from work due to a serious injury or illness and do not have enough paid or disability leave to cover their absence. This program allows employees to access a bank of paid leave hours donated by fellow employees. Refer to Policy 8651-540, *Shared Leave*.

Rest Period

Fifteen-minute rest periods are provided to all employees during each four-hour work period. Employees are encouraged to utilize their rest period as scheduled. No wage deduction shall be made for such rest periods.

Parking

The hospital provides designated parking area for employees. Parking in areas not designated as employee parking is prohibited. Refer to Policy OF-31, *Parking Plan for Employees, Physicians, and Visitors*.

Financial Assistance Fund

The Employee Financial Assistance Fund provides financial aid to employees facing a crisis level emergency financial need. From its inception, the fund has been made possible by employee contributions through direct donations and fund-raising events. Reasons for requests include illness, counseling, acts of nature

(fire, flood, storm, etc.), and other crisis or emergency needs that may occur. Request forms are available from the Human Resources and/or Employee Health Departments.

Court Attendance

The court attendance policy applies to all employees, governs leave for jury duty, and establishes criteria for paid and unpaid leave for attendance in any court, administrative hearing or proceeding. Refer to Policy 8651-570, *Court Attendance*.

Non-Smoking Policy

It is the policy of Central Washington Hospital to promote good health and protect the safety of Central Washington Hospital's customers -- patients, employees, medical staff, volunteers, and visitors. The hospital is designated as a non-smoking facility, except in designated smoking areas, with no smoking permitted in any of the facilities or its vehicles. Refer to Policy OF-13, *Non-Smoking Policy*.

Fitness for Duty / Substance Abuse

Central Washington Hospital endeavors to maintain a safe, healthy, and secure work environment free from the effects of alcohol and other substance abuse. As part of the administration of its hospital policy, Central Washington Hospital will conduct alcohol and drug testing as part of its pre-employment process and reserves the right to test for 'reasonable suspicion' (for cause) when deemed appropriate by the hospital.

The manufacture, distribution, dispensation, possession, use, or being under the influence of drugs or alcohol on Hospital premises, in Hospital vehicles, or during work hours by Hospital employees is strictly prohibited. This does not apply to persons taking prescription drugs and narcotics, as directed by a physician or dentist, provided such use shall not endanger the worker or others. It is the employee's responsibility to verify with his/her physician, dentist, or pharmacist, as to whether or not a

prescription or over-the-counter drug will impair performance and to notify his/her supervisor of the impairment and the period of time the medication will be used.

Availability of Rehabilitation or Treatment.

As part of the employee assistance program the Hospital encourages employees who are concerned about their alcohol or drug use to seek counseling, treatment and rehabilitation. Although the decision to seek diagnosis and accept treatment is completely voluntary, the Hospital is fully committed to helping employees who voluntarily come forward to overcome substance abuse problems. In recognition of the sensitive nature of these matters, all discussions will be kept confidential, except as necessary.

When Job Performance is Affected.

Although the Hospital is concerned with rehabilitation, it must be understood that disciplinary action may be taken when an employee's job performance is impaired because he/she is under the influence of drugs or alcohol on the job. An employee may be required to submit to testing when the Hospital has reasonable suspicion that the employee is under the influence of illicit or controlled substances or alcohol. Refusal to submit to testing, when requested, may result in immediate disciplinary action, including termination of employment.

Refer to Policy 8651-395, *Fitness for Duty – Substance Abuse* for details regarding substance abuse issues.

EMPLOYEE HEALTH SERVICES

The mission of the Employee Health department is to promote the health, safety, and wellness of hospital employees through occupational health programs. These programs consist of employee education on workplace hazards and safety in the workplace, assistance in self-care measures for personal health maintenance and illness prevention, assessment of and

appropriate referrals for on-the-job injury and illness, referrals to community healthcare providers for personal medical issues, and on-site urgent care for minor illnesses and injuries provided by a nurse practitioner.

Prior to employment, all employees are required to visit Employee Health Service for required tuberculosis screening, drug testing, health history documentation, and vaccinations deemed appropriate to the position. Annual tuberculosis screening is conducted and compliance is monitored by the Employee Health department.

