

## Scope & Purpose of This Handbook

This employee handbook has been prepared to give you general information about the work environment, and some of the benefits, rules and policies under which we operate. More extensive information is available from supervisors, the human resources staff and on our website [www.hopkinsmedicine.org/homecare/hr](http://www.hopkinsmedicine.org/homecare/hr). From time to time, you may receive updated information concerning changes in policy and benefits. For any questions, please contact the Human Resources Department.

**This handbook is not an employment contract. You are an at-will employee. Your at-will status means both you and JHHCG may terminate the employment relationship at any time, with or without cause or advance notice. Your at-will status can be changed only through a written contract or agreement signed by you or an authorized representative acting on your behalf and the president of JHHCG, or the president's authorized representative. With the exception of written employment contracts or agreements, this handbook supersedes all prior agreements or statements regarding your employment at JHHCG. JHHCG may change its policies and procedures and any provision of this handbook at any time without advance notice.**

A special thanks to Professor P. M. Forni, Ph.D., for allowing JHHCG to quote his philosophies and teachings from his books entitled *Choosing Civility* (2002) and *The Civility Solution* (2008).

The JHHCG handbook is available in alternate formats, including large print, upon request.

### JHHCG Philosophy on Communication

JHHCG respects employees' right to choose if they wish to be represented by a labor union. We equally respect the choice of our employees, who have chosen to deal openly and directly with the organization's leadership throughout our history.

We strongly believe that our employees, who have chosen individual freedom and direct communications with leadership at JHHCG, free from third-party intervention, have made a wise choice. We are committed to treating our employees with the equity and fairness they deserve and continue to believe that our employees themselves are best able to voice their concerns when they can do so directly to their supervisors.

We believe that the best atmosphere for a leading home care agency is one of direct, open and honest communication between employees and their managers.

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## WELCOME NOTES

### Welcome from Daniel B. Smith

Dear Colleague,

Welcome to Johns Hopkins Home Care Group.

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

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

All of us at Johns Hopkins Home Care Group hope that your career with us is an enriching and engaging experience.

Sincerely,



Daniel B. Smith  
President/CEO  
Johns Hopkins Home Care Group

### Welcome from Denise J. Lannon

Dear Colleague,

Welcome to Johns Hopkins Home Care Group (JHHCG), a diverse and inclusive component of Johns Hopkins Medicine!

Johns Hopkins Home Care Group strives to be the pre-eminent home care provider to the Johns Hopkins community and throughout Maryland. We recognize that our employees' skills and dedication are the contributing factor to the success of all the Johns Hopkins Home Care Group companies. We know you have options as to where you choose to work and we strive to be a wonderful place to work.

I recognize that you invest a good portion of your adult lives working. Given this significant investment, it is important that you experience professional success, personal balance and opportunities for choices and resources. To help you achieve this, the Department of Human Resources is committed to help you to manage your personal/family needs, enhance your quality of life, create a positive and productive work environment, further your education or advance your skills, and realize your full potential at work and in community service.

I am pleased that you have joined Johns Hopkins Home Care Group and look forward to the many contributions you will make to continue our tradition of excellence. It is my sincere desire that your career is fulfilling and that you take advantage of the many benefits and opportunities that come with working at Johns Hopkins Home Care Group.

Sincerely,



Denise J. Lannon  
Director of Human Resources  
Johns Hopkins Home Care Group

## MISSION STATEMENT

Johns Hopkins Home Care Group is a diverse and inclusive, fully integrated member of Johns Hopkins Medicine (JHM) serving as an integral component of the healthcare continuum by supporting the JHM mission of safe, quality patient care, education and research.

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

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

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

## OUR VISION

JHHCG strives to be the pre-eminent home care provider to the Johns Hopkins community in a diverse and inclusive environment by integrating comprehensive home care services and products through a single point of access, utilizing clinical expertise and exhibiting outstanding service excellence.

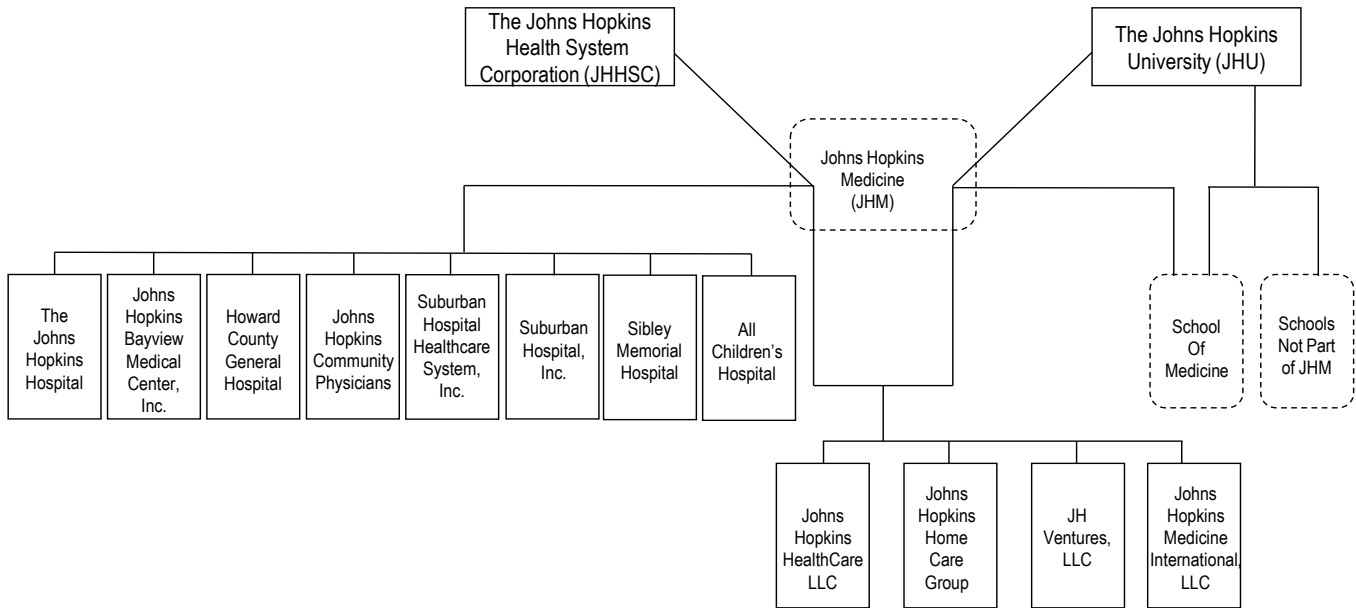
To remain a high performing organization and sustain our desired outcomes, JHHCG maintains a focus and has based our strategic framework around the Pillars of Operational Excellence specifically PEOPLE, SERVICE, QUALITY/SAFETY, and FINANCIAL which when well balanced allows GROWTH.

# ABOUT JOHNS HOPKINS HOME CARE GROUP

To maintain high quality cost-effective care to patients beyond the walls of the health system, JHHCG offers a broad range of services and products for adults and children throughout Central Maryland. JHHCG is affiliated with Anne Arundel Medical Center, Greater Baltimore Medical Center, Gilchrist Hospice Care, Community Hospice of Maryland as well as other health care institutions. In addition to home care visits by nurses, respiratory therapists, physical, occupational and speech therapists, home health aides, social workers, certified nursing assistants and home support staff, JHHCG provides a complete line of respiratory and durable medical equipment and supplies, home infusion therapy and management of the Johns Hopkins Outpatient Pharmacy.

Johns Hopkins Home Care Group is a non-profit organization owned by Johns Hopkins Health System and Johns Hopkins University.

## Johns Hopkins Medicine Organizational Structure



Note:  = Legal entity  
 = Unincorporated board or division

**NOTE:** Johns Hopkins Medicine is an unincorporated organization with delegated powers from JHU and JHHSC. Various trusts supporting JHU and JHHSC are not shown separately.

*“Courtesy, politeness, manners, and civility are all, in essence, forms of awareness. Being civil means being constantly aware of others and weaving restraint, respect, and consideration into the very fabric of this awareness. Civility is a form of goodness; it is gracious goodness. But it is not just an attitude of benevolent and thoughtful relating to other individuals; it also entails an active interest in the well-being of our communities and even a concern for the health of the planet on which we live.”*

*—P.M Formi*

## **OUR BUSINESS**

The organization has evolved since the 1980s to currently be comprised of approximately 600 dedicated home care and pharmacy specialists providing the following scope of services:

### **Home Infusion:**

Home Infusion therapies and specialty medications provided include antibiotics, cardiac therapies, Total Parental and Enteral Nutrition, blood clotting factors, chemotherapy, pain management, IVIG, and many other therapies. Infusion medications and nutritional products are dispensed and managed by an expert team of clinical infusion pharmacy specialists, dietitians, and a highly experienced infusion nursing team.

### **Home Respiratory and Medical Equipment:**

Clinical respiratory services include the provision of oxygen, CPAP, Bi-level, ventilators, apnea monitoring, nebulizers and clinical services by our licensed respiratory therapists. Additional home medical equipment services include hospital beds, wheelchairs, urological and ostomy supplies, wound-care, diabetic and other medical supplies.

### **Pediatrics at Home:**

PAH is a unique pediatrics program offering nursing, physical therapy, occupational therapy, speech therapy, respiratory therapy, social work, and dietitian services. Pediatric infusion therapy, pediatric pharmacists and nurse specialists, home respiratory and medical equipment are all managed through one company to assure that newborn, pediatric and adolescent patients with complex needs receive the expertise essential to care at home.

### **Home Health Services:**

Skilled nurses, physical therapists, occupational therapists, speech therapists, social workers, home health aides, and dietitians experienced in all facets of post acute care in the home, have extensive expertise in geriatrics as well as heart failure and wound care clinical pathways among others.

### **Home Support:**

Nurses, certified nursing assistants and home support associates dedicated to provide in-home private duty services ranging from companion care to skilled nursing.

### **Outpatient Pharmacy:**

In addition to high-quality service for individual prescription needs, the Johns Hopkins Outpatient Pharmacy Team has expertise in a variety of specialty areas including: Oncology, HIV, Pain Management, Solid Organ Transplant, Specialty Compounding and Employee Dispensing. Our pharmacies offer a complete inventory of standard, specialty, and over-the-counter medications. Medications can be ready for bedside delivery, patients upon discharge, following an outpatient visit or delivered to the home. Prescriptions can be refilled online at <http://www.hopkinsmedicine.org/outpatientpharmacy.org> or by calling 888-264-0393. JHHCG employees can receive discounts on their prescription co-payments filled by the Johns Hopkins Outpatient Pharmacy.

The organization is committed to the safest and highest quality, cost effective care in the comfort of patients' homes. JHHCG and its patients benefit from a unique system of oversight and support that taps the nation's leading teaching and research health institution. Its clinical advisory committees of specialists through-out the health care community contribute expertise and lead to innovation in patient care and cost savings. The organization has extensive experience in providing complex care for transplant, oncology, pulmonary, cardiac, neurology, trauma and wound care patient populations with specialization in pediatric and geriatric home care.

To facilitate expedient discharges, JHHCG has home care coordinators or liaisons and transition equipment on site for both inpatients and outpatients at Johns Hopkins Hospital, Johns Hopkins Bayview Medical Center, Howard County General Hospital, The University of Maryland Medical Center, Anne Arundel Medical Center, Greater Baltimore Medical Center, Kennedy Krieger Institute, Mt. Washington Pediatric Hospital, Sibley Memorial Hospital and Suburban Hospital.

