New Employee Orientation Manual

This manual is for reference only.
See CentraPeople for most current policies.

Revised 01-26-2018
# TABLE OF CONTENTS

Welcome to Centra.......................................................................................................................... 5
New Hire To Do List ........................................................................................................................ 5
Employee Badges............................................................................................................................ 6
MIS Access........................................................................................................................................ 7
Corporate Compliance ...................................................................................................................... 8
True North Goals / Safety Culture ..................................................................................................... 9-12
Mission, Vision, Values .................................................................................................................. 13
Standards of Behavior ..................................................................................................................... 14-15
AIDET ............................................................................................................................................... 16
Civility............................................................................................................................................... 17-18
Centra email ..................................................................................................................................... 19
eHealthcareIT ..................................................................................................................................... 20-21
KRONOS ........................................................................................................................................... 22-25
TACS Exception Form ...................................................................................................................... 26
Employee Injury Report / On the Job Injuries .................................................................................. 27-28
Variance Report ............................................................................................................................... 29
Infection Prevention / Precautions ................................................................................................. 30-34
Centra Codes ................................................................................................................................... 35
Fire & Rescue Protocols .................................................................................................................. 36
Parking Policy ................................................................................................................................... 37
Lawson Self-Service ......................................................................................................................... 38-40
Setting Up Direct Deposit ............................................................................................................. 41
Benefits Information / Reminders .................................................................................................... 42-56
Pay Periods ....................................................................................................................................... 57
Paid Time Off (PTO) ......................................................................................................................... 58
Employee Perks ............................................................................................................................... 59
Department Orientation Guidelines ................................................................................................. 60
Numbers to Call ............................................................................................................................... 61

REFERENCE GUIDE FOR MODULES .......................................................................................... 63-119
Welcome to Centra!

This manual is just one of many resources you will be provided in the days and weeks to come. Orientation is an ongoing process that begins with the General Orientation phase.

What you can expect
General Orientation provides an overview of Centra with information about how to locate resources and introduce information that is essential for individual safety as well as the safety of patients, students and visitors. Some participants will continue with Nursing Orientation tomorrow, while others will move directly to their job specific orientation. You will be assigned additional orientation training via online modules. These modules need to be completed within 30 days of your hire date.

We’re glad you’re here!
Your choice to join Centra is appreciated and we look forward to your joining the team. If you need additional information as you progress through orientation, ask your instructor, supervisor/manager, principal or preceptor.

New Hire To-Do Checklist

1. Orientation Evaluation Sheet – due before you leave today!

2. MIS Access – must be done before you can access Lawson Self-Service. *(Call the Help Desk at 200-4848 to set up your password)*

3. Direct Deposit and Tax Withholding – due by the end of the week! *(Log on to Lawson Self-Service to complete these steps)*

4. TACS Exception Form – due online by end of pay period! *(Located on CentraPeople, under “I Need to Find”)*

5. Department Orientation Checklist – returned to HR within first 30 days!

6. Online Orientation Modules – must be completed within 30 days of hire!

7. Benefits Enrollment – due online within 31 days of hire! *(Log on to Lawson Self-Service to complete your benefits enrollment)*
Employee Identification Badges

Everyone MUST wear identification badge.

- Your badge is the first line of security.
- Report immediately to Security if lost or stolen.
- Wear ABOVE the waist (not clipped on pockets).
- Picture facing OUT.
- Challenge anyone without a badge. Be polite but firm.
- Do not poke pins through the badge.
- Do not put stickers that cover face, department, title or barcode.
- Do not white out first or last name on badge.
- The bar code is used for educational documentation and quick charge payroll deduction in the cafeteria and selected vending machines.

Badge must be worn, at all times, above the waist.
MIS Access Form

Setting Up Username and Password

Your **USERNAME** will be:

a. the first four (4) characters of your last name (usually lower case)
b. the first two (2) characters of your first name (usually lower case)
c. a single number (assigned by MIS)

Your username is: ___ ___ ___ ___ ___ ___ ___

Your **PASSWORD** is created *by you*. It must:

a. be at least 6 characters long
b. include an UPPER case letter
c. include a lower case letter
d. include a number
e. **DO NOT** include your first name or your last name
   example: Cars4me

Your password is: ______________________

Your username and password is used to access:

the network, iNotes/email, Departmental Policies, Lawson, and KRONOS.

Call the Help Desk at **434-200-4848** to set up your password.

Keep your password protected!

**DO NOT** share your access information!
**DO NOT** access information on anyone without authorization!!
Corporate Compliance

The Centra Health Corporate Compliance Department assists and advises all employees - directors, officers, hospital staff, and associated or affiliated contract workers - on how to prevent, detect, and correct employee violations of the Federal, State, or local laws, or institution policy and procedure violations.

So, What is Compliance?

The definition of compliance embraces many things. It means adhering to laws, rules, regulations, policies and procedures governing the day to day operations of Centra Health.

Have compliance questions? You can reach the Compliance by calling the Hotline 1-800-713-4703, or contact a Compliance Department Representative for additional information.
Our Critical Success Factors: True North Goals

Quality & Safety

Customer Experience

Team Engagement
Why Do Events Happen?

Multiple Barriers - technology, processes, and people - designed to stop active errors (our “defense in depth”)

Latent Weaknesses in barriers

EVENTS of HARM

Active Errors by individuals initiating action(s)

As Humans, We Work in 3 Modes

Skill Based Performance (Auto Pilot Mode)
3 in 1000 acts performed in error

Rule Based Performance (If-Then-Response Mode)
1 in 100 choices made in error

Knowledge Based Performance (Figuring-It-Out Mode)
30 of 100 choices made in error

Adapted from Dr. James Reason, Managing the Risks of Organizational Accidents, 1997
Safety First ... Every Time

Pay Attention To Detail
Self Check using STAR
Stop: Pause for 1 to 2 seconds to focus attention on the task at hand
Think: Visualize the act and think about what is to be done
Act: Concentrate and perform the task
Review: Check for the desired result

Communicate Clearly
3-Way Repeat Back & Read Back
Phonetic & Numeric Clarifications

Have A Questioning Attitude
Question & Confirm
Think again... “Does this make sense to me?”
Check it with an expert source.

Speak Up For Safety
Ask a question
Make a Request
Voice a Concern
If no success... Use Chain of Command

Got Your Back!
Peer Checking
• Check others when working together
• Point out problems in a constructive manner
Be willing to check others... AND to have others check YOU!

Peer Coaching
Encourage safe and productive behaviors
Discourage unsafe and unproductive behaviors
Use 5:1 Feedback
5 Positive to 1 Negative
# Phonetic Clarification

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**NUMERIC CLARIFICATION**

- **15** ... that’s one – five
- **50** ... that’s five – zero
Centra's Mission
Excellent Care for Life.

Centra's Vision
To be the most trusted provider of innovative healthcare.

Centra’s Values

True North Goals
Quality/Safety
Customer Experience
Team Engagement

“Must Do. Can’t Fail.”
**My commitment to serving patients and visitors with excellence**

**Serve with compassion:** Recognize that patients and families come to us during times of difficulty and anxiety. Provide care for patients and families with understanding, patience and sincerity.

- While at work, focus your attention on the patient and their family/visitors. Anticipate their needs and identify solutions.
- Ask patients about their individual needs and goals. Work to meet them with empathy and compassion.
- Treat each individual with dignity and respect. Recognize and care for their unique needs.
- Create a positive and memorable experience with each encounter. Be gentle, understanding and genuine.
- Keep surroundings pleasant and clean and keep noise to a minimum.

**Communicate with clarity:** Slow down and take the time to provide clear and honest information with patients and families. Listen attentively to any questions and concerns.

- State your name, the responsibility of your role and information that helps reduce a patient’s anxiety.
- Provide constructive recommendations that encourage patients to take ownership of their health.
- Clearly explain and discuss procedures, treatments and personal health goals. Facilitate a dialogue to ensure the patient understands the information.
- Use a calm voice when interacting with patients and families.
- Have an approachable demeanor, make eye contact and show concern for others when speaking.

**Create a connection:** Patient care involves more than medications and treatments. It’s about identifying and understanding the needs of each patient and family.

- Build trust by making a personal connection with patients, families and visitors.
- Go the extra mile for patients by finding ways to accommodate requests.
- Remember the individuality of each person and meet their unique needs.
- Greet patients, families and visitors with a smile and welcome. Use the “10-5 Rule” – acknowledge an individual at 10 feet and speak at five feet.
- Be helpful. Walk patients and visitors to destinations inside the facility and answer questions. Offer information about the facility, office or community.

**Show integrity:** Be honest and open with patients and families throughout their healthcare journey.

- Be an advocate for your patients.
- Be reliable and dependable by ensuring patients and their families are the first priority.
- Be realistic with patients and families about treatment and schedules. Proactively manage expectations and strive to exceed them.
- Be accountable for your responsibilities. Own your role.
- Be vigilant about respecting and protecting a patient’s privacy.
My commitment to my colleagues

Exceed expectations: Go above and beyond the call of duty.
- Live an attitude of excellence. Inspire others to embrace their passion and reach their highest potential.
- Take the initiative to identify, develop and implement improvements in your team / unit.
- Always be willing to help colleagues in your unit, other departments and throughout Centra.
- Continually increase your knowledge and skills for your current role and support the learning of those around you.

Lead by example: Be a leader when asked and follow when it is time to follow. Always have the best interest of the team at heart.
- Smile when greeting others, using the “10-5 Rule” – acknowledge an individual at 10 feet; speak at five feet.
- Model a positive attitude and bring energy to team huddles, meetings and one-on-one interactions.
- Speak to colleagues in a pleasant manner in person, on the phone and through all other means of communication.
- Always speak positively about fellow employees and other departments.
- Avoid negative attitudes, gossip and unproductive behavior – it undermines the respect of self and others, the team and our mission.

Be dependable: Hard-working, trustworthy and reliable employees are the heart of Centra.
- Be accountable for your responsibilities. Own your role.
- Be reliable by adhering to your assigned work schedule.
- Be flexible and respond to unanticipated needs as they arise – be open to and actively help implement change.
- Be known for doing the right thing, even when no one is watching.
- Protect confidential information of employees and patients.
- Always look professional in appearance and be sensitive and aware the effects of your body language.

Build ONE team: Teamwork depends on employees who view the entire organization as “one team with one purpose – serving patients and their families.”
- Treat colleagues with respect, dignity, empathy and kindness to build trusting relationships with all.
- Have an approachable demeanor, make eye contact and show concern for others.
- Address and resolve concerns quickly and professionally with colleagues in private.
- Seek-out, learn from and provide constructive criticism and feedback.
- Actively listen to colleagues, avoid interrupting and offer positive input when asked.
- Look around – be proactive in helping those around you.
- Recognize and celebrate superior work.
A Acknowledge
I Introduce
D Duration
E Explanation
T Thank You
Civility – Team Engagement

Incivility
- : a rude or impolite attitude or behavior : lack of civility
- : a rude or impolite act

~Merriam-Webster

Civility
- polite, reasonable, and respectful behavior
- *civilities* : polite actions and words

~Merriam-Webster

Signs of Incivility:
- Nonverbal innuendos
- Throwing people under the bus
- Undermining activities
- Withholding information
- Checking e-mail or texting messages during a meeting
- Belittling others’ efforts
- Leaving snippy voice mail messages
- Leaving a mess for others to clean up
- Shutting someone out of a network or team
- Acting irritated when someone asks for a favor
- Taking resources that someone else needs
- Not listening
How People Respond to Incivility:
- Ignore
- Blame victim
- Reprimand aggressor
- Escalate conflict to include other staff
- Discuss in group
- Other

Impact of Not Being Civil:
- Low morale
- Diminished teamwork
- Increased stress
- Decreased quality of patient care
- Increased absenteeism
- High turnover rates
- Increased labor costs
- Difficulty in recruiting new staff
- Bad reputation

Ways to Address Incivility:
- Take time to calm down.
- Always be respectful.
- Hold private discussions.
- Talk directly to the person, not other coworkers.
- Avoid blaming or finger-pointing.
- Listen carefully.
- Use “I messages.”

“I” Message:
1. When I *(see, hear)* ____________________.
2. It makes me feel ____________________.
3. Because ____________________________.
4. I would like ________________________.
Include @centrahealth.com after your username
For First Time Use:
User ID: User name
Password: User name

You will be prompted to change your password immediately.
**eHealthcareIT**

Centra supports continuous learning through our online learning system, eHealthcareIT. An online learning system is a valuable tool for managing your own educational program. Rather than rely on phone calls or emails, you are able to enroll or un-enroll in classes, hold classes for future completion, track educational opportunities and check your transcript. Remember to check your lesson plan monthly for newly assigned courses. You are responsible for completion of new courses regardless of when added to your learning plan.

eHealthcareIT contains self-paced computer-based learning modules (CBL’s). Upon completion of a CBL, you must complete the test. If you are familiar with the lesson, you may bypass the presentation and take the test immediately. After passing the test, the CBL is removed from your To Do List and the results posted on your transcript.

Mandatory education modules are assigned each year to be completed by August 31.

**Logging in to eHealthcareIT**
eHealthcareIT is available 24/7 - anywhere you have internet access.

**Within Centra**
1. Go to CentraPeople.
2. Go to “I Need to Find” and select “eHealthcareIT”.

**Outside Centra**
- Go to www.centrahealth.com
- Go to For Employees & Volunteers (mid-screen)
- Select For Employees Links
- Then choose eHealthcareIT

**At the log on screen (FOR FIRST TIME USE)**
1. **Username:** type in your MIS user name.
2. **Password:** type in your MIS user name.
3. You will be prompted to change your password immediately.

**My Training Plan/To Do List**
Automated emails may be sent to you when you are:
1. Enrolled in a mandatory class
2. Placed on or off the wait list
3. A class is cancelled
4. A NEW class or CBL is available
5. Information has been sent to you from your instructor

**REMEMBER: Orientation Online Modules must be completed within 30 days!**
KRONOS Time and Attendance:

Kronos InTouch® Terminal Job Aid
How to Punch in and out

Punching In and Out:
1. Place badge near Badge Proximity Reader located on the top right corner of the In Touch Terminal.
2. If the punch is successful, the indicator light flashes green and you hear a tone. If the punch is rejected, the indicator light flashes red and you hear a tone. Look for an error message on the terminal display.

Indicator Lights

Badge Proximity Reader – place badge here to clock in/out

Navigation Key

Soft Keys

Home Key

Common Error Messages:
Error 01: Error reading badge
What to do:
You may not have swiped properly. Try again, following the steps above. If you get the same message, see your Supervisor.

Error 06-2: Unknown home employee
What to do:
See your Supervisor.

Error 04-1: Rejected
What to do:
You have already successfully swiped, or, if you are attempting to enter another punch, not enough time has gone by since entering the previous punch. Wait a moment or two, then try again.

Help Support: For help with InTouch Terminals call support – Extension 4848. Before calling support make a note of the number on the “C Tag” sticker on top of the terminal to give the Support Analyst.

How to Use Soft Keys:
Soft Keys are available for the actions you may perform on the In Touch Terminal. Touch the Soft Key for the transaction you wish to perform.
Punching in and out does not require a soft key. Simply swipe the badge near the proximity reader located on the upper right corner of the terminal.

To use a soft key, do the following:
1. On the screen, touch the soft key that you want to use. What happens next depends on the soft key. You may be prompted to enter or accept information.
2. To enter information, follow the instructions on the In Touch screen. To accept information, press Enter. To enter your badge, place it near the proximity reader.
KRONOS

To Review your Timecard: “My Information” Tab then select “My Timecard”

Centra’s Time and Attendance Policy requires all employees to check their timecard to ensure accuracy BEFORE the end of EVERY pay period.
Click the drop down for Previous, Current and Next pay periods

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<tr>
<th>Date</th>
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<th>Out PUNCHES</th>
<th>Daily Totals</th>
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Absence

Red outline around your punch will happen if you clock in/out 6 minutes before or after your scheduled time.

Pay code/Total hours worked

Schedule

Missed Punch

Lunch Punches
TACS Exception Forms can be found in KRONOS under “My Links” or on CentraPeople under “I Need To Find”
TACS Exception Form

New Hire Orientation
Lunch 11:30 – 12:00
Employee Injury Report

1. Go to CentraPeople and select “I Need to Find”.
2. Select “Employee Injury Report”.
3. Login with user name and password.
4. Complete form and submit.

Initial screen uses email login in Username and Password:
Reporting on the Job Injuries

An Employee Injury Report (Appendix A – online report) must be completed on all incidents involving employees. An Event Quality Assessment Report (on-line report) must be completed on all incidents involving non-employees.

1. It is the responsibility of the injured employee to initiate and complete the Employee Injury Report on-line. An employee incident requiring emergency care is to be sent to the Emergency Department (ED) immediately and accompanied by the immediate supervisor. All incidents need to be reported within 24 hours.

2. After the incident report is completed and signed by the appropriate persons, a copy is maintained in Employee Health Services.
   a. The employee's status will be assessed and evaluated by Employee Health or ED and the necessary follow up provided.
   b. The employee will be referred to the hospital's Panel of Physicians for the selection of a physician to evaluate and treat the employee.
   c. If the employee has an incident requiring a specialist, for example, chemical burn to the eye, the Employee Health Service or ED will contact the physician on call for follow up care as indicated.
   d. A physician's release to return to work is required for employees who lose time from work or are on modified duty due to an on-the-job injury by the hospital and worker's compensation.
**Variance Report**

1. Go to CentraPeople and select “I Need to Find”.
2. Select “RiskMaster – Citrix Applications”.
3. Login with user name and password.
4. Select Riskmaster icon.
5. Complete form and submit.

This form is used for patients, visitors, volunteers and residents.
Hand Hygiene
Keeping your hands clean is the single most effective means of preventing infections. Performing hand hygiene is essential after doing certain tasks (touching soiled items or body fluids, using the toilet, performing direct patient care) and before certain activities (handling food, eating, performing direct patient care).

Hand Washing
An effective hand wash lasts between 10-15 seconds. Use soap and water and pay particular attention to between fingers and under fingernails. Leave the water running while drying hands with a paper towel. Turn the water off using the paper towel.

Hand Sanitizing
Using an alcohol based hand sanitizer is equally effective to hand washing except when hands are visibly soiled or when caring for patients with c. difficile (a “soap and water only” sign will be provided). Rub a small amount on to all surfaces of the hands. When it has evaporated, your hands are sanitized.

Nail Policy
Centra staff who work directly with patients or who prepare meals, equipment or medication for patients (Nutrition Services, Central Services and Pharmacy) may not wear artificial nails. Nails should be no longer than 1/8” beyond in tip of the finger and should be well manicured. Nail polish is discouraged as it easily chips and can harbor bacteria.

Personal Care
Taking good care of yourself helps to keep your immune system functioning at its best. Get plenty of rest, eat healthy, and exercise. Also, consider health promotions such as the influenza vaccine offered each fall through Employee Health.
**Standard Precautions**

Standard Precautions means treating everyone's blood and body fluids as infectious. The Blood borne Pathogens Standard established by the Occupational Safety and Health Administration (OSHA) requires that health care workers practice standard precautions.

1. Wear gloves when touching blood, body fluids, mucous membranes or broken skin of any patient. Wear gloves when performing venipuncture, when suctioning and when touching any surface or object that is likely to be contaminated (i.e., specimen containers, used equipment) and when touching any wound, rash or skin abrasion.
2. Change gloves between patient contacts.
3. Always perform hand hygiene immediately after removing gloves.
4. Wear a mask and eye protection or a face shield if spraying, splashing or splattering to your face is possible and when patients have productive coughs.
5. Wear a gown if soiling of clothing with blood/body fluids is likely. If clothing becomes soiled with blood/body fluids, change immediately into hospital provided scrubs. Inform your supervisor and environmental services supervisor to arrange for your clothing to be washed. Do not take soiled clothing home to be washed.
6. Do not bend or break used needles. Always use safety devices such as re-sheathable needles and syringes. Discard all sharps immediately into puncture resistant "sharps" containers.
7. Do not eat, drink, apply cosmetics or handle contact lenses in a work area where blood/body fluids may be handled.
8. Refer to your department/unit individual exposure control plan for specifics on where you can safely eat and drink and for location of personal protective equipment (gowns, gloves, masks).
9. Use appropriate protective equipment and an approved disinfectant to immediately clean spills of blood/body fluids.
10. Place used, disposable blood/body fluid contaminated articles (other than sharps) in red, regulated waste bags.
11. Use brush or broom and dustpan, tongs, or forceps to pick up broken glass.
**Human Immunodeficiency Virus (HIV)**
The risk of infection with HIV while working in a hospital is very low, but not zero. For example, the risk of infection by an accidental needle stick with an HIV contaminated needle is about 3 or 4 chances out of 1000. However, the risk of getting AIDS exists when you are infected with HIV. Use standard precautions with all patients for your protection. A health care worker infected with a blood borne pathogen may pass it on to his or her partner by sexual contact.

**Hepatitis B**
Hepatitis B causes 200 to 300 deaths each year in health care workers. If you routinely or even occasionally have contact with blood/body fluids as part of your job. Employee Health will offer you a vaccine at no cost to protect you against hepatitis B. In addition to taking the vaccine, use standard precautions with all patients.