Employees missing work for three (3) or more consecutively scheduled shifts or returning from a Leave of Absence must be cleared to return to work through Employee Health. Other visits to Employee Health are optional and at the discretion of each employee. All visits to Employee Health are confidential and records are kept in a confidential medical file separate from the personnel file for the duration of the employment plus 30 years.

Illness or Injury on the Job

All work-related illnesses or injuries must be reported promptly to Employee Health Service and the employee's director. The employee is responsible for obtaining the appropriate forms from his/her director and for reporting any unsafe conditions as soon as the accident occurs. Employee Health Service will render immediate work-related injury or illness care, refer to physicians and other specialists as appropriate, and act as a liaison between the employee and the hospital's third party administrator.

Infection Control

Every employee and volunteer at Central Washington Hospital is offered a general infection control orientation as it relates to their work areas. This program emphasizes proper hand washing, Standard Precautions, Transmission Based Precautions, use of the Infection Control Manual as a resource and guide to prevent the spread of infection to patients, visitors, and fellow employees. It

is every healthcare worker's responsibility to be knowledgeable about infection control practices and implement them appropriately in the hospital.

EMERGENCY PREPAREDNESS

Safety and Health

It is the policy of Central Washington Hospital to have a comprehensive hospital-wide Safety and Environmental Control Program. The Safety Committee is responsible for developing and implementing this program for the hospital. Each employee is responsible for performing his/her duties in an orderly and safe manner. It is important that all employees maintain an awareness of risks involved in their jobs and set the example of safe practices for other personnel.

Disaster Response

Central Washington Hospital has a written disaster plan which specifies the plan in case of external or internal disasters as well as the responsibilities of employees and volunteers. The plan includes elements of the "Hospital Emergency Incident Command System" (HEICS). This plan provides structure, defines employee and volunteer responsibilities, and communication methods that will be utilized in response to medical disasters. Refer to Policy of-59, *Disaster Management*.

Hazardous Materials

In compliance with WISHA 296-62-054, Hazard Communication, Central Washington Hospital has established a written Hazard Communication Program. The written policy is available in each department and will be reviewed by the director with each employee during the employee's orientation program. Material Safety Data Sheets (MSDS) are accessible 24 hours day / 7 days week via iCentral. Refer to Policy OF-12, *Hazard Communication Program*.

Emergency Codes

Code Red	Fire Emergency
Code 9	Medical Emergency
Code Black	Bomb Emergency
Code Pink	Infant or Child Abduction Emergency
Code Green	Violent Behavior Emergency

Fire Safety

R.A.C.E. for Fire Response

- R** – Rescue Patients and Staff/Close Doors
- A** - Activate Red Fire Alarms
- C** – Call for Help (2911 or 9911)
- E** – Extinguish the Fire if able

P.A.S.S. for Fire Extinguishers

- P** – Pull the Pin
- A** – Aim the Nozzle
- S** – Squeeze the Handle
- S** – Sweep from side to side

Workplace Violence

Central Washington Hospital embraces the concept that hospital employees, patients and visitors should feel safe in the Hospital. It is the goal of the Hospital to provide a safe and healthful work environment free from violence or threats of violence. The Hospital honors individual rights and freedoms, but also recognizes its responsibility to ensure that all individuals on the hospital campus are treated with respect and protected to extent reasonably possible.

Workplace violence and threats will not be tolerated. Weapons are prohibited on all hospital property. Violent acts and/or threatening behavior may result in disciplinary action, termination and legal action. Refer to Policy OF-47, *Prevention of Workplace Violence*.

EMPLOYEE CONDUCT

Statement of Confidentiality

When a patient enters the hospital, the hospital and all hospital personnel assume an obligation to keep in confidence all information that pertains to this patient and his/her affairs. It is the expectation of Central Washington Hospital that every person employed in any capacity in the hospital shares this responsibility. Reasons for admission, diagnosis and treatment are **confidential** and the patient's confidentiality must be honored by all employees. All employees shall avoid discussing a patient or any information about a patient with any person except as required in the line of duty, either in or out of the hospital. To engage in such discussions is not only a breach of confidentiality, but may involve you in legal proceedings and is sufficient cause for immediate dismissal from employment with the Hospital. Employees shall not review any records or obtain any information concerning a patient of the hospital unless it is in their line of duty. Each employee, upon employment, will sign a confidentiality statement prohibiting the release of medical record/provider data to anyone except authorized personnel.

