



SPECIALTY PHYSICIANS

EMPLOYEE HANDBOOK



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INTRODUCTION

We are pleased to offer you this Employee Handbook as a way to provide useful information in an easy, understandable manner. It contains general information valuable to all employees, concerning your responsibilities as an employee of Deborah Specialty Physicians (DSP), and summary information relating to many of our Human Resources policies and procedures. While this guide is intended to increase familiarity with policies, it should be understood that practices in the field of Human Resources are subject to constant review and modifications as a function of changing regulations or simply the belief that a specific situation calls for a deviation from written policy or past planning.

It is essential for us to maintain a productive, compassionate and dependable work force so that we can meet the objectives of our mission. These critical elements include excellent clinical outcomes, superior customer service and careful cost controls. In doing so, we are committed to compliance with all laws, regulations, professional standards and ethical practices. Similarly, we expect the same of all employees. We feel that DSP policies contained in the DSP Standards of Conduct, and highlighted in this Employee Handbook, will help us in achieving our goals together. It is impossible to cover everything in this type of format. If you have any questions, or if there is anything in this guide that you do not understand, please contact your immediate supervisor, director, or the Human Resources Department. We will be glad to help. If you have any ideas on how to improve this Employee Handbook for future publications, please contact Victor Hatala at 609-893-1200, extension 5424.

Best Wishes,

Victor M. Hatala
Executive Director
Administration

Lynn B. McGrath, MD
Executive Director
Medical Affairs

PREFACE

This Employee Handbook serves as a general guideline to employees of many of DSP policies and procedures. The Employee Handbook is not intended to supersede any policy as stated or practiced. Questions of conflict or uncertainty between documents should be brought to the Executive Director-Administration. This Employee Handbook addresses benefit issues in a general nature only. Refer to benefit notices/booklets or contact the Human Resources Department for more detailed information regarding your benefits.

Employment-At-Will-Notice

- Employment at DSP is for no specific term. Employees are free to resign their employment at any time and for any reason, and DSP is legally free to terminate employment at any time and for any reason, with or without notice or cause. The sole exception to this is in the case of formal written employment contracts with select employees, which are signed by the President of DSP.
- DSP's policies, procedure manuals, Employee Handbook, performance evaluations, counseling notices, memos and all other written material, electronic communications or verbal statements, are not meant to serve as a promise or contract of employment and should not be interpreted as such. Employment contracts can only be entered into by the Executive Director – Administration in writing.
- DSP has the right to add, terminate or change any policy or procedure, benefit or any other term of employment or working conditions at any time, with or without prior notice, and to apply or not apply policies at its sole discretion.
- Any oral, written or electronic statements by anyone, either past or future, that differ from this notice are not valid, and should not be relied upon.

HISTORY

Deborah Heart and Lung Center is an 89-bed specialty and teaching hospital which has built a world-renowned reputation for the diagnosis and treatment of heart, lung, and vascular diseases in adults and congenital and acquired heart defects in children. Since its founding, Deborah Heart and Lung Center has provided excellent care to all in need of its specialized services regardless of race, gender, sexual preference, creed, color, religion, age, national origin, handicap, or ability to pay.

Deborah Specialty Physicians is a private physician practice that provides specialty medical services at multiple office practice locations throughout southern New Jersey. DSP practices include general cardiologists, interventional cardiologists, cardiac electrophysiologists, pediatric cardiologists, vascular surgeons, pulmonary specialists, and endocrinologists. All DSP physicians maintain medical staff privileges at Deborah Heart and Lung Center, as well as at other general hospitals located in southern New Jersey. The name ***Deborah Specialty Physicians*** is a registered trademark of Deborah and is used under license granted by Deborah.

EMPLOYMENT

EMPLOYMENT POLICY:

DSP provides equal employment opportunity to qualified individuals, regardless of race, religion, color, national origin, nationality, ancestry, age, sex, marital status, domestic partnership or civil union status, affectional or sexual orientation, gender identity or expression, atypical hereditary cellular or blood trait, genetic information, veteran status, or mental or physical disability, including AIDS and HIV related illnesses.

Specifically, employment opportunities are and shall be open to all qualified applicants solely on the basis of their experience, aptitudes, abilities and training. Advancement is and shall be based on the individual's achievement, performance, ability, attitude and potential for promotion.