**Hepatitis C**
There is no vaccine for Hepatitis C. Using standard precautions for all patients are the best protection that you can provide yourself.

**Centra staff with HIV or Hepatitis**
Please share with Employee Health an HIV or hepatitis diagnosis. This will be considered confidential information and will be used to formulate a work plan for your safety and the safety of our patients.

**Accidental Blood/Body Fluid Exposure**
When an accidental blood/body fluid exposure occurs immediately:
- Clean a wound with soap and water; flush the eye, mouth or nose with running water.
- Notify your supervisor.
- Notify Employee Health and Infection Prevention. The Administrative Nursing Supervisor is contacted when Employee Health and Infection Prevention offices are closed.

**Examples of work related exposures:**
- Getting blood or body fluids in cuts or breaks in your skin such as hangnails, dermatitis, abrasions, chapped skin.
- Getting blood or body fluids in your eyes, mouth, or nose.
- Being cut or stuck with needles or sharp instruments that were used on a patient.
- Being cut with broken glass that was used to hold blood or body fluids.
- Scratches where blood/body fluids contaminate the fingernails.
- Bites that break the skin

**Examples of what is NOT an exposure:**
- Handling food trays or furniture.
- Pushing stretchers or wheelchairs.
- Using public restrooms, drinking fountains, telephones.
- Personal contact with patients such as shaking hands, giving information, touching intact skin.
- Performing clerical or administrative duties.
**Transmission Based Precautions**

Precaution signs are placed on doors to patient rooms where, according to the disease the patient has, additional protection beyond Standard Precautions is necessary. Read the sign and adhere to these precautions each time the room is entered. In addition to standard precautions, Centra utilizes the Centers for Disease Control’s category specific protocols that include Contact, Droplet, and Airborne precautions. Refer to your Infection Prevention Manual for specifics.

**Airborne Precautions**

Airborne Precautions require that special respiratory protection be worn when entering the patient’s room. The patient is also in a special room where the airflow is under negative pressure allowing the air from that room to be sent directly to the outside of the building. If you have been assigned to work with a patient in airborne precautions for TB, you will need to wear an individually fitted respirator mask or a special positive pressure hood. If you have not been instructed in how to use a special hood, notify your supervisor before going into the room. Those staff fitted to a respiration mask will need to be refitted each year.

![Respirator Mask](image)

**Tuberculosis (TB)**

Some people who are infected with tuberculosis will develop active disease. When active TB disease is identified or even suspected, patients are placed on airborne precautions. They may have symptoms of fever, night sweats, weight loss, or a cough that produces sputum (mucous from the lungs).

Tuberculosis skin testing is required annually for CENTRA staff having direct patient contact. The purpose of this test is for early detection of those having been infected with TB. A positive skin test does not mean that a person has active Tb but that they have had significant exposure. Employee Health will notify you when your skin testing is due.

Questions? Contact: Infection Prevention (200.7780 or 200.5424)

Please use your online Infection Prevention manual as additional resource.
Correct Use of Personal Protective Equipment (PPE)

A. The type of PPE used will vary based on the level of precautions required, such as Standard and Contact, Droplet or Airborne Precautions. The procedure for putting on (donning) and removing (doffing) PPE should be tailored to the specific type of PPE used.

B. There are several ways to safely remove PPE without contaminating your clothing, skin, or mucous membranes with potentially infectious materials. Remove all PPE before exiting the patient room except a respirator, or if dealing with a unique/special pathogenic organism. Below are examples of removing PPE safely.

Appropriate Sequence for donning (putting on) PPE:

1. Always perform hand hygiene before donning PPE.
2. Gowns – Fully cover torso, arms, and fasten in back.
3. Mask – Snug to cover face and chin.
4. Goggles or Face Shield – Over face and eyes.
5. Gloves – Extend over wrist of gown.

Appropriate Sequence for doffing (removal) of PPE:

1. Gloves – Remove one glove, hold in hand, peel second glove over first, dispose in waste container.
2. Gown – Untie, peel away from neck touching inside of gown, roll into bundle and discard in waste or laundry OR,
3. Gown and Gloves – grasp gown in front with gloved hand and pull away from body, touching outside of gown only with gloved hands. Roll gown away from body and peel off gloves at the same time; discard if disposable or put in laundry if reusable.
4. Goggles and Face Shield – Remove by ear pieces and dispose in waste, or disinfect any reusable item.
5. Mask – Remove by ties or elastic and dispose in waste container.

Perform hand hygiene after removal of PPE and anytime hands become contaminated.

Powered Air Purifying Respiratory (PAPR)

Review MAXAIR PAPR CBL on eHealthcareIT.

Donning PAPR:
1. Snap lens cover on helmet and remove lens protector.
2. Turn on unit by placing cord in battery pack.
3. Don bouffant cap.
4. Turn ratchet knob counter clockwise to loosen headband.
5. Don Maxair PAPR.
6. Place chin between cuff and lens and pull helmet down.
7. Tighten ratchet knob turning clockwise.
8. Identify LED indicators are visible (green indicates adequate battery power).

Removing PAPR:
1. Loosen ratchet knob and removes helmet
2. Unplug battery pack
3. Wipe lens shield, with Sani-Cloth and places in zip bag labeled with name for use during current shift
4. Wipe helmet with Sani-Cloth
# Centra Codes

<table>
<thead>
<tr>
<th>Code</th>
<th>Emergency</th>
<th>Response/Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Code Blue</td>
<td>Life support measures (cardiac or respiratory arrest)</td>
<td>Specialized team will respond.</td>
</tr>
<tr>
<td>Pediatric Code Blue</td>
<td>Life support measures (cardiac or respiratory arrest) for children under 12 years or under 75 pounds.</td>
<td>Specialized team will respond.</td>
</tr>
<tr>
<td>Code White</td>
<td>Tornado</td>
<td>Staff will follow the Tornado Preparation and Response policy found in the EOP under Tab 14</td>
</tr>
<tr>
<td>Code Atlas</td>
<td>Patient, visitor, etc. has lost impulse control OR a show of force is needed.</td>
<td>Employee responds – if show of force, then presence if enough. If de-escalation (loss of impulse control), then only trained individuals step in.</td>
</tr>
<tr>
<td>Code D</td>
<td>Internal or external disaster (eg. Weather, mass casualty)</td>
<td>Administration will activate Emergency Operations Plan.</td>
</tr>
<tr>
<td>Code Gray</td>
<td>Bomb threat.</td>
<td>If taking call – use Bomb Threat Checklist &amp; use Caller ID. If away from area, return to do a Tri-Level search (at eye level, below eye level and above eye level)</td>
</tr>
<tr>
<td>Code Adam</td>
<td>Missing infant or child.</td>
<td>Employees monitor all exits – request security clear individuals with infant/child meeting criteria OR observe individual as exit to provide information to police and security.</td>
</tr>
<tr>
<td>Code MP</td>
<td>Missing person.</td>
<td>Used at all hospitals and long term care facilities. Individual has left area that should be monitored.</td>
</tr>
<tr>
<td>Code Orange</td>
<td>HazMat Spill</td>
<td>Notify supervisor and Environmental Services department.</td>
</tr>
<tr>
<td>Code Siege</td>
<td>Hostage</td>
<td>Remain in your work area and await instructions.</td>
</tr>
<tr>
<td>Code Yellow</td>
<td>Patient has fallen.</td>
<td>Alerts nursing supervisor, Unit Manager, Shift Manager and charge nurse to respond.</td>
</tr>
<tr>
<td>Code Silver</td>
<td>Lockdown of facility because of an active shooter or other serious threat to the facilities.</td>
<td>Administration will implement Emergency Operations Plan and Hospital Incident Command System.</td>
</tr>
</tbody>
</table>

LGH, VBH, and CSCH: 434-200-5911 / BMH: 601 / Off-site Locations: 911
Fire Prevention & Response
Each employee must know and adhere to the fire plan. Know the location of the evacuation maps throughout the hospital.

RACE
If you detect smoke or a fire, follow these RACE procedures:

R = RESCUE
Rescue anyone in immediate danger

A = ALARM
Pull stations are located in all hallways.

C = CONTAIN
Close all doors and windows

E = EXTINGUISH

PASS
When using a fire extinguisher, follow these PASS procedures:

P = PULL
Pull the pin

A = AIM
Aim the nozzle towards the base of the fire.

S = SQUEEZE
Squeeze the trigger

S = SWEEP
Sweep the nozzle from side to side covering the entire base of the fire.
Centra Parking Policy

Employee parking is limited to yellow-lined parking spaces.
Lawson Self-Service

Lawson is a web-based Human Resources, Benefits and Payroll system. Employee Self-Service is a tool where you can view key information about yourself, such as your benefit elections, leave balances, paystub and much more. You can also update your personal information.

Options

✓ Look at your performance review history
✓ View pay stubs
✓ See your pay rate history
✓ Try out “hypothetical” pay changes with Payment Modeling
✓ Use the Savings Plan Model to make “what if” changes to your 401 contributions, then see it in a graph.
✓ Enter emergency contacts (optional)
✓ Try out the new phone book and search by first name, last name or cost center.

To access Lawson Self Service from CentraPeople:
To access Lawson Self Service from [www.centrahealth.com](http://www.centrahealth.com):
Enter your username and password:

Select Lawson Employee Self Service again:

Enter your username and password one more time ...
**Direct Deposit**

Sign up online through Lawson Employee Self Service. This can be accessed from CentraPeople or through www.Centrahealth.com:

1. Go to the Centra Health web site
2. Select “For Employee Links” in the middle section of the page.
3. Select “Lawson Employee Self-Service”
4. Log in using your active directory username and password
5. Click on “Lawson Employee Self-Service”
6. Log in again using your active directory username and password
7. Select “Employee Self-Service”, and then Pay from the menu on the left column
8. Select “Direct Deposit”
9. Enter banking information and submit.

After an employee signs up for Direct Deposit, Payroll conducts a test to ensure the bank accepts the deposit to the employee's account. If the test is successful, the actual deposit will occur on the next payroll. If there is a problem, Payroll will contact the employee.

**Pay Card**

Centra realizes not all employees are able to obtain a checking account. The Pay Card is an option for employees who cannot obtain a bank account. (It should not be considered an option to Direct Deposit.)
Benefits Enrollment Deadline

You have a maximum of 31 days from your hire date to make your benefit choices and submit your enrollment on-line!

What if I miss my deadline?
If your elections are not completed within 31 days from your date of hire, your next opportunity to enroll will be during annual open enrollment in November and elected coverages will not be effective until January 1st of next year.

How do I enroll in a retirement savings plan?

403b Retirement Savings Plan: After 30 days of employment, eligible employees are automatically enrolled at a contribution rate of 3% of your pay. Matching contributions begin 6 months following your hire date.

401k Retirement Savings Plan (PCHP employees only): There is no auto enrollment provision in the PCHP 401(k) plan. Eligible employees should call Transamerica or go to www.pchp.tsrretire.com to enroll. Matching contributions begin 6 months following your hire date.
Lawson – Click on Employee Benefits Self Service, then click on For New Employees
The following are important reminders about the Centra Medical Plan and potential actions required by you upon enrollment and before and/or after certain medical services are received. Please see the Summary Plan Description (SPD) posted in Lawson Benefits Employee Self Service for details.

**Basic POS Plan: Primary Care Physician Designation:** If you enroll in the Basic POS medical option, you must designate a Primary Care Physician (PCP) for yourself and each family member you cover (if any). Claims will not be paid if incurred prior to that designation. Claims will not be reprocessed upon appeal for lack of a PCP designation – you will have to pay for these services out-of-pocket. You can change your designation at any time by calling PCHP at 1-800-400-7247.

**Basic POS Plan: Referrals to Specialists:** A referral by your PCP is required for all specialty providers other than orthopedics, oncology, urology, and ophthalmology. Claims will not be paid if that referral is not made. It is the participant’s responsibility to make sure their PCP office completed the referral process prior to seeing a specialist. Claims will not be reprocessed upon appeal for lack of a referral - you will have to pay for these services out-of-pocket.

**Dependent Social Security Number:** Due to new Affordable Care Act and Medicare regulations, you must provide your dependent’s social security number to Centra if covering that dependent on the Centra Medical Plan. Centra is required to send all medical plan participants an annual medical coverage statement that must also be filed with the IRS. Therefore, SSN is required. It should be added to the dependent information entered in Lawson Benefits Employee Self Service, and can only be viewed by the Centra Benefits Team and PCHP.

**Mid-year Family Status Changes Deadline:** If you experience a qualified change in family status during the year, such as the birth of a new baby, marriage, a change in your spouse’s employment, etc., you only have 31 days from the date of your status change to make new benefit elections consistent with the change. After 31 days, changes will only be accepted during the next annual open enrollment. (This applies to dental, vision, FSA, and some life coverages as well.)

**Hospitalization:** In cases of emergency, the utilization review administrator must be notified at 1-800-400-7247 within 48 hours after the admission, even if the patient is discharged within 48 hours after the admission. PCPs are expected to authorize all admissions except emergent admissions out of network. PCHP will process weekend admissions on the next business day. No authorization is necessary for in-network routine C-sections or vaginal deliveries.

**Referrals Requiring Authorization:** Certain services will require pre-authorization by the Claims Administrator in addition to the Primary Care Physician. The Plan Participant and/or his or her PCP will handle the preauthorization arrangements. Examples of such services are referrals to out of network providers, transplants, non-emergent MRI, other high cost diagnostic procedures, etc.

**Surgical and Minor Procedures Requiring Authorization:** All surgical and minor procedures require referral by PCP notification. This includes inpatient, outpatient, or in office procedures performed by PCPs and SCPs.

**Utilization Review:** This ensures all covered persons receive necessary and appropriate health care while avoiding unnecessary expenses: pre-authorization of the medical necessity for the following non-emergency services is required before medical and/or surgical services are provided; hospitalizations; MRIs; substance abuse/mental disorder treatment; skilled nursing facility stays; hospice care; durable medical equipment over $2000; cardiac rehab; outpatient surgery; chiropractic visits; etc. Other reviews are periodically required during and after treatment.
Insurance ID cards are mailed approximately 3 – 4 weeks after you enroll.

If you must go to a doctor – or fill a prescription – prior to receiving your ID card you can give your provider the group ID information below, and they can verify you are a participant by contacting the applicable vendor.

<table>
<thead>
<tr>
<th>Insurance ID Information</th>
<th>Provider Address &amp; Group Number</th>
<th>Website / Phone / Temporary ID</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Medical</strong></td>
<td>Piedmont Community Health Plan</td>
<td><a href="http://www.pchp.net">www.pchp.net</a></td>
</tr>
<tr>
<td></td>
<td>PO Box 14408</td>
<td>(800) 400-7247 Toll free</td>
</tr>
<tr>
<td></td>
<td>Cincinnati, OH 45250-0408</td>
<td>Employee SSN until ID card</td>
</tr>
<tr>
<td></td>
<td>Group # 5200701</td>
<td>received</td>
</tr>
<tr>
<td><strong>Prescription Drug</strong></td>
<td>CVS/caremark</td>
<td><a href="http://www.cvscaremark.com">www.cvscaremark.com</a></td>
</tr>
<tr>
<td></td>
<td>PO Box 52136</td>
<td>(844) 460-8768 Toll Free</td>
</tr>
<tr>
<td></td>
<td>Phoenix, AZ 85072-2136</td>
<td>Employee SSN until ID card</td>
</tr>
<tr>
<td></td>
<td>RX BIN 004336; RxPCN ADV; RxGRP RX6925</td>
<td>received</td>
</tr>
<tr>
<td><strong>Dental</strong></td>
<td>Anthem Blue Cross and Blue Shield</td>
<td><a href="http://www.anthem.com/mydentalvision">www.anthem.com/mydentalvision</a></td>
</tr>
<tr>
<td></td>
<td>PO Box 1115</td>
<td>(866) 956-8607 Toll Free</td>
</tr>
<tr>
<td></td>
<td>Minneapolis, MN 55440-1115</td>
<td>Employee SSN until ID card</td>
</tr>
<tr>
<td></td>
<td>Group # 843294</td>
<td>received</td>
</tr>
<tr>
<td><strong>Vision</strong></td>
<td>EyeMed</td>
<td><a href="http://www.evemed.com">www.evemed.com</a></td>
</tr>
<tr>
<td></td>
<td>PO Box 8504</td>
<td>(866) 800-5457 Toll Free</td>
</tr>
<tr>
<td></td>
<td>Mason, OH 45040-7111</td>
<td>Employee SSN until ID card</td>
</tr>
<tr>
<td></td>
<td>Group # 1008295</td>
<td>received</td>
</tr>
</tbody>
</table>
**WHERE TO GO FOR HELP**

**Lawson Benefits Employee Self Service:** Information on our retirement program, designating a beneficiary, the Centra Wellness Program, Summary Plan Descriptions for each benefit, etc. is posted in Lawson Benefits Employee Self Service (BESS). Login to Lawson, click on Benefit Self Service, For New Employees. Enrollment instructions, an enrollment guide, how to access the system from home, plan descriptions, etc. are posted for your convenience.

### Benefit Plan Vendors

<table>
<thead>
<tr>
<th>Benefit</th>
<th>Provider</th>
<th>Telephone</th>
<th>Website Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical</td>
<td>Piedmont Community Health Plan</td>
<td>(888) 674-5568</td>
<td><a href="http://www.pchp.net">www.pchp.net</a></td>
</tr>
<tr>
<td>Pharmacy</td>
<td>CVS/caremark</td>
<td>(844) 460-8758</td>
<td><a href="http://www.cvs.caremark.com">www.cvs.caremark.com</a></td>
</tr>
<tr>
<td>Dental</td>
<td>Anthem Blue Cross and Blue Shield</td>
<td>(866) 956-8507</td>
<td><a href="http://www.anthem.com/mydentalvision">www.anthem.com/mydentalvision</a></td>
</tr>
<tr>
<td>Vision</td>
<td>EyeMed</td>
<td>(866) 800-5457</td>
<td><a href="http://www.eyemed.com">www.eyemed.com</a></td>
</tr>
<tr>
<td>Life/AD&amp;D</td>
<td>UNUM</td>
<td>(888) 556-5727</td>
<td><a href="http://www.UNUM.com">www.UNUM.com</a> (policy#910811)</td>
</tr>
<tr>
<td>Long-Term Disability</td>
<td>UNUM</td>
<td>(888) 673-9940</td>
<td><a href="http://www.UNUM.com">www.UNUM.com</a> (policy#910810)</td>
</tr>
<tr>
<td>Voluntary Short-Term Disability</td>
<td>UNUM</td>
<td>(888) 673-9940</td>
<td><a href="http://www.UNUM.com">www.UNUM.com</a> (policy#910810)</td>
</tr>
<tr>
<td>Whole Life &amp; Accident</td>
<td>UNUM</td>
<td>(800) 635-5597</td>
<td><a href="http://www.UNUM.com">www.UNUM.com</a></td>
</tr>
<tr>
<td>Long Term Care</td>
<td>UNUM</td>
<td>(800) 227-4165</td>
<td>www3.unum.com/enroll/centrahealth/enrollment.aspx</td>
</tr>
<tr>
<td>Spending Accounts</td>
<td>PayFlex</td>
<td>(800) 284-4885</td>
<td><a href="http://www.mypayflex.com">www.mypayflex.com</a></td>
</tr>
<tr>
<td>Savings Plan</td>
<td>Transamerica Retirement Services</td>
<td>(888) 676-5512</td>
<td><a href="http://www.transamerica.com">www.transamerica.com</a></td>
</tr>
</tbody>
</table>

**Human Resources Benefits Team**

<table>
<thead>
<tr>
<th>Name</th>
<th>Email</th>
<th>Phone</th>
<th>Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mary Ann Kidd</td>
<td><a href="mailto:maryann.kidd@centrahealth.com">maryann.kidd@centrahealth.com</a></td>
<td>434-200-4556</td>
<td>Pension (frozen plan), 403b Savings Plan, life, Long Term Disability, Long Term Care and Paid Time Off.</td>
</tr>
<tr>
<td>Cindy Knox</td>
<td><a href="mailto:cindy.knox@centrahealth.com">cindy.knox@centrahealth.com</a></td>
<td>434-200-5249</td>
<td>Medical (including prescription drugs), Dental, Vision, Flexible Spending Accounts, COBRA and Insurance Premium Arrears.</td>
</tr>
</tbody>
</table>

**Transamerica On-Site Participant Counselor – 403b Retirement Savings Plan**

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Ext.</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>CJ Bishop</td>
<td>Transamerica On-Site Counselor</td>
<td>3216</td>
<td><a href="mailto:cbishop@transamerica.com">cbishop@transamerica.com</a></td>
</tr>
</tbody>
</table>
Who controls your future?
Be prepared with long term care insurance from Unum.

Your life, your choice
There are plenty of decisions to make for retirement...
- Fishing or golf?
- Motor home or long-awaited cruise?
- A house at the beach — or close to the grandchildren?

Long term care insurance may help you avoid a far more difficult decision: whether to exhaust your savings or liquidate your assets to pay for a period of long term care. This policy may help you be prepared for the financial realities and help you maintain control of some important decisions, such as:
- Who would take care of me?
- Where can I choose to receive care?
- Would I be a burden on my children if my savings couldn’t cover my care?