Professional Attire and Personal Appearance

The professional image and reputation of Central Washington Hospital is influenced by the personal appearance and behavior of its employees. Neat, well attired, and clean appearances create an atmosphere of confidence, respect, and professionalism, which is expected by our patients, families, physicians, and colleagues. Central Washington Hospital has established the following policy for personal dress and personal hygiene and grooming to ensure that its staff maintain a professional and business-like appearance during assigned work hours.

1. Staff are expected to be well-groomed and practice good hygiene at all times while on duty or attending any hospital sponsored educational program, departmental meeting or in-service.
2. Hair must be clean and well groomed and a natural color (not orange, blue, etc.). Beards, mustaches and sideburns must be clean, neatly trimmed, and not interfere with personal protective equipment.
3. Fingernails are to be clean, trimmed, and of reasonable length. Polish is to be in good condition.
4. Jewelry and other accessories may not interfere with job performance and patient safety. Acceptable jewelry is as follows:
 - Rings, bracelets, necklaces, pins that do not interfere with job performance or safety
 - Watch
 - Medical identification bands
 - No dangling earrings are permitted when providing direct patient care. Refer to Nursing Policy 159, *Dress Code for Nursing*.
 - Professional school and class pins
 - CWH service pins
5. Body Piercing: Accessory piercing not located in the earlobe must be removed or covered with clothing while working. Small nose jewelry studs no larger than two millimeters in diameter or clear studs are permitted. Nose rings, eyebrow rings, tongue rings, lip rings, or rings attached to other visible body parts (except ears) by piercing are prohibited.
6. Cologne, perfume, and other strong scented personal care products should not be worn in consideration of patients, visitors, and colleagues who might be allergic and/or sensitive to these odors.

7. Gum chewing is not allowed when job duties require contact with patients and/or customers.
8. Clothing:
 - Select clothing that communicates a professional attitude.
 - Clothing should be clean, pressed and wrinkle-free, without holes or frayed areas.

Refer to Policy 8651-720, *Professional Attire and Appearance*, and Nursing Policy 159, *Dress Code for Nursing*.

Code of Conduct and Compliance Program

Each new employee receives the Central Washington Hospital Code of Conduct and Compliance Program Plan and is responsible for complying with the plan.

EDUCATION SERVICES

Education Services supports all employees and the community, serving as a central hub of education programming. Educational opportunities range from instructor-led classroom training to distance formats to web-based courses. Many opportunities are provided to employees free of charge.

Information about courses and other programs is posted on the hospital's online learning management system, EdCentral, as well as the Intranet and Internet sites.

Our Clinical Training Lab houses a wide range of patient care equipment, simulators, and training manikins. The Computer Training Lab provides access for computer training and web-based course work.

Employees with instructional experience, instructor certification(s), or who are interested in developing instructional skills are encouraged to contact Education Services to become involved in hospital programs.

Heminger Health Library

The Heminger Health Library provides free services to employees and the general public. The library features books and periodicals written for healthcare professionals as well as the lay public. The Librarian is available to assist with locating current, reliable health information using all resource types: books, periodicals and internet sources. Employees have access to the Internet for searching health websites, accessing CWH email accounts, and completing online courses. Patient family members have access to the Internet for searching health websites and accessing their email. The library is open from 8:00 am – 4:00 pm, Monday through Friday. The House Supervisor provides library access after hours and on weekends.

Tuition Reimbursement Program

Employees who have completed more than one year of employment are eligible to apply for tuition reimbursement to assist with tuition for higher education courses. For more information, refer to Policy 8651-620, *Tuition Reimbursement and Education Assistance*.

Student Services

The hospital supports student learning opportunities, particularly students enrolled in healthcare programs of study. Employees are encouraged to support student activities at CWH, sharing their expertise and time.

CENTRAL WASHINGTON HOSPITAL FOUNDATION

Expressions Gift Shop

Expressions Gift Shop offers gift items, cards, flowers, balloons, stamps and other merchandise for sale. All profits benefit Central

Washington Hospital programs. Employees receive a 20% discount on most items and payroll deduction is available.