Any form of harassment based on race, color, religion, national origin, sex, age, handicap, sexual orientation, veteran status or other classification protected by applicable law, is discriminatory and unprofessional, and will not be tolerated. Harassment is a serious violation of Practice policy. This policy covers all Practice employees. The Practice will not tolerate, condone, or allow harassment, whether engaged in by fellow employees, supervisors, managers, patients, or other non-employees who conduct business with the Practice. The Practice encourages reporting of all incidents of harassment, regardless of the identity or position of the offender. See Policy 3 of the DSP Code of Conduct and Corporate Compliance Plan. Any concern that you may have concerning this Employment Policy should be immediately brought to the attention of your supervisor, and/or the Corporate Compliance Officer. The Genetic Information Non-Discrimination Act of 2008 (GINA) prohibits employers and other entities covered by GINA Title II from requesting or requiring genetic information of an individual or family member of the individual, except as specifically allowed by law. As such, please do not ever provide any genetic information when responding to any employment-related request for medical information. "Genetic information", as defined by GINA, includes an individual's family medical history, the results of an individual's or family member's genetic tests, the fact that an individual or an individual's family member sought or received genetic services, and genetic information of a fetus carried by an individual or an individual's family member or an embryo lawfully held by an individual or family member receiving assistive reproductive services.

EMPLOYEE RELATIONS PHILOSOPHY:

DSP believes that a positive relationship with employees is essential to meeting our patient care Mission. In meeting this commitment, DSP believes in working directly with employees to address workplace issues, through established policy and open communication processes. To this end, employees may need to assist in these efforts by active participation in problem solving or investigation of issues. DSP will vigorously oppose any outside third-party organization interfering in this direct relationship. DSP understands and supports the legal right of staff to engage in protected, concerted activities as defined in Section 7 of the National Labor Relations Act, and nothing contained in this Employee Guide is meant to limit these rights. DSP has a vigorous anti-retaliation policy and practice to protect employees from exercising these, and all their legal rights. See Code of Conduct and Corporate Compliance Plan, Policy Number 27.

EMPLOYEE CLASSIFICATION:

DSP maintains standard classifications of employees which are used to determine benefit participation, seniority accrual, and eligibility in other programs related to employment.

1. **INTRODUCTORY EMPLOYEE:** Any new employee, in any category, who has not yet completed three calendar months of continuous employment following their hire/rehire date or transfer date to a new position.
2. **REGULAR FULL-TIME EMPLOYEES:** Any employee who is hired or transfers into an established job, budgeted to work not less than sixty (60) hours per pay period, and has successfully completed the Introductory Period.
3. **REGULAR PART-TIME EMPLOYEES:** Any employee who has been hired or transfers into an established job, with regularly budgeted hours of less than sixty (60) hours per pay period, and has successfully completed the Introductory Period.
4. **TEMPORARY EMPLOYEES:** Any employee who is hired on a temporary basis not to exceed twelve (12) months, whether Full Time or Part Time.
5. **PER DIEM EMPLOYEES:** Any employee who is hired or transfers into a position with no set budgeted hours. There are limited benefits associated with this category.

INTRODUCTORY PERIOD:

All new employees of DSP are required to serve an Introductory Period designed to provide employees with an initial opportunity to demonstrate ability, job interest, and suitability. The Introductory Period consists of three (3) calendar months and may be extended by the Department Director for a period up to three (3) additional months. In the event of a transfer to a new position, employees are also required to serve a new Introductory Period of three (3) months. Subsequent Introductory Periods following job transfer do not affect eligibility for benefits. Terminated introductory employees shall be paid for hours worked and not be eligible for any additional terminal benefits.

PHYSICAL EXAMINATIONS:

All prospective employees must successfully pass a post-offer physical examination which includes drug testing, prior to beginning employment, as a condition of employment. Refusal to submit to or successfully complete a post-offer exam will disqualify the individual from employment. All current employees are eligible for annual lab tests. The frequency and content of the examination varies based on its purpose. For specific information, contact Employee Health or refer to the Human Resources Policy Manual, HR-E-2.

REHIRE AND REINSTATEMENT OF FORMER EMPLOYEES:

It is the intent of DSP to give reasonable consideration to former employees who left in good standing, and had a positive work record who make application for reemployment. Former employees, who are rehired and had a break of greater than one month, are subject to post-offer physical. Former employees who are re-hired within 6 months may apply for “reinstatement” in order to regain their original date of hire and seniority. Directions on how to apply for reinstatement are summarized in the “How To” section in the back of this guide.

SENIORITY:

It is the intent of DSP to provide a fair and consistent means for the movement of employees as a result of transfer application, promotion, reduction in force, etc. While generally these decisions are based on overall qualifications, in some cases, seniority is used as criteria for such action.

Classifications of Seniority:

1. Classification - the length of time an employee has been continuously employed in any capacity and any status in DSP.
2. Classification Seniority - the length of time an employee has worked continuously in a specific job classification in a department, at any status. Seniority continues during an authorized Leave of Absence, paid sick time, Military Leave. Seniority ends when an employee terminates, exceeds an official Leave of Absence, or is affected by a Reduction in Force. Reinstated employees should refer to the “How To” Section of this Employee Guide or the Human Resources Policy Manual for information on seniority.