What is long term care?
Whether it’s due to a motorcycle accident or a serious illness, it is the type of care you may need if you couldn’t independently perform the basic activities of daily living: bathing, dressing, using the toilet, transferring from one location to another, continence and eating, or if you suffered severe cognitive impairment from a condition such as Alzheimer’s disease.

Who’s at risk?
Long term care insurance is not just for the elderly.
- 40% of people currently receiving long term care are working-age adults 18 to 64 years old.¹
- About 70% of individuals over age 65 will require some type of long term care services during their lifetime.²
- By 2020, 12 million people are projected to need long term care.³

How does this coverage help?
Here are some examples of how you may use a long term care benefit of $3,000 per month, based on the national averages for care:⁴

<table>
<thead>
<tr>
<th>Home health</th>
<th>$24,050/year*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home health aide:</td>
<td>$18.50/hr</td>
</tr>
<tr>
<td>$36,000 annual benefit</td>
<td></td>
</tr>
<tr>
<td>$11,950 left for out-of-pocket medical/prescription costs</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Assisted living</th>
<th>$33,903/year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assisted living cost:</td>
<td>$2,825.25/month</td>
</tr>
<tr>
<td>$36,000 annual benefit</td>
<td></td>
</tr>
<tr>
<td>$2,097 left for out-of-pocket</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Private nursing home</th>
<th>$74,208.15/year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Private nursing home cost:</td>
<td>$203.31/day</td>
</tr>
<tr>
<td>$36,000 annual benefit</td>
<td></td>
</tr>
<tr>
<td>$38,208.15 of cost of care is paid out of pocket</td>
<td></td>
</tr>
</tbody>
</table>

*Based on receiving care five hours a day/days a week at $18.50/hour. For illustrative purposes only.

Enrollment in Long Term Care at Centra is a process outside of the Lawson system. You can click on the UNUM link on the HR home page to find out more about long term care benefits and how to enroll.

Note: You must enroll within 31 days of hire to receive guaranteed issue (no medical questions asked).
Get the coverage you need.

Won’t my other insurance pay for long term care?
Unfortunately, no.
- Medical insurance and Medicare are designed to pay for specific care for acute conditions — not for long term help with daily living.
- Medicaid only helps with long term care expenses after you have depleted virtually all of your assets. The exact amount varies by state but usually leaves just a few thousand dollars in total assets.
Only long term care insurance may cover those costs and allow you to maintain as much of your assets as possible.

Do I need to be in a nursing home to use my LTC insurance?
All Unum plans include a home health option. This allows you to use your benefit to pay for an aide to come to your home, so you can remain in your residence as long as possible. For an extra premium, some plans allow you to pay a family member or friend to take care of you.

Why buy now?
People often buy long term care insurance at an early age, because the younger you are, the more affordable the rates.
In fact, 63% of the people who buy group LTC insurance are under age 55.

Why buy coverage at work?
1. You may get more affordable rates when you buy this coverage through your employer and you may extend your coverage to your parents and spouse.
2. Depending on your plan, you may be able to pay your premiums through convenient payroll deduction.
3. Your employer has selected coverage from Unum, the leading provider of group LTC insurance for employees in the U.S.

Additional help for caregivers
Even if you don’t need long term care in the immediate future, you may be a caregiver for someone you love. Your plan includes LTC Connect<sup>®</sup> service, which gives you access to counselors who can help you find long term care providers in your area, a support group, or other assistance you may need. This service also provides discounts for medical equipment such as walkers, hearing aids, wheelchairs, and other related needs.

Nursing home care based on 24 hour care for one year. Assisted living based on 12 months care. Home care based on five hours of care per day, five days per week for Non-Medicaid certified home health aide services.

For employee information
Unum 1-1108 (1-10)
Get lifetime coverage and useful cash benefits, too.

Whole Life Insurance provides much more than a death benefit — it also offers valuable “living benefits” that you can use during times of need. And you can keep your Whole Life coverage after you retire, making it an essential complement to Term Life.

Whole Life provides a lifetime of coverage.

Three reasons to buy Whole Life at work — now!

1. **Whole Life rates.** The rates available through your employer are typically more affordable than those available elsewhere.

2. **Age-based premiums.** Premiums are based on your age when you purchase, and don’t increase as you get older. So the earlier you buy, the lower your premium will be for the life of your policy.

3. **Guaranteed issue.** Generally available during the initial enrollment at your workplace. When it’s offered to you, you can purchase coverage up to a set amount, without medical exams or health questions. If you don’t purchase the maximum amount, you have the option to increase it up to that level during future enrollments — no questions asked!

**Premium payment**
Your coverage will continue as long as you pay the premiums.

<table>
<thead>
<tr>
<th>Sample rates based on $25,000 benefit amount</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
<tr>
<td>Issue age</td>
</tr>
<tr>
<td>25</td>
</tr>
<tr>
<td>35</td>
</tr>
<tr>
<td>40</td>
</tr>
</tbody>
</table>

Sample non-tobacco user rates. Premiums vary by age, coverage amount, and tobacco use. For illustration purposes only.

**How to apply**
To learn more, watch for information from your employer.

---

**Whole Life: Benefits for a lifetime**

**What is Whole Life?**
- Whole Life offers “living benefits” you can use when you need them, as well as a death benefit.

**What features are available?**
- **Cash value.** This policy accumulates cash value. You can borrow funds from this value as needed.
- **Living benefit option rider.** If you are diagnosed with a terminal illness, you can request up to 100% of your policy’s benefit amount and use it for any purpose.**

**How does it work?**
- **Your premiums are level for life.** Premiums will be conveniently deducted from your paycheck.
- **Your death benefit is level, too.** The benefit does not decrease with age.
- **You own the policy.** You can keep the policy if you leave or retire. You’ll pay the same premium.
Get the coverage you need.

Coverage options available

<table>
<thead>
<tr>
<th>Who can have it?</th>
<th>What's the benefit amount?</th>
<th>How long can they keep it?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual employee coverage</td>
<td>You can choose to purchase $10,000, $20,000, $30,000, $40,000, $50,000, $60,000, $70,000 or $80,000 of coverage for yourself.</td>
<td>You can keep it as long as you want it. If you lose your employer, you would be billed directly at home.</td>
</tr>
<tr>
<td>Ages 15–80</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Individual spouse coverage</td>
<td>You can choose to purchase $10,000 or $20,000 of coverage for your spouse.</td>
<td>If you leave your employer, you can keep your spouse's policy and be billed directly at home.</td>
</tr>
<tr>
<td>Ages 15–80</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Individual child coverage</td>
<td>You can choose to purchase $5,000, $10,000, $15,000, $20,000 or $25,000 of coverage for your child.</td>
<td>Your children can keep it, even if you leave your employer. You would be billed directly at home.</td>
</tr>
<tr>
<td>No employee or spouse purchase needed.</td>
<td>Available to eligible children, stepchildren, legally adopted children and grandchildren (14 days until their 26th birthday) of the primary insured adult.</td>
<td></td>
</tr>
</tbody>
</table>
If you have an accident, will it hurt your bank account too?

Unum’s accident insurance gives you something to fall back on.

Life can take a tumble.
With a full-time job and three active kids, Marsha has a lot of demands on her time — and her pocketbook. So if her kids break something other than a window, she doesn’t want an injury to break her bank account as well.

Examples of covered injuries include:
- broken bones
- eye injuries
- burns
- ruptured discs
- torn ligaments
- concussion
- lacerations
- coma due to a covered injury

Some covered expenses include:
- emergency room treatment
- outpatient surgery facility
- doctor office visit
- hospitalization
- occupational therapy
- speech therapy
- chiropractic visit
- physical therapy

Benefits that pay for covered accidents while you are on the road to recovery
Unum’s coverage provides a lump sum benefit based on the type of injury (or covered incident) you sustain or the type of treatment you need.

Who’s at risk?
- Every 10 minutes, over 750 Americans suffer an injury severe enough to seek medical help.
- Nearly three times as many injuries requiring medical attention happen off the job rather than at work.

An illustrative example of how accident coverage can help you with your expenses

**40-year-old claimant**
- Accident: fall at home
- Injury: Anterior Cruciate Ligament (ACL) tear (knee ligament injury)

<table>
<thead>
<tr>
<th>Out-of-pocket expenses incurred:</th>
<th>$2,095</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency room copay</td>
<td>$100</td>
</tr>
<tr>
<td>Deductible</td>
<td>$1,000</td>
</tr>
<tr>
<td>Coinsurance for surgery ($3,540 x 25%)</td>
<td>$875</td>
</tr>
<tr>
<td>Copay for six physical therapy visits</td>
<td>$120</td>
</tr>
</tbody>
</table>

Total out-of-pocket expenses: $2,095

Benefits paid:
- Emergency room visit: $150
- Appliance (knee brace): $100
- Outpatient surgery facility service: $300
- Surgical ligament tear repair: $800
- Physical therapy sessions (6): $150

Total benefit paid under policy: $1,500

Costs of treatment and benefit amounts may vary. Example is based on the level 2 schedule of benefits.

See the schedule of benefits for a full list of covered injuries and expenses.

To learn more, watch for information from your employer.
Get the coverage you need.

Choose the coverage that’s right for you. Your accident insurance plan can provide benefits for covered accidents that occur on and off the job. Accident insurance is offered to all eligible employees who are actively at work. You decide if it’s right for you and your family.

The following benefits are automatically included in your plan:

**Wellness Benefit**

Based on the plan selected by your employer, this benefit can pay $50 per calendar year per insured individual if a covered health screening test is performed, including:

- Blood tests
- Chest X-rays
- Stress tests
- Mammograms
- Colonoscopies

A full list of covered tests will be provided in your certificate.

**Four reasons to buy this coverage at work:**

1. No health questions to answer. If you apply, you automatically receive this base plan.
2. This plan is portable. You may take the coverage with you if you leave the company or retire without having to answer new health questions. Unum will bill you directly.
3. Coverage becomes effective on the first day of the month in which payroll deductions begin.
4. Premiums are conveniently deducted from your paycheck.

---

**Available family coverage**

<table>
<thead>
<tr>
<th>Who can have it?</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Spouse coverage</td>
<td>Ages 17 to 64</td>
</tr>
<tr>
<td>Child coverage</td>
<td>Dependent children newborn until their 26th birthday, regardless of marital or student status</td>
</tr>
</tbody>
</table>

Employers must be legally authorized to work in the United States and actively working at a U.S. location to receive coverage. Spouses and dependent children must reside in the United States to receive coverage.

**My accident coverage**

Coverage plan chosen:  
Cost per pay period:  
Date deductions begin:  
(for your records — complete during your enrollment)

---

**This is a limited policy.**

***Important Notice – The base policy does not provide coverage for sickness***

* Being "actively at work" means that on the day the employee applies for coverage, he/she must be working at one of his/her company’s business locations, or at a location where he/she is required to represent the company, if applying for coverage on a day that is not a scheduled workday, the employee will be considered actively at work as of his/her last scheduled workday; employees are not considered actively at work if they are on a leave of absence.

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**Underwritten by:**

Unum Life Insurance Company of America, Portland, Maine

The policy or its provisions may vary or be unavailable in some states. The policy has exclusions and limitations that may affect any benefits payable. See the actual policy or your Unum representative for specific provisions and details of availability.

Unum complies with all state civil union and domestic partner laws when applicable.

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Be sure to review this schedule of benefits.

It shows the many ways this coverage can pay a benefit if you are injured.

<table>
<thead>
<tr>
<th>Covered injuries</th>
<th>Benefit amount</th>
<th>Emergency and hospitalization benefits</th>
<th>Benefit amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fractures</td>
<td></td>
<td>Ambulance (ground, once per accident)**</td>
<td>$400</td>
</tr>
<tr>
<td>Open reduction</td>
<td>Up to $7,500</td>
<td>Air ambulance</td>
<td>$1,500</td>
</tr>
<tr>
<td>Closed reduction</td>
<td>Up to $3,750</td>
<td>Emergency room treatment</td>
<td>$150</td>
</tr>
<tr>
<td>Chips</td>
<td>75% of closed amount</td>
<td>Emergency treatment in physician office/urgent care facility</td>
<td>$75</td>
</tr>
<tr>
<td>Dislocations</td>
<td></td>
<td>Hospital admission (admission or intensive care admission once per covered accident)</td>
<td>$1,000</td>
</tr>
<tr>
<td>Open reduction</td>
<td>Up to $6,000</td>
<td>Interative care admission (same as above)</td>
<td>$1,500</td>
</tr>
<tr>
<td>Closed reduction</td>
<td>Up to $3,000</td>
<td>Hospital confinement (per day up to 365 days)</td>
<td>$200</td>
</tr>
<tr>
<td>Burns</td>
<td></td>
<td>Intensive care confinement (per day up to 15 days)</td>
<td>$400</td>
</tr>
<tr>
<td>At least 10 square inches, but less than 20 square inches</td>
<td>2nd degree – $50</td>
<td>Medical imaging test (once per accident)</td>
<td>$200</td>
</tr>
<tr>
<td>3rd degree – $2,500</td>
<td></td>
<td>Outpatient surgery facility service (once per accident)</td>
<td>$300</td>
</tr>
<tr>
<td>At least 20 square inches, but less than 35 square inches</td>
<td>2nd degree – $1,000</td>
<td>Pain management (medications, once per accident)</td>
<td>$100</td>
</tr>
<tr>
<td>3rd degree – $5,000</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>35 or more square inches of the body surface</td>
<td>2nd degree – $10,000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3rd degree – $10,000</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Skin grafts for 2nd and 3rd degree burns</td>
<td>50% of burn benefit</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Skin graft for any other accidental traumatic loss of skin</td>
<td>At least 10 square inches, but less than 20 square inches</td>
<td>$150</td>
<td></td>
</tr>
<tr>
<td>At least 20 square inches, but less than 35 square inches</td>
<td>$250</td>
<td></td>
<td></td>
</tr>
<tr>
<td>35 or more square inches of the body surface</td>
<td>$500</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Concussion</td>
<td>$150</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Coma</td>
<td>$10,000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ruptured disc</td>
<td>$800</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Knee cartilage</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Torn</td>
<td>$750</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Exploratory</td>
<td>$150</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Laceration</td>
<td>$25 – $600</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tendon/ligament and rotator cuff</td>
<td>Surgical repair of one</td>
<td>$800</td>
<td></td>
</tr>
<tr>
<td>Surgical repair of two or more</td>
<td>$1,200</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Exploratory surgery only</td>
<td>$150</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dental work, emergency</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Extraction</td>
<td>$100</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Crown</td>
<td>$300</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Eye Injury</td>
<td>$200</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Check it out! See how much this plan pays for actual injuries and treatment.
<table>
<thead>
<tr>
<th>Treatment and other services</th>
<th>Benefit amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Surgery benefit</td>
<td></td>
</tr>
<tr>
<td>Open abdominial, thoracic</td>
<td>$1,500</td>
</tr>
<tr>
<td>Exploratory (without repair)</td>
<td>$150</td>
</tr>
<tr>
<td>Hernia repair</td>
<td>$150</td>
</tr>
<tr>
<td>Physician follow-up visit (2 visits per accident)</td>
<td>$75</td>
</tr>
<tr>
<td>Chiropractic visit</td>
<td></td>
</tr>
<tr>
<td>(up to 3 visits per calendar year)</td>
<td>$25</td>
</tr>
<tr>
<td>Therapy services (up to 10 per accident)</td>
<td></td>
</tr>
<tr>
<td>Occupational therapy</td>
<td>$25</td>
</tr>
<tr>
<td>Speech therapy</td>
<td>$25</td>
</tr>
<tr>
<td>Physical therapy</td>
<td>$25</td>
</tr>
<tr>
<td>Prosthetic device or artificial limb</td>
<td></td>
</tr>
<tr>
<td>One</td>
<td>$750</td>
</tr>
<tr>
<td>More than one</td>
<td>$1,500</td>
</tr>
<tr>
<td>Appliance (once per accident)</td>
<td>$100</td>
</tr>
<tr>
<td>Blood, plasma and platelets</td>
<td>$400</td>
</tr>
<tr>
<td>Travel due to accident</td>
<td></td>
</tr>
<tr>
<td>Transportation of more than 50 miles from residence; 3 trips per accident, max 1,700 miles per round trip</td>
<td>$0.40 per mile</td>
</tr>
<tr>
<td>Lodging</td>
<td></td>
</tr>
<tr>
<td>(per night up to 30 days per accident)</td>
<td>$150</td>
</tr>
<tr>
<td>Rehabilitation unit confinement</td>
<td></td>
</tr>
<tr>
<td>(per day up to 15 days, max 30 days per calendar year)</td>
<td>$100</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Accidental death and other covered losses</th>
<th>Benefit amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accidental death</td>
<td></td>
</tr>
<tr>
<td>Employee</td>
<td>$50,000</td>
</tr>
<tr>
<td>Spouse</td>
<td>$20,000</td>
</tr>
<tr>
<td>Child</td>
<td>$10,000</td>
</tr>
<tr>
<td>The accidental death benefit triples if the insured individual is injured as a fare-paying passenger on a common carrier:</td>
<td></td>
</tr>
<tr>
<td>Employee: $15,000; spouse: $60,000; child: $30,000</td>
<td></td>
</tr>
<tr>
<td>Initial accidental dismemberment — one benefit per accident, not payable with initial accidental loss</td>
<td></td>
</tr>
<tr>
<td>Loss of both hands or both feet, or</td>
<td></td>
</tr>
<tr>
<td>Loss of one hand and one foot, or</td>
<td></td>
</tr>
<tr>
<td>Loss of one hand or one foot,</td>
<td></td>
</tr>
<tr>
<td>Loss of two or more fingers, toes or any combination, or</td>
<td></td>
</tr>
<tr>
<td>Loss of one finger or toe</td>
<td>$750</td>
</tr>
<tr>
<td>Catastrophic accidental dismemberment — once per lifetime, not payable with catastrophic loss</td>
<td></td>
</tr>
<tr>
<td>Loss of both hands or both feet, or loss of one hand and one foot</td>
<td></td>
</tr>
<tr>
<td>Employee (prior to age 65)</td>
<td>$100,000</td>
</tr>
<tr>
<td>– Spouse and child</td>
<td>$50,000</td>
</tr>
<tr>
<td>Employee (ages 65-69)</td>
<td>$50,000</td>
</tr>
<tr>
<td>– Spouse and child</td>
<td>$25,000</td>
</tr>
<tr>
<td>Employee (70+ years old)</td>
<td>$25,000</td>
</tr>
<tr>
<td>– Spouse and child</td>
<td>$12,500</td>
</tr>
<tr>
<td>Accidental loss — paralysis, sight, hearing and speech</td>
<td></td>
</tr>
<tr>
<td>Initial accidental loss — one benefit per accident, not payable with initial dismemberment</td>
<td></td>
</tr>
<tr>
<td>Permanent paralysis, or</td>
<td>$15,000</td>
</tr>
<tr>
<td>Loss of sight of both eyes, or</td>
<td>$15,000</td>
</tr>
<tr>
<td>Loss of sight of one eye, or</td>
<td>$7,500</td>
</tr>
<tr>
<td>Loss of the hearing of one ear</td>
<td>$7,500</td>
</tr>
<tr>
<td>Catastrophic accidental loss — once per lifetime, not payable with catastrophic dismemberment</td>
<td></td>
</tr>
<tr>
<td>Permanent paralysis, or loss of hearing in both ears, or loss of the ability to speak, or loss of sight of both eyes</td>
<td></td>
</tr>
<tr>
<td>Employee (prior to age 65)</td>
<td>$100,000</td>
</tr>
<tr>
<td>– Spouse and child</td>
<td>$50,000</td>
</tr>
<tr>
<td>Employee (ages 65-69)</td>
<td>$50,000</td>
</tr>
<tr>
<td>– Spouse and child</td>
<td>$25,000</td>
</tr>
<tr>
<td>Employee (70+ years old)</td>
<td>$25,000</td>
</tr>
<tr>
<td>– Spouse and child</td>
<td>$12,500</td>
</tr>
</tbody>
</table>

THIS IS A LIMITED POLICY

See NL, NH & NV, please refer to the state-specific terms.

In CA, there is a $5000 benefit payable for outpatient emergency room medical care for accidental injury at a covered hospital.

In DC, additional benefits are available for acquired brain injury, telehealth service and telemedicine medical service.

1 Catastrophic accidental benefit — payable after fulfilling a 365-day elimination period.
2 In CA and CT, no ground or no ambulance benefit is payable.
3 In KS, no catastrophic benefit is payable.
4 In ME, no hospital benefit is payable.
5 In MI, catastrophic benefits are payable.
6 In WI, no catastrophic accidental dismemberment benefit is payable, no paralysis benefit is payable, no catastrophic accidental loss of sight/speech/hearing benefit is available.

However, the catastrophic accidental loss benefit also covers loss of use of both hands or feet, both arms or legs, one hand and foot, and/or one arm and leg.

Underwritten by Unum Life Insurance Company of America, Portland, Maine.

The information is not intended to be a complete description of the insurance coverage available. The policy or its provisions may vary or be unavailable in some states. The policy has exclusions and limitations which may affect any benefits payable. For complete details of coverage and availability, please refer to policy form GA-1 or contact your Unum representative.

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Learn more about your annual Wellness Benefit

Your Unum plan pays a Wellness Benefit for one wellness test each year.

