ADVENTIST HEALTH

Our Heritage

Since its beginning more than a century ago Adventist Health has taken a very progressive approach to providing health care. Our commitment to serving our communities dates back to 1866 when the first Seventh-day Adventist health care facility opened in Battle Creek, Michigan. Their dedicated pioneers promoted the “radical” concepts of proper nutrition, exercise and sanitation in a facility devoted not just to the healing arts but also to the prevention of disease. They called it a sanitarium, a place where patients—and their families—could learn to get well and live well.

Late in the 19th century Seventh-day Adventists on the West Coast established a number of sanitariums and hospitals. Their early vision to treat the whole person—mind, body and spirit—continues to provide the foundation for our mission.

Today, the faith-based health care system sponsored by the Seventh-day Adventist Church circles the globe. Our West Coast system is part of an international network with more than 160 hospitals as well as nearly 500 clinics and nursing homes worldwide.

From its corporate office in Roseville, California, Adventist Health operates throughout California, Hawaii, Oregon and Washington. Our not-for-profit health care system is comprised of 18 hospitals, with nearly 2,800 beds, nearly 18,000 employees, numerous clinics and outpatient facilities, 15 home care agencies, and three joint-venture retirement centers with a fourth on the way.

Our Mission and Values

Our mission is to share God’s love by providing physical, mental and spiritual healing.

At Adventist Health we value:

- The compassionate healing ministry of Jesus
- Human dignity and individuality
- Absolute integrity in all relationships and dealings
- Excellence in clinical and service quality
- Responsible resource management in serving our communities
- The health care heritage of the Seventh-day Adventist Church
- Each other as members of a caring family

Our Team

We believe that the success of our health care mission is directly linked to our people. We are proud of this team. Their high professional standards, integrity, honesty, enthusiasm and dedication bring our mission to life.

This handbook provides you with a great deal of information about our health care system. Read it carefully. Please contact the Human Resources Department if you have any questions.

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OUR PHILOSOPHY OF EMPLOYEE RELATIONS

Adventist Health is a faith-based not-for-profit health care system affiliated with the Seventh-day Adventist Church. Thanks to this heritage and the high-quality employees it attracts, Adventist Health’s goal is to provide excellent health care services in keeping with the church’s philosophy and teachings.

The Seventh-day Adventist Church is a family of Christians dedicated to the Gospel of Jesus Christ. At Adventist Health, we value each person regardless of religious beliefs or affiliation. Our ultimate goal is to reflect love and compassion in the way we treat our fellow human beings—employees, patients, physicians and others.

Just as our mission is grounded in the beliefs of the Seventh-day Adventist Church so is our philosophy regarding employee relations. Adventist Health seeks employees who are committed to the highest levels of clinical and service quality. We endeavor to create a respectful workplace where people are treated fairly and provided excellent working conditions, including direct access to management. We strongly believe that management and employees working together provide the most effective voice for the hospital employees and patients.

Our health care tradition treats the whole person—physical, mental and spiritual—and remains as valid today as when Adventist Health was founded. In that spirit, we invite all employees to continue our mission of providing quality patient care in a positive healing environment.

Assist us in carrying our philosophy and reaching our objectives by:

1. Setting a good example in appearance, attitude and conduct.
2. Creating a friendly, caring atmosphere for patients, employees, medical staff and visitors.
3. Joining with patients and co-workers in prayer when appropriate.
4. Supporting daily devotions and enhancing the general spiritual tone of your department.
5. Supporting dietary principles that encourage better health.
6. Maintaining a work environment free of tobacco, alcoholic beverages and illicit drugs.
7. Striving to make the Sabbath (from sundown Friday to sundown Saturday) a special blessing for our patients, their families and guests, as well as fellow employees.

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EQUAL EMPLOYMENT OPPORTUNITIES

It is our policy to comply with all applicable laws prohibiting discrimination in employment, including, but not limited to, those that prohibit discrimination on account of race, color, sex, age, national origin or disability. We are an equal opportunity employer and all employment decisions, including decisions to hire, will be made with this principle in mind.

It is also our policy to provide a work environment that is free of all forms of discriminatory harassment, including sexual harassment. Prohibited forms of discriminatory harassment include, but are not limited to, oral, physical or visual harassment.

For purposes of this policy, unwelcome sexual advances, requests for sexual favors, remarks or jokes of a sexual nature, and other verbal or physical conduct of a sexual nature constitute sexual harassment when: (i) submission to such conduct is made either explicitly or implicitly a term or condition of an individual’s employment; (ii) employment decisions concerning an individual are based on whether the person submitted to or rejected the harassing action; and/or (iii) such conduct has the purpose or effect of unreasonably interfering with an individual’s work performance or creating an intimidating, hostile or offensive working environment—even where it leads to no tangible or economic job consequences.

We strongly disapprove of discriminatory harassment in any form. Sexual harassment is considered to be sex discrimination in violation of applicable state and federal law subjecting the harassing employee to legal liability.

All incidents of alleged discrimination or discriminatory harassment should be reported to either your department head or the Human Resources Department. The law protects you from any retaliation for reporting or participating in the investigation of discrimination or discriminatory harassment. A prompt and thorough investigation of the alleged incident will be conducted. To the extent possible, the investigation and any subsequent action will proceed in an atmosphere of confidentiality.

We will take all appropriate steps to enforce this policy, including termination or other disciplinary action, against persons who have violated this policy. Employees who have submitted a complaint of discrimination or discriminatory harassment addressed under this policy should immediately make a further complaint if the discrimination or discriminatory harassment resumes.

FAMILY MEMBER/ROMANCE POLICY

For reasons of supervision, safety, security and morale, family members will not be employed under the direct supervision of one another nor will they be placed in the same department, division or facility if the work involves potential conflicts of interest. For these reasons, as well to avoid misunderstandings, complaints of favoritism or possible claims of sex discrimination or sexual harassment, managers and supervisors are prohibited from establishing or maintaining or attempting to establish or maintain a romantic or sexual relationship with any subordinate employee within their chain of command.
If co-employees become related, or if a supervisor and a subordinate attempt to or actually establish or maintain a romantic or sexual relationship, it should be reported promptly to the immediate supervisor of the manager or supervisor who is related or involved in the relationship. If co-employees become related, we will make reasonable efforts to assign job duties so as to minimize problems of supervision, safety, security or morale. The term “family member” includes an employee’s parents, children, spouse, sisters, brothers and in-laws.

GENERAL EMPLOYEE ORIENTATION

General employee orientations are conducted to communicate hospital philosophy, mission, policies and procedures with new employees. Orientations are structured to provide a foundation for better understanding of your responsibilities and as an opportunity to learn first hand about the Paid Leave Plan, the hospital’s insurance programs, and various other benefits. Orientations are conducted on hospital time and attendance is required for all employees.

DEPARTMENT ORIENTATION

You will receive instruction from your supervisor or department head as to the rules and regulations of your department and special instructions concerning your duties.

IDENTIFICATION

All employees will be issued an identification card and/or name pin. Your card and/or name pin must be worn at all times while on duty and renewed upon expiration. Loss or theft should be reported to the Human Resources Department. Identification cards and name pins should be returned to your supervisor at the time of termination before receiving a final paycheck.

FULL-TIME EMPLOYEES

You are a full-time employee if you work an average of 36 hours or more per week and are classified full time.

PART-TIME EMPLOYEES

If you regularly work less than 36 hours a week and are classified part time, you are considered a part-time employee.

EXEMPT EMPLOYEES

Exempt employees may include management personnel and administrative and professional staff, as defined by state and federal law. Exempt employees are on salary and do not receive premium pay for working overtime. A permanent record of the exact hours worked is not necessary. Exempt employees shall receive employee benefits, except health plan coverage, without the normal waiting period.

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NON-EXEMPT EMPLOYEES

Non-exempt employees are all persons who are paid for exact hours worked, including overtime.

PHYSICIANS

Patient care and hospital operations require the services of both employees and independent contractors. Doctors providing services at the hospital are independent providers and are not hospital employees or agents. All members of the patient care team—employees and independent contractors alike—are expected to act professionally and respectfully in all of their actions.

TRANSFERS BETWEEN SEVENTH-DAY ADVENTIST ORGANIZATIONS

Employees who come to the hospital as transfers from any Seventh-day Adventist organization within 30 days of termination shall receive all employee benefits without the normal waiting period. All other employees will be required to wait normal periods for benefit privileges. See the benefits chart for a listing of required periods.