EMPLOYMENT OF RELATIVES:

DSP does permit the employment of relatives of present employees, subject to certain limitations intended to protect the real and perceived fairness of the workplace. Relatives of present employees must meet all job requirements and will be given no preferential treatment. DSP generally does not permit the hire of related employees who are in a reporting relationship or other potentially inappropriate situations. For definition of a relative, please refer to the Human Resources Policy manual, HR-A-9.

TRANSFERS/PROMOTIONS:

Employees are encouraged to make use of their skills and make every effort to promote or transfer into a more responsible position in accordance with their interests, abilities and qualifications. Once an employee has completed six months in their department/unit, they can then apply for a transfer outside of their job classification/title unless the vacancy occurs in their own department/unit. Most vacant positions are posted on the Internet.

JOB POSTING:

The Job Posting system provides notice of opportunities to transfer or advance within DSP. In some cases, hours that become available (due to change of status, approval of additional hours, etc.) need not be posted, but rather, the Department Head may instead notify all eligible incumbents within the department of the availability for additional hours. Refer to the “How To” section in the back of this Employee Guide for instructions on how to apply for a vacant position.

EMPLOYEE FILES:

DSP ensures confidentiality of personnel files. Active employees are entitled to inspect any materials, excluding references from previous employers, which are contained in their personnel file, by contacting Human Resources. All active and terminated employee files remain the property of DSP. Employee health records and benefit records are filed separately in their respective areas and are also maintained confidentially.

HARASSMENT SAFEGUARDS:

It is the policy of DSP to provide all employees with a positive and productive working environment for all employees. As such, DSP prohibits all forms of illegal harassment, including, but not limited to ‘sexual harassment.’

Illegal harassment is generally conduct that is based on an individual’s inclusion in a legally “protected status”, such as age, race, creed, color, sex, religion, national origin, ancestry, marital status, sexual or affectional orientation, atypical hereditary cellular or blood trait, liability for military service, veteran status, physical or mental disability, domestic partnership or civil union status, transgender status, gender identity or expression, or genetic information of the individual or family member -- or any other classification of employees protected by law.

Further, “sexual harassment” is generally defined as any unwelcome sexual advance, request for sexual favors, or other verbal or physical conduct of a sexual nature when: a) submission to such conduct is made either explicitly or implicitly a term or condition of employment, b) submission to or rejection of such conduct by an individual is used as the basis for employment decisions

affecting such individuals, or c) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance, or d) where such conduct creates a hostile or offensive working environment.

Sexual harassment is not limited to demands for sexual favors. Harassment can refer to behavior which is not welcome, and which is personally intimidating, hostile or offensive. It also may include, but not be limited to, actions against individuals due to their participation in a legally protected status, such as: sexually-oriented verbal banter, slurs, teasing or jokes; repeated offensive sexual flirtations, advances, or propositions; continued or repeated verbal abuse of a sexual nature; graphic or degrading comments about an individual or his or her appearance; the display of sexually suggestive objects, cartoons or pictures; subtle and overt pressure for sexual activity; and physical contact or intimidation. Sexual harassment does not refer to occasional compliments or other such conduct of a socially acceptable nature. Generally, a single comment or incident in "bad taste" does not legally rise to the level of unlawful harassment. However, where it continues after the actor is told to stop, the conduct may become legally improper.

Any employee who believes he/she to be the subject of harassment of any kind by any party (supervisors, employees, visitors, vendors, patients, contractors) is obligated to immediately contact the DSP Compliance Officer or the Vice President of Human Resources. Any employee who witnesses harassing conduct by/to another individual has a similar obligation to report it to these same individuals.

It is the responsibility of the Compliance Officer, or his/her designee to conduct a prompt investigation of all complaints of any form of potentially illegal harassment. Any party not satisfied with the outcome of a report or investigation may seek further resolution by contacting the President of DSP.

PREVENTION OF VIOLENCE IN THE WORKPLACE:

DSP is committed to providing a safe work environment that promotes effective employee, patient and visitor relations, free from intimidation, hostility, violence and similarly disruptive or dangerous behaviors. Further, DSP maintains a 'zero-tolerance' for such conduct, and will formally discipline, up to and including termination, and/or initiate other appropriate action against employees or non-employees who violate this policy.

'Violence' is generally defined as "any act of physical or verbal threat or abuse, assault or trauma that results in real or potential physical harm to others, self or property, directed at an employee, patient, visitor, or any person on or off DSP property". This includes, but is not limited to, the use of profane language, threats or threatening remarks or writings, fighting, aggressive horseplay, unwelcome practical jokes, intentionally damaging property, aggressive, angry

or hostile behavior, possession of a weapon, and any form of harassment or intimidation of any kind.