With Unum’s Wellness Benefit,* you and other covered family members can receive a valuable incentive for important tests and screenings. Many of these tests are routinely performed, so it’s easy to take advantage of this benefit.

Most common tests and screenings include:

- Blood test for triglycerides
- Fasting blood glucose test
- Mammography
- Pap smear
- Serum cholesterol test to determine HDL and LDL levels

Other tests and screenings include:

- Bone marrow aspiration or biopsy
- CA 15-3 (blood test for breast cancer)
- CA-125 (blood test for ovarian cancer)
- CEA (blood test for colon cancer)
- Carotid Doppler
- Chest X-ray
- Colonoscopy
- Echocardiogram
- Electrocardiogram
- Fasting plasma glucose (FPG)
- Flexible sigmoidoscopy
- Hemoglobin A1C (HbA1c)
- Hemoccult stool analysis
- PSA (blood test for prostate cancer)
- Serum protein electrophoresis (blood test for myeloma)
- Skin cancer biopsy
- Stress test on a bicycle or treadmill
- Thermography
- Thin prep pap test
- Two-hour post-load plasma glucose
- Virtual colonoscopy

* For more information, please contact your Unum benefits representative.

Unum will pay wellness benefits for all eligible policies according to policy terms.

*Available with Unum’s Group Accident, Group Critical Illness, Group Specified Disease, and Group Hospital Indemnity policies.

These policies offer limited benefits.

The policies or their provisions may vary or be unavailable in some states. The policies have exclusions and limitations which may affect any benefits payable. See the actual policy or your Unum representative for specific provisions and details of availability.


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<table>
<thead>
<tr>
<th>Questions</th>
<th>Answers</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Where do I go to designate my beneficiary(s)?</strong></td>
<td>Access Lawson and click on Benefits Self Service (BESS). For New Employees, Beneficiary Form. Also posted in Lawson: information on naming life insurance beneficiaries, screen print hints for entering your data, paper forms for spousal sign off (if applicable), etc.</td>
</tr>
<tr>
<td><strong>Are there any other paper forms required for a 403b plan?</strong></td>
<td>Yes. If you are married and you want to name someone other than your spouse as your beneficiary for a 403b or 401k retirement plan, the law requires your spouse to agree and sign off on your designation. A paper form will be required in this case and is available on the HR homepage and in BESS. A notary public or the Plan Administrator must witness your spouse’s signature on the form. You should also enter this information in BESS to have your choice conveniently available for your reference in the future. Send the completed form to the Human Resources Benefits Team.</td>
</tr>
<tr>
<td><strong>What plans require a beneficiary designation?</strong></td>
<td>Basic Life, Voluntary Life, Voluntary AD&amp;D, 403b, 401k, and/or 457b plans. Note – you do NOT need to designate a beneficiary for any WAIVE plan.</td>
</tr>
<tr>
<td><strong>When can I designate my beneficiaries?</strong></td>
<td>Each plan you have elected will show on the beneficiary screen in BESS. Note – a plan will not show until it is effective: first of the month following hire for life plans and 30 days following hire for 403b and 401k.</td>
</tr>
<tr>
<td><strong>Why should I name a beneficiary for my benefit plans?</strong></td>
<td>Beneficiary designations generally activate immediately after death, and benefits will ordinarily not be subject to probate, a legal proceeding that can be expensive.</td>
</tr>
<tr>
<td><strong>Why should I periodically review my beneficiary designations?</strong></td>
<td>You need to ensure that your beneficiary designations reflect your most recent wishes because generally your will may not override them.</td>
</tr>
<tr>
<td><strong>What is the difference between “primary” and “contingent”?</strong></td>
<td>Primary beneficiary: the person you wish to receive your benefits in the event of your death. Contingent beneficiary: the person you wish to receive your benefits if your primary beneficiary is not living at the time of your death.</td>
</tr>
<tr>
<td><strong>Can I designate more than one beneficiary?</strong></td>
<td>Yes - you can have more than one primary and/or contingent beneficiary. Percentages must equal 100% among beneficiary types; if not, assets will be distributed in equal shares. Remember - if you are married and you want to name someone other than your spouse as your beneficiary for a 403b or 401k retirement plan, the law requires your spouse to agree and sign off on your designation.</td>
</tr>
<tr>
<td><strong>Do I have to name a contingent beneficiary?</strong></td>
<td>No – you do not have to designate a contingent beneficiary.</td>
</tr>
<tr>
<td><strong>Can I name my child(ren) as my beneficiary(s)?</strong></td>
<td>In general, underage children, who may include anyone up to age 21 in some states, cannot directly inherit assets from an annuity, a retirement plan or a life insurance policy. Consult with an attorney, if necessary, to set up trusts for them, which can then be named in your beneficiary list. You select the specific terms of the trust: you establish the trust, select the trustee, and establish the terms under which assets can be used and distributed from the trust.</td>
</tr>
<tr>
<td><strong>What happens if my underage child(ren) do not have a trust?</strong></td>
<td>In general, a court may name their guardian as custodian, or name a guardian if the children do not have one, and specify the terms for future distribution of assets. Consult with an attorney for more information.</td>
</tr>
<tr>
<td><strong>What happens if I do not name a beneficiary?</strong></td>
<td>In the event of your death, your assets will be distributed to the first surviving class below: Centra 403b, 401k, and 457b plans: Your spouse, your estate (in that order). Centra Life insurance plans: Your spouse, your children, your parents, your estate (in that order).</td>
</tr>
</tbody>
</table>

**NOTE:** This is general information and not intended to be legal advice – consult with an attorney for more information on designating beneficiaries, trusts, etc.
Pay Period

<table>
<thead>
<tr>
<th>Sun</th>
<th>Mon</th>
<th>Tues</th>
<th>Weds</th>
<th>Thurs</th>
<th>Fri</th>
<th>Sat</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Pay Day</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Pay Day</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pay period begins</td>
<td></td>
<td></td>
<td></td>
<td>Pay period ends</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Observed Holidays*:
- New Year’s Day
- Easter
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day
- Personal Day (must be approved in advance)

*Full-time and part-time employees are eligible for paid holidays
Paid Time Off (PTO)

- Earned based on hours worked (up to 40 per week)
- The longer you work here, the more hours you earn
- Includes: Vacation, Holidays and Sick Leave
- Excludes: Jury Duty, Military Leave and Bereavement
- Starts building from 1st day of work!
- Three-month waiting period to use PTO
- Maximum PTO accrual limit: 300 hours
- Can be bought back and donated to fellow employees
- Balance paid upon resignation

PTO Accrual:
- 40 hours per week = 7.384 hours per pay period
- 36 hours per week = 6.645 hours per pay period
- 32 hours per week = 5.907 hours per pay period
- 24 hours per week = 4.430 hours per pay period
- 20 hours per week = 3.692 hours per pay period
- 16 hours per week = 2.953 hours per pay period
- 08 hours per week = 1.477 hours per pay period
Employee Perks:

- Education assistance (80% reimbursement, up to $5,250 maximum)
- Cafeteria discount (25%; all Centra hospitals)
- Discounted movie tickets
- YMCA discount (25% off monthly membership fee; no joining fee)
- Gift Shop discount (10% off gift items)
- Plastic Surgery Center/Healthy Skin Center discount on skincare products
- Weight Watchers discount: 50%
- 20% discount on patient pay balance for the following services:

  *Acute Care Inpatient, Acute Care Outpatient, Outpatient Rehabilitation, Centra Lab Technical Services, Pathways Hospital Services, Childbirth, Family Education classes, and Radiation Oncology Hospital Services (Centra Policy ADM.03.04.01)*
Department Orientation Guidelines

The Department Director or designee is responsible for completing the following steps for new employee orientation:

1. Review and check all items listed on the Department Orientation Checklist on the employee's first day of department orientation; obtain employee signature; sign and date form. Exception is Rivermont Schools – use designated form which combines General Orientation subjects and campus specific instructions.

   Return form to Human Resources within 30 days of employment!

2. Review department organizational chart.
3. Review a copy of employee's job description.
4. Review department competency program and insert job specific orientation competency.
When you need assistance, call ...

**Recruiting and Onboarding:**
- Joan Adduci 200-7617
- Angela Cassidy 200-5108
- Lisa Tomlin 200-6242
- Courtney Drummond 200-4999
- Carla May 200-6201
- Nick Petrick 200-4024
- Kristine Rivard 200-6021
- Jacqueline Mosley 200-6131

**Benefits:**
- Mary Ann Kidd 200-4556
- Cindy Knox 200-5249

**Employee Health:** 200-3082

**Payroll:** 200-5597

**MIS Help Desk:** 200-4848

**Security:** 200-2281
Reference Guide for Online Modules
About Centra...

- **1987** – Lynchburg General Hospital and Virginia Baptist Hospital become Centra Health
- **2007** – Centra Health renamed CENTRA
- **2009** – Southside Community Hospital joined
- **2014** – Bedford Memorial Hospital joined

Centra is ...

Health & Rehabilitation Facilities

- Guggenheimer
- Fairmont Crossing
- The Summit
- Oakwood

Centra Specialty Hospital

- Long term acute care hospital (LTACH) for those needing an extended acute care stay

Acute Rehabilitation & Skilled Care Units at Virginia Baptist Hospital

- Established in 1985
- Only program licensed as an inpatient rehabilitation facility (IRF) in Lynchburg & surrounding counties

Centra Home Health

- Offers: skilled nursing care, physical therapy, occupational therapy, speech therapy, home health aides, medical social work, patient/family teaching and training, wound care management
- Serves Lynchburg, Campbell County, Bedford County, Appomattox County, Amherst County, and Pittsylvania County

Centra Hospice

- In-home, assisted living facilities, nursing facilities and Centra’s Hospice House

Centra PACE (Program for All-Inclusive Care for the Elderly)

- Lynchburg and Farmville areas
CODE Fresh
- Mobile food truck providing fresh produce and healthy food options for underserved areas

Centra Medical Group MobileMed
- Providing medical care to underserved areas

Centra Medical Group
- 52 practices, 450+ physicians and providers
- Coverage area within Virginia: 9,000 square miles (approx. the size of New Jersey)

Rivermont Schools (10)
- Lynchburg, Roanoke, Danville, Chase City, Hampton, Tidewater, Rockbridge, Alleghany Highlands, Fredericksburg, and Petersburg

Pathways Treatment Center
- A center for the treatment of chemical dependency
- Serves patients ages 18 and older

Lynchburg Family Residency Program

Piedmont Psychiatric Center
- Outpatient psychiatric services
- Three (3) in-patient units: Child & Adolescent, Adult, and Geriatric Psychiatric

Rosemary & George Dawson Inn
- 20-room, non-profit inn for patients and family members
- Must be referred by primary care physician or nursing supervisor (if admitted to hospital)

Bridges Treatment Center
- Residential program for children and adolescents who cannot be in their home environment

Centra College of Nursing and Simulation Center
- Hands-on training in hospital room settings, apartment layout, helicopter simulator

LU Medical School partnership
Centra Alan B. Pearson Regional Cancer Center
- Center for outpatient cancer treatment
- Image Recovery Salon: manicures, pedicures, facials, massages and hair care for patients

Centra One
- Hospital-based, medical flight program
- Eight (8) flight nurses and ten (10) flight paramedics

Piedmont Community Health Plan

Center for Wound Care and Hyperbaric Medicine

Centra Urgent Care
- Amherst, Danville, Gretna, Forest, Nationwide Drive

Stroobants Cardiovascular Services
**Centra History**
Centra, a non-profit healthcare system, was founded in December 1987 through the merger of Lynchburg General-Marshall Lodge Hospital (LGH) and Virginia Baptist Hospital (VBH). Southside Community Hospital (SCH) in Farmville joined Centra in January 2006.

Today, Centra includes 6,000 employees, a medical staff of 490, Centra Lynchburg General Hospital, Centra Virginia Baptist Hospital and Centra Southside Community Hospital, health and rehabilitation centers, a regional cancer center and physician practices serving an area from Bedford to Farmville and from Nelson County to Danville.

In addition, Centra's services include residential and outpatient mental health facilities, home health and hospice programs, mammography centers, a sleep disorders center and a center for wound care and hyperbaric medicine. A Board of Directors representing a cross section of the community governs Centra.

**Centra Lynchburg General Hospital (LGH)**
Centra Lynchburg General Hospital, with 358 licensed beds, is an emergency and critical care center specializing in cardiology, emergency medicine, orthopedics, oncology, neurology, and neurosurgery. LGH is recognized nationally for its oncology, cardiac, and neurosciences programs, as well as nursing

**Centra Virginia Baptist Hospital (VBH)**
Centra Virginia Baptist Hospital, founded in 1924, is a 206 licensed bed facility serving Central Virginia with quality health care for the whole family. It is the regional hospital for women's and children's care, mental health and chemical dependency treatment, outpatient surgery, physical rehabilitation, home health, pain management, wound care, and more.

VBH has received Press Ganey's prestigious Summit Award for inpatient care, healthcare's most coveted symbol of achievement in patient satisfaction. To earn the award, hospitals must sustain the highest level of patient satisfaction for three consecutive years. In the last five years, only 102 hospitals in the United States have earned this distinction.

**Centra Southside Community Hospital (CSCH)**
It in 1925, when a group of citizens set out to obtain a hospital that would serve the rich and the poor as well as measure up to "big city" standards of medicine. Centra Southside Community Hospital was originally a foundation experiment to determine if proper health care could be provided in a rural setting. Construction and operating grants were made possible by the Commonwealth Fund of New York. In July 1926, the Farmville Manufacturing Company was awarded the construction contract and by November 1927, Southside Community Hospital had opened its doors to patients.
Centra Bedford Memorial Hospital (CBMH)
Centra manages this 50-bed hospital that also has 110 long-terms beds in its Oakwood Health and Rehabilitation Center. The hospital has always been progressive in its services, offering excellence in surgical care and outpatient services. Centra Bedford Memorial Hospital was recently awarded with patient satisfaction scores in outpatient surgery that are better than 95 percent of all small hospitals. The hospital provides services, including 24-hour emergency care to the local community of approximately 60,000 residents.

Learn more about all of CENTRA’s Facilities and Services
1. Log on to our external website: www.Centrahealth.com
2. Select Services & Facilities
Joint Commission

The Joint Commission is an accrediting agency whose survey teams are made up of qualified healthcare professionals. These survey teams are hired by Centra to make recommendations for improvement based on Joint Commission standards established to help healthcare organizations improve overall performance and quality of care.

The Joint Commission’s mission is to continuously improve the safety and quality of care provided to the public through the provision of healthcare accreditation and related services that support performance improvement in healthcare organizations.

Joint Commission surveyors evaluate Centra by using “tracer methodology.” This method tracks several patients through the Centra system, especially patients that utilize the services of several departments. The surveyors use personal observations, examine documentation and conduct staff and patient interviews.

The Joint Commission makes recommendations to improve: Processes and outcomes, teamwork, patient satisfaction and care, educational systems and infection prevention.
Centra Diversity Mission Statement

Diversity is central to the development of an environment that delivers excellent care.

Cultural Diversity

Understanding the value of diversity in terms of organizational development and the delivery of care is a fundamental cornerstone for Centra’s mission of delivering excellent care, every time. To support Centra’s commitment to cultural diversity, there is a standing Diversity Committee.

Patients’ cultural beliefs should be respected and accommodated when not in conflict with a safety policy. Cultural texts are available to assist individuals with understanding other cultures from a broad perspective. However, it is important to remember that not all individuals will fit a cultural description exactly – there are many differences. However, a broader understanding can be a beneficial aspect in patient care by providing a framework from which to ask questions to provide even better care. Some examples include age, food considerations, religious practices, language, customs, beliefs, values and social groups.

Available resources for cultural diversity materials and information include the Nursing Units, Pastoral Care Department, Pastoral Care Home page from “Other Home Pages” on CentraPeople, and the Nursing Home page located on CentraPeople.

Patient Interpreter Services

- Unable to speak English or hearing impaired
  Find an interpreter located on CentraPeople/References/Interpreters
- Foreign Language
  SpectraCorp Over-the-Phone Interpreting Service (1.866.895.7374)
  Centra’s account code is: 222048.
- Sign Language
  Sign Language Associates Video Interpreter Coordinator (1.800.298.0944)

Contact the nursing supervisor or call the MIS Help desk (x4848) for assistance in locating a speaker phone.

Interpreters should be used to assure that patient confidentiality is not violated through conversations with a third party. Interpreters are trained in their language, in medical terminology and in the need for confidentiality. If the patient prefers to have a family member, friend, or other person they choose interpret for them, note in the patient’s medical record that the patient was offered interpreting services, but requested their own interpreter.
Cultural Diversity - Population Specific Care

Culture - The values, beliefs and practices shared by a group. A patient’s culture can affect how a patient views health care. A patient may belong to a specific ethnic, religious, and other group. Consider a patient’s culture when giving care.

Treat each patient as an individual.
- Avoid stereotyping
- Consider other factors that may affect care, such as age
- Learn about each patient’s unique views on health care

Be aware of cultural factors
- Country of Origin
  Most people who live in the US have roots in other countries. How long a person has lived here may affect his or her views toward health.
- Preferred Language
  Patients who are encouraged to talk or read about care in their own language feel more at ease and understand their care better.
- Views on Health
  The patient may see illness as having a supernatural cause, such as punishment for sins or needing a certain traditional cure, such as herbal remedy or a specific diet.
- Communication Style
  Nonverbal and verbal styles may differ. For example: culture may affect how or whether a patient expresses pain.
- Family and Community Relationships
  A patient may expect certain people to be involved in his or her care or be allowed to visit.
- Religion
  A patient’s religion may affect his or her: consent to treatment, schedule of care or room arrangement (because of certain prayer practices for example) and birth and death practices.
- Food Preferences
  Religious, healing and other cultural practices all can affect what foods a patient may eat or avoid.

Developing cultural competencies does not mean knowing everything about every cultural group you work with. It does mean:
- Being aware of cultural factors
- Taking appropriate steps to learn about each patient, ask questions
- Knowing your resources (i.e., Cultural assessment book on each unit)
Red Rules of Identification
Safety is a priority at Centra. The two RED RULES for patient safety and identification apply to staff, physicians, volunteers and students. Following the RED RULES 100% of the time is one way each one of us can be personally accountable for the safety of our patients. Below is a summary of policy Adm II-5PE V4, Patient Identification red Rules located on CENTRAPeople.

ONE
Prior to action or procedure, verify patient identity using two identifiers. The preferred patient identifiers for both inpatient and outpatient areas are:
   a. Ask the patient for their name and date of birth.
   b. Double check identification band against the patient information to verify accuracy.

TWO
Verify the correct action or procedure before beginning. This should occur prior to:
   a. Administration of medications, blood or blood products, obtaining blood, or laboratory specimens.
   b. Performing patient care tests, treatments and activities by radiology, respiratory care practitioners, transporters, etc.
   c. Following blood bank procedures for obtaining blood.

If compliance with a RED RULE is not possible, STOP any action and make every effort to resolve the uncertainty. Compliance to RED RULES for Patient Safety will be monitored through safety audits, daily rounds, event reports, safety walk-aways, and other forums. Consequences for non-compliance with Red rules will be in accordance with CENTRA’s progressive disciplinary action policies.

Patient Color-Coded Arm Bands ...for Patient Safety

CENTRA, like many Healthcare facilities, uses color coded arm bands to identify patients “at risk”.

These color coded arm bands help to identify status and risk such as:
   • Do-Not-Resuscitate (DNR)
   • Obstructive Sleep Apnea (OSA),
   • Allergies
   • Falls Risk
If you are a clinician, you will be receiving more information about CENTRA’s arm bands and what they will mean to you and your clinical practice.

If you do not provide direct patient care, please take note of the following bracelets:

- **Yellow Bracelet – Fall Risk**
  If you observe an individual with this arm band, walking in the halls unaccompanied, please gently redirect them to a caregiver who can ensure their safety. If you observe them up in their rooms without assistance, please call for assistance and remain with them until someone arrives.

- **Red Bracelet – Allergies**
  Please be aware that an allergy band can indicate not only drug allergies, but also food and contact allergies such as latex, and detergents. Please verify/confirm all allergies before giving care or treating any patient or resident.

- **Purple Bracelet – DNR (Do Not Resuscitate)**
  This band indicates that CPR is not to be started on this patient in the event of a code.

- **Blue Bracelet – OSA Precautions** (Obstructive Sleep Apnea Precautions)
  This band indicates to clinical and surgical/operating room staff to take the appropriate precautions with this patient due to breathing problems while sleeping.

Please review these precautions and the appropriate procedures with your supervisor to ensure that you know your responsibilities in regards to these arm bands and their indications for patient safety.

- **Falls Prevention Program- “It’s up to all to prevent a fall!”**

  Reducing patient falls is EVERYONE’S responsibility. Identifiers exist to alert employees who interact on patient/resident care units.

  a. YELLOW arm bands are placed on the patient’s wrist to signify patients who are at LOW and HIGH risk for falls.
b. Falls Interventions/Prevention Laminate Sticker should be adhered to EVERY patient’s chart in Centra. The sticker can be wiped clean after discharge.
c. Nurse will assess each patient’s risk for fall and mark the appropriate risk on the Patient’s Careboard.