Employees transferring between Adventist Health entities shall have the option to cash out the paid leave bank and transfer disability hours or transfer both. Transfer of disability hours is based upon years of Adventist Health service according to the following schedule:

- 0 to 5 years–Up to 275 hours
- 6 to 10 years–Up to 550 hours
- 11 to 15 years–Up to 825 hours
- Over 15 years–Up to 1,100 hours

Employees transferring to an Adventist Health entity from an Adventist health care entity nationwide may transfer disability hours based upon years of nationwide Adventist health care service according to the following schedule:

- 0 to 5 years – Up to 275 hours
- 6 years plus – Up to 550 hours

Disability hours (extended illness hours) of 20 or less will not be transferred. Cashing out disability hours is not permitted.

CONFIDENTIALITY OF PERSONNEL FILES

All official personnel files are kept secure by the Human Resources department. Management is permitted access to files relating to their employees or to employees transferring into their unit or being considered for transfer.

As an employee, you have the right to inspect your own personnel record in the presence of the human resources director or designee. All information in your personnel file is accessible to you, except for reference and criminal investigatory information.

If you wish the hospital to release financial or employment information, other than verification of employment, you will need to sign a written release form.

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YOUR HOURS AND WAGES

WORK DAY

Your workday is a 24-hour period beginning at the same time each day.

PAY PERIOD

A pay period is a 14-day period beginning at the same time every other Sunday. It is used to calculate your hours worked. A paycheck is issued each pay period you work. There are 26 pay periods a year. Consult your supervisor for further information.

ROTATION

Weekend or holiday duty may be assigned since hospitals must be staffed 24 hours a day, 7 days a week. In departments where weekend and holiday coverage is necessary, you may be required to take rotation.

TIME RECORDING

If you are a non-exempt employee, you are required to keep an accurate record of your hours worked. Your supervisor will be able to tell you what time limits you have for checking in and out. You are provided with a timecard, which should always be kept in the designated place. Since the timecard is the basis on which you are paid be sure to record your time properly. Plan your work so that you begin and end with the times given you by your supervisor. You are required to check out and in again for meal periods, but not for rest periods.

If you have permission from your supervisor to leave the hospital during your shift for any reason, you are required to check out when you leave and check in when you return.

It is your responsibility to sign and turn in your timecard as scheduled by your supervisor. Improper completion of the timecard my result in delayed payment of correct earnings.

You are not permitted to record time on behalf of another employee. Tampering with or altering cards in any way to report time other than that actually worked is a serious offense.

Under no circumstance may time be held over and recorded on another day.

MEAL AND REST PERIODS

Your meal period should be arranged with your supervisor. Thirty minutes is the usual amount of time granted for a meal period provided you work at least 5 consecutive hours. If 6 consecutive hours will complete your entire shift, and it is agreed upon by you and your supervisor, you do not have to take a meal break.

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For non-exempt employees, a 10-minute rest period will be provided to you during each 3½ to 4 hours worked. Meal and rest periods should not be taken together. When the total daily work time is less than 3½ hours you are not eligible for a rest period.

You are responsible for taking your rest and meal periods as outlined in this policy. If you believe that you will not be able to take a required rest or meal period, it is your responsibility to inform your supervisor in time for the supervisor to attempt to arrange for the rest or meal period. This notification must be given as far in advance of the rest or meal period as practicable.

If you do not get an appropriate rest/meal period, it is your responsibility to notify your supervisor within 30 minutes of the time that the rest or meal period was to have taken place. In the event that you do not get a specified rest or meal period, please indicate this on your time card.

**NO AVAILABLE WORK**

When the patient census is low, in some departments you may be requested to take a day off. If you have Paid Leave time accumulated, you may use it at such a time. When you are asked to take time off, you will be asked to do so on the basis of a number of factors, including hospital needs, employee qualification, present job classifications, and seniority.

**WAGES**

Your rate of pay will be reviewed regularly, usually at the time of your performance review. The hospital conducts wage surveys on an ongoing basis in order to ensure that you are being paid a salary that corresponds to your particular job classification and is competitive with the healthcare facilities in the area.

Each occupation is assigned a wage scale. This scale is based upon the degree of responsibility, the technical skills, and the professional capacity that the job requires. If your performance reviews prove satisfactory, you may be eligible for an authorized increase on an annual basis until the top of your particular job classification wage scale has been reached.

You will be notified of any changes made in your rate of pay. Should you have any questions regarding your rate of pay or potential for advancement, feel free to talk with your supervisor, department head or Human Resources Department.

The possibility of a general wage adjustment is reviewed periodically.

**PAYCHECKS**

You will receive your paycheck every other week to cover the time worked the preceding 2-week period. When a holiday falls on payday, paychecks are issued on the preceding payroll workday.

Should you lose a paycheck, it is important that you report it immediately to the payroll office so that payment can be stopped and a new check issued. If you find any errors in your paycheck or have any questions concerning it, the payroll office will help you.

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Revised December 2006
PAYROLL DEDUCTIONS

Required paycheck deductions include such items as Federal Income Tax, State Income Tax, and Social Security. Additional funds can be deducted for Federal Income Tax and State Income Tax through special arrangements at the Human Resources Department. If authorized, such items as the group health plan, group dental plan, accident insurance, and tax-sheltered annuities will also be deducted.

OVERTIME PAY

Overtime is intended to meet hospital needs. Overtime must be approved in advance by your supervisor. Misuse of overtime will be cause for disciplinary action.

As a non-exempt employee, your overtime pay is calculated on hours worked in accordance with state and federal laws.

DIFFERENTIAL PAY

Differential pay is available if you work a specified shift, normally evenings or nights. Check with your supervisor for more information.

STANDBY PAY

Certain departments must be prepared to provide services 24 hours a day even though they are not staffed on a 24-hour-a-day basis. To do this, some employees are on a standby (on-call) status. You must be available for duty.

If you are a non-exempt employee, you will be paid for standby hours according to the current standby policy of the hospital. If called back to work, you will be paid for hours worked. Standby (on-call) time does not accumulate benefits.

REPORTING PAY

Different states covered by Adventist Health have different laws regarding the amount that is to be paid to an employee who reports to scheduled work and finds less than half of their scheduled work available. Information will be available from your supervisor.

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YOUR TIME OFF

PAID LEAVE PROGRAM

Your time off with pay for vacation, holidays, and sickness is called Paid Leave. Paid Leave has two parts: the Paid Leave Plan, and the Disability Plan.

Paid Leave Plan — Paid Leave hours can be used to give you vacation, holidays, and/or pay for short-term illness. For all full-time and part-time employees who have started on the Paid Leave program, benefit hours are earned on regular hours worked and/or benefit hours. For every regular hour worked and/or benefit hour, a part of a Paid Leave hour is earned.

Employees working 80 regular hours per pay period with a length of service less than 4 years earn 7.1 hours of Paid Leave. Those having 4-9 years of service earn 8.6 hours of Paid Leave per pay period and those with a length of service over 9 years earn 10.2 hours of Paid Leave per pay period. Employees working less than 80 hours per pay period earn a prorated percentage. Newly hired employees with previous service with an organization owned or operated by the Seventh-day Adventist Church receive credit for this service. In determining the appropriate level of Paid Leave benefits, each month of full-time or part-time service is counted.

Full-time employees are encouraged to take a 2-week vacation each year. A maximum of 300 Paid Leave hours can be accumulated in the Paid Leave bank. Plans for extended vacations need approval from your department head. Paid Leave must be used before a department head may grant days off without pay. (Exception: Hours within a single day, days off when requested by the department head for the benefit of the department, or up to 10 days when requested by a qualified spouse of a member of the military.) Terminating employees are paid at their current wage rate for accumulated Paid Leave hours due.

During the first six months of employment, if you are eligible to participate in the paid leave plan and are not permitted to work due to a holiday, you will receive full pay from Paid Leave, even if this causes your Paid Leave bank to have a negative balance. The maximum negative balance possible is -48 hours. Future accruals will be applied to the negative balance and eventually create a positive balance. If you qualify for a negative Paid Leave balance, please secure the appropriate approval form from the Human Resources Department prior to creating a negative balance.

Disability Plan — Another benefit is the Disability Plan. Employees who work 80 regular hours per pay period earn 2.2 hours per pay period after starting on the Paid Leave plan. Employees working less than 80 regular hours per pay period earn a prorated percentage. Disability hours can accumulate to a maximum of 1100 hours. Disability hours cannot be cashed out on termination.

An employee off work due to non-work related sickness or injury shall use Paid Leave hours for the first 40 scheduled work hours of absence and disability hours thereafter. However, if the absence is due to providing care for a sick or injured child, spouse, parent of the employee, domestic partner (as defined by state law), or child of a domestic partner, the employee shall use Paid Leave for the first 40 scheduled work hours of absence, then up to a maximum of 28 disability hours, and then return to the use of Paid Leave for the remainder of the absence. “Child” includes a biological, foster or adopted child, stepchild, a legal ward, or a child to whom the employee acts as a parent. “Parent” includes a biological, foster, or adoptive parent, a stepparent or a legal guardian.