Johns Hopkins Home Care Group is accredited by The Joint Commission, is Medicare certified and State licensed. The organization receives very high rankings in patient satisfaction from independent surveys performed by the Press Ganey organization.

For information and referrals please call 410-288-8000 or visit [www.hopkinshomecare.org](http://www.hopkinshomecare.org).



# WE CARE

JHHCG cares about the community, patients and its employees. JHHCG must continue to develop a culture of excellence --- a culture that encourages and supports excellence in patient care, teaching and service to patients, customers, fellow employees and our community. To achieve this goal, JHHCG must foster an environment in which the pursuit of excellence is part of all its activities.

## STANDARDS OF CONDUCT

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

JHHCG uses the following Service Excellence Standards of behavior:

### Customer Relations

- Treats patients and other customers with courtesy, respect and caring.
- Responds quickly and appropriately to customer requests.
- Anticipates customer needs and acts to meet those needs.

### Self-Management

- Presents a positive image of Johns Hopkins through professional appearance and behavior.
- Identifies own areas of development and seeks opportunities for personal and professional growth.
- Carries out responsibilities in a safe and timely fashion; requests assistance as needed.
- Knows, understands and abides by the policies and procedures of Johns Hopkins.

### Teamwork

- Works cooperatively within own unit/department and with other units/departments.
- Willingly accepts additional responsibility; tries to make others' jobs easier.
- Recognizes and supports the skills and qualities of others.
- Willingly exchanges appropriate and professional information with co-workers.

### Communication

- Listens to customer needs and responds in a courteous, tactful manner.
- Provides timely feedback to the appropriate customer clearly and concisely.
- Uses professional judgment in providing information based on the situation and is sensitive to individual and organizational concerns.
- Consistently ensures that information known about the customer is kept private and confidential.

### Ownership/Accountability

- Treats customers' property and Johns Hopkins' property with care and respect.
- Demonstrates conservation and responsible use of resources.
- Contributes to the safety and security of the Johns Hopkins environment through personal actions.

### Continuous Performance Improvement

- Effectively and efficiently fulfills responsibilities to achieve the greatest benefit at an acceptable cost.
- Continually strives to suggest and implement ways to improve personal, departmental and institutional performance.

## REMEMBER OUR IMAGE

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

*“Let’s make an effort to get closer to those who are different from us and with whom we usually don’t associate. Let’s give them a chance by approaching them as free of prejudice as possible, with genuine respect and a kind disposition.” – P.M. Forni*

## APPEARANCE STANDARDS

JHHCG wants to ensure employees dress in a way that promotes a professional image and establishes respect for our patients, customers, and visitors.

Employees are expected to exhibit good judgment in selecting work attire. You must consider your day’s activities when determining what to wear. Employees working at affiliate locations should comply with that affiliate’s appearance standards. Company approved uniforms are to be worn at all times. All employees will practice good personal hygiene.

Designated business casual days permit employees to wear sneakers, JHHCG shirts and casual pants, i.e. khakis or Dockers. Jeans will only be permitted on days that are pre-approved by the president. If you have business obligations that require you to meet patients, customers or visitors, or to attend business meetings, you are required to dress professionally.

Field staff is permitted to wear solid-colored, knee length walking shorts from Memorial Day through September 30<sup>th</sup>.

Employee Identification Badges, issued by Human Resources, must be worn at all times while at work. The employee’s picture and name should be clearly visible.

For a more specific description, please refer to the Appearance Standards Policy or ask your supervisor.

## AMERICANS WITH DISABILITIES ACT

JHHCG judges individuals by their abilities, not their disabilities, and seeks to give full and equal employment opportunities to all persons capable of performing successfully in the company’s positions.

## REASONABLE ACCOMMODATION POLICY

While employed, or during the application, interview or recruitment process, please contact the Human Resources Department to request a religious accommodation, to request a reasonable accommodation under the ADA, or to request a reasonable accommodation if you are an employee with a disability caused or contributed to by pregnancy.

## ANTI-DISCRIMINATION

JHHCG seeks to comply with all anti-discrimination laws, regulations, and executive orders. It is the policy of JHHCG not to discriminate against anyone on the basis of race, color, creed, religion, sex, age, national origin, marital status, sexual orientation, physical or mental disability, gender identity and expression, familial or parental status, genetic information, veteran status, or any other legally protected classification. It is also the policy of JHHCG not to discriminate against those who have an association with a member of a protected class.

## EQUAL EMPLOYMENT POLICY

JHHCG provides equal employment opportunity to all employees and applicants without regard to race, color, creed, religion, sex, age, national origin, marital status, sexual orientation, physical or mental disability, gender identity and expression, familial or parental status, genetic information, veteran status, or any other legally protected classification. This policy applies to all terms and conditions of employment. Any incident or situation that you believe involves illegal discrimination should be brought to the immediate attention of your supervisor, director, or Human Resources Department of JHHCG.

*“It takes a variety of people to challenge us, encourage us, promote us, and most of all, helps us achieve a broader dimension of ourselves.” – Glenn Van Ekeren*

## WORKFORCE DIVERSITY

JHHCG is committed to ensuring that the value of diversity is upheld in everything that we do for our patients, families, visitors, customers, the broader community, employees, and all those individuals, groups, and organizations that help us to achieve our mission. JHHCG is committed to ensuring that patient care, service delivery, and the healing environment is designed in a way that respects the individuality of patients, visitors, and employees.

As part of our commitment to foster an environment of diversity appreciation and inclusion, JHHCG has established a Diversity Committee, called *Mosaic*, whose members work to provide information and education to all staff members.

## COMPLIANCE

Johns Hopkins Home Care Group (JHHCG) is committed to following all applicable laws and regulations. In particular, we are committed to compliance with those laws and regulations that address health care fraud, waste, and abuse and the proper billing of Medicare, Medicaid, and other government funded health care programs, as well as other payers (insurance companies or self pay patients). Examples of such laws include:

The Federal False Claims Act. This law prohibits a person from knowingly filing a false or fraudulent claim for payment or knowingly using a false statement or representation in connection with filing a claim seeking reimbursement from Medicare, Medicaid, or other federally funded programs. A person acts “knowingly” if the person has actual knowledge of the falsity of the information in the claim, acts in deliberate ignorance of the truth or falsity of the information in the claim, or acts in reckless disregard of the truth or falsity of the information in the claim. Examples of potential violations of the False Claims Act include: billing for services not performed, falsifying, backdating, or altering entries in the medical record to obtain higher

reimbursement and billing for services provided under an illegal contract (involving bribes or kickbacks).

The False Claims Act permits a person with actual knowledge of false claims activity to file a lawsuit on behalf of the federal government. These qui tam or whistleblower provisions contain detailed procedures for how such lawsuits are to be filed. In certain circumstances, the person who files the lawsuit, known as a relator, may be entitled to share in a percentage of any recovery on behalf of the federal government. The False Claims Act protects employees from retaliation or discrimination in the terms and conditions of their employment based on lawful acts done in furtherance of an action under the False Claims Act.

State Fraud Laws. A growing number of states have enacted state laws that are similar to the federal False Claims Act. To date, Maryland has not enacted such a law. Maryland does have a number of enforcement mechanisms that the state government can pursue to address suspected instances of fraud, waste, or abuse. We are committed to complying with all applicable state laws.

### How You Can Help

JHHCG relies heavily on you, our employees, to identify potential compliance problems and ask questions regarding our policy and practice for compliance with health care fraud and abuse laws. You should also be aware that we have a Compliance Program and various policies and procedures in place to detect and prevent fraud, waste, and abuse, and to protect those who report suspected instances of fraud, waste, and abuse. Specifically, the Corporate Compliance Department has established a Corporate Compliance Plan which addresses, among other things the Health Systems’ policy or practice related to:

- Proper billing and coding guidelines
- Prevention, detection and correction of coding and billing errors related to Federal and State Health Program claims
- Methods of reporting potential non-compliance
- Investigations of potential non-compliance

- Maintaining employee anonymity and protections for reporting noncompliance
- Employee Non-Retaliation Policy
- Conflicts of Interest

These and other policies can be obtained through the Office of Corporate Compliance or by accessing our Web site:

[www.insidehopkinsmedicine.org/JHHScompliance/index.cfm](http://www.insidehopkinsmedicine.org/JHHScompliance/index.cfm)

To report suspected instances of fraud, waste, or abuse or to ask question about a policy or procedure, you may contact your supervisor, the Office of Corporate Compliance, or you can call the confidential Compliance Hotline at 1-877-WE COMPLY (932-6675).

## **CONFIDENTIAL INFORMATION**

JHHCG will maintain the confidentiality of “protected health information” (“PHI” as defined by HIPAA) and other information that is deemed to be confidential by other laws. This information may include, but is not limited to, information on patients, employees, students, other employees, donors, research, and financial and business operations. Such information is made confidential by law (such as PHI under HIPAA) or by Johns Hopkins policies. Confidential information may be information in any form: e.g., written, electronic, oral, overheard or observed. Access to all information is granted on a “need to know basis.” A “need to know” is defined as information that is required in order to do your job.

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

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

## **HIPAA**

The Health Insurance Portability and Accountability Act of 1996 , as supplemented by the HITECH Act of 2009 (collectively, HIPAA) are federal laws that apply to health plans, health care providers and health care clearinghouses. The HIPAA legislation is complex and has many components. The three areas of legislation that are the major focus for JHHCG include:

- Privacy – provides rules in regard to how an individual’s health information may be used and disclosed.
- Transaction and Code Sets – requires the use of standard transaction formats and code sets when an individual’s financial health information is transmitted electronically.
- Security – requires specific security measures to be in place to protect an individual’s health information that is sent or stored electronically.

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

# OUR EXPECTATIONS

In this section, you will find what JHHCG's expectations are in order to provide a safe and productive work environment. It summarizes important information you will need to know as you start your job and continue your employment. You are expected to be familiar with and abide by all JHHCG's policies and procedures. We believe that by following the policies and procedures, the time that you spend with JHHCG will be beneficial to you, the company and our customers.

## COMPUTER, ELECTRONIC MAIL, TELEPHONE AND PERSONAL BUSINESS

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

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

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

*"Both your present and your future are deeply affected by the mindset you bring to your daily experience. The way you think your way through life, ends up being your life." –P.M. Forni*

## CONFLICT OF INTEREST

A conflict of interest is a situation whereby an employee's outside activities could negatively affect JHHCG. Employees should avoid engaging in any outside activity or financial interest that would create a conflict with the performance of their work duties. Employees should not benefit from activities that would improperly influence the conduct of their

JHHCG duties. Employees should not knowingly use JHHCG property, funds, position or power for personal or political gain.

*"The extraordinary relevance of the rules of civility to our lives is that by following them we put into everyday practice the principle of respect for person. Civility does the work of empathy." – P.M. Forni*

## DISCIPLINARY ACTION

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

These rules are a guide to what is considered unacceptable conduct. The organization reserves the right to change these rules. The determination of when discipline is to be applied and the level of discipline to be applied are wholly within JHHCG's discretion.

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

**Step 1 – Verbal Counseling**

**Step 2 – Written Warning**

**Step 3 – Suspension**

**Step 4 - Termination**

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

In addition, we will consider the facts surrounding an arrest, a criminal complaint, a summons to answer a criminal charge, an indictment, criminal information, or any other criminal charge or conviction of an employee as a basis for disciplinary action.