In cases of imminent danger, all employees should immediately notify DSP Administration by dialing x5420 and then 911.

WAGE AND SALARY ADMINISTRATION

HOURS OF WORK:

The work day is defined as the twenty-four (24) hour period beginning at 7:00 a.m. and ending at 7:00 a.m. on the following day. The pay period is defined as the fourteen (14) calendar day period beginning at 7:00 a.m. on Sunday and ending at 7:00 a.m. on the second Sunday morning. Individual employee schedules will be established by the Office Coordinator or designee and communicated in advance. There may need to be changes to employees' schedules from time to time in order to meet the ever changing needs of the department. Concerns and questions about departmental schedules should be directed to your Office Coordinator or DSP Administration.

PAYMENT OF WAGES:

The primary, preferred form of payment is Direct Deposit. Payday for all employees shall be defined as every other Thursday following the end of the pay period. Due to certain Center-recognized holidays, or in the event of a disaster, computer malfunction or other similar operational problems, DSP reserves the right to pay employees later than regularly scheduled.

DIRECT DEPOSIT:

Direct deposit allows you to receive your pay immediately upon it being transmitted and posted by your bank, typically the morning of pay day. Direct deposit is an electronic transfer of your pay to your bank or credit union account. You can enroll in direct deposit at any time.

TIME RECORDS:

DSP complies with all provisions of Federal and State law with regard to maintenance of payroll and time records and payment of wages. Employees are responsible for accurate daily maintenance of their time records, including the starting and ending time worked and notification to appropriate supervisor of missed or interrupted meal breaks. The cooperation of each employee in recording accurate information is essential to provide correct payment on a timely basis. Employees are to notify their manager no later than three calendar days of being unable to locate their employee ID badge. Working "off-the-clock" is not only against DSP policy but illegal and completely unacceptable, and is subject to formal discipline, up to and including termination. Failure to accurately document daily hours worked at the

beginning and end of shift, failure to clock-in or clock-out using the appropriate method, working “off- the-clock” or other violations of this policy will be subject to disciplinary action, up to and including immediate termination of employment. Exempt staff must also provide accurate records of time worked and time away from work to their immediate manager in advance. Falsification of time records, submitting inaccurate time records, recording another employee’s time, or failure to consistently clock in/out is grounds for formal discipline, up to and including termination.

MEALS AND BREAKS:

Breaks: Most work schedules of five or more hours include a period for an ‘unpaid’ break, typically used for a meal. Upon clocking out at the end of ones’ shift, hourly employees must attest to whether they received or did not receive a 30-minute uninterrupted break. If a 30-minute uninterrupted break is not provided, the time is to be paid. Any questions or concerns related to accurate payment of time worked must be directed to the department timekeeper or department manager immediately upon discovery. Unresolved concerns should be brought to Human Resources immediately.

PAYROLL DEDUCTIONS:

In order to comply with Federal and State Laws, DSP shall withhold all statutory deductions from employee earnings including, but not limited to, Federal and State Income Tax withholding, Medicare and Social Security Taxes. DSP is also required by law to execute all legal wage attachments such as garnishments, tax levies, bills of child support, etc. Employees will be notified of such deductions prior to the paycheck in which they are to be implemented.

OVERTIME:

All non-exempt employees shall be paid an overtime rate of not less than one and one-half times their average hourly rate for all hours worked in excess of forty (40) (non-overtime) hours in any week and in excess of twelve (12) consecutive (non-overtime) hours in any twenty-four (24) period. Hours already paid at an overtime rate do not count a second time towards the daily or weekly overtime thresholds. A holiday premium is also paid for all hours worked on the six (6) Practice-recognized legal national holidays.

COMPENSATORY TIME OFF:

Hourly (non-exempt) employees may not receive compensatory time off rather than pay for time worked; all hourly employees must be paid for all hours worked no exceptions! Schedules may be adjusted to allow later starts or earlier departures in a week in which extra hours were worked by non-exempt staff if approved by their manager. Exempt staff may adjust any variations in their work schedule in the pay period which it is incurred. Notice of such flexibility is to be reported to the appropriate manager on a timely basis.

There is no “entitlement” to extra time-off or pay for extra hours worked by exempt staff.

PERFORMANCE REVIEW:

DSP regularly assesses the competency and contributions made by each employee in an attempt to identify strengths and areas for future development and improvement. Annually, this is formally documented as a performance review, and is conducted by the employee’s immediate supervisor, whenever possible, and reviewed by the Department Director. Employees will be given the opportunity to discuss the evaluation and make additional comments. In accordance with the pay program and acceptable annual review, employees may also be eligible to receive a merit-based increase in pay. If you are dissatisfied with your performance review, discuss it with your manager or you have up to three weeks to add your comments to the review. A formal grievance may be initiated within five working days of the review. In all cases, employees are asked to sign the final review after it has been discussed as an acknowledgment of the discussion, whether or not they agree with its contents.