**Missing Patients**
Centra strives to ensure a safe environment for all patients, employees, staff, and visitors. In the event that a patient wanders away from his or her room or designated treatment area, employees will follow the procedures prescribed to return the patient to the appropriate unit or facility:

At Lynchburg General and Virginia Baptist hospitals:

a. Staff may request that Security Services take a photograph of patients at risk for wandering. Two pictures will be taken, one for the chart and one for the security office.

b. Red slippers (unit stocked) will be provided to patients that are identified as potential wanderers. If an employee finds a wandering patient, return the patient to the appropriate unit, if known, or remain with the patient and call Security Services.

c. If a patient is found to be missing from their room or treatment area:
   - Staff should first search the unit
   - If patient search unsuccessful, a Code MP (missing patient) will be called.

At Senior Care Facilities:

a. Upon suspicion that a resident is missing, the person making the discovery will contact the house supervisor or charge nurse.
b. The supervisor or charge nurse will use the overhead paging system and call Code MP.
**Service Excellence Basics**

- Smile – This is a great non-verbal connection with people.
- Listen actively – Use eye contact, do not multi-task.
- Empathize – Acknowledge mistake if there is one. We are human!
- Apologize – You are not accepting blame, you are apologizing for a system break-down.
- Fix problem – Use your facility’s tools (vouchers, Patient Advocates)

**The Power of 5**

Pyramid reminds employees of the importance of Centra’s 5 Critical Success Factors, 5 Best Service Excellence Practices, and a score of 5 on our Press Ganey Patient Satisfaction Surveys.

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*Our job is to serve and care for our patients, customers, and each other. We provide high quality service and courtesy to all. We are committed to keeping patient information confidential and not discussing patients and their care in public areas.*
**HCAHPS 101**

**Hospital Consumer Assessment of Healthcare Providers and Systems**

**WHAT IN THE WORLD IS HCAHPS?**
- HCAHPS is the first national, standardized, publically reported survey of patients’ perspectives of hospital care.
- It is a government standardized survey used to measure how patients feel about hospital care.
- The results are to be used for public reporting of major areas of hospital performance to consumer choice, coordinated by CMS (Center for Medicare & Medicaid Service).
- The rankings can be viewed by anyone at www.hospitalcompare.hhs.gov. These scores reflect data from patients discharged one year prior and are updated quarterly.

**HOW DOES THE SURVEY PROCESS WORK?**
- Surveys are sent to a random sampling of inpatients anywhere from 48 hours to six weeks after they have been discharged.
- The HCAHPS survey asks 27 questions of at least 300 patients per year. Centra’s vendor to coordinate this process is Press Ganey.
- The goal is to achieve high “Top Box” scores—or the percentage of responses answered in the highest categories possible. HCAHPS Question Example: Medication side effects explained (only those answered “Always” are considered Top Box).

**WHY DOES IT MATTER?**
- We will now be “paid for performance,” rather than “paid for participation.” HCAHPS scores reflect how much reimbursement the hospital will get back from CMS.
- Patients can see patient satisfaction scores on the internet to make more informed decisions on where to receive their care.
- Hospitals can now promote themselves, as compared to other local hospitals as well as facilities across the country.

**HCAHPS: comparing apples to apples**

**IN ORDER TO GET FULL REIMBURSEMENT FROM CMS, WE MUST SCORE IN THE 95th PERCENTILE IN THE FOLLOWING HCAHPS DOMAINS:**
- Communication with Nurses
- Communication with Doctors
- Communication re: Meds
- Pain Management
- Discharge Information
- Quietness of Hospital
- Cleanliness of Environment
- Responsiveness of Staff
- Overall Rating of Hospital
- Likelihood to Recommend
Corporate Compliance Plan

INTRODUCTION

Centra Health ("Centra") is committed to conducting its business activities with professionalism, integrity and in accordance with all applicable federal, state and local laws. It is Centra's long-standing policy to prevent and detect the occurrence of unethical or unlawful behavior, to stop such behavior as soon as reasonably possible after its discovery, to discipline employees¹ and medical staff members² who violate Centra policies (including individuals responsible for the failure to detect a violation) and to implement any changes in policies and procedures necessary to prevent recurrences of a violation.

Centra has instituted this Corporate Compliance Plan ("Plan"), the Corporate Code of Conduct and Business Ethics ("Code") and related compliance policies to reflect these commitments and to foster an understanding of and commitment to compliance.

This Plan sets forth the means by which Centra will implement the Code and related compliance policies and is intended to be read in conjunction with existing Centra policies and procedures. Where this Plan conflicts with an existing Centra policy, please bring the conflict to the attention of the CCO so that the existing policy can be reviewed and revised, as necessary, to ensure consistency.

This Plan is designed to meet the requirements of the U.S. Federal Sentencing Guidelines for Organizations and the Department of Health and Human Services, Office of Inspector General ("OIG") and, as such, includes the following elements:

- Written compliance standards and procedures (including the non-employment or retention of sanctioned individuals);
- Designation of a compliance officer and compliance committee;
- Education and training programs;
- Open lines of communication (including an anonymous reporting process);
- Enforcement of standards through appropriate disciplinary mechanisms;
- Ongoing monitoring and auditing; and
- Methods for responding to violations and taking corrective action.

COMPLIANCE PLAN MONITORING RESPONSIBILITIES

Board of Directors

Centra’s Board of Directors (“Board”) shall be ultimately responsibility for the oversight of Centra’s compliance program. The Board has delegated oversight to its Audit and Compliance Committee which shall meet at least quarterly and more often, if necessary. The Audit and Compliance Committee shall receive a report from the CCO at least quarterly regarding the compliance program, that includes auditing and monitoring activities, Employee Hotline and other compliance reports, investigations and
disposition of compliance reports, and any legal changes that impact the compliance program. The Audit and Compliance Committee shall evaluate and act upon matters that are brought to its attention and report compliance program matters to the Board at each Board meeting.

**Senior Management**

The Chief Executive Officer/President and other senior managers, as delegated, shall oversee the work of the Chief Compliance Officer (“CCO”). Senior management is responsible for ensuring that the employees and medical staff members they supervise understand and comply with this Plan, the Code and related policies.

**Chief Compliance Officer**

Centra’s CCO shall be ultimately responsible for implementing this Plan and providing day-to-day oversight of employees' and medical staff members’ compliance with all applicable laws, the Code and related Centra policies. The CCO shall report directly to the Chief Executive Officer/President and the Board (directly or through Centra’s Audit and Compliance Committee).

The designation of a CCO in no way diminishes or vitiates the responsibility of all Centra employees and medical staff members to comply with this Plan, the Code and related policies, nor does it diminish Centra managers’ and supervisors’ (collectively referred to as “Management’s”) responsibility for ensuring that the employees and medical staff members they supervise understand and comply with this Plan, the Code and related policies.

The CCO may delegate certain compliance duties to other Centra personnel, including members of the Compliance Committee (below). In the event of such delegation, the delegee shall coordinate all compliance-related activities with and through the CCO.

**Compliance Committee**

As part of its compliance program, Centra will create a management-level Compliance Committee chaired by the CCO which shall meet at least quarterly and more often, if necessary. The Committee shall receive a report from the CCO at least quarterly regarding the compliance program, that includes auditing and monitoring activities, Employee Hotline and other compliance reports, investigations and disposition of compliance reports, and any legal changes that impact the compliance program. The Committee shall evaluate and act upon matters that may be brought to its attention, including reports of misconduct.

**Internal Audit**

The CCO shall direct and oversee Centra internal audit activities. The Internal Auditor shall research and audit potential and identified compliance related issues and concerns in the manner set forth in *Internal Audit Policy ADM.05.01.05.*
“Ineligible” Persons

In addition to background checks and other reasonable and prudent screenings, Centra will regularly screen all employees, medical staff members, contractors and vendors against the OIG List of Excluded Individuals and Entities and the General Services Administration List of Parties Excluded from Federal Programs in the manner set forth in Screening for Exclusion from Federal Healthcare Programs Policy ADM.05.01.04.

Training Programs

The CCO is responsible for overseeing and coordinating all training under Centra’s compliance program. Training procedures shall include the following:

- All employees and medical staff members will receive a copy of this Plan, the Code and related policies.
- The CCO and Management are responsible for ensuring that all employees and medical staff members receive training on this Plan, the Code and related policies on an annual basis.
- The CCO and Management are responsible for documenting attendance at training sessions.
- Identified groups of employees and medical staff members will receive targeted training as necessary (e.g., billing and coding procedures).

Many individuals and organizations work closely with Centra as vendors, consultants, agents, independent contractors, students and volunteers. Each of these individuals and organizations must be willing to certify their compliance with applicable compliance policies and procedures when working in any Centra facility or conducting business with, or on behalf of, Centra.

Reporting Potential or Suspected Compliance Violations

Centra is committed to establishing an environment that encourages and allows employees and medical staff members to seek and receive prompt guidance before engaging in conduct that may implicate this Plan, the Code or related policies. To achieve these objectives, the CCO will ensure that the following principles are implemented and publicized in writing to all employees and medical staff members.

Employees and medical staff members should consult with Management or the CCO regarding any questions on compliance with this Plan, the Code or related policies.

Employees and medical staff members must report any potential or suspected violation of this Plan, the Code or related policies to any of the following: Management, Corporate Compliance Department, Human Resources Department, the Chief Executive Officer/President or the Employee Hotline at 1-800-713-4703.

Management shall immediately report the information to the CCO.

Employees and medical staff members will not be subject to any reprisal for a good faith report of a potential or suspected violation of this Plan, the Code or related policies.
Management shall have an “open door policy” to permit employees and medical staff members to report potential or suspected violations.

The CCO has the ultimate responsibility to review all reports of suspected violations.

The CCO shall disclose the identity of employees and medical staff members who submit reports of violations or suspected violations only on a “need-to-know” basis. Employees and medical staff members who approach Management to report suspected misconduct must first be informed that Centra will protect their identity to the extent possible, but in the event of an investigation, Centra may need to release their names to internal or governmental investigators.

**RESPONDING TO ALLEGATIONS OF COMPLIANCE VIOLATIONS**

Immediate Response Necessary

The CCO will review all reports of potential or suspected violations of this Plan, the Code or related policies and may consult with counsel regarding any such reports. The CCO will consider the following:

- Should an internal investigation be conducted?
- Should outside counsel conduct the investigation?
- Should disclosure be made to the appropriate government agency?
- Do employees and medical staff members need separate counsel?
- Should Centra provide separate counsel for employees and medical staff members?

**Investigations of Violations**

All employees and medical staff members are expected to cooperate in the investigation of an alleged violation of this Plan, the Code or related policies. It is imperative, however, that Management not conduct even a preliminary investigation of a suspected violation without consultation with and direction from the CCO. In addition, investigations may raise complicated legal issues, and investigations conducted without the advice of counsel could result in the waiver of important legal privileges.

**Notice to Employees and Medical Staff Members**

It may be appropriate to inform employees and medical staff members that Centra or the government is investigating certain matters and that investigators may contact employees and medical staff members in connection with the investigation. In this situation, Centra should inform employees and medical staff members of their rights and obligations with respect to requests for interviews from internal or governmental investigators. The CCO is responsible for providing any such notice to employees and medical staff members when appropriate. Employees and medical staff members should be directed to notify the CCO if they are contacted by a government official regarding an investigation to ensure that the government official receives complete cooperation.
**Discipline for Violations**

Centra will document the reasons for all disciplinary actions taken against employees and medical staff members for violations of this Plan, the Code and related policies. The Code and related policies set forth Centra’s discipline structure.

**Preservation of Documents**

As part of its compliance program, Centra has developed a comprehensive document retention policy (Records Management Policy ADM.05.01.03). All employees and medical staff members are required to comply with the record retention policy. Document destruction must only take place in accordance with the written policies. The CCO will be responsible for establishing procedures to prevent the intentional or inadvertent destruction of documents that could lead to prosecution for obstruction of justice. Centra must retain all potentially responsive documents if it has been served with a government subpoena (including, without limitation, civil investigative demands and administrative investigative demands) or if it has reason to believe that there is an impending government investigation. If Centra is served with a subpoena or has reason to believe a subpoena may be served, the CCO shall immediately direct employees and medical staff members to retain all documents that may be potentially responsive to the subpoena.

**MONITORING COMPLIANCE IN SPECIFIC SUBSTANTIVE AREAS**

In addition to policies concerning general employee and medical staff conduct and compliance with specific substantive areas, the Code focuses on employee and medical staff conduct with respect to the laws that most frequently and directly impact employee and medical staff business activities. Please refer to the Code and related policies for more detailed information on these topics. Neither the Code nor this Plan purports to alert employees and medical staff members to all potential problem areas or to be a substitute for consulting with Management, the CCO or counsel (through the CCO) as appropriate.

**ANNUAL REVIEW**

This Plan shall be reviewed at least annually to ensure that it accurately reflects Centra’s compliance program. The CCO shall be responsible for coordinating the annual review and facilitating any necessary modifications of this Plan, the Code and related compliance policies.

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1. When “employee” is used throughout this document, it shall be construed to include Centra’s Board of Directors and employed medical staff members.

2. When “medical staff member” is used throughout this document, it shall be construed to mean voluntary (i.e., non-employed) medical staff members.
CODE OF CONDUCT AND BUSINESS ETHICS

I. INTRODUCTION

A. General Purpose

Centra Health ("Centra") is committed to the highest standards of excellence, professionalism and ethics in all of its endeavors. This Code of Conduct and Business Ethics ("Code") enunciates the basic principles governing our business activities and relationships and provides a clear understanding of the business, professional and personal ethics that are expected of every Centra employee and privileged provider.

Our Code has been developed with input from all levels of our organization and approved by our Board of Directors ("Board"). It is based on the laws, rules and regulations that apply to our work, as well as our mission, vision and values.

Mission, Vision, Values.

**Our Mission**  Excellent care for life.

**Our Vision**  To be the most trusted provider of innovative healthcare.

**Values**  Patient Centered

*Always puts the patient first, offers support and encouragement, listens to and keeps patients informed, involves patients in decisions that impact them, promotes a safe and positive environment at all times, partners with and advocates for community health.*

**Integrity & Respect**

*Treats others with respect, demonstrates open and honest communication, shows empathy and a caring attitude, takes responsibility for one's actions, addresses issues with tact and sensitivity, builds relationships based on trust, complies with policy and professional ethics.*

**Teamwork**

*Collaborates to achieve individual and team goals, offers to help, seeks and provides performance feedback, actively shares information, creates/models a positive work environment for all, engages with the local community.*

**Drive for Excellence**

*Pursues continuous improvement of self and the organization, takes initiative to solve problems, seeks innovative solutions to improve process and patient outcomes, anticipates and acts on needs/issues, consistently delivers safe, appropriate and effective service to patients and colleagues, embraces change and demonstrates confidence, optimism, and a can-do spirit.*

Our Code is a resource to help guide each of us in handling both routine and unusual situations we may encounter in our daily activities. While the specific provisions of our Code cannot address every circumstance we may encounter, they underscore the basic principles that should guide all of our activities: good judgment, personal honesty and sound business ethics. Answering the following questions may also help us evaluate specific situations:

- Will my action comply with the intent and purpose of Centra's policies and practices?
- Will I compromise myself or the reputation of Centra by this action if it becomes known to my supervisor, colleagues, friends or members of the community?
- Is this action honest in every respect?
- Could this action appear inappropriate to others, even if it is ethical?

Other resources are available to answer questions and concerns, such as supervisors, the Human Resources Department, the Corporate Compliance Department and the Employee Hotline. Centra has also established numerous policies and procedures and nothing contained herein is intended to lessen the importance of complying with those policies and procedures. This Code is not and should not be construed as an implied or expressed contract for employment or any other contract.

B. Scope

All Centra employees and privileged providers, units and operations, including Lynchburg General Hospital, Virginia Baptist Hospital, Centra Southside Community Hospital, Centra Bedford Memorial Community Hospital, Bridges, Centra...
Foundation, Centra Medical Group, Centra Southside Professional Services, long-term care and rehabilitation facilities, Rivermont Schools, PACE Program, and entities owned, affiliated with and/or operated by Centra fall within the scope of our Code.

C. Acknowledgment
All employees and privileged providers are expected to carefully review this Code and, as part of the annual Computer Based Learning ("CBL") on Compliance, electronically complete the acknowledgment found on the last page of this document. Additionally, all new employees and privileged providers will be asked to review this Code and complete the CBL on Compliance and acknowledgement within 60 days of hire or receipt of privileges, as applicable.

D. Training
Centra, under the guidance of the Corporate Compliance Department, will provide and regularly update training and monitoring programs to educate employees and privileged providers on the compliance program and the legal and regulatory requirements of their respective duties. These programs may include additional written policies, informational handouts and memoranda or training seminars. Centra will continue to monitor and promote compliance with existing and new federal and state laws and regulations.

II. SEEKING ADVICE AND REPORTING CONCERNS
Centra employees and privileged providers are responsible for understanding and complying with this Code and have a duty to report potential or suspected violations of our Code. This includes situations where we know or suspect a Centra director, officer, employee, privileged provider or those with whom Centra does business, is about to engage in fraud or abuse, or any other illegal, dishonest or unethical activity. Failure to report misconduct may disqualify employees from eligibility for raises or promotions or result in disciplinary action up to and including termination of employment and/or privileges.

A. When to Seek Advice
We should seek advice when we are unsure about an appropriate legal or ethical course of action. Whenever we have a question or concern about a particular practice or activity, we should not speculate as to the correct answer. This includes situations when:
  · Applicable policies seem difficult to interpret under the circumstances;
  · The relevant laws or standards are complex;
  · We have limited experience dealing with the subject matter; or
  · We find ourselves in a "gray area" and need guidance.

B. Where to Go for Advice or to Report a Violation
We may ask questions about reporting violations or raise the matter with:
  · An immediate supervisor or manager;
  · The Corporate Compliance Department;
  · The Medical Staff Office;
  · The Human Resources Department; or
  · The Chief Executive Officer/President.

If for any reason an employee or privileged provider does not wish to discuss the issue with any of the above, or wishes to report a suspected violation of this Code anonymously, we may call the Centra Employee Hotline at 1-800-713-4703. The Employee Hotline is answered by trained personnel 24 hours a day, 7 days a week. Calls are not recorded and reports will be kept anonymous to the extent permitted by law. However, if an employee or privileged provider tells others (e.g., co-workers, friends, etc.) about their call, anonymity cannot be guaranteed.
Information from Employee Hotline calls will be communicated to Centra’s Corporate Compliance Department for examination and response. Requests for information or action will be handled promptly, discreetly and professionally. All reports of improper conduct will be investigated. No disciplinary action will be taken solely on the basis of an
Employee Hotline report. Employees and privileged providers who call the Employee Hotline can arrange a follow-up call to learn what action was taken on their report. Callers who want to make an anonymous report will receive a code number that will permit them to follow up on the action taken anonymously. It is important to remember that the Employee Hotline is not intended to replace current procedures and processes for communicating information and resolving operational conflicts or problems. For example, we should continue to use Centra’s policies and procedures for resolving issues such as disruptive or unprofessional employees and privileged providers, grievances, other human resources issues or risk management concerns. Employees and privileged providers may also report possible violations to state or federal authorities. However, in most instances, we believe that using Centra's internal reporting process will allow us to quickly address potential issues. Centra encourages employees and privileged providers to report suspected problems internally first, but the choice is up to the employee and privileged provider.

C. Non-Retaliation

Centra prohibits retaliation against any employee or privileged provider for reporting in good faith a possible violation of our Code, any related policy, law or regulation. "Good faith" does not mean that we have to be correct about what we report, but it does mean that we must be telling the truth as we know it. In no event will Centra take or threaten any action against an employee or privileged provider as a reprisal or retaliation for making a complaint or disclosing or reporting information in good faith. However, if a reporting individual was involved in an improper activity, the individual may be disciplined appropriately even if he or she was the one who disclosed the matter to Centra. In these circumstances, Centra may consider the decision to report the matter, and any subsequent cooperation, as mitigating factors in any disciplinary decision. Any employee or privileged provider who believes that he or she has suffered retaliation due to making a report should contact the Corporate Compliance Department or call the Employee Hotline. Additionally, retaliation against employees and privileged providers for "blowing the whistle"—that is, contacting federal or state authorities about potential fraud and abuse—is against the law and will not be tolerated. These protections are afforded by the federal False Claims Act (31 U.S.C. §3729, which prohibits knowingly submitting or causing to be submitted a false claim and prohibits retaliation against persons for reporting such actions to the government), the Virginia Fraud Against Taxpayers Act (Va. Code Ann. §§8.01-216.1, which is similar to federal False Claims Act and prohibits false statements to the government and retaliation against persons reporting such acts) and the Code of Virginia (§32.1-125.4, which provides that no hospital may retaliate or discriminate in any manner against any person who in good faith provides information to the government or asserts any right protected by state or federal law). Centra is also committed to protecting employees and privileged providers from the intentional misuse of the Employee Hotline. Deliberately making a false accusation is a serious violation of Centra policy and may lead to disciplinary action, up to and including termination of employment.