Giving back to the Hospital

Central Washington Hospital Foundation is a 501(C)(3) charitable organization to benefit Central Washington Hospital. Foundation funds support a variety of programs, services, scholarships and equipment to improve patient care.

Contributions to the Foundation are tax deductible the extent of the law provided for the gift. All gifts, trusts, endowed funds and memorial contributions are managed professionally and are audited. An annual report is published and is available upon request.

If you wish to make a donation to the hospital, checks may be made payable to Central Washington Hospital Foundation or you may give online at www.cwhs.com/foundation and select Donations. Employees may also donate through payroll deduction.

A gift in honor or memory of a loved one may be designated to:

- Cancer Care
- Compassionate Care
- Coronary Care/Heart Unit
- Dialysis
- Hospice
- Home Health
- Obstetrics/Nursery
- Physical Therapy
- Pediatrics
- Nursing Scholarship Fund
- Greatest Need

Scholarship/Grant Program

Central Washington Hospital Foundation annually funds a grant/scholarship program for employees who have completed more than one year of employment. Funds may be used to cover tuition, books & fees for courses related to positions in healthcare, continuing education or to enhance their current position. Applications are available in March and April with funds awarded in May. For more information, call the Foundation office at 665-6030.

Donor Wall

When gifts to the Foundation accumulate to more than \$500, the donor is recognized with a plaque with their name on the Donor Wall in the Main Lobby.

Special Events

The Foundation hosts three special events annually: the Wenatchee Valley Street Rod Car Show, the Par-Med Golf Classic and the Spirit of A.Z. Wells Gala. For more information on how you can financially support or volunteer for special events, contact the Foundation office at 665-6030.

FOOD AND NUTRITION SERVICES

Philosophy

The Food and Nutrition Services Department is dedicated to providing quality products and services to all our customers. These services include serving appropriate food to patients, staff, and visitors, supporting the Mobile Meals program, and event catering. Dietetic education of hospital inpatients and outpatients is provided by professional dietitians in collaboration with other Hospital caregivers.

Patient Services

Clinical Dietitians

Available Monday – Saturday during regular business hours and Sunday on-call.

Patient Meal Service

Freshly prepared meals are delivered daily to patients by Food Service employees. Guest trays are available to family for a charge and delivered to patient rooms.

Community Nutrition Services

Dietitians are available for individual or group counseling and nutrition talks. There is a charge for these services.

Non-Patient Services

Hospital Cafeteria

Hours of Service:	6:30 a.m. – 7:00 p.m.
Breakfast	6:30 a.m. – 10:00 a.m.
Lunch	11:00 a.m. – 2:00 p.m.
Dinner	5:00 p.m. – 7:00 p.m.

Employees can charge food in the cafeteria using their ID badge or pay by cash or check. ID badge charges will be automatically deducted from an employee's paycheck.

Mobile Meals

A community supported program that serves 50 - 60 hot lunches Monday - Friday to people in the greater Wenatchee area. Lunches are prepared by Food Services and delivered by program volunteers. Mobile Meals can be set up by calling 665-6254.

Catering

Food Services can cater all types of functions. Group sized take out trays are also available with 24 hour notice.

OTHER HOSPITAL POLICIES

Event Reporting

Any hospital employee or medical staff member who regards an event or situation as adversely affecting, or holding the potential for adversely affecting, the quality of patient care or the well-being of visitors shall document the event or situation on the hospital event form and submit it to their immediate supervisor or Quality Care Management. Education shall be provided to all new employees regarding the purpose and process of event reporting. Refer to Policy OF-28, *Event Reporting*.

Gifts, Gratuities, Tips

Personal gifts may not be accepted by an employee from a patient, visitor, or business firm for service rendered by the employee. Gifts may be accepted on behalf of the hospital or a department. Refer to Policy SF-2, *Conflict of Interest*.

ID Badges

All employees of Central Washington Hospital will be issued an identification badge at no cost to the employee. Employees are required to wear their identification badge while on duty. Replacement cost for lost badges is \$20.

Visiting and Visitors

Visiting among employees, or calling on friends or relatives who are patients, should be limited to visiting hours and the employee's rest or lunch periods. Refer to Policy OF-3, *Visitor Policy*.