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An employee absent from work in order to attend judicial proceedings because they are a victim of certain specific crimes, an immediate family member of a victim, or other specified individuals shall use paid leave hours for the first 40 scheduled hours of work of absence and disability hours thereafter.

An employee who has been out on disability hours, returns to work and within 1 month of returning to work has a relapse that causes an additional absence, may use disability hours on the first day of the subsequent absence. An employee, who has been out on disability hours, returns to work and within 6 months must miss work again because of continuing treatments associated with the cause of the previous absence, may use disability hours on the first day of the subsequent absence.

If you have at least 500 hours in your disability bank, you will have immediate access to your disability hours for your own sickness or injury. Once you are using disability hours, access to the bank will continue throughout an illness or injury regardless of the account balance. However, if the bank falls below 500 hours, immediate access will be denied for a subsequent illness or disability until the balance again reaches 500 hours.

In states with a State Disability Insurance program (S.D.I.), Paid Leave and disability hours will supplement the S.D.I. benefits to normal straight time net pay. The beginning date for the use of disability hours is not affected by hospitalization. However, if you are off work due to a work-related injury or illness that qualifies you for workers’ compensation, you will be able to use your disability hours as of the start of your absence due to the work-related injury or illness. You will need an approved healthcare provider, and possibly the employee health service, to certify the nature of your disability to qualify for the use of your disability hours and when you have recovered, to clear you to return to work.

**PERSONAL TIME OFF**

Personal time off can be granted for jury service, voting, funeral leaves, military reserves, and personal reasons.

**Jury Service** — If your absence would cause an extreme hardship in your department, your department head should request a postponement or excuse from jury service.

**Voting** — You are permitted up to 2 paid hours voting time in state and federal elections if the nature of your schedule does not permit you to reach the polls before the closing time.

**Funeral Leave** — Full-time employees may request up to 24 scheduled work hours off with pay to attend the funeral of an immediate relative. Part-time employees may request a prorated number of hours. An immediate relative includes spouse, child, parent, brother, sister, grandparent, grandchild, foster parent, step-parent, father-in-law, mother-in-law, or legal guardian. Part-time employees are granted funeral leave on a prorated basis.

**Military Reserve** — It is our policy to comply with all applicable Federal and State laws regarding military leaves of absence and the reemployment rights of veterans, reservists, and guard members.

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Personal Reasons — For reasons such as marriage, legal problems, and family problems, your department head can grant you personal time off without pay for periods up to 14 days. Your Paid Leave hours must be exhausted first. See the "Leaves of Absence" section for policies on unpaid time away from work lasting over 14 days.

LEAVES OF ABSENCE

General Leave

Full-time and part-time employees who average 20 or more hours per pay period may be eligible to receive a leave of absence. A leave of absence is granted on the basis of a number of factors including individual need, hospital need, merit, and length of employment. A leave will also be granted when required by law. A leave of absence is without pay and may be granted for up to 3 months. Employee benefits do not accrue during a leave of absence.

You will be expected to make arrangements prior to the requested leave for medical and dental plan coverage, or any voluntary payroll deductions. Personal leaves of absence may not be initiated until paid leave is exhausted.

If your leave of absence is for medical reasons (including pregnancy disability), a statement from your physician may be required. The hospital may also require you to obtain approval of the employee health doctor. When recovered and ready to return to work, an additional letter will be required from your physician releasing you to return to work. If temporarily disabled due to a work-related or non-work-related injury or illness and drawing disability pay from the hospital, requesting a leave of absence is not necessary or appropriate until your disability hours and paid leave hours are exhausted.

When the leave is completed or you are ready to return to work, whichever is earlier, the hospital will make a reasonable effort to reinstate you in the same or similar position.

If you do not return from a leave of absence within the approved period, we will consider that you have voluntarily terminated.

A request for a leave of absence must be submitted to your supervisor at least 2 weeks (1 month for supervisors and department heads) prior to the beginning date of the intended leave. If an extension of leave is required, you must submit a request to your department head at least 2 weeks prior to the end of the approved leave.

If you are off work for an extended period and management alerts you to your need for a leave of absence and you do not request one, it will be assumed that you wish to resign. If you submit a request for leave of absence it must be approved by your department director and the Human Resources director or hospital administration.

Family Medical Leave

For any employee who has worked for the hospital for 12 months and has worked at least 1250 hours during the last 12 month period, a special type of leave, called Family Medical Leave, may be available to give you time off to care for a seriously ill child, spouse, or parent, to care for your new child by birth, adoption, or state placement, or to care for your own serious health condition. The policies regarding Family Medical Leave are different from the policies regarding a regular leave of absence. See your supervisor or the Human Resources Department for details.

Revised December 2006
YOUR WELL BEING

EMPLOYEE HEALTH SERVICE

To safeguard your health and the health of others, a pre-employment physical from a physician approved by the hospital is required prior to starting work.

A T.B. test and possibly a health screening, at no cost to you, are required at least annually. Employees needing further medical attention should see a physician of their choice. Employees are encouraged to obtain a thorough physical regularly from their own physician.

HEALTH PROMOTION PROGRAMS

The Adventist Health hospitals believe in health programs to enhance their employees' health by providing individual motivation to those employees desirous of achieving optimum health. For further information, contact the Human Resources Department.

HEALTHCARE PLAN

The policies and procedures regarding the healthcare plan are described in detail in the Summary Plan Description (booklet).

GROUP LIFE INSURANCE

This insurance coverage is available at no cost to you after the first day of the month following your hire date and you average at least 36 hours per week. Eligibility is reviewed on a quarterly basis. See the certificate of insurance for coverage details.

Enrollment — An enrollment card is provided for your completion at the time of employment. After enrollment you may indicate changes in your beneficiaries.

Eligibility — A quarterly review is conducted to determine which employees remain covered according to their average weekly hours worked. If your average working hours fall below the 36-hour-per-week requirement, you will not be eligible for coverage until you return to the 36-hour average for an entire quarter.

Upon Termination — Employees enrolled at the time of termination may convert this coverage to an individual policy within 31 days.

PERSONAL ACCIDENT INSURANCE

The hospital provides all full-time employees working a minimum of 36 hours per week with a free $2,500 policy for personal accident insurance. Eligibility is reviewed on a quarterly basis. If you average at least 20 hours per week, you may purchase additional accident insurance if you wish to do so. Applications are available in the Human Resources Department.

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WORKERS' COMPENSATION COVERAGE

The hospital provides workers' compensation coverage in the event you sustain a work-related injury or illness. You will be entitled to certain benefits that are completely paid for by the hospital. Among the benefits are: temporary disability pay, which comes from the Workers' Compensation program, plus your disability hours or Paid Leave bank.

You are also entitled to medical care, which will be managed by the hospital and the Workers' Compensation representative. These individuals will coordinate your care with the appropriate healthcare providers.

If you sustain a work-related injury or illness, please notify your supervisor. It should be noted that any person who makes or causes to be made any knowingly false or fraudulent statement or material representation for the purpose of obtaining Workers' Compensation benefits or payments is guilty of a felony.

STATE DISABILITY INSURANCE

State Disability Insurance is compulsory for employees of non-profit hospitals in California. It is financed by a payroll deduction as specified by state regulations. Disability insurance is payable when you cannot work because of sickness or injury incurred off the job or when you are entitled to temporary worker's compensation at a rate less than the daily benefit amount. Benefits and wages, when added together, are limited to the total weekly wage immediately prior to the disability. After a claim begins, basic benefits become payable on the eighth day of the disability. The maximum amount payable is 52 times the weekly amount or one-half of the total base period wages, whichever is less.

To avoid penalty, a claim must be made no later than the 20th day after the first day for which benefits are payable. Prompt filing of a claim will speed payment. Claim forms and brochures explaining the disability insurance plan are available at the Human Resources Department.

EMPLOYEE LIABILITY

The hospital's professional and general liability coverage is extended to you as an employee or volunteer of the hospital while acting within the scope and capacity of your employment duties. For more information, please contact your supervisor or your hospital's Risk Management Department.

RETIREMENT

As a new eligible employee, you will receive booklets describing the retirement plan. These booklets will help you get the most from the plan.

The hospital also participates in the federal social security program, which is paid by you and the hospital. It provides a monthly income when you reach retirement age, or provides benefits to your survivors in the event of your death.

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TAX-SHELTERED ANNUITY

A tax-sheltered annuity program gives you an opportunity for retirement benefits by setting aside untaxed income until retirement. This income is normally taxed at a reduced tax bracket when paid after retirement. Information about this annuity program is available through the Human Resources Department.

SERVICE RECORDS

Notify the human resources office if you have previous employment at an organization affiliated with the Seventh-day Adventist Church. This may impact your Paid Leave accrual rate and retirement benefits.