**Employees are required to report any arrests, indictments or convictions to Human Resources immediately upon notice.**

If the particular circumstances and the offense charged, in our judgment, present a potential risk to the safety and/or security of our patients, employees, premises and property, such events may result in disciplinary or other appropriate action.

Attendance issues are disciplined separately from performance issues and/or other infractions. For example, an employee who has received a written warning for failure to comply with instructions and is subsequently excessively absent would usually receive a written warning rather than suspension.

A written warning for a specific infraction which is more than one year old will generally not be considered if an employee has maintained a clean record since.

The following are examples of violations/infractions:

- Assault by attempted, offered or threatened physical violence, profane or abusive language.
- Absence without call.
- Rudeness or discourtesy to staff members, patients, customers or visitors.
- Violating JHHCG's nondiscrimination and/or harassment policies.
- Failure to report accidents, injuries, or incidents involving patients or visitors.

- Failure to report a personal accident, injury or incident or report accidents, injuries or incidents involving co-workers.
- Violating fire, emergency, health, parking safety, security or smoking regulations.
- Interference with the work of another employee.
- Entering an unauthorized area.
- Unauthorized solicitation or the unauthorized sale of goods or services on JHHCG premises.
- Failure to notify the JHHCG not less than one hour prior to your scheduled reporting time when unable to report for duty or as required by departmental policy.
- Excessive absenteeism (5 or more occurrences per year).
- Excessive tardiness, including returning late from break or meal periods.
- Failure to comply with verbal or written instructions, published policies, or published procedures and standards.
- Gross negligence of patient care.
- Deliberate inattention to patient care or engaging in any conduct detrimental to patient care.
- Improper release of confidential or privileged information.
- Unauthorized use, removal, theft or intentional damage to the property of a patient, visitor, staff member, co-worker, the organization or an independent contractor.
- Accepting or soliciting tips or personal gifts from patients, visitors or vendors.
- Refusal to perform assigned work.
- Unauthorized absence from assigned work area.
- Falsification of employment records, application forms or other organizational records.
- Altering or falsifying the time record on one's own time sheet or altering or falsifying the time as registered on the time sheet of another employee.
- Altering or falsifying the visit activity forms and/or clinical records.
- Assault or battery.
- Unauthorized possession of firearms or other weapons on JHHCG premises.
- Disorderly or unlawful conduct while on JHHCG premises or while conducting JHHCG business, or conduct which is in any way detrimental to the organization's operations or image in the community.

- Gambling on JHHCG premises.
- Reporting for work under the influence of an intoxicant, narcotics, alcohol or other drugs that may affect performance or job safety; consumption, distribution, possession or use of intoxicants, narcotics, alcohol or other drugs that may affect performance or job safety on JHHCG premises.
- Absent for scheduled working days without notification; a failure to return from an authorized leave of absence within three (3) days; failure to return to work within three (3) days after due.
- Abandonment of position/responsibilities (i.e. leaving the JHHCG premises when adequate relief coverage is not available).
- Serious safety and job performance infractions, such as texting or talking on the phone (not hands free) while driving a company vehicle.
- Other misconduct not specifically outlined above.

*“Employees should expect to work in a civil workplace. Such a workplace is, however, a goal achieved and maintained through every employee’s effort. Corporate responsibility does not erase individual responsibility. We don’t wait for civility to happen. We work for it when we are smart enough to imagine its rewards.” –P.M. Forni*

## ATTENDANCE

JHHCG provides opportunities for the employee and manager to jointly manage attendance to meet JHHCG’s operational needs. Work schedules should be established and maintained to assure quality patient care, the health of the employee, and the safe and efficient operation of the organization.

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

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

Occurrence - The absence from a scheduled shift or multiple consecutive shifts. For the purposes of this policy, two (2) incidents of lateness and/or early departure equal one (1) occurrence.

No Call/No Show – Three (3) consecutive shifts of “no call/no show” is considered job abandonment and is a critical rule violation and subject to disciplinary action up to and including immediate termination depending on circumstances. The following explains occurrences and the corresponding disciplinary action:

<u>Unscheduled Absences</u>	<u>Disciplinary Action</u>
3 occurrences within 12 months	Verbal counseling
5 occurrences within 12 months	Written warning
7 occurrences within 12 months	Suspension
8 occurrences within 12 months or a second suspension within six months	Termination

*“We have a choice about how we behave, and that means we have the choice to opt for civility and grace.”-Dwight Currie*

## DRUG AND ALCOHOL ABUSE

The use, possession, sale or distribution of non-medically prescribed controlled substances including alcohol, on company premises (including parking lots and recreation areas) or in any work environment (including patient premises) during work hours or meal breaks is prohibited. JHHCG will not permit any employee to report to work or perform their duties after having ingested illegal drugs, or while under the influence of alcohol. The presence of any detectable amount of any illegal drug/substance in an employee's system while performing JHHCG business or in a JHHCG facility is strictly prohibited.

In addition, JHHCG does not permit employees to report to work or perform their duties while under the influence of drugs that adversely affect their ability to safely perform essential job functions. The taking of any medication that causes drowsiness or otherwise affects job safety or performance must be made known to your supervisor to determine whether you may continue working while taking the medication. Any employee who violates this policy shall be subject to disciplinary action up to and including termination. Employees currently taking a medication prescribed by their own physician(s) must carry it in the container labeled by a licensed pharmacist.

Any employee seeking help for a substance abuse problem should contact the Faculty and Staff Assistance Program (FASAP), which offers confidential assistance to members of the Hopkins community. For more information call (443)287-7000/(443)997-7000 or visit [www.fasap.org](http://www.fasap.org).

*“Wanting to please others is a noble sentiment at the root of civility and an indispensable ingredient in happy relationships. However, just as crucial for our happiness is the ability to establish firm personal boundaries.” – P.M. Forni*

## **GIFTS AND TIPPING**

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

## **SOLICITATION AND DISTRIBUTION**

A JHHCG employee may not solicit another employee for any purpose while either employee is on work-time. The distribution of materials is not permitted in work areas. In addition, persons who are not employed by JHHCG may not solicit any employee or distribute literature on JHHCG premises at any time.

## **PERSONNEL RECORDS**

It is crucial that your personal information be kept up-to-date. This ensures that we can communicate

with you or family members in an emergency, and that your, address, direct deposit and tax information are kept current. You may view and change personal information on the My.JohnsHopkins.edu website in the Employee Self Service module.

For family status changes affecting your benefits, education and training, please contact the Human Resources Department to complete the appropriate forms.

All employee information is confidential and will not be released without your permission or as required by law. Only the Human Resources Department or its official designee is authorized to provide employee information and employment verification. You are permitted to review your personnel record by appointment with Human Resources. No information will be reproduced. Employees may request a copy of their performance appraisals.

## **REST PERIODS**

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

If the employee is scheduled to work less than 8 hours, but 4 or more hours, the employee will receive one 15-minute paid rest period.

Based on the requirements of a department, supervisors may schedule, at their discretion, a combination of both lunch and break time for special situations as approved.

## **SLEEPING ON DUTY**

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



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

## **SMOKING**

JHHCG is a smoke-free work environment; therefore, smoking is prohibited on the premises owned, leased or operated by JHHCG. This includes but is not limited to: office spaces, laboratories, storage spaces, loading docks, corridors, dining areas, restrooms, common areas, entrances, parking lots, sidewalks, and surrounding areas. Employees observed smoking on company premises are subject to disciplinary action up to and including termination. JHHCG and Wellnet activities support smoking cessation. Please contact Human Resources for more information regarding smoking cessation programs.

## **SEPARATION**

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

- Employees that do not give appropriate notice will not receive vacation pay out.
- Employees terminated for just cause will not receive vacation pay out.
- Failure to work, for any reason, for a period of twelve (12) months will be cause to discharge the employee from JHHCG with the exception of

educational leaves and/or leaves which may be governed or affected by legal statutes, e.g., military leave.

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

## **EXIT INTERVIEW**

A Human Resources Representative will conduct exit interviews for employees who are resigning from JHHCG. Supervisors are responsible for informing their employees of this process. Employees should contact the Human Resources Department to schedule an interview.

*"Civility is crucial to the achievement of a well-balanced and happy life." – P.M. Forni*

# A SUPPORTIVE WORK ENVIRONMENT

JHHCG works tirelessly to create a supportive work environment that values cooperation and mutual respect. JHHCG sustains this atmosphere by actively promoting diversity, providing multiple opportunities for communication and listening and responding to employees while providing a safe and supportive work environment.

## EMPLOYEE APPEALS

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

Employees who have a problem or feel they have been unfairly treated have the opportunity to appeal through a formal procedure. All appeals will be handled in a confidential manner and as promptly as possible. Every effort will be made to find a resolution, which is reasonable and fair. If an employee has questions concerning the policies and procedures of the organization they may seek assistance through the Human Resources Department.

Complaints pertaining to the general level of wages, fringe benefits or other areas of financial management and staffing may not be processed under this appeal procedure.

The Employee Appeals policy and form can be downloaded from the JHHCG Web site at [www.hopkinshomecare.org](http://www.hopkinshomecare.org). The following are the steps in the employee appeals process where the employee should also present any evidences that they may have:

1. When an employee has a complaint concerning an appealable action, the employee should appeal the matter to his/her immediate supervisor in writing within five (5) days of an occurrence, using the appeals form that can be obtained from the Human Resources Department. The supervisor has five (5) working days to respond to the employee's issue in writing.
2. If the issue is not resolved after Step I, the employee has three (3) working days to file a

written formal appeal. The appealing employee will then present the appeal form to the appropriate department heads. The department head must respond to the employee's appeal within five (5) working days, in writing, unless further investigation is required.

3. If an employee is not satisfied with the result of Step II, the employee may appeal the issue to the Director of Human Resources within five (5) business days. The Director of Human Resources will provide a written answer within ten (10) business days unless further investigation is required.

## HARASSMENT

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

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

Any employee who believes they have been harassed should immediately notify their supervisor, or JHHCG Human Resources department. All complaints and related information will be investigated and kept confidential to the extent possible without compromising an investigation.

## OPPORTUNITIES FOR COMMUNICATION

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

### Employees and Their Supervisors

Questions and concerns relating to job activities should be first presented to supervisors. Communication between the supervisor and the employee should be ongoing and address concerns, duties and expectations. Supervisors can help employees achieve their professional goals by providing career development information.

### Department and Unit Meetings

Departments and units meet to communicate goals and objectives and to discuss workplace issues of interest to employees. Employees should check with supervisors to obtain a schedule of the meetings.

### Leadership Meetings

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

### Executive Meetings

Top-level management meets to communicate information and discuss matters of importance.

### Town Hall Meetings

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

*“One key measure of our satisfaction at work is the quality of the relationships we have with our coworkers. Good relationships contribute to keeping stress down. This is a blessing in an environment where the sources of stress are manifold and often difficult to eliminate.” – P.M. Forni*

### Homecare Connection

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

### HHS Homecare Connection

A newsletter published monthly by Home Health Services, providing recent news and information.

### Johns Hopkins Pharmaquip Infusion

A quarterly newsletter published and distributed electronically to provide information on what’s happening in the Infusion department.

### Dome

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

### Bulletin Boards

Located throughout JHHCG to keep employees up-to-date on announcements and information.

### Electronic Communication

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

### Plasma Screen Television

The plasma screen television, located in the Café, provides important JHHCG announcements and information.