Telephone Use

Employees are expected to keep personal calls to a minimum. Long distance personal calls are prohibited. The Hospital will accept emergency calls for employees while on duty. Employees

are encouraged to use telephone number 662-1515 with an extension number to avoid use of the switchboard.

Name, Address, Dependent Changes

All changes of name, address, phone numbers, or dependent status must be reported to the Human Resources Office.

Selling or Soliciting Funds

Employees may not sell or solicit materials or distribute non-hospital supported information except during non-work time. Refer to Policy 8651-740, *Solicitation*.

Lost and Found

The Environmental Services Department is designated as a clearinghouse for all articles lost or found in the hospital or on the hospital grounds. Refer to Policy PFF-40, *Lost and Found Articles*.

PERSONNEL ADMINISTRATION

Promotions, Transfers

Central Washington Hospital encourages and supports the professional growth and development of its employees. The Human Resource Department publishes an employment opportunity bulletin for all full- and part-time vacant positions. Additionally, these vacancies are listed on the Hospital's web site at www.cwhs.com. If an employee would like to apply for either a lateral or promotional transfer, s/he must obtain approval from his/her director and apply via the Hospital's on-line application process. The employee should have completed six months of employment in the current position before s/he will be considered for an interdepartmental transfer. Refer to Policy 8651-310, *Classification Changes*.

Suggestion System

It is imperative to continuously improve the quality of services we provide to hospital patients and customers. Employees are encouraged to make suggestions toward more efficient/effective ways of doing business, which could include: improvements in one's own work or environment, equipment used, or customer service provided; savings in energy, materials, resources; ideas for new products. You may make suggestions by using the forms available, or by contacting your director.

Catch Me Program

The "Catch Me" program is a recognition program that provides a more formal method to 'catch' employees, physicians, managers or volunteers red-handed – doing something well! Employees and volunteers nominate people that they "catch" performing exceptional acts of leading, caring or responding. Nomination forms are available in all departments. Approved nominees receive a certificate, pin and recognition at the annual Employee Recognition Celebration. Multiple nominations receive a cash gift. Refer to nomination forms for complete program information.

Fair Treatment

The purpose of the Fair Treatment policy is to try to resolve certain complaints, misunderstandings, or disagreements involving the application or interpretation of performance expectations and any of the practices or policies and procedures in affect at the hospital. Employees who have satisfactorily completed their introductory performance review period may utilize the Fair Treatment process. The Fair Treatment policy is not intended to, and shall not be construed to supersede the Hospital's right to take such disciplinary or other action as it deems appropriate in circumstances confronting it, whether or not a request is made to use the Fair Treatment policy. Refer to Policy 8651-390, *Fair Treatment*.

Progressive Constructive Disciplinary and Corrective Action

Central Washington Hospital expects all employees to be customer-oriented, conscientious, reliable, honest, and work collaboratively with their co-workers, directors, supervisors, patients, and patient families. Though not required to do so, the Hospital may implement progressive constructive disciplinary and corrective actions when:

1. an employee violates a hospital policy or procedure,
2. an employee's performance is deficient, or
3. an employee's behavior is unacceptable, or
4. otherwise deemed appropriate by the Hospital.

Progressive Constructive Disciplinary and Corrective Action is defined as the identification and notification to the employee of:

- the reason disciplinary and corrective actions are required, and
- the type of the progressive discipline to be applied.

Refer to Policy 8651-365, *Progressive Constructive Disciplinary Action*. The Hospital may bypass constructive disciplinary and or corrective action steps when, in its discretion, it deems that to be appropriate.

Termination of Employment

An employee's employment at the Hospital may be terminated by the Hospital when it deems that to be appropriate. Some circumstances which may lead to termination are set out below.