III. AUDITS AND INVESTIGATIONS

All employees and privileged providers have a duty to cooperate fully in all audits, inquiries, investigations or other reviews conducted by the Corporate Compliance Department, the Risk Management Department, the Finance Department, Human Resources, the Board or any committee thereof, the Office of the Chief Executive Officer/President, senior management and any outside advisors, consultants and/or counsel. Full cooperation includes promptly, completely and truthfully complying with all requests for documents, information and interviews, including, but not limited to:

- Retaining and producing, as requested, all potentially relevant corporate data, documents, files and records;
- Attending interviews and responding completely and truthfully to any and all interview questions; and
- Where an audit, inquiry, investigation or other review is being conducted by an outside advisor, consultant or counsel, complying with requests under the direction of the Corporate Compliance Department, the Risk Management Department, the Finance Department, Human Resources, the Board or any committee thereof, the Office of the Chief Executive Officer/President or senior management.
IV. DISCIPLINE
The Code will be enforced through the use of appropriate disciplinary action applied on a consistent basis including, without limitation, the types of disciplinary action described in the Human Resources policies, and the Medical Staff Bylaws, rules and regulations. Centra expects the conduct of employees and privileged providers to be governed by the highest ethical standards, good judgment and consideration of others. Any act that may be considered to be contrary to the policy and purpose of our Code or harmful to a Board member, officer, employee, privileged provider, patient or Centra may be cause for disciplinary actions. Acts that are subject to immediate disciplinary action include, but are not limited to:

- Violating laws, regulations, this Code, policies or procedures;
- Directing or encouraging others to violate laws, regulations, this Code, policies or procedures;
- Failing to report known or suspected violations of laws, regulations, this Code, policies or procedures;
- Interfering with or being uncooperative during an internal or external investigation; and
- Retaliating against others for reporting a concern or violation.

Disciplinary actions for violations of this Code include verbal or written reprimands, suspension or termination of employment and/or privileges. The severity of the discipline will be determined by senior management in consultation with the Corporate Compliance Department, Human Resources, Medical Staff Office and the employee's or privileged provider's supervisor, as may be appropriate. In some cases, Centra may take corrective action against supervisors who fail to detect or report misconduct on the part of employees, privileged providers or business partners under their supervision.

Employees and privileged providers also should be mindful that violations of laws, regulations or this Code, policies or procedures could trigger external legal action against us, our colleagues and/or Centra. Criminal or government enforcement action can include suspension or revocation of licenses, sanctions, monetary fines, criminal penalties and imprisonment. Violations of law or regulations will be reported to the appropriate government authorities. Centra will cooperate fully with law enforcement agencies in the investigation of any illegal conduct.

V. OUR WORKPLACE
A. Respect for Others
We are a team, and our success depends on our contribution and ability to inspire the trust and confidence of our co-workers, supervisors and patients. Respect for the rights and dignity of others, and a dedication to the good of our organization, are essential. It is Centra's policy, among other things:

- To hire, pay and assign work on the basis of qualifications and performance;
- Not to discriminate against any applicant for employment or any employee or privileged provider, nor to tolerate harassment of any employee or privileged provider because of race, color, religion, age, sex, sexual orientation, national origin or ancestry, marital status, veteran's status, physical or mental handicap unrelated in nature and extent to an individual's ability to perform the job or any other prohibited factor;
- To prohibit any sexual, physical, verbal or any other kind of harassment in the workplace;
- To prohibit disruptive or unprofessional behavior;
- To attract and retain a highly talented workforce;
- To encourage skill growth through training, education and promotional opportunities;
- To encourage teamwork and respect for others;
- To encourage an open discussion between all levels of employees and privileged providers and to provide an opportunity for feedback from the top to the bottom and from the bottom to the top;
- To provide employees and privileged providers with access to our formal organizational grievance procedures;
- To make the safety and security of our employees, privileged providers, patients and visitors while on Centra premises a priority;
- To prohibit behavior that undermines a culture of safety;
- To recognize and reward efforts that exceed our expectations; and
To respect all employees' and privileged providers' rights to dignity and personal privacy by maintaining the protection of confidential information, including protected health information.

B. **Environment, Health and Safety**
Centra strives to protect the environment and the health and safety of its patients, visitors, employees and privileged providers through compliance with applicable health, safety, and environmental laws and regulations. Safety can be achieved only through teamwork. We must practice safety awareness by thinking defensively, anticipating unsafe situations and reporting accidents, injuries and unsafe equipment, practices and conditions immediately. A violation of a safety precaution is in itself an unsafe act. Please observe the following precautions:
- Notify a supervisor of any emergency situation. If we are injured at work, no matter how slightly, we must inform a supervisor immediately;
- Use, adjust and repair machines and equipment only if trained and qualified to do so;
- Get help when lifting or pushing heavy objects;
- Understand our job fully and follow instructions. If unsure of the safe procedure, don't guess, ask a supervisor;
- Know locations, contents and use of first aid and firefighting equipment; and
- Do not remove or disable any safety device or guards on equipment.

We maintain a workplace that is free of violence. The possession or use of firearms or other weapons (except as permitted for security purposes or in the lawful possession of law enforcement personnel) on Centra premises is strictly prohibited.

C. **Alcohol and Drug Use**
Centra strives to maintain a smoke-free, drug-free work environment. Smoking on Centra property is strictly prohibited. Additionally, Centra's policies on alcohol and other drugs prohibits the unlawful or unauthorized manufacture, distribution, dispensation, diversion, possession, sale or use of alcohol or other drugs in the workplace. In addition to applicable requirements in State medical practice acts and the Medical Staff Bylaws, rules and regulations, we may not have a detectable presence of alcohol or drugs in our system or be impaired due to the use of alcohol or drugs while on Centra premises and/or on-the-job (paid time if not on the premises). Off-the-job abuse of alcohol or drugs which adversely affects an employee's or privileged provider's job performance and/or adversely affects or threatens to affect Centra or other persons is also prohibited.

VI. **OUR HEALTH SYSTEM**
A. **Quality of Care**
Centra is committed to providing quality care to all patients and is subject to federal and state laws intended to assure that patients receive services appropriate to meet their needs. Our fundamental purpose is to provide excellent care. We must remain aware of the need to arrange for the provision of quality care to all Centra patients and guard against the underutilization of care. In pursuit of our commitment, we:
- Strive for clinical and technical excellence;
- Treat our patients with dignity, respect their rights to privacy and confidentiality and respond to their needs timely and courteously;
- Accept patients for medically indicated treatment within our scope of service regardless of patients' sex, disability, race, color, creed, religion, sexual orientation or national origin;
- Provide emergency care without regard for patients' ability to pay or source of payment;
- Only refer a patient to another facility when we reasonably believe that facility will provide care appropriate to the patient's needs;
- Ensure that only personnel who have proper credentials and who have demonstrated competency are involved in caring for our patients;
- Maintain medical records that reflect complete and accurate accounts of all care and treatment provided to patients;
· Respect every competent patient’s right to make his or her own health care decisions after being informed of all relevant information; and
· Provide medical services that are appropriate, safe and in compliance with all applicable laws, regulations and professional standards.

B. Accurate Books and Records
Centra’s books, record, reports and accounts must accurately and fairly reflect the business transactions and assets of Centra. No business records, including records pertaining to the provision of health care services, should ever be falsified or altered. Centra employees and privileged providers also must not create or participate in creating records that have the effect of misleading or of concealing improprieties. In particular, no one may directly or indirectly:
· Make or cause to be made a false or misleading statement or report;
· Fail to state, or cause another person to fail to state, any fact that, when omitted from a statement, renders that statement misleading; or
· Otherwise be dishonest or deceptive in recording business transactions or maintaining records.

If we are not sure about the accuracy or completeness of information, we should not guess. We must do what we can to find the correct information or discuss the situation with a supervisor. Centra’s commitment to accurate financial books, records, reports and accounts extends to all transactions, including any payment or receipt of money, transfer of property or property interest, ownership or ownership interest or furnishing of services. Centra employees and privileged providers have a duty to accurately document in Centra’s books and records profits, losses, financial transactions and matters involving its assets and business. Further, all Centra employees and privileged providers shall ensure full, fair, accurate, timely and understandable disclosure in reports and documents that Centra files in any other public communications made by Centra.

C. Accurate Medical Records and Information
Centra’s medical records and information must be complete and accurate in all respects and maintained in material conformity with health care practice standards and applicable requirements of any government authority having regulatory jurisdiction over Centra. All billing policies, arrangements, medical records, protocols and instructions comply with payment requirements under Medicare, Medicaid and other applicable medical payment programs. We store records in a safe and secure location and organize our records to permit prompt retrieval.

D. Records Retention
Centra records retention policies establish consistent practices concerning how long records should be kept and when, in the normal course of business, they should be destroyed. A record is any information, regardless of physical format, that has been created or received in the transaction of Centra’s business. A record includes hard copy, electronic, magnetic tape, disk, audio, video, optical image, etc. We must comply with all records retention policies and with any document or record preservation notices. Records must be maintained for the duration of assigned retention periods. Records that are possibly relevant to litigation or a governmental or internal investigation may not be destroyed until the matter has been concluded and the Corporate Compliance Department has approved, in writing, of the destruction. Destroying or altering documents with the intent to obstruct a pending or anticipated official government proceeding is a criminal act and could result in large fines and incarceration.

E. Centra Assets
All Centra assets should be used only for legitimate business purposes as intended and authorized and may not be used for our own personal benefit or gain. We are personally responsible and accountable for the proper use of all Centra funds, property and equipment entrusted to our care and we must protect Centra assets against theft and misuse. We follow established internal control procedures in handling, recording and disposing of all Centra assets which may not be removed from the premises without proper authorization. No assets may be used and no information may be disclosed for a non-Centra purpose without the authorization of an executive officer (Vice-President and above) unless required or mandated by law or regulation.

F. Computer and Information Systems
As with other Centra equipment and assets, every employee and privileged provider is responsible for the appropriate use of telephones, computers and any Centra-issued mobile communications devices. Such equipment may be used only for business purposes unless otherwise permitted, or for limited, incidental personal use in accordance with Centra policies. Personal use of electronic equipment and systems may be subject to access and usage restrictions. Employees and privileged providers are prohibited from accessing, displaying, transmitting and/or downloading websites that contain sexually explicit, illegal or discriminatory content. All Centra equipment, systems or networks may be subject to monitoring. Centra will utilize standard system administration procedures to access, support and maintain all electronic equipment and systems. We should not expect a right to privacy in our e-mail or internet use. Subject to applicable laws, Centra may review all electronic information and communications. Centra will not be responsible for the maintenance or restoration of equipment or systems that have not been approved by the Technology Management Department. No one may access, or attempt to obtain access to, another individual’s or Centra's electronic communications without appropriate authorization.

G. Safeguarding Physical and Intellectual Property

It is Centra's policy to respect the intellectual property and capital of patients, suppliers, vendors, business partners, providers and competitors. Centra will comply with applicable licensing, royalty and rental agreements. It is both illegal and unethical to engage in practices that violate copyright laws or licensing agreements. Centra requires that all employees and privileged providers respect the rights conferred by such laws and agreements and refrain from making unauthorized copies of protected materials. Centra reserves the right to apply for patents, copyrights, trademarks or service marks for any invention or creation by employees while on Centra's premises or in furtherance of a Centra project.

VII. THE MARKETPLACE

A. Conflicts of Interest/Conflict Management

We make all job-related decisions based on the best interests of Centra, and we avoid situations that could conflict with the interests of Centra. A "conflict of interest" exists, for example, whenever we take advantage of our position at Centra for personal gain, when we help others profit to the detriment of Centra, when our objectivity is compromised by our outside financial interests or when outside activities interfere with our responsibilities to Centra.

Conflicts of interest can arise in a variety of circumstances. These include situations where an individual may receive funds, property or services from other parties in addition to compensation received from Centra or situations where an individual's personal interests may conflict with those of Centra. Conflicts of interest may also arise when we take action or have an interest that may make it difficult to perform our work on behalf of Centra in an objective and effective manner. We should be mindful that federal, state and local governments have specific restrictions and rules on conflicts of interest. Please consult with a supervisor, senior management or the Corporate Compliance Department if there is a question about one of these rules.

We realize that conflict may exist between and among employees, privileged providers and patients. We have established a process for conflict management among all stakeholders at Centra to protect patient safety and improve the quality of care at Centra.

Privileged providers are subject to requirements in the Medical Staff Bylaws, rules and regulations regarding conflict of interest/conflict management reporting provisions. Employees must report any potential conflicts of interest concerning ourselves, our family members or our outside business interests in accordance with established policies and procedures. If we have questions about whether a conflict of interest exists, we should seek guidance from a supervisor, senior management, the Corporate Compliance Department or Human Resources. While it is not possible to describe every situation, the following are examples of potential conflicts of interest.

Financial Interests:

- Financial transactions involving a personal or family (spouse, sibling, child, parent, grandchild, grandparent or spouse of sibling, child, parent, grandchild or grandparent) financial interest that may affect Centra;
- Financial interest in any business with which Centra has a business relationship;
· Acquiring real estate or any other interest the employee knows or has reason to know that Centra may be interested in purchasing; and A financial interest in the sense used above does not include ownership of a small number (less than 10%) of publicly-traded securities of a corporation.

Information:
· Obtaining or releasing confidential information or data concerning Centra or its operations without proper authorization.

Employment, Memberships and Business Relationships:
· Obtaining secondary employment with competitors or any company that has or is seeking a business relationship with Centra. (All Centra employees must disclose all outside employment to their supervisor or to senior management);
· Serving or accepting a position on the board of directors of another company, civic association or non-profit organization having a competitive interest with Centra without prior written approval from senior management;
· Using relatives of current employees in a sub-contracting arrangement unless authorized in advance;
· Hiring relatives of current employees where the relative reports to or is evaluated by the other; and
· Using a former government employee on a project in which that individual personally participated while working for the government unless the former government employee has fully complied with the relevant state or federal "revolving door" statutes.

Political Activities:
· Exerting any form of coercion or using any form of inducement to pressure a fellow employee into participating in or contributing to a political campaign.

GG-2013.02 Conflict of Interest– Board Members & Corporate Officers with form
GG-2013.04 Conflict of Interest Policy and Disclosure Form - Centra Staff

ORG.03.02.06 Conflict Resolution

B. Corporate Opportunities
Each employee has a duty to advance Centra's legitimate business interests when the opportunity to do so arises. Each employee is prohibited from taking for himself or herself or directing to a third-party a business opportunity that is discovered through the use of Centra property, information or position unless Centra has already been offered and declined the opportunity. More generally, employees are prohibited from using Centra property, information or position for personal gain and from competing with Centra. If asked to speak at a seminar or conference on a topic related to our business expertise or Centra's business, we usually may do so with approval from a supervisor. Generally, we may not accept a speaking fee or honorarium when conducting Centra business or for engagements that have been offered as a result of our position with Centra. However, we may accept transportation, lodging and meals, or payment or reimbursement for transportation, lodging and meals, if we speak at an approved seminar or conference. If there are questions about our ability to accept additional items relating to speaking engagements or publishing opportunities, we should raise these questions with the Corporate Compliance Department. Privileged providers are subject to requirements in the Medical Staff Bylaws, rules and regulations governing corporate opportunities.

C. Proprietary and Confidential Information

Belonging to Centra:
All information pertaining to the operations, activities and business affairs of Centra, our patients and business associates must be kept confidential to the greatest extent possible. Confidential information includes all non-public information that might be of use to competitors or that might be harmful to Centra or its patients if disclosed. Confidential and proprietary information about Centra belongs to Centra, must be treated with the strictest confidence and is not to be disclosed to, or discussed with, others without prior approval.
Belonging to Patients:
Centra receives medical information and other personal information from health care providers and patients, particularly relating to medical conditions and health status. We must respect and preserve the confidentiality of all health information, and other personal, confidential or non-public information of our patients. All Centra employees, privileged providers and vendors are required to abide by the rules and regulations of the Health Insurance Portability and Accountability Act (HIPAA) and any applicable state laws concerning the privacy of patient health information. We may make use of such information only for purposes of carrying out our job responsibilities, and we must comply with all safeguards established by Centra for this purpose. Except as expressly permitted by the patient and by federal and state law, we must not disclose such information to any third party.

Belonging to Others:
We also must respect the confidentiality of information belonging to others including, but not limited to, trade secrets and other information given in confidence by partners, suppliers, contractors, competitors, providers or others, just as we protect our own confidential information. We should consult with a supervisor to ensure appropriate agreements are in place prior to receiving any confidential third-party information. Such agreements must reflect a balance between the value of the information received and the logistical and financial costs of maintaining confidentiality and limiting Centra’s business opportunities.

ORG.05.01.01 Confidentiality of Patient Information, Responsibility to Protect Information and Patient’s Right to Access Information

D. Business Courtesies, Gifts and Entertainment

Acceptance of Business Courtesies and Gifts:
Centra prohibits employees and privileged providers from soliciting or accepting all money, gifts, loans, rewards, favors or anything else of value that constitutes, or reasonably could be perceived as constituting, a bribe or other unfair business inducement from vendors, suppliers, providers, contractors, visitors, patients or organizations soliciting business from or doing business with Centra.
If we receive an offer or a gift that is of greater than nominal value or that we believe is intended to influence a business decision, we should decline the offer or gift and report it to a supervisor or the Corporate Compliance Department. We should always use our good judgment before accepting any business courtesy or gift, and in questionable cases, consult a supervisor or the Corporate Compliance Department.

Offering of Business Courtesies and Gifts:
Centra's business involves dealing with federal, state and local government officials and employees who are governed by strict rules with respect to business courtesies and gifts. In order to ensure compliance with these rules, Centra prohibits the offering of any gifts or business courtesies to any government official or employee, except as described below. If a government official or employee requests or demands any such benefit, report this immediately to a supervisor or the Corporate Compliance Department.
In a business setting, occasional modest business courtesies in connection with legitimate business discussions, and occasional gifts of nominal value that are intended to create good will and facilitate working relationships, may be permissible under certain conditions. Gifts may not be offered to gain unfair advantage with vendors, suppliers, providers or contractors. Money, or cash equivalents such as gift certificates or coupons, may never be offered as a gift under any circumstances.
With regard to non-government officials, business courtesies and gifts of the following types may be provided:
- Centra advertising or promotional items of little intrinsic value (generally $25.00 or less) such as a coffee mug, a calendar, golf balls or a similar item displaying the Centra logo;
- Modest refreshments or business-related meals in connection with business activities
If there are any questions or uncertainty as to whether a proposed business courtesy or gift is appropriate, we should discuss the gift with a supervisor.

Acceptance of Entertainment:
We may not solicit entertainment from any individual or vendor, supplier, provider, contractor or patient of Centra. From time to time, we may accept modest entertainment, so long as it is reasonable, infrequent, in good taste and not extravagant or excessive. An offer of entertainment that does not meet these standards should be declined and reported to a supervisor. Any questions or uncertainty as to whether proposed entertainment is appropriate should be discussed with a supervisor or the Corporate Compliance Department.

**Offering of Entertainment:**
We may not offer or provide any entertainment to a government official or employee. As noted above, government officials and employees are subject to laws prohibiting acceptance of any such benefit.

**E. Bribes, Kickbacks and Illegal Inducements**
Centra complies with applicable federal and state anti-kickback laws and regulations. These laws generally prohibit offering, giving, soliciting or receiving "anything of value" that is intended to induce or reward patient referrals or encourage the purchase, lease, order or recommendation of an item or service that may be reimbursed under a government health care program, such as Medicare or Medicaid. We may not offer, give, solicit or receive money, gifts, loans, rewards, favors, business opportunities or anything of value that constitutes, or reasonably could be perceived as constituting, a bribe or other improper business inducement. "Anything of value" can take many forms beyond currency. It includes entertainment, credits, free goods or services, forgiveness of a debt, sale or purchase of an item below fair market value, as well as compensation for unnecessary services or for legitimate services at a rate exceeding fair market value.

No illegal or improper payment from Centra funds or assets will be made directly or indirectly by any Board member, officer, employee, privileged provider or agent of Centra. This includes, but is not limited to, political or commercial bribery, kickbacks and/or political contributions to government officials, candidates for office and public or private employees.

**F. Fair Competition and Antitrust Laws**
Centra complies with all applicable antitrust laws and regulations. Anticompetitive behavior in violation of antitrust laws and regulations can result in criminal penalties both for us and for Centra. The following conduct could raise issues under the antitrust laws. Do not engage in this conduct and if asked to do so consult with a supervisor on how to proceed:

- Entering into any agreement, understanding or even discussion with a competitor regarding which providers Centra will contract with and any terms of those contracts;
- Entering into any agreement, understanding or even discussion with a competitor regarding which health plan offerings or other products or services Centra will accept; Discussing pricing with a competitor, including information on wages and benefits; and Dividing or attempting to divide territories or customer lists with competitors.

In addition, certain contract terms can raise antitrust issues. These include terms that involve exclusivity, make the agreement to provide one product or service conditioned on an agreement to provide another (e.g., an "all products" clause) or "most-favored nation" provision (an agreement by a physician or vendor not to charge Centra more than anyone else).

More generally and apart from antitrust laws, Centra prohibits taking unfair advantage of others through manipulation, concealment, abuse of privileged information, misrepresentation of material facts or any other unfair dealings.

**G. Tax**
As a nonprofit tax exempt entity, Centra has a legal and ethical obligation to act in compliance with applicable laws, to engage in activities in furtherance of its charitable purpose, and to ensure that its resources are used in a manner which furthers the public good rather than the private or personal interests of any individual. Consequently, Centra will avoid compensation arrangements in excess of fair market value, will accurately report payments to appropriate taxing authorities, and will file all tax and information returns in a manner consistent with applicable laws.