### Other Publications

Available online at [www.my.johnshopkins.edu](http://www.my.johnshopkins.edu) and at [www.hopkinsmedicine.org](http://www.hopkinsmedicine.org).

*“Whenever possible, exploit the remarkable power of asking. Telling can be perceived as bossy, dismissive and patronizing. Asking is always validating.” – P.M. Forni*

## PROMOTIONS AND TRANSFERS

JHHCG encourages its employees to achieve their professional goals by seeking promotions or transfers within the organization. JHHCG posts available positions internally for five working days to allow current employees an opportunity to bid on the positions.

Eligible internal applicants that have successfully completed their 90-day probation period in their current position may obtain a Job Bid Form from the Department of Human Resources or their supervisor. Though eligible internal applicants are welcome to bid for open positions at anytime, qualified applicants who return a posting application within the five-day posting period will be given preference. The employees' current manager/supervisor will need to sign off on the bid form. A current resume or addendum to resume should be attached to each Bid Form.

Though preference will be given to internal applicants, JHHCG may concurrently advertise, recruit and hire qualified persons in the appropriate labor market. JHHCG is committed to hiring the most qualified person for the job.

## INTER-AFFILIATE TRANSFERS

Employees of the following affiliates may retain certain benefits if they join JHHCG: Johns Hopkins Health System Corporation, Johns Hopkins Hospital, Johns Hopkins Bayview Medical Center (JHBMC), Johns Hopkins Medical Management (Intrastaff), Howard County General Hospital (HCGH) and Suburban Hospital and Health System, Sibley Memorial Hospital and All Children's Hospital. Employees of affiliates must apply for positions through JHHCG's external application process.

## DUAL EMPLOYMENT

Employees who work for more than one Johns Hopkins affiliate are considered dually employed. When this situation occurs, employees will need to inform their supervisor and the Human Resources Department and complete a Dual Employment form to be approved by both the primary and secondary employers.

Employees who are in a dual employment arrangement are responsible for submitting a completed Dual Employment Attendance Record (available in the Human Resources Department) to each supervisor that will be sent by each supervisor to the Payroll Department. Where payroll periods differ between two or more employers, dually employed employees may receive overtime compensation over two consecutive payroll periods.

**Primary Employer** - The employer within Johns Hopkins for whom an employee is scheduled or budgeted to work the greater number of hours. In situations where the employee works the same number of hours at each affiliate, the seniority date will determine the primary employer.

**Secondary Employer** – The employer within Johns Hopkins for whom an employee is scheduled to work the least amount of hours.

# GENERAL EMPLOYMENT

This section discusses general employment information. All employees, regardless of employment status, are governed by an at-will relationship which means that your employment is not for any specific time and may be terminated at will by you or JHHCG with or without cause and with or without prior notice.

## RECRUITMENT WEBSITE

JHHCG's recruitment website, where all open positions are posted, is: [www.hopkinshomecare.org](http://www.hopkinshomecare.org).

While employed or during the application, interview and recruitment process, if you need reasonable accommodation, please contact the Human Resources Department.

## EMPLOYEE CATEGORIES

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

### Exempt/Non-Exempt

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

Exempt: Those employees excluded from the overtime provisions of the Fair Labor Standards Act.

Non-Exempt: Those positions eligible for overtime pay if more than 40 hours are worked in a workweek.

### Employment Status

#### Probationary

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

#### Regular - Full time

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

#### Regular - Part time

Employees scheduled for 30-39 hours a week are eligible for employee benefits (please see the Guide to Benefits for details) on a pro-rated basis based on their scheduled hours. Employees working in this category are eligible for 75% tuition reimbursement.

#### Limited

Employees scheduled to work 20 – 29 hours a week are eligible employee benefits (please see the Guide to Benefits for details) on a prorated basis (exception is tuition reimbursements), in relation to their scheduled hours worked, up to forty (40). Employees working in this category are not eligible for tuition assistance.

#### Casual/On-Call

Employees scheduled to work less than 20 hours a week are not benefit eligible.

#### Temporary Full-time

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

#### Temporary Part-time

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

#### Per Visit Employees

Per visit employees are hired to work on a per diem basis for an undetermined time period. A per visit employee is scheduled to work 0-19 hours per week. There is no guarantee of scheduled hours for persons employed in this category.

#### Weekend Option

Weekend option employees are eligible for health benefits based on the number of hours they are normally scheduled to work and as described in the Guide to Benefits.

## **PROBATIONARY AND ASSESSMENT PERIODS**

The purpose of the probationary and assessment periods is to give supervisors the opportunity to evaluate an employee's competency to fulfill the duties of the employee's position. It also gives the employee an opportunity to evaluate the new position.

**Probationary Period** - All new employees and rehires will be on a 90-day probationary period starting on the first day worked. The probationary period may be extended for an additional 60 days if more time is required to assess an employee's performance completely.

During the probationary period employees who are eligible accrue vacation and sick time but are not eligible to use this time until completion of the probationary period. However, if the probationary period is extended, employees will be able to use their accrued time off.

Employees are not eligible to use the appeal process until the completion of the probationary period.

**Assessment Period** - All current employees promoted or transferred to a new position will be on a 90-day assessment period starting on their first day worked in their new position. The assessment period may be extended for an additional 60 days if more time is required to assess an employee's performance completely. Employees will accrue and be able to use vacation and sick time during the assessment period.

If the employee's performance is unsatisfactory after the extension, progressive discipline may be used. Employees are eligible to use the appeal process.

## **LICENSURE**

Employees in occupations that are regulated by the Maryland State Licensing Board, other boards or professional societies are required to present proof of licensure before beginning work. Employees are responsible for renewing their licenses when necessary and ensuring that the license is kept current.

An employee who fails to present or maintain a valid license as requested will not be allowed to work and will be subject to disciplinary action.

## **MEDICAL SCREENINGS**

As part of the JHHCG employment process, an applicant is required to undergo a post-offer, pre-employment health screening which minimally consists of a medical examination, urine drug screening, health questionnaire, flu vaccination, and tuberculosis test to qualify the candidate for employment. All new hires must be drug free for six months. Any offer of employment that an applicant receives from JHHCG is contingent upon, among other things, satisfactory completion of this screening and testing. Additionally, JHHCG and Occupational Health Services will determine the applicant's ability to perform the essential functions of the position that has been offered, with or without reasonable accommodations.

As a condition of continued employment, employees may also be required to undergo periodic health examinations, and/or alcohol and drug screenings, at times specified by JHHCG. All company-required pre-employment and alcohol and drug screenings are paid in full by JHHCG.

## **OCCUPATIONAL HEALTH SERVICES**

The Johns Hopkins Occupational Health Services (OHS) provides pre-employment health screening examinations, flu vaccinations, annual PPD testing for employees who provide patient care, fitness for duty evaluations, drug and alcohol tests, and evaluation and assessment for employees returning to work from an illness or medical treatment.

The OHS hours of operation are 7:30 am to 4 pm, Monday through Friday; and they are located at:

Church Professional Building  
98 North Broadway, Suite 421  
Baltimore, MD 21231  
Phone: 410-955-6211  
Fax: 410-955-1617

*“Wanting to please others is a noble sentiment at the root of civility and an indispensable ingredient in happy relationships. However, just as crucial for our happiness is the ability to establish firm personal boundaries.” – P.M. Forni*

## **RANDOM DRUG AND ALCOHOL TESTING**

The focus of the Random Drug and Alcohol Testing Policy is to maintain safety and compliance with Department of Transportation guidelines.

All Service Specialists will be required to participate in random drug and alcohol screening to test for the illegal use of drugs and alcohol. The Human Resources Department will randomly select the Service Specialists required to take part in the testing. This testing will be done two (2) times a year and/or more often if deemed necessary by management or the Human Resources Department. From time to time, other categories of employees may be included in the pool from which participants are randomly selected. Employees who are asked to submit to a random drug and alcohol testing should go to the Occupational Health Services. Employees who refuse to participate may be subject to discipline up to and including termination.

## **NEW EMPLOYEE ORIENTATION**

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

On this first day of your employment, you will participate in an orientation program conducted by several representatives of JHHCG, including Human Resources. You will receive important information regarding the performance requirements of your position, basic JHHCG policies, your compensation, as well as benefits and safety programs, plus other information necessary to acquaint you with your job and JHHCG. You will also be asked to complete all necessary paperwork at this time, such as the benefits

enrollment form, annual organizational test, confidentiality and other pertinent forms.

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

Departmental orientation, which includes orientation to specific job, duties, responsibilities, expectations and departmental policies and procedures, is provided by your specific department.

## **WORK SCHEDULES**

The normal work-week consists of 40 hours for full-time employees, not including meal periods. The normal work-week consists of 30-39 hours per week for part-time employees, 20-29 hours per week for limited employees, and 1-19 hours per week for casual/on-call. Consistent with staffing requirements and our goal in providing high-quality patient care, some employees rotate between day, evening, and weekend duties. If a change in work schedule is necessary to meet operational requirements, supervisors may make such changes at their sole discretion.

## **MISSED MEAL TIME**

Prior to missing your meal time, non-exempt employees should notify their supervisor so that a substitute mealtime can be rescheduled that day. Employees must report a missed meal period to their supervisor and have management’s approval before missing a scheduled meal period. Failure to do so may be grounds for disciplinary action, although payment will still be made for time worked. The supervisor will determine if extenuating circumstances prevented the employee from seeking approval. If a supervisor cannot schedule a substitute meal period during the same shift, or within the same work week, the employee will be compensated for all hours worked, including time worked during a missed meal period.

The **“No Meal Break”** button on the Kronos clock will help record missed mealtimes and ensure that you are properly compensated.

# EMPLOYEE RECOGNITION PROGRAMS

Employee recognition is not just a nice thing – it is a means to motivating and retaining the “Best of the Best.” The purpose of the Reward and Recognition Program is to acknowledge those behaviors and outcomes that are important to our success. By recognizing employees effectively, the JHHCG clearly communicates which actions and behaviors we want repeated. Our goal is to inspire employees to deliver service to both internal and external customers which ultimately lead to safer care, higher levels of customer satisfaction, and retention of high performing employees.

## EMPLOYEE CHOICE AWARD

JHHCG believes in rewarding employees for outstanding job performance and community service. Our Employee Recognition Programs include a Quarterly Employee Choice celebration as well as an Employee of the Year Program. Employees are encouraged to nominate their fellow employees continuously throughout the year either via the nomination form or the compliment form. Employees may be nominated by anyone within the organization, external customers, and absolutely from our patients.

*“Compliments on a job well done are part of a healthy workplace culture.” – P.M. Forni*

## JHM SHINING STAR AWARD

On an annual basis, one employee is selected to receive the system-wide JHM Shining Star Award. Employee Choice award winners are considered. The Executive Team makes the final recommendation. The recipient of this award is recognized at the JHM system-wide celebration and receives an award from JHM.

## OTHER EMPLOYEE RECOGNITION CELEBRATIONS

Other means of recognition include:

- Years of Service Awards - Five, ten and fifteen (every five years thereafter) years of service awards are given. Each employee is recognized. Gifts are based on the number of years of service.

- The Anything Can Happen Award – This Award is given to an employee who has taken on a challenge outside of the usual area of responsibility and did it successfully; someone who took on an acting role or new role never tried before. In the process they became a role model or inspiration to others.
- The Presidential Award --This Award is given to an employee who has demonstrated significant achievement, motivates staff to same high levels, and role models the Sparkle standards. The JHHCG president determines the award winner.
- Leadership Award – This Award is given to an employee who has demonstrated significant achievement, motivates staff to same high levels, and role models the Sparkle standards. The JHHCG President determines the award winner.