Actions Subject to Disciplinary Action

The following is a list of conduct that may lead to discipline, up to and including termination of employment. This list is illustrative

only and is not intended to limit the types of conduct that may lead to discipline up to and including termination:

1. Misrepresentation or withholding of pertinent facts in securing employment.
2. Unauthorized use or possession of the Hospital's facilities/property.
3. Unauthorized use of position with the Hospital for personal gain or advantage.
4. Accepting unlawful gratuities or bribes.
5. Lying.
6. Smoking in any unauthorized posted area or creating of fire hazards in any area.
7. Violation of dress standards. Violation of the Hospital's telephone use policy.
8. Failure to properly secure Hospital facilities or property.
9. Loitering after completing day's work which results in the disruption of the Hospital's business or the work effort of other employees. Vending, soliciting, or collecting contributions for any purpose whatsoever during working time on the premises without the permission of the supervisor.
10. Unauthorized operation or using machines, tools, or equipment to which the employee has not been specifically assigned.
11. Unauthorized recording of another employee's time record. Both employees can be subject to disciplinary action.
12. Habitual lateness for work. Absence without proper notification to immediate supervisor, excessive absenteeism, or insufficient reasons for absenteeism.

Loitering, goofing off, failing to assist others in a work situation.

13. Making malicious, false, or derogatory statements that are intended or could reasonably be expected to damage the integrity or reputation of the Hospital or our employees, on or off premises.
14. Disorderly conduct, including fighting on the premises.
15. Rudeness, discrimination, intimidation, coercion, use of obscene language, gesture or lack of courtesy to the public or fellow employees.
16. Immoral conduct while on duty.
17. Intentional falsification of records/paperwork required in the transaction of the Hospital business.
18. Inability, inefficiency, negligence, or insubordination, including a refusal or failure to perform assigned work.
19. Concealing defective work.
20. Failure to observe safety practices, rules, regulations, and instructions.
21. Failure to promptly report to your immediate supervisor an on-the-job injury or accident causing damage to or involving an employee, customer, visitor, Hospital equipment or Hospital property.
22. Dishonesty or theft, including deliberate destruction, damage, or removal of the Hospital's or other's property from the premises, or any job site.
23. Possession, use, sale, or being under the influence of alcohol and controlled substances while on Hospital business. The only exception to this rule shall be for an employee using or possessing a controlled substance prescribed by a doctor if such employee has given his/her supervisor prior notice of such use and/or possession and

such use does not impair safe and/or efficient work performance.

24. Possession of explosives or weapons on the premises or at any job site.
25. Conviction for assault, domestic violence, or for a felony.

The above list is not exclusive. It does not supersede or eliminate the Hospital's at will employment policy. Except when otherwise provided in an applicable written, fully executed agreement, employees are employed at-will

Resignation

All regular employees are requested to complete an employee resignation form fourteen (14) calendar days prior to termination date. Employees are expected to be on duty during the period of notification of termination. In the event less than fourteen (14) calendar days' notice is given, termination pay shall be reduced on a pro-rated basis according to the amount of notice given by the employee. Refer to Policies 8651-230 and 8651-233.

Investigative Suspension

An employee may be suspended without pay pending a disciplinary investigation. Any such suspension shall continue as long as deemed necessary by the hospital while conducting its investigation.

Absence and Tardiness

If you cannot report for work because of illness or for an unavoidable reason, please notify your director as soon as possible. Nursing Service employees should notify the Staffing Office rather than calling the department. If you are detained and cannot reach the hospital on time, let your director know the time you expect to arrive. Refer to Policy 8651-370, *Absenteeism and Tardiness Control*.

Anti-Harassment Policy

Unlawful harassment of any employee on the basis of his or her race, religion, color, national origin, age, sex, sexual orientation, marital status, or the presence of any physical, mental, or sensory disability is a serious violation of Hospital policy and will not be tolerated.

Employees are required to report unlawful harassment to an appropriate supervisor, a vice president, or the Human Resources Department.

Failure to report may lead to discipline, up to and including termination of employment.

Unlawful Harassment/Intimidation Defined

Unlawful harassment is defined as conduct or statements which violate applicable laws against discrimination. It can take many forms and can include bullying, slurs, comments, jokes, innuendo, unwelcome compliments, pictures, cartoons, pranks or other verbal or physical conduct which: (1) has the purpose or effect of creating an intimidating, hostile, or offensive working environment; (2) has purpose or effect of unreasonably interfering with an individual's work performance; or (3) otherwise unreasonably affects an individual's employment opportunities.