EMPLOYEE BENEFITS

Because of the details necessary to properly explain benefits, specific documents are available for this purpose. For detailed explanation of any benefit, please refer to other benefit literature or contact the Benefits section of Human Resources.

MEDICAL AND FAMILY LEAVE OF ABSENCE:

- DSP will grant Medical and Family Leave consistent with the Federal Family and Medical Leave Act (FMLA), New Jersey Family Leave Act (NJFLA), and New Jersey Security and Financial Empowerment Act (NJSAFE). Please refer to the FMLA, NJFLA, and NJSAFE general notice posters for additional information pertaining to these acts. If an absence qualifies under more than one leave program, it will be charged against the applicable leave programs, and charged concurrently.
- Unprotected Medical Leave may also be granted for an employee’s own serious health condition if not eligible for Leave under the FMLA. All employees who have completed their initial Introductory Period are eligible for Unprotected Medical Leave.
- An employee must notify their department manager that leave is needed, and contact the Intake Center of DSP’s Leave Administrator to initiate the leave request process regardless of desired payment method during the absence. The notification must include sufficient information that will allow the Leave Administrator to reasonably determine what type of leave the employee may qualify for. Appropriate and timely documentation supporting the need for leave is also required. Providing false or misleading information will result in disciplinary action, up to and including termination of employment.

- Medical and Family Leave is unpaid. However, available paid time off may be used in some circumstances. Temporary Disability Insurance, Family Leave Insurance, or Workers' Compensation benefits may also be available.
- Group health benefits are generally maintained on the same conditions as coverage would have been provided if the employee would have been continuously employed during the FMLA leave period. Employees on NJFLA, NJSAFE, or Unprotected Medical Leave are generally able to continue group health benefits through COBRA as/where appropriate, and pay the applicable monthly premium.
- The FMLA and NJFLA permit leave to be taken on a consecutive, intermittent, or reduced schedule basis under certain circumstances. NJSAFE permits leave to be taken on a consecutive or intermittent basis (full day increments) only. Unprotected Medical Leave is granted on a consecutive basis only. Employees must notify their department manager and make a reasonable effort to schedule intermittent or reduced schedule leave in advance when possible, including leave for planned medical treatment, so as to avoid undue disruption to Deborah Specialty Physician's operations.
- No employee shall be employed outside of DSP while on leave unless the position was held before the leave was granted. If an employee obtains other employment while on leave, their employment with DSP may be terminated.
- At the conclusion of FMLA, NJFLA, or NJSAFE leave, an employee may be reinstated to the same position they held prior to the leave, or to an equivalent position with equivalent benefits, pay, and other terms and conditions, provided their position would be in tact had the leave not occurred. Unprotected Medical Leave does not guarantee return to the same position, or to any position.
- Employees returning from Leave must provide advance notice to their department to facilitate a smooth return. Before returning to work from continuous medical leave, an employee must provide Human Resources with a health care provider's note authorizing the return and outlining any limitations of duties, if applicable.

EDUCATIONAL DEVELOPMENT:

DSP is committed to the on-going development and training of our staff. This commitment is demonstrated through the availability of in-service programs, and Practice sponsored seminars and conferences. For further information regarding Educational Development, please contact your Office Coordinator or Human Resources.

PAID TIME OFF:

DSP believes in the importance of providing paid time off to eligible employees for purpose of physical and mental rest and time away from work. The design of this benefit is intended to provide maximum flexibility to staff. Amount of time

available is based on budgeted hours, position, and date of hire. For a detailed explanation of paid time off, please refer to the Human Resource Department.

BEREAVEMENT TIME:

When an employee experiences a death in the immediate or extended family, paid absence may be provided. The immediate family is defined as spouse, civil union partner, mother, father, legal guardian, step parent, child, spouse or civil union partner of child (including natural, half, step or adopted child), son and daughter of spouse or civil union partner, step children, brother and sister (natural or adopted), half-brother and half-sister (blood relationship), step brother and sister, grandparents, grandchildren. Up to three (3) working days are provided in this case. The extended family is defined as father and mother of spouse or civil union partner (including “step” and “half”), brothers and sisters of spouse or civil union partner, grandparent of spouse or civil union partner, niece, nephew, parent’s brothers and sisters, and spouse of parent’s brothers and sisters. One (1) working day, with a limitation of two (2) occasions per floating 12-month period is provided. Full time employees working less than 40 hours per week and part time employees receive prorated benefits. Bereavement Leave must be taken within 14 calendar days from the date of death. For further information, please contact your manager or Human Resources.