These awards are recognized at the Annual Rewards and Recognition Ceremony. All employees are encouraged to participate in recognizing fellow employees for a job well done and for going above and beyond.

*“Thoughtfulness is often expressed in acts of apparent small import. Paying attention to the little things helps us show respect, establish rapport, and cement relationship.”*  
– P.M. Forni



# SERVICES

JHHCG is pleased to provide employees a variety of services and resources for your convenience.

## CREDIT UNION

All employees may join The Johns Hopkins Federal Credit Union and enjoy the benefits provided for members. Services that members may choose from include: Share savings accounts; Telephone and Internet account transactions; Free Share Draft checking accounts; Share Certificates; IRAs; Holiday Club accounts; low-interest loans, automatic deposit through payroll deduction; surcharge-free ATM access nationwide at more than 26,000 ATMs. If you are interested in joining the Credit Union, information is available through the Human Resources Department. You may also contact the credit union by calling 410-534-4500/1-800-JHFCU-70 or by visiting the Web site at [www.jhfcu.org](http://www.jhfcu.org).

*“Our lives are made of events over which we have little or no control. What we can control is how we are going to think about those events.” – P.M. Forni*

## FACULTY AND STAFF ASSISTANCE PROGRAM

The Faculty and Staff Assistance Program (FASAP) is a free employee assistance program available to employees and their immediate family. FASAP provides confidential assessment and diagnosis, referral, brief treatment and crisis intervention services. Participation in the employee assistance program does not excuse employees from complying with JHHCG’s policies or from meeting job requirements. If it is determined that modified policies or modified job functions may help the employee perform, the employee may request a reasonable accommodation. Participation in the employee assistance program does not prevent JHHCG from taking disciplinary action against an employee

You can visit FASAP at [www.fasap.org](http://www.fasap.org) or contact the FASAP office by calling 443-287-7000 or 443-997-7000.

## LUNCH ROOM

The Holabird facility provides a Café and lounge area with refrigerators, microwave ovens, and vending machines for your convenience.

## WELLNESS

Wellnet is a network of wellness services offered as a benefit to JHHCG employees. Through medical self-care, health assessments and educational and motivational programs, Wellnet assists employees with taking charge of their mental, physical and emotional health. The Wellnet office is located in Phipps 409. To learn more about the Wellnet programs, call 410-955-9538 or visit [www.hopkinshomecare.org](http://www.hopkinshomecare.org).

## PARKING

Free parking is available at the Holabird facility. Accessible parking spaces are available near the main entrance of the facility. Parking is also free for those employees that work offsite. Please check with your supervisors regarding parking procedures.

## PRESCRIPTION CO-PAY DISCOUNTS

JHHCG employees may be eligible for co-pay discounts on medication and over the counter products from the Johns Hopkins Outpatient Pharmacy. Contact 410-288-8739 or 410-288-8995 to make arrangements. Order refills online at [www.hopkinsmedicine.org/outpatientpharmacy](http://www.hopkinsmedicine.org/outpatientpharmacy).

*“It’s almost impossible not to enjoy the sense of validation that comes with praise, but it is criticism that makes us learn what we are unable or unwilling to learn by ourselves. Whenever we turn our back on good criticism we do so at our own peril.”*  
– P.M. Forni

# YOUR BENEFITS

JHHCG provides employees with a comprehensive, competitive and cost-effective benefit program. JHHCG regularly reviews its benefit offerings based on employee feedback and market conditions and provide updates throughout the year regarding any benefit changes. Each year you will receive a comprehensive review of your benefits with your annual re-enrollment information.

## HOLIDAYS

Each year, JHHCG provides you with seven paid holidays including a floating holiday. You are eligible for the holidays immediately after employment. The six observed holidays are:

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

### Floating Holiday

For the floating holiday, you are given a choice between Martin Luther King, Jr. Day, President's Day or the Friday after Thanksgiving. You must declare at the beginning of the year which day you want as your seventh holiday. You may request a day other than these three, but management has discretion in approving an alternate floating holiday. Your supervisors will be responsible to ensure that adequate coverage is maintained.

If you are hired after MLK day, you will not be eligible for the seventh holiday until January 1<sup>st</sup> of the next year.

### Observance

Should a holiday fall on a Saturday, the preceding Friday will be considered the paid holiday. If a holiday falls on a Sunday, the following Monday will be considered the paid holiday. Employees who work in an area that regularly operates seven (7) days a week will be scheduled for a substitute holiday if the holiday falls on their regularly scheduled day off.

### Holiday Pay Requirements

In general, to receive holiday pay, employees must work or be on an approved leave (i.e. vacation, Short Term Disability) on the days before and after the holiday is observed. Refer to the Holidays and Personal Days Policy for details and exceptions.

### Holiday Pay Computation

Eligible full-time employees will receive holiday pay in the amount of eight (8) hours times their regular hourly rate for holidays not being worked.

Eligible part-time and limited employees will receive pro-rated holiday pay according to the number of hours they work. Example: A 32 hr per week employee would get 80% of 8 hours which is equivalent to 6.4 hours for a holiday.

### Premium Pay

Eligible non-exempt employees who work on an observed holiday will receive premium pay at the rate of one and one-half (1 ½) their regular hourly rate. They will also be granted a substitute holiday, with pay, within 60 calendar days. If the employee is unable to schedule off within this period, it is up to the discretion of the supervisor to submit an approval for a payout for the substitute holiday.

Eligible exempt employees who are scheduled to work on an observed holiday will be paid at straight time for all time worked on the holiday and will be granted a substitute holiday, with pay, within 60 calendar days. If the employee is unable to schedule off within this period, it is up to the discretion of the supervisor to submit an approval for a payout for the substitute holiday.

Exempt clinical employees assigned to cover patients on an observed holiday will receive premium pay at

the rate of one and one-half (1 ½) their regular holiday pay. They will also be granted a substitute holiday, with pay, within 60 calendar days. Part-time clinical employees will receive substitute holiday hours on a pro-rated basis according to the hours they are normally scheduled to work. The supervisor must approve use of the substitute holiday hours in advance.

Home Health Aides will only receive premium holiday pay for working on an observed holiday when a supervisor assigns them to cover patients. However, working the holiday should be pre-approved and dictated by the needs of the patient not the desire of the Home Health Aide to work.

Employees who are on an unauthorized absence on a holiday that they are scheduled to work will not receive any type of holiday pay.

Employees who are receiving Workers Compensation will not receive holiday pay.

An employee who is scheduled to work on an observed holiday but calls in sick in accordance with appropriate procedures will receive holiday pay for that day, but will not be granted a substitute holiday. A supervisor may request a certificate from a physician.

When an observed holiday occurs during an employee's vacation period, the hours are scheduled as holiday hours and are not charged to an employee's vacation account.

## PERSONAL DAYS

Full-time employees will receive three (3) Personal Days during the calendar year and part-time and limited employees will receive Personal Days on a pro-rated basis.

During the first year of employment, employees will receive personal days as follows:

Those Hired	Receive
January 1 – May 31	3 Personal Days
June 1 – September 30	1 Personal Day

Employees hired after September 30th will not receive Personal Days in that calendar year. Personal Days are observed on the days of your choice, subject to advance approval by the supervisor. In emergency situations and at the discretion of your supervisor, Personal Days may be used without advance approval. Personal Days do not accumulate and therefore must be used by the last pay period each year.

## VACATION

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

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

### Regular Full-Time Employees (40 Hrs.) NON-EXEMPT

Length of Service	Bi-Weekly FT Hours Accrual	Annual Accrual	Max Accrual Amount
Up to 2 years	3.08 hrs	10 days	120.12 hrs
> 2 to < 5 years	4.00 hrs	13 days	156.00 hrs
> 5 to < 10 years	5.53 hrs	18 days	215.67 hrs
> 10 or more years	6.46 hrs	21 days	251.94 hrs

For a part-time non-exempt employee who works 30 hours per week, the accrual rate will be 2.31 hours per pay period.

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

Length of Service	Bi-Weekly FT Hours Accrual	Annual Accrual	Max Accrual Amount
Up to 2 years	4.62 hrs	15 days	180.18 hrs
> 2 to < 5 years	5.53 hrs	18 days	215.67
> 5 to < 10 years	6.46 hrs	21 days	251.94
> 10 or more years	8.31 hrs	27 days	324.09 hrs

For a part-time exempt employee who works 30 hours per week, the accrual rate will be 3.47 hours per pay period.

Please note: An employee will no longer accrue vacation once their vacation balance has reached 1.5 times their annual vacation accrual. It is the employee’s responsibility to monitor their vacation balance.

If the hire date is prior to 07/97, exempt and non-exempt employees accrue the same each year according to the Exempt Table above.

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

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

Accrued, unused vacation leave is paid upon termination of employment if appropriate notice is given and the separation is voluntary.

Please refer to the Benefit Guide Book and Vacation Policy for a more detailed explanation.

**SICK TIME**

The Johns Hopkins Home Care Group provides limited paid sick time to eligible employees for those days when they are unable to work because of their own illness or the illness of a child, spouse, or parent. Please see the Sick Leave Policy for a more detailed explanation.

**1. Eligible employees:** are those employees who are regularly scheduled to work 20 hours or more a week and who have been employed at JHHCG for at least 90 calendar days.

**2. Regular full-time employees:** Regular full-time employees accrue sick time at the rate of 2.15 hours per pay period or seven (7) days per year of employment.

**3. Regular part-time and limited employees:** Sick time is accrued in the same manner as full-time employees, but on a pro-rated basis, in relation to the regularly scheduled hours.

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

Your supervisor may require a doctor's certificate prior to approving sick leave. If you have been absent due to a contagious illness or for three (3) days or more, you must be cleared by Occupational Health Services before returning to work. The Occupational Health Office is located at 98 N. Broadway, Suite 421, Baltimore, MD 21231 and can be reached at 410-955-6211 or 410-502-5656.

*“We respect other people’s time when we learn to value it as much as our own. Even better, we can get to a point where we won’t distinguish between our time and the time of others.”*  
– P.M. Forni

## LEAVES OF ABSENCE (LOA)

A leave of absence is an unpaid, authorized period of absence from work that exceeds 30 days. Unless leave is required by law or a JHHCG policy, an LOA is granted at the discretion of the Department Director and the Director of Human Resources. Employees may be granted a leave of absence because of the employee's health or child/dependent care, or for educational, military or personal reasons. A leave of absence may be requested by the employee or management. JHHCG is committed to complying with all federal, state, and local laws that govern leaves of absence, including Americans with Disabilities Act (ADA).

Employees must use all accumulated vacation and personal days before going on a leave of absence. A leave of absence may be granted in increments of up to three months. An LOA may not exceed 12 months, including any Family and Medical Leave (FML) entitlement, or when extended leave is approved as a reasonable accommodation under the ADA.

Sick leave and vacation credits do not accrue during a leave of absence. An employee on a leave of absence is not entitled to receive increases, holiday pay or any other pay during the period covered by the leave of absence. Employees on a leave of absence exceeding 30 calendar days will have their salary review and performance appraisal date adjusted accordingly, or their salary increase prorated.

**Health** – A leave of absence may be granted for non-work or work related disabilities resulting from illness (physical or mental), injury or pregnancy, or as a reasonable accommodation for a disability, or when an employee is not eligible for or has exhausted FML.