**H. Government Reimbursement and the False Claims Act**
Centra is committed to its role in preventing health care fraud and abuse and complying with applicable laws and regulations. As a provider of services under contracts with government programs, Centra is subject to federal and state laws that prohibit submission of a false claim or making a false record or statement in order to gain payment from and/or avoid an obligation to a government program such as Medicare or Medicaid. One way in which the federal government encourages compliance with health care laws is through the federal False Claims Act. The federal False Claims Act makes it a crime and/or a civil violation for any person or organization to knowingly make a false record or file a false claim with the government for payment. Examples of possible false claims include knowingly billing for services that were not provided, falsifying records, double billing for items or services, submitting bills for services never performed or items never furnished, making a claim for services or products at an inflated price, billing for services that were not ordered by a physician, failing to report overpayments or credit balances, billing for services that were provided at a substandard quality where the government would not pay or failure to report fraud.

**What are the Penalties?**
Under the federal civil False Claims Act, any provider that knowingly submits a false or fraudulent claim for payment of Government funds is liable for fines which include a penalty of up to three times the Government's damages, civil penalties ranging from $5,500 to $11,000 per false claim and the costs of the civil action against the entity that submitted the false claims. Further, if a provider is convicted of a criminal False Claims Act violation, the Office of Inspector General may seek to exclude the provider or supplier from participation in federal health care programs.

**Who Can Make a Claim for a Violation?**
A person who knows of a false claim or fraudulent act can file a lawsuit in federal court on behalf of the government under a "qui tam" provision, commonly referred to as the "whistleblower" provision. The purpose of a qui tam suit is to recover the funds paid by the government as a result of the false claim(s). Sometimes the federal government decides to join the qui tam suit. If the suit is ultimately successful, the person who initially brought the suit may be awarded a percentage of the funds recovered. The court may reduce the reporting person's share of the proceeds if the court finds that the reporting person planned and initiated the false claim(s) violation. Further, if the reporting person is convicted of criminal conduct related to his/her role in the preparation or submission of the false claim(s), the reporting person will be dismissed from the civil action without receiving any portion of the proceeds.

**Retaliation Prohibited**
The federal False Claims Act further protects anyone who files a qui tam lawsuit from being fired, demoted, threatened or harassed by their employer in retaliation for filing the suit. If a court finds that the employer retaliated against the employee, the court can order the employer to reinstate the employee, pay the employee back pay and any other compensation arising from retaliatory conduct.

Centra adheres to all applicable laws, regulations and requirements when filing or otherwise presenting any bid, bill or claim for payment, any cost or expenditure report, any encounter data or other medical record reports or any other information to federal or state health programs. Specifically,

- We bill only for services that are provided and fully documented in our patients' medical records and that we believe are medically necessary;
- We use billing codes that most accurately describe our services and strictly prohibit improper coding or bundling of charges to increase reimbursement; We prepare and maintain all billing records accurately, honestly and in accordance with established finance and accounting practices; We do not knowingly submit any claim for payment that is misleading, false, fraudulent, inaccurate or fictitious;
- We regularly check for credit balances and promptly refund any overpayments; and
- We do not routinely waive insurance co-payments or deductibles or otherwise provide any benefits to patients in return for their admission or continued treatment.

If there is any uncertainty about the proper application of government program rules or requirements to any document prepared for submission to the government, or any questions about the accuracy or completeness of a submission, we have a responsibility to raise the issue with a supervisor or the Corporate Compliance Department.

I. **Procurement Integrity**
Centra will comply with all laws and regulations applicable to the procurement of goods and services. Centra will treat all parties with which it has a business relationship fairly and will conduct itself in an ethical manner when obtaining new business. All proposals and contracting arrangements must accurately reflect Centra’s experience and capabilities and should be based on price, quality, service and ability to meet Centra’s or the other party’s needs.

J. "Ineligible" Persons
The government has the authority to exclude individuals and/or entities that have engaged in abuse or fraud from participation in Medicare, Medicaid and other federal and state health care programs. Centra will not knowingly employ or contract with any individual or entity that has been excluded from any government-funded program.

K. Consultants, Agents and Representatives
Many individuals and organizations that are not employed by Centra work closely with us as board members, vendors, consultants, agents, independent contractors, students, medical professionals and specialists, volunteers and business partners. Each of these individuals and groups must be willing to certify their compliance with applicable compliance policies and procedures while working in any Centra facility or conducting business with, or on behalf of, Centra. Centra acknowledges these groups may have their own code of conduct and they may follow it, as long as such code does not conflict with Centra’s Code. In no event should anyone be retained to circumvent our own ethical and business standards.

L. Marketing
Centra representatives may not provide any information that is inaccurate or misleading when marketing or promoting. Claims about our services are supported with factual information. Centra does not use advertisements or marketing programs that may cause confusion between our services and those of our competitors. Anyone involved in marketing or promoting Centra must be familiar with and comply with all applicable laws and regulations.

VIII. MEDIA AND PUBLIC AFFAIRS

A. Media and Public Relations
Information disseminated about Centra must be full, fair, accurate, timely, consistent and understandable. Because of the nature of our industry, we frequently receive requests from the media for information such as patient conditions or for interviews with staff members, visitors or patients. For this reason, the Vice President of Corporate Communications (or his/her designee) or the Chief Executive Officer/President (or his/her designee) is responsible for Centra’s internal and external media communications, including communication with spokespersons in both routine and crisis situations.

B. Political Contributions and Activities
Centra encourages active participation in civic affairs and the political process as long as it is clear that the participating individuals are not speaking or acting on Centra’s behalf. We may participate in partisan political activities only in our individual capacities, on our own time and at our own expense. Excluding situations in which we participate in political activities for the benefit of Centra, we must ensure that when participating in political activities in our individual capacities, we do not leave the impression that we speak or act for Centra.

Federal law and most state laws prohibit Centra from contributing to political candidates or political parties. We are prohibited from using funds, facilities or other Centra assets to support, either directly or indirectly, any political candidates or political parties inside or outside the United States.

C. Responding to Government Audits, Inspections and Investigations
Centra must abide by all applicable local, state and federal laws, regulations, rules, ordinances and restrictions, and respond fully and accurately to government audits, investigations, inspections and other requests for information. Failure to do so may result in sanctions, penalties, fines, or administrative, regulatory or legal action imposed for inaction, delays or failures to respond. It is our policy to cooperate with government agencies in their investigations. All employees and privileged providers must bring the following to the immediate attention of senior management and the Corporate Compliance Department:

- Requests or subpoenas to appear or testify before a grand jury, government agency, commission or legislative or administrative body;
· Notification of investigation by authorities responsible for enforcing laws;
· Non-routine inspections, visits, interview requests and requests for Centra documents by any federal, state, local or foreign government or government agency; and
· Communications or notices received from government bodies or agencies imposing or threatening substantial fines, penalties or injunctive action.

IX. AMENDMENTS AND WAIVERS OF THIS CODE
From time to time, Centra may amend certain provisions of this Code. Waivers of this Code may be granted only by the Corporate Compliance Department. Any employee or privileged provider who believes that a waiver may be appropriate should discuss the matter with the Corporate Compliance Department.
**Harassment**

It is the policy of Centra to maintain a work environment free from any form of harassment. Therefore, harassment by anyone is prohibited. Employees who feel they are victims of harassment should report the offensive conduct immediately. Employees may report offensive actions to their immediate supervisor, department director, administrative representative, the Director of Human Resources.

All complaints will be promptly and thoroughly investigated. Investigations will be designed to protect the privacy of all parties concerned. Should it be determined that harassment has occurred, prompt corrective action will be taken, up to and including discharge. Employees can be assured that retaliation will not occur as a result of reporting harassment.

Some examples of harassment are:
1. Conduct has the purpose or effect of:
   a. unreasonably interfering with an individual's work performance, or
   b. creating an intimidating, hostile, or offensive work environment.
2. Implication that submission to offensive conduct is a condition of employment.
3. Feeling that submission to, or rejection of, such conduct will be used as a basis for employment decisions.
Harrassment Quiz

1. True  False  Title VII of the Civil Rights Act of 1964 prohibits discrimination on the basis of: race, color, religion, sex or national origin.

2. True  False  Harassing behaviors are those that disrespect another person or group.

3. True  False  A behavior must be violent or filled with anger to be considered hostile.

4. True  False  Pervasive means the behavior or conduct must be ongoing.

5. True  False  The intention of a person’s behavior must be considered when determining whether harassment has occurred.

6. True  False  A “reasonable person” standard is applied to determine whether a behavior could be considered harassment.

7. True  False  Harassment is only costly to the company when a lawsuit is filed.

8. True  False  The key to preventing harassment is in understanding what it is and how it affects others.

9. True  False  Reasonable action involves letting the offender know that his or her behavior is unwelcome.

10. True  False  Respecting the differences in one another is a key to avoiding harassment in the workplace.
**Workplace Violence**
In order to protect yourself and our customers from violent behavior, familiarize yourself with your work area and locate the escape routes and areas in which to hide. Know where emergency call buttons are located and know the telephone numbers to Security.

Warning signs that may precede a person losing impulse control include:

- Pacing back and forth
- Cursing
- Body twitches
- Unusual silence
- Hitting self or objects close at hand
- Staring
- Isolation, withdrawn
- Confusion

In a hostage situation, negotiating and rescue attempts are left to the Lynchburg Police Department. It is always assumed that the individual(s) holding hostages are armed and dangerous.

Notify Security immediately. Security will notify adjoining units to keep patients, visitors and staff in the unit and possibly secure the unit.

Tips on how to respond professionally to an aggressive situation:

- Stand firmly and straight with your arms at your side.
- Make direct eye contact.
- Keep your voice level at a normal pitch and volume.
- Acknowledge the conflict and suggest a non-public area to discuss the issues where you will not have an audience.
- If you recognize that you are losing emotional control, request a discussion at a later time.
- Explain the reasons for any actions in question, but avoid arguing about who is right and wrong.
- Seek an understanding if you believe that your decision or action is appropriate. It is not necessary to assume blame but you will need to calmly and clearly explain your rationale.

**NOTE:**
No one can predict human behavior and there is no “specific profile” for a potentially dangerous individual.
**Increased Risk of Violent Behavior Indicators**

- Personal Stress
- Boundary crossing
- History of violence
- Romantic obsession
- Psychosis
- Depression
- Pathological blamers
- Unusual/changed behavior
- Obsessive interest in weapons
- Personality disorders
- Chemical dependence
- Concentration problems

**Warning Signs of Possible Coworker Violence**

- Direct or veiled threats of harm
- Harassing, bullying, aggressive behavior
- Numerous conflict with coworkers
- Weapons at work
- Fascination with incidents of workplace violence
- Statements indicating desperation
- Drug/alcohol abuse
- Extreme changes in behavior
**Centra Foundation**

The Centra Foundation is the fundraising arm of the hospital system. The Foundation mission is to support the programs and services of Centra.

Each year employees and volunteers have the opportunity to support Centra by giving to the Annual Fund Campaign. This yearly campaign occurs in April. Employees may give cash gifts, payroll deductions or earned time as a contribution. All donor names will be listed on recognition walls in each hospital.

**Gifts to Employee & Volunteer Annual Fund Campaign are used to:**

- Support Centra facilities and equipment,
- Grant nursing scholarships to Centra College of Nursing students,
- Assist patients who cannot afford health care,
- Sponsor community health education and health screenings, and
- 10% of employee gifts support the *Helping Hands* Fund, a fund to assist employees in times of acute, unexpected need.

**The Annual Fund continues to improve our community health.**

- 20,000+ people in Lynchburg and surrounding counties participated in health fairs and community education seminars.
- 2,500+ free health screenings identified numerous individuals with cancer, diabetes, high blood pressure and heart disease, osteoporosis and mental health issues. After these individuals were screened, we also made sure they received the medical help they needed.
- Provided $200,000 to support community health education and screenings.
- Provided $1 million to assist patients who could not pay for their care.
- Provided $300,000 for employee patient safety training.
- Sponsored 15 nursing scholarships.
- Sustained equipment upgrades.

*Support the CENTRA Foundation by making a gift today.*

Contact: Kathryn Pumphrey, Ed.D., CFRE, executive vice president, (200.4791)
**Ethics**

In this complex world of medical technology, there are times when issues arise that are not simply personal, social, medical or administrative. At times, our decisions have ethical implications for us and for those around us. The Lynchburg medical staff is committed to the idea that thoughtful, open-minded consideration of ethical issues can help when these matters are unclear or unsettled. In an attempt to provide a framework for reflective conversation, the medical staff has developed The Ethics Committee. The Ethics Committee provides services in the areas of educational programming, policy development and review, and Ethics case consultation.

Case consultation teams are made up of at least one physician from the Ethics Committee, one non-physician from the Ethics Committee and one additional member.

**Responsibilities of the Ethics Committee**

1. **Education:** The Ethics Committee will provide educational opportunities for the Medical and Dental Staff and the hospital community regarding Ethics. These educational opportunities for the Medical and Dental Staff and the CENTRA community regarding Ethics. These educational opportunities may include the organization of educational sessions as well as the collection and sharing of information regarding medical ethics.

2. **Review of Policy:** The Ethics Committee will, on request, review and make recommendations to the Medical and Dental Staff, Administration, and Board of Directors of CENTRA on the ethical aspects of policies of the Medical and Dental Staff and of CENTRA. The Ethics Committee is not authorized to set policies and is responsible for evaluating only the bioethical aspects of policies. Authority to institute policy remains with the Medical and Dental Staff, Hospital Administration, and CENTRA Board, as appropriate.

   **Initiation of Policy Review**
   Development and review of policy may be initiated at the request of a member of the Medical and Dental Staff, the Board of Directors of CENTRA, or from CENTRA Administration at the Vice-President level or above.

   **Policy Review Procedure**
   Upon receipt of a request for policy consultation, the chairperson of the Ethics Committee will decide to have the entire Ethics Committee investigate the issue as a body, or will appoint a subcommittee to draft recommendations.

   Once the committee or subcommittee has drafted a set of recommendations, the entire committee will be given the opportunity to review the draft and suggest changes. The committee’s final recommendation must be acceptable to two-thirds.
Publication of Policy Recommendations
Once the Ethics Committee has approved the policy recommendations, a copy will be forwarded to the individual or group who requested the review. An additional copy of the recommendations will be kept on file by the Ethics Committee. Other individuals or groups who are eligible to initiate policy reviews may request copies of the Ethics Committee’s recommendations.

3. Case Consultation: The Ethics Committee provides case consultations which are designed to guide discussion, clarify areas of confusion, generate consensus, and mediate resolution of ethical issues as they arise in the care of patients. The consultation service is not a method for dealing with grievances that are strictly administrative or clinical in nature. The purpose of the case consultation service is to respond to difficult ethical issues and develop possible resolutions.

Initiation of a Consult
When confusion or disagreement regarding the ethical aspects of patient care develops, all involved parties are responsible for working toward resolution of the problem by improving communication. All members of the health care team have a positive responsibility to discuss issues with each other and to listen to others’ points of view in an attempt to clarify and resolve ethical disputes. For example, the attending physician may call a patient care conference including all members of the health care team. It is hoped that by improving communication, the health care team will be able to deal successfully with many ethical matters on its own. If ethical concerns are not satisfactorily resolved by initial discussion, a process for consultation with the Ethics Committee is available.

The attending physician may request a formal case consultation if he/she believes that ethical issues regarding the patient’s care are insufficiently clear or if the disagreement regarding ethical aspects of a patient’s care persists after initial attempts to resolve them. In order to initiate a case consultation, the attending physician should complete a case consultation request form and forward it to the chairperson of the Ethics Committee.

If a patient, patient’s surrogate, or any health care/service provider who is directly involved in the care of the patient (hereafter referred to as ‘the requestor of the consult’) desires to access the Ethics Committee for consultation, he/she must notify the attending physician of the issue and state the rationale for requesting a consultation. The attending physician is free at that point to deal with the ethical issue on his/her own in an attempt to improve communication and resolve the issue. If the involved parties are unable to reach agreement, the requestor of the consult may contact the chairperson of the ethics committee directly to request an ethics consult.
When the chairperson of the Ethics Committee or his designee receives a completed case consultation form, he will evaluate the request to determine whether an issue warranting committee involvement exists. If the chairperson or his designee does not believe that the request justifies a formal ethics case consultation, then he will discuss the case with at least one additional member of the Ethics Committee. If the chairperson or his designee and the additional member of the committee agree that a formal consult is not warranted, then they shall determine the better avenue of resolution, such as referring the case to a more appropriate committee or contacting the chief of the relevant department to help resolve the issue. If the chairperson or his designee believes that a formal case consultation is appropriate, he/she will convene a team made up of at least one physician from the Ethics Committee, one non-physician from the Ethics Committee, and one additional member. The third member of the team need not be a member of the Ethics Committee if the chairperson determines that input from an area of specialization not represented on the committee would be helpful. When a formal case consultation is initiated, the committee chairperson or his designee will first verify that the attending physician has been notified of the concern and has had the opportunity to resolve the issue.

Consultation Procedure
The case consultation team will meet to gather information and assess the issues involved. The case consultation team will then decide if an issue of a genuine ethical nature exists. If the team determines that the issue is not appropriate for Ethics Committee involvement, it will issue a statement to that effect with a recommendation as to the proper channels through which the issue should be resolved. If the team determines that the matter is appropriate for committee involvement, it will generate an action plan that may include:

1. Collection of data from interviews with involved individuals, review of patient records and consultation with additional resources as identified by the team;
2. Clarification of issues involved and delineation of the ethical aspects of the case;
3. Careful formulation of the specific issues and questions being raised by the initiator so as to properly frame the problem;
4. Discussion with all involved parties including an attempt to educate individuals regarding relevant issues and hopefully generate consensus;
5. Failing resolution at that point, review all possible responses to the ethical issues presented;
6. Identification of the rational basis for selecting certain options over others;
7. Comparison of options with attention paid to the ethical ramifications of adopting specific alternatives;
8. Involvement of the entire Ethics Committee if it is felt to be necessary by the case consultation team; and

The case consultation team will make recommendations only. The team does NOT have the authority to make orders regarding patient care, policy changes, administrative decisions, personnel decisions, or medical decisions.
Publication of Consultative Results
A written consultation report, including the recommendations of the team will be forwarded to the chairperson of the Ethics Committee and placed in the patient’s chart. A copy of the consultation report will be reviewed by the Ethics Committee for educational purposes and further follow-up if necessary. A copy will also be kept in archive by the Ethics Committee.

Upon receipt of the case consultation team’s report, it is hoped that the involved parties will be capable of resolving any lingering confusion or disagreement. All decision-making authority regarding the patient’s care will remain within the patient or surrogate and the attending physician.

The Ethics Committee consists of:
1. Physicians appointed from the Active Medical Staff. Appointments to the Ethics Committee will be made by the President of the Medical Staff. There will be an attempt to have representation across the different services of the Medical Staff with interested physicians.
2. The President of Centra will appoint additional members representing the administration, chaplaincy, nursing and social work to be on the Ethics Committee. Appointments will be made to allow a maximum variety of perspectives.

Other Provisions
1. The primary criterion for membership of the Ethics Committee is that the members appointed to the Ethics Committee have a genuine interest in biomedical ethics and a willingness to serve on the committee. Special training or expertise in biomedical ethics is desirable but not required. The committee will educate its own members as necessary to prepare them for effective service.

2. The Ethics Committee or chairperson may request the assistance of various other persons who may supply special advice or expertise to the committee.

3. A member of the Ethics Committee will be appointed to serve a two-year term. Membership will be arranged to allow for appropriate continuity of membership from year to year. Members of the Ethics Committee may serve for more than one term.

4. The chairperson of the Ethics Committee will be a physician and will be appointed to a one-year term of office by the President of the Medical Staff. Consecutive terms of office will be limited to three.

5. As a general rule, the committee meets nine (9) times per year (monthly except for July, August, and December). Additional meetings involving the committee or subcommittees may be called as necessary by the committee chairperson or his or her representative.
Medical Directives
There are three types of directives.

1. Advance Directive - designates patient preferences, i.e., treatments

2. Instructive Directive - allows for preferences regarding the provision of particular therapies or classes of therapies
   - Only followed when the patient has a terminal condition and addresses life-prolonging procedures
   - Living wills are the most common examples of instructive directives
   - No transfusion
   - No CPR

3. Proxy Directive - a person designated by patient to make medical decisions
   - Generally, a Durable Power of Attorney for Health Care (DPAHC)
   - Allows for the designation of a surrogate medical decision maker of the patient's choosing.

Health Insurance Portability and Accountability Act (HIPAA)
ANY information that identifies an individual or could reasonably be used to identify an individual. This includes any verbal, written or electronic communication which involves a patient’s past, present or future medical information.

Protected health information examples:
   • Name, address, age or SSN
   • Health history and conditions, treatment or medications
   • Hospital or clinic bill or payment record
   • Any identification that an individual is a patient
**Staff Rights**

Employees may request not to participate in certain aspects of care because of their ethical, cultural, or religious beliefs. CENTRA will consider each request on an individual basis and accommodate these requests whenever possible. In no case will patient care be compromised when a staff member is excused from providing care or treatment on the grounds of conflicting cultural values, ethics, or religious beliefs. If a request cannot be granted, the employee must provide care so that continuity of patient care is ensured. Refusal to provide care or treatment may result in disciplinary action including termination.