EMPLOYEE CONDUCT

Employees are expected to conduct themselves in a professional and ethical manner that will enable DSP to fulfill its Mission. Employees are expected to work in a cooperative manner with co-workers, patients and other customers. Conduct that discredits DSP services, or is offensive to our patients or public is inappropriate and will not be tolerated. Employees are prohibited from using racial slurs or insults, threatening, harassing, intimidating or coercing co-workers, patients or visitors, or otherwise interfering with the job performance of co-workers. Other examples of inappropriate conduct include, but are not limited to the following: excessive absenteeism, tardiness, breach of confidentiality or privacy, lack of professionalism, non-compliance with all applicable policies and procedures. Employees failing to comply will be subject to discipline, up to and including termination.

ATTENDANCE:

Not only does the absence of any staff member create a burden for fellow co-workers, but it also creates a hardship for the practice, and the potential for interruption of services. To help us meet our staffing needs, we ask each employee to give his/her immediate Supervisor as much advance notice as possible when the need for unexpected absences occur. Minimum notice is no less than half an hour prior to the start of a shift. Except in extreme emergency situations, employees are expected to personally report time off. Failure to give

proper notice, patterns of unscheduled time-off, or an excessive frequency of unscheduled absent or late shifts can result in discipline action, up to and including termination. Absences must be reported on a daily basis except in cases of hospitalization or extended illness. Absence of three or more consecutive scheduled days without proper notice will be considered a voluntary resignation. Attendance is reviewed on a regular basis for frequency, duration or pattern of absences. Individual records will be reviewed with the employee as needed, and whenever a formal performance review occurs.

PERSONAL APPEARANCE AND UNIFORMS:

Every employee represents the DSP to patients, visitors, and other employees. It is our philosophy to be sensitive to the expectation of a conservative patient population in the appearance shown by employees. It is important and expected of employees to exercise a reasonable degree of moderation in dress and grooming, reporting for duty clean, neat, and presenting an appropriate image. DSP maintains the right to establish and enforce acceptable standards of dress and grooming for the hospital environment. Employees must also adhere to CDC guidelines as it relates to personal grooming.

All employees are expected look professional at all times, and to wear appropriately modest clothing that is safe, clean, neat, wrinkle-free and appropriate fitting (correct size, not too baggy or too tight). Hair, regardless of length, should be of moderate color, clean, combed, neatly and conservatively trimmed or arranged. Sideburns, mustaches, and beards should be neatly trimmed at a reasonable length and provide for an acceptable respirator 'fit' where appropriate. Accessories or adornments or decorations should be avoided, but must not be easily dislodged or present safety issues. Examples of unacceptable adornment include, but are not limited to: sequins, glitter, beads on hair, nails or clothing. Employees are to be clean and free of offensive or excessive odors, including excessive perfumes or colognes. All employees are to keep fingernails less than ¼-inch long, clean and well-manicured. Nail, polish, if worn, must be free from chips and cracks. Nail jewelry is not permitted. Artificial nail extenders (i.e. Acrylics, wraps, tips, gel or gel polish, etc.) are not permitted to be worn by any employee having direct patient contact.

SMOKE-FREE OFFICES AND OFFICE LOCATIONS:

DSP is committed to promoting a healthy environment and image for its community, staff, volunteers, visitors, patients and their guests. To this end, all DSP locations are designated a “smoke-free” environment. Smoking (including electronic cigarettes) is strictly prohibited anywhere inside any of the offices, or anywhere on adjacent grounds.

Employees are expected to support this important initiative by politely and professionally informing employees and non-employees who they may encounter who are smoking. If uncomfortable doing so. Employees who smoke

in or adjacent to offices will be subject to formal disciplinary action.

EMPLOYEE IDENTIFICATION:

In order to identify yourself to patients and provide you with maximum security at DSP, all employees are required to wear identification badges while on the grounds or on hospital business. Your badge will be issued by Security at the time of your post-offer physical. These badges remain the property of DSP and must be returned to your Office Coordinator at the end of your employment. Employees must notify their supervisor if unable to locate their ID badge within three days. A fee is charged to replace your badge.

SOLICITATION, DISTRIBUTION, AND TIPS:

The solicitation or acceptance of tips, gratuities, extra cash or non-cash compensation from vendors, grantors, patients, patient's families, and/or visitors is prohibited, unless otherwise provided for in DSP Code of Conduct and Corporate Compliance Plan. Acceptance of any amount of cash beyond the employees pay from DSP is prohibited in all cases.