Sexual Harassment Defined

Sexual harassment is a type of unlawful harassment and occurs when the types of verbal and physical conduct described above is sexual in nature or is gender-based, i.e., directed at a person because of their gender. Sexual harassment exists in the workplace when:

(1) submission to the conduct is either explicitly or implicitly a term or condition of employment;

(2) submission to or rejection of the conduct is used as the basis of an employment decision affecting such individual; or

(3) the conduct unreasonably interferes with the individual's job performance or creates a work environment that is intimidating, hostile, or offensive.

Sexual harassment includes:

unwelcome **verbal behavior** such as comments, suggestions, jokes or derogatory remarks based on sex;

physical behavior such as pats, squeezes, repeatedly brushing against someone's body, or impeding or blocking normal work or movement;

visual harassment such as posting of sexually suggestive or derogatory pictures, cartoons or drawings, even at one's work station;

unwanted sexual advances, pressure for sexual favors and/or basing employment decisions (such as an employee's performance evaluations, work assignments, or advancement) upon the employee's acquiescence to sexually harassing behavior in the workplace.

Complaint Procedure

If you feel you or other employees have been subjected to unlawful harassment, you must report the matter **immediately** to your supervisor, a Vice President, or the Human Resources Department.

The Hospital intends to investigate all complaints promptly, impartially, and as discreetly as possible. Upon completion of the investigation, the appropriate parties will be notified of the findings. Any supervisor, agent, or other employee who has been found to have harassed an employee will be subject to appropriate corrective action, ranging from a disciplinary warning to termination. **No employee will suffer retaliation for good faith reporting of instances of unlawful harassment.**

Other Harassment or Intimidation

We trust that employees of the Hospital will act responsibly to maintain a pleasant working environment, free of other types of harassment or intimidation, allowing each employee to perform to his or her maximum potential. The Hospital encourages any employee to bring questions he or she may have regarding harassment or intimidation of this type to their supervisor, Vice President, or Human Resources Department.

HOSPITAL PROPERTY/PRIVACY ISSUES

The Hospital furnishes property, including desks, closets, and/or lockers for security of employee coats, purses, and other personal possessions. Employees do not have a right of privacy with respect to those items and the Hospital has the right to search such desks, closets, and/or lockers at such times as it deems appropriate.

Hospital Computers

Not Private/Business use. Hospital computers are to be used only for conducting Hospital business. Hospital computers are not for personal use. Because the computers are for Hospital business, the Hospital reserves the right to review the contents of any files or documents on the computer, including contents of any electronic mail. An employee has no right of privacy in any Hospital computer, including any files, documents, electronic mail, programs, software, or hardware. Because of the foregoing, no employee should have an expectation of privacy in files, documents, electronic mail, programs, software, hardware, or other thing, nor should they expect any such right in any message or file or program or other thing stored, received or sent using Hospital equipment.

Software. Only software approved by Hospital management may be installed on Hospital computers. No software may be copied or used contrary to its license.

Business. Use of Hospital computer resources must be used appropriately and only for Hospital business. Inappropriate use may subject employees to discipline, up to and including termination. Inappropriate use includes, for example:

1. Use of the systems in violation of any Hospital policy.
2. Use of the systems to create, send, or receive messages, pictures or computer files which are fraudulent, illegal, pornographic, obscene, sexually suggestive, insulting, sexist, racist, discriminatory or harassing.
3. Use of the resources to conduct illegal activities.
4. Loading software which is not approved in advance by management.
5. Making illegal copies of licensed software.
6. Using software that is designed to destroy data, provide unauthorized access to the Hospital's computer or communications equipment, or which would disrupt Hospital's computer or communications equipment in any way.
7. Using the Hospital e-mail and voice mail systems for personal business.

Electronic Mail

General. This policy applies to all Hospital employees and officers who use e-mail either on the cooperative local area network or through the Hospital's Internet capabilities. In addition, this policy applies to all persons who use e-mail as a representative or agent of Hospital.

Business Use. It is appropriate to use the Hospital's electronic mail system ("e-mail" hereafter) to conduct official Hospital business and to facilitate efficient communications. E-mail can be an effective tool for communication and to avoid potential delays, or to avoid the cost or inconvenience of printing, publishing and mailing paper correspondence.

Lawful. Use of e-mail in the Hospital shall be in accordance with this policy and all applicable Federal, State and local laws.