Employees who are placed on a non-FMLA Health leave of absence are eligible to continue their medical and dental coverage, as long as they elected coverage prior to the commencement of leave. Employees should consult the Human Resources Department for instructions on benefit payments.

**Child/Dependent, Personal, and Education** – Employees who are placed on a Child/Dependent, Personal or Educational leave are also eligible to

continue their medical and dental coverage as explained under the Continuation of Health Insurance Benefits.

**Military Leave** - Military leave with pay is granted to employees who are required to be absent from scheduled duties for the purpose of taking a pre-induction physical examination. Proper documentation of such time lost must be submitted. Eligible employees who serve in summer military training in the Armed Forces of the United States should review the details of this leave as far in advance as possible with the supervisor. Employees who leave active employment to serve in the Armed Forces of the United States, or with a reserve component, for a period of time less than two weeks, shall be granted a military leave of absence with pay. Employees who leave the active employment to serve in the Armed Forces of the United States, or with a reserve component, for a period of time in excess of two weeks, shall be granted a military leave of absence, without pay, in accordance with applicable law.

For more information, please refer to the Military Leave Policy.

## FUNERAL LEAVE

It is the policy of JHHCG to provide funeral leave for all full-time, part-time and limited employees in the event of a death in the immediate family. The immediate family is defined as a spouse/same sex domestic partner, child/child of a same sex domestic partner, stepchild, parent, foster parent, legal guardian, parent-in-law, grandparent, grandchild, brother and sister. Full-time employees may receive up to three consecutive days of paid leave within one week of death. Part-time and limited employees will receive funeral leave on a pro-rated basis.

## JURY DUTY

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

## **VOTING**

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

## **FAMILY MEDICAL LEAVE**

The Family and Medical Leave Act (FMLA) requires employers to provide up to twelve (12) weeks of unpaid, job-protected leave to eligible employees for certain family and medical reasons in a rolling 12-month period. FMLA defines family as a spouse, son, daughter or parent. For military family leave, next of kin is considered. Granted leaves will run along with any other paid or unpaid leave (such as short-term disability, workers' compensation and/or sick and vacation time). Reinstatement will result in the return to current position or an equivalent position. Certification by a physician is required. If you have additional questions, check with your supervisor, contact the Human Resources Department or review the FMLA policy.

### **Eligibility**

All employees are eligible for FMLA if they have worked for JHHCG for at least 12 months in the last seven years and have been employed for at least 1,250 hours of service during the 12-month period immediately preceding the start of leave. Eligibility determination will be made based on the date leave starts.

### **Criteria for Granting Leave**

Leave will be granted for the birth or adoption of a child, care of a spouse, child or parent with a serious health condition, the employee's own serious health condition or military family leave.

### **Length of Leave**

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

### **Notification**

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

For more information on FMLA and to obtain the FMLA packet, please stop by the Human Resources Department.

## **SHORT TERM DISABILITY**

Short Term Disability (STD) benefits are designed to provide employees with a continuing source of income during short periods of illness or injury. Full-time, part-time and limited employees will automatically receive STD benefits at no charge effective the first day of the month following the date of hire and completion of the 90-day probationary period. However, the employee will not have STD coverage unless the enrollment form is turned in. Employees must submit completed STD claim forms to Human Resources within 90 days of the onset of the disability.

If approved, STD benefits replace 60 percent of your regular bi-weekly base pay for up to 11 weeks of disability, after a 14-day elimination period, as long as you are under a doctor's care.

For more information and to obtain disability paperwork, please contact the Human Resources Department.

## **LONG TERM DISABILITY**

Full-time, part-time and limited employees have the option to purchase Mid-Term/Long-Term Disability benefits. For new hires, coverage is effective the first of the month following the date of hire, with a completed enrollment form. For employees electing during Open Enrollment, you will be required to complete an Evidence of Insurability form. Coverage is not effective until the Long Term Disability insurance company (presently UNUM) accepts your Evidence of Insurability form. In order to obtain Mid-Term Disability coverage, you must elect to participate in Long Term Disability Insurance coverage.

Mid-Term Disability: After 11 weeks of Short-Term Disability benefits, Mid-Term Disability benefits, if eligible, replace 60 percent of your regular bi-weekly base pay for up to 13 weeks, provided you are under a doctor's care.

Long-Term Disability: Replaces 60 percent of your monthly base pay, to a maximum of \$8,000 per month, after you have been continuously disabled for 26 weeks. Benefits continue to age 65 as long as you are certified disabled by the insurance carrier and if age at disability is less than age 60. If you begin to receive disability benefits after age 60, your benefits continue for a specified number of months after age 65, as long as you are certified disabled, based on the schedule shown in the Summary Plan Description of the Long Term Disability Plan.

## **AFLAC**

AFLAC provides income protection when you miss work because of an accident or injury. They offer cancer, accident, hospital and recovery protection policies, as well as protection if you have a stroke or heart attack. Benefits include services not covered under your medical plan that can be costly, such as travel expenses while seeking treatment, lost wages and home care. You can pay for these voluntary programs through payroll deductions on a pretax basis. For more information, visit [www.aflac.com](http://www.aflac.com) or call 410-729-8905.

## **WORKERS' COMPENSATION**

Workers' Compensation is an insurance plan that pays employees their compensation while disabled due to a work-related injury or illness. An employee on workers' compensation will receive pay every week. The first three (3) days of lost time (out of work due to a work-related illness or injury) are considered a "waiting period." Workers' Compensation benefits begin on the fourth day of missed work. An employee may elect to use any available accrued time for the first three (3) days if OIC authorizes the lost time. Johns Hopkins Workers' Compensation makes the final determination if the injury and lost time are compensable.

Family and Medical Leave will run concurrently with any leave associated with a workers' compensation injury.

## **HEALTH INSURANCE**

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

### **Eligibility:**

Regular full-time and part-time benefited employees are eligible to apply for coverage for all plans within 7 calendar days from their hire date, within 30 calendar days of a qualifying change of status, or during the annual Open Enrollment usually conducted during the months of October and November. Coverage will be continued as long as you remain on active status and pay the required premiums. In order to prevent loss of coverage while on leave without pay, you must make arrangements with the Human Resources Department to continue to pay your premiums.

*"Far from being just a matter of good form, civility is also a matter of good health." – P.M. Forni*

## **MEDICAL PLANS**

JHHCG, through EHP, offers medical insurance to eligible employees. For more comprehensive information, please consult your Benefit Guide book (available in the Human Resources Department and online at [www.hopkinshomecare.org](http://www.hopkinshomecare.org)).

## **DENTAL PLANS**

JHHCG, through EHP, offers dental insurance to eligible employees. For more comprehensive information, please consult your Benefit Guide book (available in the Human Resources Department and online at [www.hopkinshomecare.org](http://www.hopkinshomecare.org)).

## **VISION SERVICES PLAN**

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

## **LONG-TERM CARE INSURANCE**

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

## **CONTINUATION OF HEALTH INSURANCE BENEFITS**

If you reduce your work hours to a benefit ineligible status, or discontinue your employment with us, you are eligible to continue your present level of health and dental insurance coverage for a period of eighteen months at your own expense. You do not have to show evidence of insurability if you elect to continue your JHHCG coverage. If your spouse and/or dependent children are covered under your JHHCG health plan at the time of your termination or reduction in hours, they have a right to continued coverage at their expense. In addition, they may have the right to elect to remain covered at their expense under our plans if they lose coverage because of (a) your death; (b) your divorce or legal separation; (c) your entitlement to Medicare, or (d) a dependent child reaching adult status. However, if events (b) or (d) occur, you or your spouse must notify the Human Resources Department of the event within thirty (30) days in order to be eligible under this provision.

Because the law changes and our health benefits change periodically, the continuation of benefits described may also change. A complete explanation of your insurance continuation rights is contained in the EHP Summary Plan Description.

## **BASIC LIFE INSURANCE**

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

## **SUPPLEMENTAL LIFE INSURANCE**

JHHCG offers you the option of purchasing additional life insurance coverage equivalent to one or two times your annual income through payroll deduction. You will be required to complete the Evidence of Insurability if you elect this benefit during Open Enrollment, instead of upon hire.

## **DEPENDENT LIFE INSURANCE**

JHHCG offers you the option of purchasing life insurance for your spouse and/or your dependent children through payroll deduction. Your dependents will be required to complete the Evidence of Insurability if you elect this benefit during Open Enrollment, instead of upon hire.

## **AUTO/HOMEOWNERS INSURANCE DISCOUNT PROGRAM**

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

## **PREPAID LEGAL**

MetLife, through Hyatt Legal Plans, offers a special group rate to JHHCG employees to participate in their pre-paid legal plan. With a monthly deduction, you can receive legal advice for a wide range of legal matters such as defense of civil lawsuits, preparation of a will, powers of attorney, pre-marital arrangements, real estate matters and more. Business and employment issues are excluded, as are appeals, class action suits and matters where a spouse's or dependent's interest conflicts with yours. For more information, please call 1-800-438-6388.

## **PET INSURANCE**

MetLife, through Veterinary Pet Insurance (VPI), offers special group rates to provide coverage for your pet. The VPI Pet Insurance policy covers medical problems and conditions related to accidental injuries, emergencies, poisonings, and illnesses, including cancer. Diagnostic tests, prescriptions, office visits, X-rays, treatments, hospitalizations, lab



fees and surgeries are also included. You may add optional Vaccination and Routine Care Coverage that helps pay for vaccinations, annual physical exams, heartworm protection, choice of spay/neuter, teeth cleaning or comprehensive health screening, prescription flea control and more. To sign up, you will need to contact VPI and tell them you are an employee of JHHCG and give them your employee badge number as verification of your employment. For more information, please call 1-800-872-7987.

## **FLEXIBLE SPENDING ACCOUNTS**

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

The maximum annual amount that you may set aside for the Health Care FSA is \$5,000 (minimum of \$5 per bi-weekly pay, maximum of \$192.30 per bi-weekly pay); and may be subject to change according to IRS guidelines.

The maximum annual amount that you may set aside for the Dependent Care FSA is \$5,000; \$2,500 if you are married and file a separate tax return (minimum of \$10 per bi-weekly pay, maximum of \$192.30 per bi-weekly pay); and may be subject to change according to IRS guidelines.

## **EMPLOYEE TUITION**

JHHCG has established an education assistance program to help eligible employees develop their skills and upgrade their performance. All full-time and part-time regular employees who work 30-40 hours a week and have been employed for at least 90 days and have a satisfactory work performance record are eligible to participate in the program.

To receive tuition assistance, you must attend an accredited university, college, technical or vocational school. The course must lead to licensure, degree and/or meet the criteria of business necessity (job-required) or operational necessity. Internet courses are also covered under the program as long as they

meet the same criteria of non-Internet courses. In this educational partnership, you agree to work for JHHCG for a predetermined period after satisfactory completion of the course(s). Reimbursement or advancement covers actual cost of tuition and mandatory fees only and is limited to no more than \$5,200 per calendar year for approved courses. Part-time employees working 30-39 hours per week receive reimbursement at 75% upto a maximum of \$3,900 per calendar year.

### **Tuition Reimbursement vs. Advancement**

Tuition assistance includes tuition reimbursement or tuition advancement. Tuition reimbursement is payment made to the employee after completion of an approved course with the submission of the final course grade. Tuition advancement is payment made to the education institution and made before the start of an approved course. For Graduate or Doctoral courses, employees can only utilize tuition reimbursement.