To protect employees, our patients and visitors from unnecessary interruptions and annoyances, employees may not solicit or distribute materials on working time or in work areas or in patient care areas such as patient rooms, corridors outside patient rooms, patient or visitor waiting areas, or areas where patients receive treatment. Also, employees may not solicit or distribute materials to any other employee who is on work time or in a work area. Non-employees who are not present for bona-fide DSP business are not permitted on DSP office premises, and non-employees are not allowed to solicit or distribute material on DSP grounds at any time. Nothing in this section prohibits employees from discussing terms and conditions of employment with coworkers while at work. For more information, refer to DSP Code of Conduct and Corporate Compliance Plan, Policy 11.

EMERGENCY OPERATIONS PLAN:

Fire is one of the greatest dangers in any physician practice. Every employee should learn where the nearest fire-fighting equipment is located in their particular area, and should be familiar with how to use it.

EMPLOYEE SAFETY:

DSP values employee input as a means of identifying potential problem areas. As such, employees are encouraged to be active in the interest of their own working environment by offering suggestions or comments to their Office Coordinator or to DSP Administration.

EMERGENCY CONDITIONS:

Recognizing that extreme weather conditions and other similar emergencies can present serious transportation problems, DSP may make reasonable allowances for lateness and absence caused by these conditions. Keep in mind, all scheduled employees are still expected to report to work. However, a time leeway may be granted to recognize those employees arriving to work late. This leeway, if granted, is determined by the Executive Director – Administration, on a case by case basis. Employees are expected to contact their Office Coordinators to advise of their availability.

WORKPLACE SURVEILLANCE:

To ensure a safe and secure work environment for all, DSP reserves the right to inspect packages and personal belongings brought into or removed from its property, and to inspect electronic messages, computer files, lockers, offices, desks and all other areas. Similarly, DSP reserves the right to utilize electronic means of monitoring the work environment. This is not intended to be exercised in an arbitrary or unfair way. Where appropriate, every effort will be made to inspect property in the presence of the owner.

Due to the potential for issues such as invasion of privacy (employees, patients and visitors), violations of Federal or State privacy laws or regulation, or sexual or other harassment, use of recording devices by employees (photos, video, audio, etc.) shall be strictly prohibited in work areas and on work time without the expressed advance approval of the Director of Compliance and Privacy, and where there is some appropriate business reason for doing so. This prohibition is not meant to limit employee's rights under the National Labor Relations Act.

USE OF COMMUNICATIONS EQUIPMENT:

The proper use of telephone and other forms of communications equipment is essential to our operation. Employees are expected to answer telephones promptly and in a friendly, professional fashion, identifying yourself and your department. Employee's use of the telephone system for personal calls is limited to local calls of a brief and necessary nature, with the approval of their supervisor. Employees may be required to reimburse DSP for the cost of personal calls and may be subject to disciplinary action for abuse of equipment or excessive use of phones for personal business. Electronic mail and Internet access is to be used solely for business purposes. Personal pagers, cell phones or other electronic devices may be approved by the department and must be set on vibrate mode during work hours. Personal cellular phones are only permitted in specific areas. There is no right or expectation of privacy when using any communication equipment including e-mail.

FALSIFICATION OF RECORDS:

Given the high degree to which we rely on accurate written documentation to support much of what we do, any employee who falsifies or misrepresents records; fails to maintain appropriate records, or matters of a similar nature or having the effect of undermining the integrity of clinical or business records, will be disciplined up to and including immediate termination. Records include but are not limited to: time records, narcotic records, employment records, and patient records.

FEDERAL FALSE CLAIMS ACT:

DSP is committed to obey all federal and state laws, to implement and enforce procedures to detect and prevent fraud, waste and abuse regarding payments to DSP from federal or state healthcare programs, and to provide protections for those who report actual or suspected wrongdoing. See DSP Code of Conduct and Corporate Compliance Plan.

OFF-DUTY CONDUCT:

It is the policy of the DSP to refrain from involvement in the personal off-duty lives of its employees. Nevertheless, when the off-duty conduct of employees has or could have a real or perceived detrimental effect upon an employee's job performance, the performance of others or services of DSP will take appropriate action. Examples of off-duty conduct that poses potential concern relative to this policy include, but are not limited to: Allegations of criminal conduct, (including embezzlement and other forms of larceny, healthcare fraud or the like); possession, use and/or trafficking of illegal narcotics, abuse of prescription medications or alcohol; violent and/or inappropriate sexually-oriented conduct; making maliciously false statements; engaging in romantic relationships between supervisory staff and subordinates.

LEGAL MATTERS:

While DSP is firmly committed to the principle that "everyone is innocent until proven guilty" it cannot expose patients and employees to unnecessary hazardous or legitimately uncomfortable conditions. Every employee has an affirmative obligation to notify the Executive Director - Administration if they are arrested, charged or convicted of any criminal offense (other than for a summary offenses, such as traffic violations, littering, jaywalking, etc.). Failure to do so may result in disciplinary action, up to and including termination of employment.