PLAN DOCUMENTS

The handbook presents a brief summary of your employee benefits. For each benefit, the Plan Document governs the operation of the plan. Each of these plan documents may be changed from time to time.
YOUR RESPONSIBILITIES

COMMUNICATION

Good communications are vital for efficient and effective hospital operation. Our goal is a communication system that works freely and effectively in all directions. Thus, we will make every effort to keep you apprised of relevant information, and ask that you communicate any significant information relating to patient care, hospital security, personnel issues, or any other matter that requires attention, to your supervisor or department head. Good communications between members of the hospital team also are important, as are communications with patients and family members.

Although communications and the resolution of problems are important at all hospitals, they are particularly important here. This is because, as a Seventh-day Adventist hospital, we are committed to the internal resolution of all work-related issues.

In an effort to increase and maintain the quality of communications we have established a number of vehicles, including periodic newsletters, notices posted on bulletin boards, the suggestion program, periodic meetings between employees and administration, and the grievance and arbitration procedure.

POLICIES

Employees who work for the hospital are deemed to have agreed with its policies and procedures, including those in the handbook. Revisions to policies, procedures and/or benefits will apply to you.

CHANGE OF EMPLOYEE INFORMATION

To keep insurance benefits and records of employment up-to-date, please notify your department head and the Human Resources Department immediately of any change in name, marital or dependency status, address, telephone number, insurance beneficiaries, license and accreditation certificates, educational progress, or other information concerning your status.

SUGGESTION SYSTEM

The hospital management is interested in having an efficient, smooth operating and well-organized team of dedicated loyal staff committed to providing quality health care. When this does not happen, we fail in our mission. Your suggestions are important to help things go smoothly. You are encouraged to offer constructive suggestions and ideas, which will make our hospital and our service to the community of highest quality. Whatever you do, don’t let a good idea go unnoticed because you thought it was unimportant!

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EMPLOYEE GUIDELINES

Guidelines regarding acceptable conduct are necessary for orderly operation and for the benefit and protection of the rights and safety of our patients, visitors, and employees. The following guidelines, and others which might be established from time to time, are designed to provide our employees with examples of the types of conduct that are considered to be unacceptable. These guidelines are also intended to inform employees about the type of disciplinary action which may be taken. The following are examples and not a complete list of what are considered to be unacceptable modes of conduct:

1. Going off duty without permission during working hours.
2. Violation of safety rules or safety practices.
3. Use of obscene or abusive language.
4. Threatening, intimidating or coercing fellow employees.
5. Abuse of a patient or a member of the staff.
7. Possession of or being under the influence of alcohol or drugs.
8. Refusal to obey orders of supervisory personnel or similar insubordinate behavior.
9. Neglect, waste, damage or theft of hospital property or that of employees or patients.
10. Falsification of hospital records including the employment application or time cards.
11. Misconduct or negligence.
13. Bringing explosives, a firearm, or any other weapon to work.
14. Conduct that is not appropriate for an employee of an organization that operates in a manner consistent with the philosophy, teachings and practices of the Seventh-day Adventist Church.

The type of disciplinary action that may be taken in response to unacceptable employee conduct or poor job performance depends on all of the circumstances of the individual case. Disciplinary action may take a number of forms, including, but not limited to, the following: oral warning, written warning, suspension without pay, demotion, probation, or involuntary termination. These and other forms of disciplinary action may be imposed by the employee's supervisor or department head and the hospital reserves the right to impose whatever form or forms of discipline it chooses in a particular instance.

As discussed in the "Termination of Employment" section below, an employee may resign at any time just as the hospital may terminate an employee's employment at any time without cause, and without notice. These "Guidelines" are not intended to nor do they provide an exception to or modification of that policy.

Revised December 2006
DRUG AND ALCOHOL-FREE WORKPLACE

The dangers of drug and/or alcohol abuse are numerous, including the risks of loss of life, physical damage to people and property, a decline in morale and productivity, and deterioration in the quality of goods and services produced.

Our policy is to maintain a drug/alcohol-free workplace. Thus, the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance or alcohol is prohibited in our workplace.

As a condition of continued employment, you are expected and required to abide by this policy and to notify your department manager of any criminal drug/alcohol statute conviction against you no later than 5 calendar days after such conviction. A conviction means a finding of guilt, including a plea of nolo contendere, or imposition of a sentence or both by any judicial body charged with the responsibility to determine violations of the Federal or State criminal drug/ alcohol statutes.

PRAYER WITH PATIENTS

As a Christian health care facility interested in the emotional and spiritual strengthening of our patients, we encourage the appropriate, sensitive offering of prayers for the well being of the patient. The giving of prayers should never be forced but offered to the patient in such a way to add to the comfort and restoration of the patient. The hospital supports the use of prayer by its staff as an important part of the healing process.

APPEARANCE

Personal appearance is especially important in a hospital setting. As an employee, you are expected to set an example of neatness, cleanliness, modesty, and appropriate grooming.

The following guidelines have been established:

- Hair, beards, and mustaches are to be neat, clean and well groomed. In some departments beards may not be permitted.
- Proper body hygiene requires daily cleanliness.
- Clothing and accessories should be appropriate in appearance and be neat, clean, and presentable for the job. Check with your supervisor for departmental dress codes.
- The wearing of jewelry is discouraged except for wedding bands and plain ear posts or studs. The wearing of jewelry is not allowed if it interferes with safe working conditions or patient care.

ABSENCE

If an illness or personal problem should prevent you from reporting to work, notify your supervisor at least 2 hours prior to your normal starting time. In cases of accidents, please ensure that notification is received by your supervisor as soon as possible. Repeated absences or an absence without notification can cause a hardship for your department and, therefore, is unacceptable.

Revised December 2006
Repeated absences for illness will require physician certification of your ability to continue employment. The hospital may require you to see a hospital-designated physician.

**TARDINESS**

Frequent tardiness must be avoided. If you anticipate being late for work, please telephone your supervisor or his/her designee immediately. Courtesy requires a word of explanation for your tardiness.

**DEPARTMENT POLICIES**

In order to promote smooth operations and efficient teamwork, you are asked to know and observe the policies and procedures developed for the department in which you work.

**CASH SHORTAGE AND BREAKAGE**

The hospital may require from you reimbursement of cash shortages, breakages, or loss of equipment where it was caused by a dishonest or willful act, or gross negligence.

**CONFIDENTIAL INFORMATION**

This hospital is committed to ensuring confidentiality of records and related information for all patients, employees, and hospital business. Full consideration is given to patients’ rights for privacy concerning all aspects of their medical program. All communications regarding their care is treated as confidential information. Access to any of this information is limited only to those health care providers who have need of the information to fulfill their duties.

All employees, volunteers, and physicians who have access to information about patients, employees or hospital operations of a confidential nature are prohibited from discussing or revealing such information in any unauthorized manner. Confidential information includes but is not limited to, medical records, employees records, information gained from service on hospital or medical staff committees, information gained from patients, from families and friends of patients, other employees, external agencies, media or medical staff.

Any individual wishing access to his or her PHI, whether hard copy or electronic, must go through the normal health information request process. This includes individuals who are Adventist Health employees, volunteers or physicians.

Any breach of confidentiality represents a failure to meet the legal, professional, and ethical standards expected, and constitutes a violation of this policy. A breach need not take the form of a deliberate attempt to violate confidentiality, but includes any unnecessary or unauthorized use or disclosure of confidential information due to carelessness, curiosity or concern, or for personal gain or malice, including but not restricted to informal discussion. Such breaches may result in discipline and/or civil or criminal penalties.

**PUBLIC INFORMATION**

Only designated department representatives are authorized to release information about patients and employees. The unauthorized release of this confidential information may involve you and the hospital in a legal action.

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Revised December 2006
INSIGNIA

The hospital has the responsibility to authorize official insignia and professional or service pins that may be worn while on duty.

SOLICITATION AND DISTRIBUTION OF LITERATURE

To avoid disruptions in the operation of the hospital or interference with patient care, the following policy applies to solicitation and distribution of literature on hospital property.

Outsiders — Persons not employed by the hospital may not solicit or distribute literature on hospital property at any time for any purpose.

Employees of the Hospital — Employees of the hospital may not solicit for any purpose during working time. Employees of the hospital may not solicit, for any purpose, at any time, in patient care or patient treatment areas. Patient care and patient treatment areas include patients’ rooms, operating rooms, X-ray rooms, therapy rooms, recovery rooms and other areas used for patient care or therapy. If solicitation is likely to disturb patients or disrupt healthcare operations, patient care and patient treatment areas also include corridors adjacent to those areas, sitting rooms on patient floors that are accessible to and used by patients, and elevators, corridors, and stairways frequently used to transport patients.

Employees may not distribute literature for any purpose during working time or in working areas.