### **Course Grades**

All tuition assistance awards will not be considered satisfied until the employee submits their final course grades for that semester to the Human Resources Department. All course grades must be submitted no later than one month after the course completion.

Undergraduate Courses – Satisfactory completion of approved courses or Challenge Exams must be a “C” or better.

Graduate or Doctoral Courses – Satisfactory completion of approved courses or Challenge Exams must be a “B” or better. For Pass/Fail courses, a “P” grade accompanied by a letter from the instructor indicating the equivalent letter grade

### **Application for Tuition Assistance**

**Tuition Reimbursement** – A Tuition Assistance application for tuition reimbursement must be submitted to the Human Resources Department for approval no later than 2 weeks after course starting date or Challenge Exam. Supporting documentation must be attached to be considered complete.

**Tuition Advancement** – A tuition Assistance application for tuition advancement must be submitted to the Human Resources Department no later than 4 weeks before course starting date.

Supporting documentation must be attached to be considered complete.

Benefits will be denied if Tuition Assistance applications are turned in after the deadline.

**Supporting Documentation** – Supporting documentation must be attached to the Tuition Assistance application for the application to be considered complete. For tuition reimbursement or advancement, the employee must attach an original or legible copy of the tuition invoice. For tuition reimbursement requests, the employee must also submit original and/or legible copy of proof of tuition payment.

## **DEPENDENT CHILD TUITION**

Dependent child(ren) of full-time employees who have a minimum of two years of continuous service are eligible for payment of 50% of their full-time (a minimum of 12 credit hours per semester), undergraduate tuition and mandatory academic fees up to a maximum of 50% of the Johns Hopkins University's freshman undergraduate tuition. Room and board, books, part-time and graduate study are not eligible. Offsets for grants and scholarships may occur if the grants and scholarships exceed 50% of the tuition and mandatory fees.

The two-year eligibility cut off dates are October 1 for the fall semester and February 1 for the spring semester. Employees must be in good standing with no written disciplinary action pending or on file within the last 12 months.

The deadline of submission of Dependent Child Tuition application forms cut-off dates are: October 1 for fall semester and February 1 for spring semester.

The employee is required to submit a copy of the dependent's grades from the previous semester for proof of completion of the semester (not applicable for first time submission). All dependent tuition awards will not be considered satisfied until the employee submits their dependents' final course grades for that semester to the Human Resources Department. All course grades must be submitted no later than 30 days after the course completion.

## **TRAINING AND EDUCATION OPPORTUNITIES**

JHHCG is committed to the education and development of its employees. The Human Resources Department of the Johns Hopkins Health System Corporation (JHHSC)/Johns Hopkins Hospital (JHH) provides learning opportunities that respond to the needs of the organization and enhance job performance and further professional growth.

A variety of training and education programs is available to all employees under the My Learning tab of the [My.JohnsHopkins.edu](http://My.JohnsHopkins.edu) website.

### **Manager, Supervisor and Lead Training Opportunities**

In accordance with the desire of Senior Management to ensure the quality of the work of its management and staff to foster employee satisfaction, growth and development, the Human Resources Department will coordinate manager training, supervisor training and lead training as follows:

1. Within one year of initial employment, it is expected that all new managers and supervisors will complete a manager or supervisor training cohort.
2. Within one year of promotion into a manager or supervisor position, it is expected that all newly promoted managers and supervisors will complete a manager or supervisor training cohort.
3. Those employees in Lead positions can enroll themselves, with their supervisor's approval, in Lead Development cohorts.

## RETIREMENT

JHHCG offers an enhanced 403b plan to eligible employees. Employees are able to contribute to the plan and also receive an employer's match equivalent to 50% of your contributions up to a maximum of 2% of your base salary (i.e. If an employee contributes 3% of their compensation, JHHCG will match this with 1.5%. If an employee contributes 5% of their compensation, JHHCG will match this with 2%). Furthermore, all eligible employees will receive an employer discretionary contribution based on 3% of your base salary.

Effective May 2009, JHHCG will automatically enroll all eligible new employees to the 403(b) Plan unless they opt out of participation within 90 days (they will receive a lump sum distribution of their elective deferrals without the imposition of any early withdrawal taxes). Automatically enrolled participants will be deemed to have elected to contribute 2% of the compensation to the 403(b) Plan. The 2% deferral contribution increases by 1% each year, to a maximum of 4%. A participant may elect to contribute a different amount, or to not contribute at all, on a prospective basis. Contributions for which no investment instructions are given will be invested in a default investment fund. For more information, please call 410-955-5828.

## FINANCIAL PLANNING

Lincoln Financial offers JHHCG employees financial planning services. Please contact Lincoln Financial at 410-955-5828.

## EMERGENCY LOAN

The Emergency Loan Program provides short-term loans up to \$500 to meet the specific emergency needs of eligible employees. The loans are underwritten between JHHCG and the Johns Hopkins Federal Credit Union (JHFCU). Emergency Loan application packages are available in the Human Resource Department. Proof of need is required and employee must be in good standing.

## EMPLOYEE REFERRAL BONUS

All employee referrals are appreciated and help to make JHHCG a great place to work! A referral bonus may be awarded if you refer someone who is hired for a pre-approved "hot job". Typically, hot jobs include Registered Nurses, Physical Therapists, Pharmacy Techs and Pharmacists. The employee referral bonus will only be paid if both the new employee and the referring employee are employed at JHHCG at the time of the payout. If two employees refer a newly hired employee, the bonus will be equally divided to the two referring employees. The new employee must satisfactorily meet the performance and time criteria. Please note: Managers are excluded from the Employee Referral Bonus program.

## LIVE NEAR HOPKINS GRANT PROGRAM

Live Near Hopkins Grant Program is a cooperative partnership between Baltimore City and Johns Hopkins that provides financial assistance to eligible employees who purchase homes in targeted areas. For more information on the program, please visit [www.jhu.edu/lnyw](http://www.jhu.edu/lnyw) or call 443-977-7000.

*"We bear of a future where relationships are key and people are valued, where not just the task well performed but the life well lived is what counts." – Frances Hesselbein*

# COMPENSATION

JHHCG recognizes the importance of attracting, retaining and motivating those who have the skills and abilities to make strong contributions to our organization. To do this, JHHCG implements salary ranges that are internally equitable and externally competitive.

## GENERAL PAY INFORMATION

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

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

### Regular Pay Procedures

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

### Merit Increases

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

### Acting Pay

Acting pay may be granted when an employee is temporarily assigned, for a period of at least one (1) week or more, to assume a substantial portion of the responsibilities of a job with a higher pay range. If the employee assumes only some, but not all, key elements of the higher position, than a pro-rated portion of acting pay may or may not apply.

### Overtime

When a JHHCG employee is scheduled to work more than forty (40) hours in any given work week, the following applicable overtime pay policies will apply:

Non-exempt employees are to be paid one and one-half times their 'regular hourly rate' for all hours worked in excess of forty (40) hours in a work week. All over time hours worked must be pre-approved by the employee's supervisor.

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

### On-Call Pay

Employees who are on call will be paid a special on-call rate. Please see your supervisor for more details regarding On-Call Pay for your work area.

### Bonus Pay

Bonus (and/or Incentive or Reward) Pay is compensation paid to an employee, or group of employees, in addition to the normal rate of pay. Bonus pay *may* be granted only under limited circumstances and must be pre-approved by the Director of Human Resources.

### Market Adjustments

JHHCG may make salary adjustments when market demand has resulted in an increased rate of pay for a particular job or job family. In such cases, JHHCG may increase the salary in order to address imbalances between JHHCG salary ranges and those used by its competitors.

### Reductions in Pay

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

### **Shift Differentials**

Employees receive evening shift differential pay for each hour worked if their shift starts after 12:00 pm but before 7:00 p.m., and they work at least three hours after 5 p.m.

Employees that work at least 4 hours between 11 p.m. and 7 a.m. will receive night shift differential pay for all hours worked on that shift.

Note: Johns Hopkins Pharmaquip Outpatient Pharmacy is exempt from evening shift, night shift and weekend differentials.

### **Weekend Differentials**

Employees who are regularly scheduled to work four or more consecutive hours during JHHCG's designated weekend period may be entitled to receive a weekend differential for all hours worked on that shift. For the purpose of this policy, the weekend is defined as beginning 11:00 p.m. on Friday and ending at 7:00 am on Monday.

Note: Johns Hopkins Pharmaquip Outpatient Pharmacy is exempt from shift and weekend differentials.

### **Eastern Standard Time**

Employees will be paid for all hours worked when switching from Daylight Savings Time to Eastern Standard Time.

### **Direct Deposit**

Your paycheck can be deposited into the financial institution(s) of your choice, at no cost to you, and your money is available for use on payday. Your deposit may be split between your checking, savings, money market or Individual Retirement Account(s) (IRA). You may obtain a "Direct Deposit" form from the Human Resources Department or online at [www.hopkinshomecare.org](http://www.hopkinshomecare.org).

### **Incorrect Pay**

It is an employee's responsibility to check for errors and immediately report them to his/her supervisor. When an error is made in an employee's pay, JHHCG will make the appropriate corrections. Retroactive corrections are made up to a maximum of two years.

## **PERFORMANCE REVIEW**

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

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

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

## **DEDUCTIONS FROM PAY**

In accordance with Federal and State Laws, lawful deductions are made from each paycheck for Social Security (FICA), and for Federal, State and local taxes, and/or for other legally authorized deductions (such as child support, garnishments, etc.). Upon written authorization of the employee, additional voluntary deductions may be made for Direct Deposit, the Credit Union, Health and Welfare Insurance, Life Insurance, United Way and other purposes as authorized by the employee. Any deductions from pay will be reflected on the employee's pay stub. Employees who have questions about deductions from their salary or believe that their salary has been subject to improper deductions, should first contact their supervisor. If the employee feels uncomfortable discussing the problem with the supervisor (or has not received a prompt reply), he or she should contact Human Resources. Every report will be fully investigated and if a violation is found, corrective action will be taken, including but not limited to full reimbursement of inappropriately withheld amounts.

## **UNEMPLOYMENT COMPENSATION**

You may be eligible for unemployment insurance benefits in the event you become laid off or unemployed through no fault of your own. The entire cost of this benefit is paid by JHHCG.

# SAFETY

It is the goal of JHHCG to provide a safe, functional and effective environment for patients, employees, visitors and other customers. To achieve this goal, JHHCG has policies and procedures in place to promote the safety, health and productivity of employees.

## FITNESS FOR DUTY

There may be occasions when management instructs or directs an employee to report to Occupational Health Services (OHS) to verify that the employee is fit-for-duty, such as after an illness or injury or when an employee cannot perform the functions of the job. Employees are required to report to OHS as instructed. Employees who refuse to comply with management's instructions may be subjected to disciplinary action up to and including termination.

## PERSONAL VISITORS

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

Employees of JHHCG may not bring their children to work while on duty, except for special programs such as Bring Your Child to Work Program or any other program approved by Human Resources or the President of JHHCG. This is to avoid accidents and to allow the employee and fellow employees to perform their jobs without interruptions and distractions.

## WORKPLACE ANTI-VIOLENCE

JHHCG is committed to providing a safe and secure workplace and an environment free from physical violence, harassment, threats and intimidation. Therefore, it is expected that all employees will perform their jobs in a nonviolent manner. In addition, JHHCG believes that violence is a form of serious misconduct that undermines the integrity of the employment relationship. Physical violence, threats, harassment or intimidation by an employee

may result in disciplinary action up to and including discharge.