Public. E-mail is a form of written communication and must be treated in the same manner as a paper document of the same nature. All e-mail communications are the property of the Hospital.

Not Private. Electronic communications are not the private or confidential communications of an employee. All e-mail communications are the property of the Hospital. There are no rights to individual privacy in any e-mail communications, whether through the local area network or the Hospital's Internet capabilities. No person shall use e-mail for any matter which he or she considers private or personal.

Etiquette. The personnel rules and the standards of conduct apply to the use of e-mail. All e-mail shall be professional and courteous. E-mail shall not contain epithets or harassing or derogatory comments based on race, religion, disability, age, gender, or other protected status.

Spam. There may be occasions when e-mails are received which the recipient did not solicit and which do not comply with this policy. No employee shall be subject to discipline for receiving such e-mail provided the employee promptly replies by e-mail to discourage the sender with the following or similar message to the sender:

"You have sent me e-mail at Central Washington Hospital which is not in compliance with Hospital policies. E-mail sent to the Hospital e-mail address must be for Hospital business purposes only. I do not wish to receive e-mail of the nature you sent at

work. Please do not send me any additional material of this kind at a Hospital e-mail address."

Opinions. Any outgoing e-mail messages which express an opinion that has not been authorized as the official Hospital position on the subject must include a disclaimer that the opinion is not that of the Hospital but the employee's own personal opinion.

Help. Employees may call the IT Department for answers to questions concerning implementation of e-mail or about how to properly configure and use e-mail capabilities. All users of the Hospital's e-mail systems must abide by any procedures established by the Hospital.

Internet. The term "internet" means the electronic information system of that name which interconnects smaller groups of linked computer networks.

Business. Hospital Internet capabilities are Hospital property and may be used for Hospital business purposes only. Use of the Internet is intended to facilitate the timely and efficient conduct of Hospital business. Hospital employees must comply with this policy and all applicable Federal, State and local laws when they use the Internet, whether via the cooperative local area network, as a representative or agent of the Hospital, or through any use of Hospital Internet capabilities.

Capabilities. The term "Hospital 's Internet capabilities" means any and all access to the Internet obtained through Hospital sponsorship, ownership, or financial contribution, or by any employee or officer as a representative or agent of the Hospital, and/or during work hours or after working hours.

Purposes. The term "Hospital business purposes" means the official work of the Hospital undertaken for the public benefit, as opposed to activities undertaken for personal, non- Hospital or private purposes.

Unacceptable Sites/Uses. Unacceptable sites or uses include, but are not limited to, the following:

1. Pornographic sites and access to pornographic materials.
2. Use of the Hospital Internet to harass employees, vendors, customers and others.
3. Use of the Hospital Internet for partisan political purposes.
4. Unauthorized transfer of copyrighted materials utilizing Hospital Internet capabilities.
5. Any site that charges a fee (unless there has been prior written approval of justified Hospital expense item by supervisor).
6. Vendor sites to purchase personal items.
7. Marketing of personal or private business.

Public. Electronic communications are not private or confidential. All Internet communications utilizing the Hospital's Internet capabilities are the property of the Hospital. There are no rights to individual privacy in any communications or information obtained through the Hospital's Internet capabilities.

Etiquette. The standards of conduct for Hospital employees apply to use of the Hospital's Internet capabilities. All communications across the Internet shall be professional and courteous.

Procedures. All users of the Hospital's Internet capabilities must abide by the procedures established by the Hospital.

SOLICITATIONS

Most forms of selling and solicitations are inappropriate in the workplace. They can be an intrusion on employees and citizens and may present a risk to employee safety or to the security of Hospital or employee property. The following limitations apply:

1. No one may solicit, survey, petition, or distribute literature on Hospital premises at any time. This includes persons soliciting for charities, salespersons, questionnaire surveyors, labor union organizers, or any other solicitor or distributor.
2. Employees shall not solicit for any purpose during work time. Reasonable forms of solicitation are permitted during non-work time, such as before or after work or during meal or break periods. Employees who are on non-work time may not solicit other employees who are on work time. An Employee may not distribute literature for any purpose during the employee's work time or in work areas. The employee lunchroom is considered a non-work area under this policy.