"Working time" includes the working time of both the employee doing the solicitation or distribution and the employee to whom it is directed. "Working time" does not include breaks, meal periods, clean-up periods, and any other times during the workday when the employee is not required to be performing job duties. "Working areas" include areas where employees regularly work, including immediate patient care and patient treatment areas but does not include such areas as employee lounges, lobbies, vending areas, gift shops, employee cafeteria, and parking areas.

All questions regarding this policy should be directed to the human resources office for clarification.

EQUIPMENT AND BUILDING MAINTENANCE

Equipment used in the hospital is valuable, urgently needed, and sometimes difficult to replace. You are responsible for the equipment you use on the job. Take care of it and use it properly. If you discover any damage to equipment or buildings, report it to your supervisor to prevent more deterioration or damage and to prevent injury or hazard.

VOLUNTEER SERVICES

The volunteer members, who freely devote their time and energy, enhance the care and services provided for the patients and visitors by the hospital which otherwise could not be afforded. Our volunteer workers are very anxious to coordinate their activities smoothly with those of our employed staff, and they will be most grateful for your interest and cooperation. The hospital recommends your support of this fine group of devoted people.

Revised December 2006
ACCIDENTS

If an accident, major or minor, occurs to you, another employee, patient, or visitor, REPORT IT IMMEDIATELY to the person in charge of your area of service. This person will assist you in filling out the appropriate report and in providing for the proper medical attention or follow up.

SAFETY AND SECURITY

Safety and security of patients, visitors, and employees is important to the hospital. Therefore, we have adopted a formal safety plan. You can contribute to the hospital safety and security program by:

- Reporting potential hazards, injuries, and accidents immediately to your supervisor.
- Caring properly for your equipment and keeping your work area organized.
- Reporting any suspicious activities of persons in or around the hospital.

FIRE PREVENTION

The hospital places great emphasis on fire prevention. A fire manual has been prepared. Please know its contents and how to participate in a fire emergency. You should know how to use a fire extinguisher and how to report a fire to the switchboard operator. Fire safety will be taught to all employees and fire drills will be held at regular intervals.

DISASTER PLAN

A disaster is any situation, usually catastrophic in nature, in which a large number of persons are rendered helpless or injured resulting in the need for immediate medical care. The hospital's purpose is to be ready at all times to meet this need. You will be a part of an organized plan to help the hospital meet such emergencies. Check with your supervisor regarding your part in the program. It is important that you report for regularly scheduled duty during a disaster and to be ready to report for disaster duty if not regularly scheduled.

Disaster practice drills are held periodically to test your readiness.

TELEPHONE COURTESY

Care and courtesy in using the telephone not only makes friends for the hospital but also makes the contact more pleasant for those with whom you deal. In using the telephone, please keep in mind the following suggestions:

- Answer pleasantly and promptly.
- Identify yourself by name and department

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Revised December 2006
• Give accurate and careful answers.
• Transfer calls tactfully using the proper procedure.
• Always say "please" and "thank you."
• Display a helpful attitude.
• Maintain a pleasant tone of voice at all times and speak clearly in order to be understood.
• Hang up gently.
• Remember not to give out confidential information without proper authorization.

TIPS AND GIFTS

It is the hospital’s policy that every patient is entitled to the best service possible. You are asked not to solicit or accept tips for yourself for any service rendered in the course of your duties. When tips or gifts are offered they should be graciously refused.

VISITING

It is expected you will not pay personal visits to hospitalized friends or relatives while on duty. Employees visiting hospitalized persons while on duty are subject to the same limitations as all visitors.

Conducting personal business during working hours or unnecessary visiting, whether by phone or in person, could adversely affect your performance evaluation. Please ask your visitor to wait in the public waiting areas until you are off duty or to contact you when you are not at work.

WAITING

When you are off duty you may not wait or visit in any work area.

CONFLICT OF INTEREST POLICY

A conflict of interest exists when you engage in conduct which adversely affects, or may be perceived to adversely affect, your judgment or conduct. You are expected to avoid any outside employment or other activities or relationships that may create an actual, potential or perceived conflict of interest.

You are encouraged to raise any questions involving this policy with the Director of Human Resources before becoming engaged in outside activities or relationships that may give rise to an actual or perceived conflict.

Revised December 2006
YOUR RESPONSIBILITIES
CORPORATE COMPLIANCE PROGRAM

This program provides a standard for ethical behavior and a reporting system for notifying management of potential ethical breaches. The organization’s legal board adopted the formalized compliance program which consists of written policies, procedures, and a code of conduct designed to prevent violations of applicable laws, regulations, policies and procedures. In addition, it is designed to detect and correct violations should they occur.

You may find the entire compliance program on Adventist Health’s Roseville Connect Intranet page at: https://connect.ah.org/portal/site/admin under the Corporate Compliance Department “Compliance Program” folder or on Adventist Health’s web page under “About Us:” http://www.adventisthealth.com/aboutus/goDocDocument.asp?CN=3&DID=970

Adventist Health is a highly regarded healthcare provider. Our reputation has been achieved through the dedication of individuals committed to quality, honesty and fairness. Each of us is responsible for continuing to protect and enhance that reputation for the future. The Adventist Health Code of Conduct is based on the biblical counsel to treat others as we would have them treat us. Great effort is taken to ensure that, as officers, employees, contractors or volunteers of Adventist Health and its Affiliates, we conduct ourselves with integrity in accordance with all applicable laws and ethical business standards.

The material that follows is Adventist Health’s formalized Code of Conduct, which in turn is followed by a brief description of the Federal and State laws addressing false claims and whistleblower protections.

ADVENTIST HEALTH CORPORATE CODE OF CONDUCT

Mission

Adventist Health’s mission is to share God’s love by providing physical, mental, and spiritual healing.

Adventist Health (“AH”) and its Affiliates, in keeping with their mission, strive to conduct themselves in accordance with strong business ethics and in compliance with all applicable laws. This Code of Conduct is upheld through the integrity and ethical practices of our officers, employees, contractors, and agents.

To maintain its standards in an increasingly regulated business environment AH has established this formal Code of Conduct, which provides general guidelines on how AH and its Affiliates will conduct business. As such, this Code of Conduct governs the conduct of all employees and contractors of AH and its Affiliates. Knowledge of, and adherence to, these standards allows AH to continue serving its patients and communities in a professional, caring, and ethical manner.

Revised December 2006
Compliance with Laws

AH policy requires AH and its Affiliates, officers, directors, employees, contractors, and agents to comply with all applicable laws, including Federal and State health care program requirements. Failure to do so exposes AH organizations’ officers, directors, employees, contractors, and agents to possible sanctions, monetary penalties, criminal prosecution, and other disciplinary actions. When the application of a law is uncertain AH or its Affiliates will seek appropriate guidance.

Reporting of Violations

AH and its Affiliates support and encourage any officer, director, employee, contractor, or agent to maintain individual responsibility for monitoring and reporting any activity that appears to violate any applicable laws, rules, regulations, policies and procedures, or this Code of Conduct. In order to provide every avenue possible in which to raise their concerns AH and its Affiliates have established a confidential reporting mechanism that includes anonymous reporting if the person making the report so desires. Using this mechanism does not, however, relieve an individual of his or her other obligation to utilize the organization’s grievance and arbitration procedures, if the matter is covered by such a procedure.

Anyone who becomes aware of a violation of any laws, including Federal and State health care program requirements, company policies and procedures, the AH Corporate Compliance Program, or this Code of Conduct is expected to report the improper conduct. This reporting can be accomplished either verbally or in writing through a supervisor, the local compliance officer, compliance report form, hotline (888) 366-3833, or the AH Corporate Compliance Officer (877) 336-3566. The local compliance officer, with assistance from the AH Corporate Compliance Department, will investigate all reports and ensure that proper follow-up actions are taken. AH policy prohibits any organization or individual from retaliating against a person who makes a complete and accurate report in good faith.

It is the policy of AH and its Affiliates that employees shall not be punished for reporting what they reasonably believed to be an act of wrongdoing or a violation of the AH Corporate Compliance Program.

However, an employee will be subject to disciplinary action if their employer reasonably concludes that the report of wrongdoing was knowingly fabricated by the employee or was knowingly distorted, exaggerated or minimized to either injure someone else or to protect or benefit the reporting employee.

Conflicts of Interest

AH and its Affiliates require officers, directors, employees, contractors, and agents to exercise individual loyalty to AH in fulfilling their responsibilities. These individuals must avoid any situation where a conflict of interest exists or might appear to exist between their personal interests and those of AH or its Affiliates. The appearance of a conflict may be as serious as an actual conflict of interest. If a conflict of interest exists or appears to exist, the individual must follow the conflict of interest procedures adopted by the AH organization, a copy of which is available.

Examples of Applicable Laws

Although it is not practical to list all laws, including Federal and State health care program requirements, to which AH and its Affiliates are subject, the following are examples of the more common laws subject to this Code of Conduct.