JHHCG will not permit retaliation against anyone who brings a complaint of workplace violence or who participates in the investigation of a complaint of workplace violence.

## WORK-RELATED INJURY/ILLNESS

If you experience any work-related injury or illness, you should report this immediately to your supervisor. Your supervisor will assess the situation and make a decision to send you immediately to the Johns Hopkins Occupational Injury Clinic (OIC) call 911 or send you to another urgent care center or emergency room for treatment. If you have an eye injury, you should report to the Emergency Room of the Wilmer Eye Institute (Wilmer 2). If you have a needlestick or other blood borne pathogen exposure, you should contact 410-955-STIX or 410-955-7849 immediately for further instructions.

When you report your work-related injury or illness to your supervisor, they will need to complete and sign an Employee Report of Incident form (available in the Human Resources Department) which documents the incident and medical concerns. In most cases, this form is immediately completed at the time you report the work-related injury or illness to your supervisor. However, when a serious incident occurs, your supervisor may not be able to get the information they need from you. In this case, your supervisor will place a call to the OIC to make an oral record of the incident. Your supervisor will then follow up with you when you are able to give the required information and sign the completed Employee Report of Incident form.

You will need to be seen at the OIC at the first available opportunity or next business day. You must

take the completed Employee Report of Incident form to the OIC and any other related medical documentation that you may have received from a visit to the emergency room or urgent care center, if applicable. It is best to do this within 24 hours of the work-related injury or incident. OIC will determine if you need to return for follow up and the frequency of future visits based on your treatment plan.

The OIC hours of operation are 7:30 a.m. to 4 p.m., Monday through Friday. OIC is located at:

Johns Hopkins Hospital  
Blalock 139  
600 N. Wolfe St.  
Baltimore, MD 21287  
Phone: 410-955-6433  
Fax: 410-614-9579

## **DISASTER PLAN**

JHHCG's disaster plan may be implemented in the event of a civil or military disaster, civilian disturbance or internal disaster. It will take priority over all other activities. Employees will be notified that the plan is in effect by any or all of the following lines of communication: telephone, voicemail, cell phone and media broadcasts. In the event of a disaster, call (410)288-8002 for information.

## **EVACUATION MAP**

An emergency evacuation map (please see p. 37) is available for all employees. Anyone who may need assistance in an emergency, please contact the Human Resources Department.

## **FIRE PREVENTION**

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

To help prevent fires, you should:

- Keep work areas free from unnecessary combustible materials.
- Be especially careful handling flammable materials.
- Know the location of fire pull alarms and emergency exits (see page 35 to locate a fire exit and pull alarm near your work location).
- Stay away from the fire scene if you are not directly involved in removing persons to safety.
- Avoid using the telephone after the fire is reported. All telephone lines must be kept open for emergency calls.
- Above all, be ready and know the special fire procedures in your work area. Know what you should do in the event of a fire.

## **IDENTIFICATION BADGES**

As a vital part of our security program, a Johns Hopkins Home Care Group identification badge with your name, title, and photo will be issued to you when you begin employment. If your identification badge is lost or stolen, you must pay a fee for a replacement. If at any time, you request that a newer, more updated photo be taken, you must pay a fee for that as well. You are required to wear your identification badge in clear view at all times while on duty as well as times when you may need to enter the building when you are off duty. The front desk receptionist will be monitoring all employee IDs upon entering the building.

Upon termination of employment, you must return your identification badge to your supervisor or to the Human Resources Department.

## **INCLEMENT WEATHER**

We consider every position at JHHCG to be essential; therefore, it is important for you to report to work, as scheduled, during inclement weather. In the event that hazardous weather conditions exist, your arrival time will be considered by your supervisor. If you have questions or need additional information, please contact your supervisor. For closing listen to WBAL, 1090AM, WLIF, 102.9FM or call the JHHCG Inclement Weather Hotline at 410-288-8002.

## FLU EPIDEMIC

Any employee with a fever of more than 100 degrees Fahrenheit and at least one upper-respiratory symptom (runny nose, nasal congestion, sore throat or cough) must do the following:

1. Notify their supervisor.
2. Stay home from work until they have had no fever for at least 48 hours.
3. Call Occupational Health Services (OHS) at 410-955-6211 to be screened and receive guidance regarding next steps.
4. Be approved to return to work by OHS.

## SECURITY

### Workplace Searches

Employees should have no expectation of privacy with respect to JHHCG property. JHHCG property is subject to search at any time and at the discretion of JHHCG. Searches of JHHCG property may include, but are not limited to, all vehicles, computers, files, lockers, containers, desks, or offices.

Searches of an employee's personal property may be conducted to investigate violations of workplace policies or for any other business-related purpose. JHHCG may search personal property that is on JHHCG's premises or that is located at a place the employee engages in JHHCG work. Searches of personal property may include, but are not limited to, vehicles, purses, briefcases, and packages.

Searches conducted by JHHCG, or its designated agents, will be conducted in a reasonable manner. Refusal to consent to a search may result in disciplinary action.

### Security

JHHCG is dedicated to maintaining a safe and secure workplace.

Employees are encouraged to be security-conscious and to help maintain a safe environment. For security concerns or services, please contact Bayview Security at 410-550-0333.

**For any suggestions or comments, please contact the Human Resources Department.**

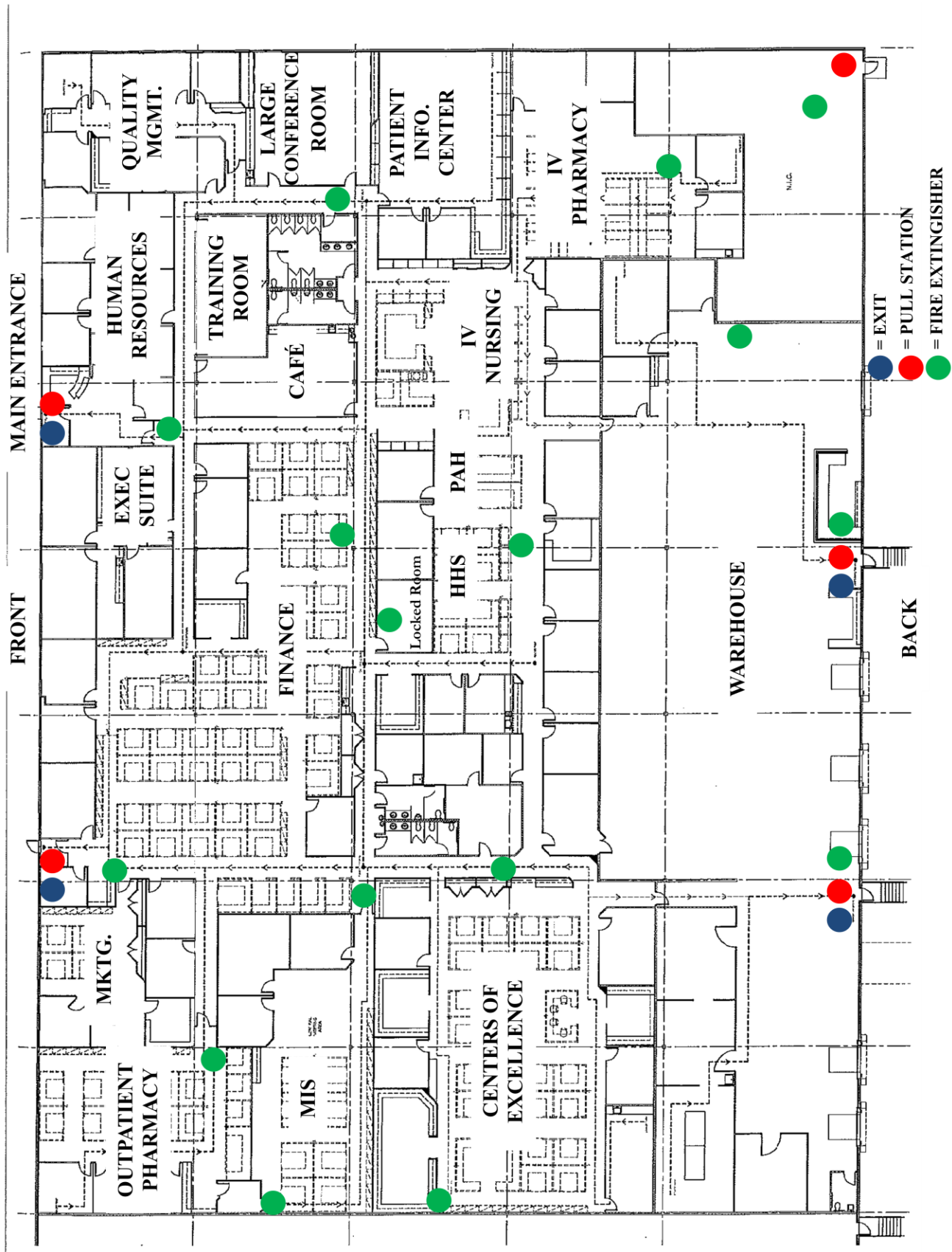
## ADDITIONAL REFERENCES

For your convenience, listed below are important and frequently used telephone numbers.

Bayview Security.....	410-550-0333
Compliance Hotline.....	1-877-932-6675
Faculty and Staff Assistance.....	443-997-7000
Human Resources Department.....	410-288-8176
JHHCG Emergency Line.....	410-288-8002
Back-up Emergency Line .....	410-880-8647
Disaster Command Center.....	410-288-8012
JHHCG Facilities Pager.....	410-806-5152
BUGS Hotline.....	410-288-8197, ext. 2347
Safety Event Hotline.....	410-288-8197, ext. 7389
Payroll Shared Services.....	443-997-5828
HR Shared Services.....	443-997-5828
Lincoln Financial.....	410-955-5828
EHP.....	410-424-4450
FASAP.....	443-997-7000/443-287-7000
MetLife.....	1-800-GET-MET-8
Occupational Health Services.....	410-955-6211
Occupational Injury Clinic.....	410-955-6433
AFLAC.....	1-800-99-AFLAC
Short Term Disability.....	410-762-5312
JHFCU.....	410-534-4500
T. Rowe Price.....	1-888-463-4723



# EVACUATION MAP



## RECEIPT FOR EMPLOYEE HANDBOOK

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Last Name

First Name

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Company

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

I understand that it is my responsibility to read the Handbook. If I have questions concerning the information herein, I will bring them to the attention of my Supervisor or Manager or to a Human Resources Representative for Home Care Group. I understand that Human Resources can provide me with more detailed information regarding the policies and procedures of JHHCG.

**I understand that this handbook is not an employment contract. Unless I have a written employment contract with the Johns Hopkins Home Care Group (JHHCG) that states otherwise, I am an at-will employee. My at-will status means JHHCG or I may terminate the employment relationship at any time, with or without cause or advance notice. My at-will status can be changed only through a written contract signed by me and the president of JHHCG. With the exception of a written employment contract, this handbook supersedes all prior agreements or statements regarding my employment at JHHCG.**

**I understand that JHHCG may change its policies and procedures and any provision of this handbook at any time without advance notice.**

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Date

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Employee Signature

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Witness

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Witness Name (print)

Original 7/96

Revised 2/97

Revised 5/97

Revised 6/97

Revised 10/97

Revised 6/04

Revised 10/09

Revised 06/12