Employees who wish to request exemption(s) from providing patient care, as an accommodation for their ethical, cultural, or religious beliefs must provide a written request for exemption to their unit manager or supervisor. The written request must state the reason for the request and must be submitted immediately upon the employee’s knowledge of the concern. For example, due to ethical, cultural, or religious beliefs, an employee may not wish to participate in the termination of a pregnancy or provide care to a patient who is having life-sustaining treatment, including nutrition and hydration, withheld or withdrawn.

Employees may not refuse to provide care solely on the basis of the patient's diagnosis (e.g. HIV/AIDS, sexually transmitted diseases, tuberculosis or other contagious diseases) or behavior. Refusal to do so may result in disciplinary action including termination.

Requests for exemption will be considered by the unit manager/supervisor in consultation with the department director, Director of Human Resources, and other appropriate professionals, taking into account the nature of the request and the reasonableness of accommodating the request. Requests for exemption will be approved only when the department can ensure the accommodation(s) in no way impacts the level of patient care, the safety of the patient, and the safety of co-workers; and when the accommodation does not present an undue hardship on the organization. The unit manager/supervisor will document the action taken and plan.

If an exemption to provide patient care is granted, reasonable efforts will be made to reassign staff to allow the exemption. If a reasonable accommodation cannot be made, the employee must continue to care for the patient until reasonable accommodation can be made. Refusal to provide care may result in disciplinary action including termination.

The original copy of the written request for exemption will be forwarded to Human Resources to be maintained in the employee's personnel file. A copy of the written request will be maintained and accessible in the department or unit files.
Professional Appearance

Your image influences the amount of respect and cooperation you receive from others. Career advancement and evaluations are also influenced by your professional image. When entering our facilities, our customers expect to be served by people who project a professional image.

How to project a positive professional image:

**Appearance (Grooming, Dress, Body Language)**

- **Make Up** - subtle and well blended.
- **Hair** - tied back and off the collar.
- **Earrings** - non-dangling and not extravagant
- **Perfume/Aftershave** - none
- **Men’s Facial Hair** - clean-shaven or beards neatly trimmed
- **Tattoos/Body Piercing** - While tattoos and body piercing are an expression of personal taste, many patients and guests may find them disturbing. These should be covered by clothing or in the case of some jewelry, removed during work hours or concealed by an adhesive dressing.
- **Nails** *(applicable to staff who deliver direct patient care and those who prepare food, medication, equipment or other supplies)* Keep nails short and well-manicured. One-eighth (1/8) inch beyond the finger is acceptable. Unacceptable fingernails are those that are long/sharp enough to cause disposable gloves to tear while being worn in the normal course of duty. Nail polish is discouraged as it chips and harbors bacteria.
- **Artificial nails** *(applicable to staff who deliver direct patient care and those who prepare food, medication, equipment or other supplies)* Artificial nails are not permitted. This includes tips, wraps, acrylics and gels. Wraps include any silk, fiberglass, or fabric enhancer that is glued to the natural nails. Acrylic nails are created using a paste that is applied to a natural nail or a nail tip. A gel is brushed onto a natural nail or tip and hardened by ultraviolet lighting. Nail jewelry is not allowed.

When attending Centra functions (e.g., classes, conferences), business casual dress is appropriate unless otherwise specified.

<table>
<thead>
<tr>
<th>Appropriate Business Dress</th>
<th>Inappropriate Business Dress</th>
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<tbody>
<tr>
<td>Casual slacks</td>
<td>Shorts/Jeans</td>
</tr>
<tr>
<td>Khaki slacks</td>
<td>Tank tops/Midriff tops</td>
</tr>
<tr>
<td>Collared shirts</td>
<td>Extremely short clothing</td>
</tr>
</tbody>
</table>

*Your department may have additional dress code requirements.*
Personal Attitude
Control aggressive reactions to conflict.
• Speak slowly
• Get a drink of water
• Lean back
• Remove yourself from the situation if necessary

Positive outlook.
• Only YOU can decide that you are going to be POSITIVE!
• Don’t let others have the power to make you angry.
• Must develop AND maintain.

Body Language
• Maintain a comfortable posture.
• Do not crowd the other person.
• Maintain relaxed, not tense and controlled, facial expressions.
• Avoid any threatening gestures with hands.

Written and Verbal Communication
• Use legible handwriting, good grammar and punctuation.
• Pride in your work is reflected by documentation.
• Every time you speak, you can make or break your image.
• Be aware of who is listening to what is being said and where conversations are held.

Professional Telephone Etiquette
• State your first and last name and professional title.
• State the unit or area.
• Offer assistance such as, "How may I help you?"
**Employee Health**
Centra maintains an Employee Health office at all hospitals within our system.

The responsibilities of the Employee Health Department are to:
- Conduct pre-placement employment evaluations that include a review of the physical functions of the job
- Assess immunization history
- Administer TB skin tests as indicated after review of annual assessments or in the event of a TB contact list
- Provide follow-up for work related injuries

**Worker's Compensation Insurance**
Worker's Compensation Insurance is provided for all Centra employees. An employee is covered by Worker's Compensation in Virginia if the employee is injured by accident during the course of employment. A simple "question and answer" brochure is available for all potential workers’ compensation cases. The Coordinator of Employee Health Services will provide programs regarding the importance of prompt, efficient treatment and documented review of all employee incidents.

- Employee Health will provide the needed follow up, referral, and counseling for all workers’ compensation cases.
- The Corporate Human Resources Director will serve as a resource person for all workers’ compensation claims.
- A physician’s release to return to work is required by the hospital and workers compensation for employees who lose time from work or are on modified duty.
Worker’s Compensation Guidelines

1. Employee accidents or injuries on the job are to be reported within a 24-hour period.

2. All on-the-job injuries or accidents, no matter how minor, must be reported immediately to your department director or supervisor in accordance with the law of Virginia.

3. Any injured employee will be given a choice of the hospital's panel of physicians for evaluation and treatment of the injury. If the employee chooses to seek treatment from another physician other than the panel, the cost of treatment will be the employee’s responsibility.

4. Any bills the employee receives for treatment, drugs, or therapy are to be given to the Employee Health Department at Virginia Baptist Hospital and at Lynchburg General Hospital. Copies of the bills will then be sent to the Virginia Hospital Insurance Reciprocal to be processed for payment.

5. The first seven days out of work due to an on-the-job injury will be covered by the hospital providing sufficient sick leave or earned time has been accrued. After the first seven days, the Worker’s Compensation carrier will pay the employee two-thirds of his salary for each additional day of lost work time. When the employee has been out more than 21 days, the Worker’s Compensation carrier will then pay the first seven days.

6. Because the hospital realizes the importance of employees receiving payment when out of work due to on-the-job injuries, you will receive sick time and/or earned time in accordance to time accrued. Therefore, when you receive your payment from the Worker’s Compensation carrier, it may be necessary for you to reimburse the hospital through Employee Health. Please contact Employee Health after receipt of first payment. At no time shall a claim for worker’s compensation result in an employee being paid more than his regular salary.

7. When the hospital receives reimbursement from the employee’s worker’s compensation payment, the employee’s sick time and/or earned time will be replaced according to the

8. The employee is responsible for returning to the Employee Health office with a note after each doctor’s visit.

9. Modified duty will be made available to work injured employees who may work with restrictions. Employee Health will coordinate.

10. Any questions or concerns regarding Worker’s Compensation are to be directed to the Employee Health office.
**Reporting on the Job Illness**

When an employee reports to his immediate supervisor and is suspected of having a contagious illness that could threaten the welfare of patients and other employees, it is the responsibility of the immediate supervisor or Department Director to send the employee home and report the illness to Employee Health.

1. Any undiagnosed rash or other infectious disease should be reported to Employee Health Services for evaluation and physician referral as indicated.

2. Employees should report all infectious diseases they are exposed to (at work or elsewhere) and any infectious disease they might have. Clearance to return to work through Employee Health Services may be indicated.

3. The Employee Health staff will assess and evaluate any referrals of employees sent to them by the Department Director or immediate supervisor. Time spent in Employee Health Office will be paid time. Employees may request over-the-counter medications according to standing orders for minor complaints only.

4. Follow up will be provided as indicated, with the employee’s private physician or the physician on call.

5. An employee with any sudden, acute, symptoms will be referred to the primary care physician promptly.

6. A physician’s release to return to work is required through Employee Health for employees who lose time from work due to an injury (on-the-job and elsewhere), hospitalization, complications of pregnancy and following childbirth, or returning to work with restrictions.

**Modified Duty Program**

Centra, through our Workers Compensation Program, shall provide optimum benefits to an employee who has sustained an on-the-job injury. Centra shall strive to reduce worker’s compensation expenses by providing modified duty positions or tasks where possible. Modified duty will be granted on a temporary basis, and the employee will be monitored for progress.

**Ergonomics Policy**

Centra is committed to providing a safe working environment for its employees with a genuine concern for the prevention of injuries through means of education and training, work site analysis when appropriate, hazard prevention and control, and health screening.

Centra’s policy is to take a proactive approach to prevent workplace injuries. The goal will be to adapt the job to the individual not the individual to the job. Specific engineering controls, work practice controls, personal protective equipment, and administrative controls will be implemented to the degree reasonable when a high-risk area has been targeted.

The components of the ergonomics program include:

- Worksite Analysis when appropriate by Physical Therapy/Occupational Therapy
- Hazard Prevention and Control (Engineering Control, Work Practice Controls, Personal Protective Equipment, Administration Controls)
- Employee Health involvement with physician referral when appropriate (Preplacement Screens, etc.)
- Training and Education through Automated Monthly Mandatories, individual instruction when appropriate and initial orientation/training to the specifics of the job.
Continuous Quality Improvement

Continuous Quality Improvement (CQI) is a philosophy that supports the ongoing pursuit of improvement opportunities. Everyone from leaders to front-line staff is engaged in identifying and solving problems.

Centra uses Lean as its standardized performance improvement methodology and philosophy to solve problems and to support Continuous Quality Improvement.

What is Lean?

Lean is “a set of principles, concepts and techniques designed for the relentless pursuit of the elimination of waste.”

It is “a cultural transformation that changes how an organization works.”

Simply, Lean is a group of tools and a way of thinking that puts our patient and customers first as we all work together to make improvements.

How do we prioritize Lean improvement work?

The Centra Management System is a top-down, bottom-up approach to define and manage achievement of Centra’s strategic priorities, goals and objectives (True North).

At Centra, we use Lean tools such as standard work and visual management to ensure that we all focus on the goals that are most important for our patients and are aligned with organizational priorities.

Lean Key Concepts:

Value: In Lean, every step in a process is evaluated from the perspective of the customer. Our customer in healthcare is the patient. We are also each other’s customer as we work together to provide value to our patients.

- Value Added (VA)
  Something that a patient/customer is willing to pay for. Activities that the patient/customer deems necessary, at the right time, in the right setting and at the right cost.

  - Examples: Getting an MRI, EKG or X-ray; time spent speaking to a clinician.
• **Non-Value Added (NVA)**
  Something a patient/customer is not willing to pay for.
  
  o Example: Waiting in an exam room

• **Non-Value Added, but Necessary**
  Something a patient is not willing to pay for but is required.
  
  o Example: Completing a form every year due to regulatory requirements

**Waste**: Anything in a process that is not of “value” to the customer.

There are “8 Wastes” that are commonly defined. To remember the types of waste, think of the acronym, **DOWNTIME**.

  • Defects
  • Overproduction
  • Waiting
  • Not Utilizing People’s Talent/Training
  • Transportation
  • Inventory
  • Motion
  • Excess Processing/Rework

**Value Stream**: A value stream is all of the process steps it takes to turn a customer need into a delivered product or service. The goal is to have a smooth and steady flow of value to the customer. A **Value Stream map** provides a picture of a value stream process.

**Kaizen**: Kaizen is a continuous improvement philosophy for making incremental changes. A **Kaizen Event** is a structured, team-based, problem solving activity used to improve processes in a short timeframe (also known as a rapid improvement event or RIE).

**PDCA**: PDCA stands for Plan-Do-Check-Act and is a problem solving cycle that supports continuous improvement. PDCA is often used during a Kaizen Event to try out improvement ideas to determine if they work.
How Can I Get Involved in Continuous Improvement?

Learn about Lean and Lean tools. Go to the Performance Improvement website for links to information on resources, templates, Lean projects, computer-based training and more.

Look for improvement opportunities in your everyday work and share your ideas. There are many avenues for sharing improvement ideas:
- Unit Managers/Supervisors
- Department Directors
- Performance Improvement Department
- Nursing Governance Quality Council
- Various Patient Care Committees

Participate in a Kaizen Event or improvement activity.
- Participate as a team member to help bring about change in your department or to improve a cross-functional process.
- Attend improvement event kick-offs and report-outs.
- Lead an improvement activity or event.

For more information, visit the Performance Improvement Department Website at:
Safety Program
It is the policy of Centra to provide a safe environment for patients, visitors and employees to the fullest extent possible. Safety within any Centra facility is the joint responsibility of administration and employees. It is recognized that patients and visitors also have an obligation to cooperate by following established rules and being alert and careful at all times. Centra cooperates with all local, state and national authorities and insurance carriers in areas of safety and safety management.

Centra’s Safety Committee is composed of members from various departments of each facility and meets on a scheduled basis to oversee all aspects of the Centra-wide safety program. The committee welcomes safety suggestions and encourages patients, visitors and employees to report any unsafe conditions, hazards or acts. All new employees are introduced to the overall Safety Program during General Orientation and annually at scheduled mandatory training. Failure of employees to adhere to the Safety Program policies may result in suspension or discharge.

To learn more about Safety, Security and Emergency Preparedness at CENTRA, visit their internal website.

Environment of Care Plans
A set of seven well-organized and developed plans in coordination with other community agencies to handle local disasters. Often referred to as ‘what-if’ plans for different local disaster situations.
1. **Safety Management Plan**
   This plan addresses risks in the physical environment, keeping the organization's physical environment free of hazards and manages staff activities to reduce the risk of injuries.

2. **Security Management Plan**
   This plan describes the organization’s process for establishing and maintaining a program to protect staff, patients, and visitors from harm. The plan also provides for safe access to security-sensitive areas.

3. **Hazardous Materials Management Plan**
   This plan addresses the risks associated with hazardous chemicals, radioactive materials, hazardous energy rooms, hazardous medications, and hazardous gases and vapors.

4. **Emergency Preparedness Plan**
   This plan is organized to allow CENTRA to respond to the effects of potential emergencies that fall on a continuum from disruptive to disastrous. CENTRA’s Emergency Operations Plan (EOP) describes the authorities, responsibilities, and procedures to be followed by staff, physicians, volunteers and community organizations in effectively responding to an emergency situation.

5. **Life Safety Management Plan**
   This plan addresses risk from fire, smoke, and other products of combustion; fire response plans; fire drills; management of fire detection, alarm and suppression equipment systems; and measures to implement during construction or renovation when the Life Safety Code cannot be met.

6. **Medical Equipment Management Plan**
   Describes the continual process for managing the organization’s medical equipment service needs. This includes selection, testing, and maintenance of medical equipment and contingencies when equipment fails.

7. **Utility Management Plan**
   Describes the organization’s process for maintaining utility systems, minimizing risks of utility failures, and providing a safe, comfortable environment of care. The plan also addresses inspection and testing of operating components, control of airborne contaminants, and management of disruptions.

**Interim Life Safety Measures (ILSM)**

ILSM are additional safety measures that are implemented during renovations or when a building is found to have code deficiencies.

These measures may include staff education, additional fire drills, additional surveillance by security, assuring exists remain open, providing temporary fire protection equipment (eg. more fire extinguishers).
**No Smoking Policy**
For the safety and comfort of our patients, all Centra facilities are non-smoking. This includes inside the buildings AND anywhere on Centra property.

**Electrical Safety**
Each employee must know how to operate any electrical equipment they use and report and remove it from service if:
- there is evidence of malfunction/overheating,
- it has been dropped,
- liquid has been spilled in or on it, or if,
- anyone has received a shock with its use (complete electronic Employee Injury form, identify equipment, and contact Clinical Engineering).

**ALWAYS...**
- Inspect cords for frayed edges and equipment before plugging into outlet.
- Ensure patient equipment operates on back-up power identified by red outlets or power switches.

Routine inspections are performed on a scheduled basis by the appropriate department for all electrical equipment. Personal electrical equipment used by patients must be approved by nursing. Staff personal electrical equipment must be approved or checked by the Department Director.

**Centra Codes**
Codes are used to notify staff members of an emergency situation without alarming our patients and visitors. The codes on the next page are used primarily at the hospitals and long term care. Rivermont Schools create their own codes as needed as it is a school environment. When calling a code, state your exact location when speaking with the operator and indicate the facility you are calling from (ex: LGH, Progressive Coronary Unit, room 312). In code situations, you will be working under the direction of the charge nurse or department supervisor.

**Phone numbers to call when a code situation exists:**
LGH, VBH, and CSCH: 434-200-5911
BMH: 601, then announce code - Off-site Locations: 911
<table>
<thead>
<tr>
<th>Code</th>
<th>Emergency</th>
<th>Response/Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Code Blue</td>
<td>Life support measures (cardiac or respiratory arrest)</td>
<td>Specialized team will respond.</td>
</tr>
<tr>
<td>Pediatric Code Blue</td>
<td>Life support measures (cardiac or respiratory arrest) for children under 12 years or under 75 pounds.</td>
<td>Specialized team will respond.</td>
</tr>
<tr>
<td>Code White</td>
<td>Tornado</td>
<td>Staff will follow the Tornado Preparation and Response policy found in the EOP under Tab 14</td>
</tr>
<tr>
<td>Code Atlas</td>
<td>Patient, visitor, etc. has lost impulse control OR a show of force is needed.</td>
<td>Employee responds – if show of force, then presence if enough. If de-escalation (loss of impulse control), then only trained individuals step in.</td>
</tr>
<tr>
<td>Code D</td>
<td>Internal or external disaster (eg. Weather, mass casualty)</td>
<td>Administration will activate Emergency Operations Plan.</td>
</tr>
<tr>
<td>Code Gray</td>
<td>Bomb threat.</td>
<td>If taking call – use Bomb Threat Checklist &amp; use Caller ID. If away from area, return to do a Tri-Level search (at eye level, below eye level and above eye level)</td>
</tr>
<tr>
<td>Code Adam</td>
<td>Missing infant or child.</td>
<td>Employees monitor all exits – request security clear individuals with infant/child meeting criteria OR observe individual as exit to provide information to police and security.</td>
</tr>
<tr>
<td>Code MP</td>
<td>Missing person.</td>
<td>Used at all hospitals and long term care facilities. Individual has left area that should be monitored.</td>
</tr>
<tr>
<td>Code Orange</td>
<td>HazMat Spill</td>
<td>Notify supervisor and Environmental Services department.</td>
</tr>
<tr>
<td>Code Siege</td>
<td>Hostage</td>
<td>Remain in your work area and await instructions.</td>
</tr>
<tr>
<td>Code Yellow</td>
<td>Patient has fallen.</td>
<td>Alerts nursing supervisor, Unit Manager, Shift Manager and charge nurse to respond.</td>
</tr>
<tr>
<td>Code Silver</td>
<td>Lockdown of facility because of an active shooter or other serious threat to the facilities.</td>
<td>Administration will implement Emergency Operations Plan and Hospital Incident Command System.</td>
</tr>
</tbody>
</table>

LGH, VBH, and CSCH: 434-200-5911
BMH: 601, then announce code - Off-site Locations: 911
All employees are expected to understand a code and participate as needed

**BOMB THREAT CHECK LIST**

Time and Date Reported: _______________________________________________________________

Exact Words of Caller: ________________________________________________________________

If call is received on a phone with digital display, what phone number did the caller call from? ______________

2. When is the bomb going to explode? ___________________________________________________

3. Where is the bomb right now? _______________________________________________________

4. What kind of bomb is it? ___________________________________________________________

5. What does it look like? _____________________________________________________________

6. Why did you place the bomb? _____________________________________________________

7. Where are you calling from? _______________________________________________________

**DESCRIPTION OF CALLER’S VOICE:**

- Male
- Female
- Young
- Middle Age
- Older

- Accent
- Tone of Voice
- Fast
- Distinct
- Stutter
- Slurred

- Slow
- Disguised
- Nasal
- Lisp

**SPEECH:**

- Excellent
- Fair
- Foul
- Good
- Poor

**LANGUAGE:**

- High Pitch
- Raspy
- Intoxicated

- Deep
- Pleasant
- Other

**VOICE CHARACTERISTICS:**

- Loud
- Soft

- Rational
- Coherent
- Deliberate
- Righteous

- Irrational
- Incoherent
- Emotional
- Laughing

**MANNER:**

- Calm
- Angry

**BACKGROUND NOISE?** _______________________________________________________________

**IS VOICE FAMILIAR?** _______________________________________________________________

If so, who did it sound like? __________________________________________________________

Time caller hung up? ___________________ REMARKS: ___________________________________

Name, Department, Telephone # of Recipient: ___________________________________________