Revised December 2006
Patient Admission and Transfer

Admission to an AH facility should be based strictly upon medical necessity. Only an appropriately licensed person should determine whether to admit a patient to an AH facility. AH management should ensure that facility personnel and medical staff members are never pressured to admit patients inappropriately and that patients are admitted only on the basis of medical need. A patient should not be transferred from an AH facility if such transfer threatens the patient’s health or is in violation of law. If applicable, each AH facility shall adopt patient transfer protocols.

Payment for Referral

AH and its Affiliates do not offer, pay or receive payments in exchange for the referral of a patient or other business. AH and its Affiliates only pay people or entities for actual items or services provided to the organization or community. AH and its Affiliates do not offer or provide illegal benefits, whether cash or non-cash, to any physician or health professional.

Accuracy in Billing

AH and its Affiliates are committed to prepare and submit accurate claims for medically necessary services rendered. All bills must be accurate and conform with federal and state laws and regulations.

Accuracy in Coding

AH Affiliates maintain the integrity of patient records and are committed to accurately code patient records to reflect the actual services provided to patients in their care.

Marketing Activities

AH and its Affiliates must comply with all state and federal requirements regarding marketing.

Political Activities

Although officers, directors, employees, contractors, and agents are encouraged to participate freely and actively in the political process, they should ensure that their political activities are lawful and separate from their activities as an employee or contractor of AH or an affiliate. Personal political activities must not unreasonably interfere with the individual’s ability to perform his or her duties for the AH organization, and must be consistent with applicable laws, rules, regulations and the policies set forth in this Code of Conduct.

Patient Rights Laws

AH and its Affiliates are committed to abiding by all applicable laws, rules and regulations regarding and protecting their patients’ rights, including confidentiality and other rights.

Revised November 2007
YOUR RESPONSIBILITIES

FEDERAL AND STATE FALSE CLAIMS ACTS

Federal and State False Claims Acts prohibit any person or entity from, among other things, knowingly presenting, or causing to be presented, a false or fraudulent claim for payment or approval, or knowingly making or using, or causing to made or used, a false record or statement to get a false or fraudulent claim paid or approved.

The penalties for violating the Federal or State False Claims Act include:

- Civil monetary penalties of up to $10,000 for each false claim submitted;
- Three times the amount of damages which the government sustains because of the false claim; and,
- The costs of the legal action brought to recover for the false claim.

A private citizen may file suit under the Federal and State False Claims Acts on behalf of the government if the citizen has direct and independent knowledge of the submission of a false claim. The government will then decide whether to intervene and take over the case, dismiss or settle the case, or let the private individual pursue the case on his or her own. In either case, the person who initially filed the case may receive a portion of the amount recovered in either litigation or settlement of the claim.

Your local compliance officer can provide more detailed information regarding the Federal and State False Claims Acts.
YOUR RESPONSIBILITIES

WHISTLEBLOWER PROTECTIONS

Both the Federal and State False Claims Acts prohibit employers from retaliating or discriminating against an employee who, acting in good faith, investigates, reports or assists in uncovering a false claim or statement.

An employee who suffers discrimination or retaliation based on protected activities has the right to sue under the both the Federal and State False Claims Act. If the employee can prove that his or her employer retaliated against him or her for engaging in protected activity, the employee is entitled to be “made whole.” The remedies may include:

- Reinstatement of the employee to his or her position;
- Two times the amount of back pay;
- Interest on the back pay; and,
- Compensation for any special damages (including litigation costs and reasonable attorneys’ fees).

As noted above, it is the policy of Adventist Health and its Affiliates that no employee shall be punished solely on the basis that he or she reported what he or she reasonably believed to be an act of wrongdoing or a violation of the Adventist Health Corporate Compliance Program.

YOUR LOCAL COMPLIANCE OFFICER CAN PROVIDE MORE DETAILED INFORMATION REGARDING THE PROTECTIONS AFFORDED EMPLOYEES UNDER THE FEDERAL AND STATE FALSE CLAIMS ACTS.
AS YOU CONTINUE

PERFORMANCE EVALUATION

Your performance will be regularly evaluated as an aid to assist you in becoming a more valuable member of our team. Oral and written ongoing evaluations of your progress will be made. Your supervisor will review the evaluation of your performance with you and will provide you with the opportunity to discuss questions you may have regarding any aspect of your employment. One of the purposes of the performance evaluation is to identify ways in which you can improve your present performance so you may qualify for increased pay, promotion, or transfer to a position in which you can make better use of your abilities. The performance evaluation is an important factor in a number of employment decisions including your advancement, job satisfaction and continued employment.

PROMOTIONS AND TRANSFERS

You have opportunity for advancement through job promotion in all departments. Promotions are considered on the basis of a number of factors including skills, ability, performance, seniority, and needs of the hospital.

You may qualify for a job opening in another department. Such transfers may be initiated by an employee, department head or vice president in charge of an area. Employees are expected to remain in a department for 3 months before requesting a transfer. Employees wishing to transfer should discuss the situation with the department head or supervisor. However, if the department position could be jeopardized, the employee may contact the Human Resources Department directly. The department has information regarding positions available and will work to help employees find satisfying positions within the hospital. It will also work with employees and department heads to help bring about a smooth transfer.

DISPUTE RESOLUTION PROCEDURES

The Company has established two procedures designed to assist in the resolution of employment disputes. The first procedure is the Grievance Procedure. This informal procedure is designed to allow the employee and the Company to attempt to resolve these disputes without seeking the assistance of an outside arbitrator. The second procedure is the Arbitration Procedure and involves the use of an outside arbitrator to settle the dispute.

Many employees will select to first use the Grievance Procedure because of its informal nature. If an employee decides not to use the Grievance Procedure or, if the employee is not satisfied with the result of the Grievance Procedure, and if the dispute is covered by the Arbitration Procedure, the employee must submit the dispute to the Arbitration Procedure for final and binding arbitration.

Revised February 2008
To the extent provided by applicable law, nothing contained in either the Grievance Procedure or the Arbitration Procedure shall preclude an employee, former employee or the Company from filing a charge, complaint, or claim with an administrative agency. And, as used in both the Grievance Procedure and the Arbitration Procedure, the term “Company” includes all of its related entities, employees, representatives, agents, physicians, and shareholders, as well as their successors and assigns. The term “employee” as used in both the Grievance Procedure and the Arbitration Procedure includes current and former employees as well as applicants for employment who have signed an agreement to arbitrate.

**GRIEVANCE PROCEDURE**

An employee should initiate the Grievance Procedure for any event, action, failure to act, condition, rule, or practice arising out of or relating to the employee’s employment or former employment and which the employee believes to be improper or in conflict with the employee’s civil rights (“grievance”). This Procedure covers the full range of employment disputes, including but not limited to those based on state and federal civil rights laws (including, but not limited to claims of employment discrimination, discriminatory retaliation, and discriminatory or sexual harassment), other state and federal statutes, torts, public policies, and those involving terminations (including, but not limited to claims of constructive discharge). Throughout the Grievance Procedure, the Human Resources Department (“HR”) will serve as a resource to both the employee and the Company. At any step of the Grievance Procedure during which the employee is required to meet with a representative of the Company, the employee may be accompanied by a Company employee of the employee’s choosing.

**Grievance**

1. It is generally in the interest of all parties to attempt to resolve grievances as soon after they arise as possible. Therefore, if an employee has a grievance, the employee should submit a written grievance containing the employee’s name, the facts on which the grievance is based, and the requested solution to the employee’s immediate supervisor within 90 calendar days of the event giving rise to the grievance. A copy of the grievance should be submitted to HR at the same time. Within 14 calendar days, or as soon thereafter as practicable, the supervisor will provide the employee with a written response. The supervisor may ask the employee to meet prior to the issuance of the written response.

If the grievance concerns an action by the employee’s supervisor (including, but not limited to termination), the employee should initiate the Grievance Procedure by filing a written grievance and requested solution with the employee’s department head within 90 calendar days of the event giving rise to the grievance.

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Revised February 2008
If the employee wishes, the employee may, before filing a grievance, go to HR in an effort to have the problem resolved. If the employee does this, the employee should approach HR to discuss the problem before the expiration of the 90-day period in which a written grievance must be submitted. If the employee is not satisfied with the resolution proposed by HR, the employee should still initiate the formal Grievance Procedure by submitting a written grievance to the employee’s supervisor (or department head if the grievance concerns an action by the employee’s supervisor) with a copy to HR within 90 days from the event giving rise to the grievance.

In the event that a grievance is not submitted within the time frames set forth in this paragraph 1, it still will be considered timely if submitted within the applicable statute of limitations.

2. If the matter is not resolved in a timely or satisfactory fashion by the supervisor, the employee should submit a written grievance and proposed resolution to the employee’s department head within 14 calendar days of the date the employee received or should have received the supervisor’s reply. Within 14 calendar days, or as soon thereafter as practicable, the department head will provide the employee with a written response. The department head may ask the employee to meet prior to the issuance of the written response.

3. If the matter is not resolved in a timely or satisfactory fashion by the department head, the employee should submit a written grievance and requested resolution to HR within 14 calendar days of the date the employee received or should have received the department head’s reply. Within 14 calendar days, or as soon thereafter as practicable, HR will schedule a date on which the employee will meet with the administrative officer for the department, and a representative of HR. The meeting shall take place within 14 calendar days of the date on which the written grievance was received by HR, or as soon thereafter as practicable. Within 14 calendar days of the meeting, or as soon thereafter as practicable, the administrative officer will provide the employee with a written response.

4. If the matter is not resolved in a timely or satisfactory fashion at step three, the employee should submit a written grievance and requested resolution to the HR Director within 14 calendar days of the date the employee received or should have received the administrative officer’s reply. Within 14 calendar days, or as soon thereafter as practicable, the HR Director will schedule a date on which the employee will meet with the President or a designee. The meeting shall take place within 14 calendar days of the date on which the written grievance was received by the HR Director, or as soon thereafter as practicable. Within 14 calendar days of the meeting, or as soon thereafter as practicable, the President or designee will provide a written response, which will be hand delivered to the employee or mailed to the employee at the last address on file in HR.

Revised February 2008
The decision of the President or designee is final, except to the extent that a grievance is arbitrable.

ARBITRATION PROCEDURE
Arbitrable disputes by an employee are those disputes that are made within the applicable statute of limitations and which arose out of or are related to (i) a claim of employment discrimination (including, but not limited to, discriminatory retaliation, and discriminatory or sexual harassment), (ii) a claim of termination of employment, including claims of constructive discharge, (iii) a claim for wages or other compensation (whether brought by or on behalf of one or more employees), (iv) a tort claim or any other claim in which punitive damages or emotional distress damages could be awarded that arose out of or is related to the employment relationship, (v) a claim that is related in any manner to the claims described in (i) through (iv) of this paragraph. Arbitrable disputes by the Company are those claims against an employee that are made within the applicable statute of limitations and which arose out of or are related to the employment relationship.

Subject to the provisional remedies such as injunctive relief or restraining orders, if any, provided for under applicable state or federal law, arbitration shall be the exclusive remedy for resolving any such arbitrable disputes, and the decision of the arbitrator shall be final and binding on all parties. An action to compel arbitration pursuant to this Arbitration Procedure, or to confirm, vacate or modify an arbitration award, may be brought pursuant to the procedures of the state in which the Company is located, the Federal Arbitration Act, or a combination thereof.

The rights of the parties under this Arbitration Procedure are the same as those available to them in a court of competent jurisdiction.

1. Initiation of Arbitration — Arbitration is initiated by giving written notice of the intention to arbitrate to the other party. The notice must be given within the applicable statute of limitations. (The statute of limitations is not tolled by use of the Grievance Procedure.) A failure to file the notice within the applicable statute of limitations shall constitute a waiver of the dispute in any forum.

The notice of intent to arbitrate must contain a description of the dispute, the facts on which it is based, and the remedy/relief sought. A notice of intent to arbitrate from an employee shall be hand delivered or sent by registered or certified mail to the HR Director and shall be deemed filed on the date received by the HR Director. A notice of intent to arbitrate from the Company shall be hand delivered or sent by registered or certified mail to the employee and shall be deemed filed on the date received by the employee.

2. Selecting the Arbitrator — The arbitrator shall be chosen within 30 days of receipt of the written notice of intent to arbitrate, or as soon thereafter as practicable. If the parties are unable to agree on the selection of an arbitrator, either party may petition the local state trial court for a list of three retired judges available to arbitrate the dispute. The employee shall strike one name, then the Company shall strike one name, and the remaining judge will serve as the arbitrator.

Revised February 2008
3. **Arbitrator’s Fees** — To the extent required by applicable law, the Company shall pay the arbitrator’s fee. Otherwise, the Company and the employee shall split the arbitrator’s fee.

4. **Scope of Arbitrator’s Authority** — The arbitrator shall have the authority to rule on all motions, whether made prior to or at the hearing, including motions for summary judgment or summary adjudication. The arbitrator shall not have the authority to amend, modify or delete any provision of this Arbitration Procedure or the Company’s policies, unless violative of applicable law.

   The arbitrator shall have the authority to award only such remedies as could be awarded by a court under the applicable substantive law, which may include injunctive or other equitable relief. Prior to the hearing, the arbitrator shall encourage the parties to explore settlement.

5. **Conducting Discovery** — Arbitration is intended to provide a less time-consuming, less expensive, and less complicated means of settling employment-related disputes. Discovery may be initiated by the parties after the selection of the arbitrator, and may be initiated without first obtaining permission from the arbitrator. In the event of a dispute regarding discovery, either party may ask the arbitrator to determine what discovery is appropriate under the circumstances, or adequate for the prosecution or defense of the claims. However, under no circumstances will discovery be permitted that is broader than that which is allowed by the applicable procedural rules of the state in which the Company is located. The arbitrator may issue subpoenas to compel the testimony of third-party witnesses or the production of documents.

6. **Representation by Legal Counsel** — The employee will be permitted to be represented at the arbitration hearing by either an attorney or another Company employee. If the employee chooses to be represented by legal counsel, the employee should inform the Company of this so that the Company will have adequate time to select legal counsel as the Company will only be represented by legal counsel if the employee is. In the event that the employee does not provide the Company with adequate notice of the employee’s intent to be represented by legal counsel, the arbitrator shall grant a reasonable request to delay the proceedings to allow the Company to select legal counsel and to provide the newly-selected legal counsel with sufficient time to become familiar with the case.

7. **The Hearing** — The arbitrator may order the parties to submit pre- and/or post-hearing briefs. All testimony taken at the hearing before the arbitrator shall be under oath and, unless otherwise agreed to by the parties, the rules of evidence of the state in which the Company is located shall apply. A party shall have the right to have a written transcript of the proceedings at that party’s own expense.

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Revised February 2008
8. **Arbitrator’s Decision** — The arbitrator shall issue a written decision within 30 days, or as soon thereafter as practicable, of the later of the conclusion of the hearing or, where applicable, the receipt of briefs. This decision, which shall set forth the essential findings and conclusions on which it is based, shall be final and binding on the parties. Therefore, other than a petition to confirm, vacate or modify the decision, neither party may initiate a lawsuit that in any way arises out of or relates to the dispute. The decision of the arbitrator may be entered as a judgment in a court of competent jurisdiction.

In the event that any paragraph, or provision within a paragraph, of this Arbitration Procedure is determined to be illegal or unenforceable, such determination shall not affect the validity or enforceability of the remaining paragraphs, or provisions within a paragraph, all of which shall remain in full force and effect. A court of competent jurisdiction may reform this Arbitration Procedure if necessary to effectuate the intent of the parties to resolve the specified disputes through arbitration. Nothing herein shall restrict the Company’s rights to lawfully manage its operations or workforce, or to lawfully discipline or discharge its employees. The foregoing reservation of the Company’s rights does not restrict an employee’s right to bring an arbitrable claim pursuant to this Arbitration Procedure.

**TERMINATION OF EMPLOYMENT**

The employment relationship may be terminated for any one of a number of reasons. Regardless of the reason for the termination, the employment relationship is predicated on the fact that it is completely voluntary, i.e., once established the employment relationship may be terminated at any time, without cause and without notice, by either the employee or the hospital. Only the President has the authority to agree to an express contract of employment for a specific duration or to change the voluntary nature of the employment relationship. And, that contract must be in writing.

The hospital recognizes the following types of termination:

**Resignation** — A resignation is a termination voluntarily initiated by the employee for reasons other than that of retirement. If an employee wishes to resign from his or her position, we ask that the employee give his or her supervisor at least two weeks' written notice. (Management personnel are expected to give at least one month’s written notice.) Lack of proper notice will reflect negatively on the employee's employment record and affect his or her eligibility for reemployment. Also, if an employee is absent for three consecutive scheduled workdays without notice, such employee will be considered to have voluntarily resigned.

**Involuntary Termination** — An involuntary termination is one that is initiated by the hospital.

**Layoff** — This involuntary separation occurs for various reasons, including lack of work, job elimination and reorganization.

**Retirement** — This occurs when the employee voluntarily leaves work for the purpose of retiring from employment with the hospital. Whenever possible, the employee should give six months advance notice of his or her intent to retire. The employee can ask the Human Resources Department for a forecast of retirement benefits.

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Revised February 2008
EXIT INTERVIEWS

All terminating employees may be interviewed at an exit conference by the Human Resources department. One of the purposes of this interview is to make sure the reason for the employee's termination is not based on some misunderstanding or condition that could be remedied by either the hospital or the employee. The hospital is also interested in obtaining any information that could lead to improved patient care, employee morale, or working conditions.

RE-EMPLOYMENT

Former employees who are reemployed after resigning or having been terminated are considered as new employees and need to be processed through the Human Resources Department. Accumulated benefits from the previous employment will not apply except longevity toward retirement and future accrual of Paid Leave.

--- 7 – 7 ---

Revised December 2006
TO SERVE YOU

CAFETERIA

The hospital provides a vegetarian cafeteria where meals, drinks, sandwiches, and other refreshments are available. Employees are encouraged to use these services. Meals may be brought to the hospital, but must be eaten in the designated areas and not in offices, departments, or on the nursing units.

COUNSELING

Counseling is available to hospital employees who have particular problems which are affecting their work. Please contact the Human Resources Department for information regarding the various services available to you.

LOCKERS

Check with your immediate supervisor for assignment to lockers where available. Where lockers are not available the supervisor will indicate areas approved for keeping personal belongings. You are cautioned not to bring excessive amounts of money or valuables. The hospital reserves the right to search an employee’s locker. Packages and purses are also subject to search when carried from the hospital.

LOST AND FOUND

A lost and found service is maintained. Articles should be turned in with the date, time, place and name of person(s) who found the articles. Persons inquiring about articles that have been lost should be referred to the lost and found service. Items that have not been claimed within 30 days will be given to charity when appropriate. The hospital is not responsible for articles lost or found.

MAIL SERVICE

You are asked to make provisions to have personal mail delivered to your home or resident address. Private mail for employees delivered to the hospital may be returned to the sender. Hospital stationery may be used only for hospital business.

NOTARY PUBLIC

If you need the services of a notary public, please ask the Human Resources Department for assistance. This service is available free of charge to you.

PARKING

You are expected to comply with current parking regulations. You will receive information about these regulations when you are employed. Changes will be published whenever the regulations are modified. If you choose to park your car in hospital parking, it is subject to search.

Revised December 2006
HOSPITAL PROPERTY

Computers, telephones, voice mail, e-mail, credit cards, desks, and other items provided by the Hospital continue to remain Hospital property, must be maintained in accordance with Hospital policies, and used only for businesses purposes. The Hospital reserves the right to monitor and inspect all Hospital property, without notice, and without the employee present. The Hospital may assign and change passwords and personal codes, which are not to be disclosed to others. The Hospital may monitor and inspect Hospital property even if a password or personal code has been assigned. Prior authorization must be obtained prior to the removal of any Hospital property from the premises. All Hospital property must be returned immediately upon request or termination in the same condition as when originally provided. Personal items brought onto Hospital property also are subject to inspection, without notice, and without the employee present.

SERVICE AWARDS

In recognition of your loyal service to the hospital, you will receive an award at periodical intervals. These awards are presented at an annual special function.

SMOKING

For everyone's health and safety, employees are not permitted to smoke in hospital buildings or while on duty.

Whenever a visitor is seen smoking in any of the hospital buildings, please kindly tell him that smoking is not permitted.

WORSHIP SERVICE

Your hospital is devoted to serving the needs of the whole person—physical, mental, and spiritual. To fulfill this objective each of us needs inspiration and Divine guidance for our task. Thus, you are welcome to attend daily brief worship periods.

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<th>Hospital Name</th>
<th>Address</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>Adventist Medical Center</td>
<td>10123 S.E. Market Street</td>
<td>(503) 257-2500</td>
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<td>Portland, OR 97216</td>
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<td>Center for Behavioral Health, The</td>
<td>525 Oregon Street</td>
<td>(707) 649-4006</td>
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<td>640 Ulukahiki Street</td>
<td>(808) 263-5500</td>
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<td>Central Valley General Hospital</td>
<td>1025 North Douty St.</td>
<td>(559) 582-2100</td>
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<td>Feather River Hospital</td>
<td>5974 Pentz Road</td>
<td>(530) 877-9361</td>
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<td>Glendale Adventist Medical Center</td>
<td>1509 Wilson Terrace</td>
<td>(818) 409-8000</td>
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<td>Hanford Community Medical Center</td>
<td>450 Greenfield Avenue</td>
<td>(559) 582-9000</td>
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<tr>
<td>Frank R. Howard Memorial Hospital</td>
<td>One Madrone Street</td>
<td>(707) 459-6801</td>
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<td>Redbud Community Hospital</td>
<td>15630 18th Avenue</td>
<td>(707) 994-6486</td>
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<td>San Joaquin Community Hospital</td>
<td>2615 Chester Avenue</td>
<td>(661) 395-3000</td>
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<td>St. Helena Hospital</td>
<td>10 Woodland Road</td>
<td>(707) 963-3611</td>
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<td>Selma Community Hospital, Inc.</td>
<td>1141 Rose Avenue</td>
<td>(559) 891-1000</td>
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<td>Simi Valley Hospital</td>
<td>2975 North Sycamore Drive</td>
<td>(805) 955-6000</td>
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<td>Sonora Regional Medical Center</td>
<td>1000 Greenley Road</td>
<td>(209) 532-5000</td>
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<td>South Coast Medical Center</td>
<td>31872 Coast Highway</td>
<td>(949) 499-1311</td>
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<td>Tillamook County General Hospital</td>
<td>1000 Third Street</td>
<td>(503) 842-4444</td>
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<td>Ukiah Valley Medical Center</td>
<td>275 Hospital Drive</td>
<td>(707) 462-3111</td>
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<tr>
<td>Walla Walla General Hospital</td>
<td>1025 South Second Avenue</td>
<td>(509) 525-0480</td>
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<td>Walla Walla, WA 99362</td>
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<tr>
<td>White Memorial Medical Center</td>
<td>1720 Cesar E. Chavez Avenue</td>
<td>(323) 268-5000</td>
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<td>Los Angeles, CA 90033</td>
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Revised March 2008
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ACKNOWLEDGEMENT

I, ________________________________, hereby acknowledge the receipt of the
“Employee Handbook.” I realize that I am responsible for reading and understanding the Handbook,
which contains many of the policies, procedures, rules and regulations (“Policies”) to which I will be
subject. I further acknowledge that this Handbook supersedes and replaces any inconsistent
Policies and all prior handbooks. I also understand that it is the intent of the Handbook to give me
some idea as to the Policies to which I will be subject and that it is not a complete manual. Except
as provided in this Acknowledgement, I realize the Policies, including those relating to
compensation and benefits, may change from time to time.

I also understand and agree that the employment relationship is completely voluntary and
may be terminated by either party. Finally, I recognize that no representative of the hospital, other
than its President, has the authority to enter into an express or implied contract of employment
other than as set forth in this Handbook and the hospital’s other written policies; and, even that
contract must be in writing.

In the event that I am dissatisfied or disagree with any action or failure to act by the hospital
or its agents, I agree to submit the matter to the hospital’s Grievance and Arbitration Procedures,
which are contained in the Handbook, for final and binding resolution.

DATE: ______________________, 20___

Employee Signature

Employee Name (Please Print)

ACUERDO

Yo, ________________________________, por este medio acuso recibo del “Manual para
Empleados.” Reconozco que es mi responsabilidad leer y entender dicho Manual que contiene
varias de las lineas de conducta a las cuales estare sujeto. Reconozco que este Manual tiene
prioridad y reemplaza cualquier inconsistencia en regulaciones y practicas existentes. Este Manual
tambien reemplaza a todos los Manuales anteriores. Entiendo ademas que es la intencion de este
Manual proveerme con algunas ideas sobre las lineas de conducta a seguir en mi empleo y
tambien que este Manual no es definitivo. (Con la excepcion de lo que se dice en este Acuerdo.),
reconozco que las reglas de conducta, politica a seguir, incluyendo aquellas relacionada con
compensacion y beneficios, pueden y estan sujetos a cambio en el futuro.

Tambien entiendo y estoy de acuerdo que la relacion de empleo es voluntario y que puede
ser terminada por cualquiera de las partes. Finalmente reconozco que ningun representante del
dospital, aparte de su Presidente, tiene la autoridad para participar o entrar en un expreso o
implicado contrato de trabajo, fuera de lo que esta escrito en este Manual y otras regulaciones y
procedimientos escritos por el hospital; y este contrato debe ser por escrito.

En caso de no estar de acuerdo o descontento con alguna medida tomada, o no tomada,
por el hospital o sus agentes, accedo a presentar el asunto ante el procedimiento de arbitraje de
quejas del hospital (que esta contenido en este Manual) para una resolucion, final y obligatoria.

FECHA: ______________________, 20___

Firma del Empleado

Nombre del Empleado (En letra tipo emprenta)

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