SUPERVISOR/SUBORDINATE RELATIONSHIPS:

Due to the potential for real or perceived loss of objectivity and fairness or conflicts of interest, supervisory personnel (or other individuals with formal or informal impact on the terms or conditions of employment of others) are strongly discouraged from dating or engaging in romantic or intimate

relationships with those they directly supervise, or those within their formal or informal supervisory or administrative span of control. Supervisory personnel (or other individuals with formal or informal impact on the terms or conditions of employment of others) who engaged in such relationships with subordinates must notify their Executive Director as soon as possible following initiation of the relationship. Failure to do so can result in disciplinary action. Where real or potential issues exist, in the interpretation of DSP, DSP reserves the right to act in a manner deemed to be in the best interests of DSP. This may include, but not be limited to the following: Involuntary transfer of one of the individuals to another office location; realignment of reporting relationships; completion of a consensual relationship agreement outlining expectations, understandings, rights and obligations of both parties to the relationship. Refusal by either employee to comply with DSP request(s) may result in the separation of one or both of the incumbents as a voluntary resignation - at DSP's sole discretion.

SOCIAL MEDIA:

Nothing that is communicated in a public forum is ever truly anonymous or private, nor does it ever expire. As such, we must understand that no one has a right to privacy of information she/he places in the public domain, such as in social media. For the purpose of this policy, the term "social networking sites" shall be defined as any website or space that allows users to create a profile, share information, videos, photos, music or thoughts. Examples include, but are not limited to Facebook, LinkedIn, Twitter, YouTube, Flickr, blogs, wikis, forums, podcasts and posted comments and texts. Social networking sites should not be accessed by employees while on work time, unless specifically related to their required job functions. DSP reserves the right to monitor all forms of public communication, including unsecured social networking sites.

Only specific individuals in specific roles are authorized to speak on behalf of DSP. All others are prohibited from making representations as spokespersons of DSP in public settings, including, but not limited to, Internet social networking sites, newspapers or other mass media outlets. No other employee may create an account, entry, feed, page or profile on any social networking site or any mass media claiming to represent DSP, any DSP office, service or affiliated entity of DSP.

The lines between public and private, personal and professional can easily be blurred. By identifying oneself as a DSP employee, patients, customers and the general public can easily form a perception that personal commentary is meant to be representative of DSP organizational or business views. As such, employees are discouraged from identifying themselves on personal social networking sites as employees of DSP. If an employee does identify themselves as an employee of DSP, then they must prominently display the following disclaimer:

“The views and opinions expressed by me on this [site, blog, posting, etc.] are my own, have not been reviewed or approved by DSP, and do not necessarily represent the views or opinions of DSP.”

The above applies to all social network sites, including any DSP-sponsored site(s) or other such public media. Nothing in this policy is intended to interfere with employee’s legal rights to engage in protected concerted activity, as defined by the National Labor Relations Act.

For additional information related to Off-Duty Conduct, refer to DSP’s Code of Ethics and Professional Conduct policy.

COUNSELING:

In some cases, progressive counseling is an effective method to encourage employees to correct deficiencies in their conduct or performance before circumstances prompt a decision of termination. The elements of progressive discipline may include verbal and written counseling, unpaid suspension, and termination. Depending upon the specific case or desires of DSP, action may begin at, omit, or repeat any of these guidelines. The DSP Executive Director – Administration will review all formal corrective action. The employee has a right to file a grievance if he/she feels treatment has not been just. While we recognize and value the benefits of a proactive counseling process, this approach is not intended to supersede DSP’s right to terminate employees at any time and for any reason, with or without notice or ‘cause.’

SEPARATION OF EMPLOYMENT:

It is the desire of DSP to support employment of all employees. However, employee needs change, which may result in their resignation, with or without notice. Similarly, DSP needs may change, which may result in termination of staff or reduction in force, with or without notice. Employees who leave involuntarily or who resign voluntarily but do not work the proper notice period will forfeit any rights to terminal pay. Employees leaving (voluntarily or involuntarily) before three full months of employment, are not eligible for any terminal pay other than their time worked. An absence of three (3) or more consecutive scheduled days without notification to department manager is considered a voluntary resignation without notice and any terminal benefits are forfeited.

GRIEVANCE PROCEDURE:

While we work to provide a positive work environment where all employees are treated fairly, there may be circumstances that arise that leave some employees to believe they have been treated unfairly. Similarly, situations may arise that employees believe are inappropriate, illegal, or violates a rule or regulation. For these reasons, DSP supports the “chain of command” for most timely and efficient problem resolution. Also, DSP maintains a formal grievance procedure

so that employees can bring special and more severe problems to the attention of management. Further, the Compliance Officer is available to employees with these types of concerns. DSP believes that the resolution of employee work problems is best dealt with internally. A valid grievance may be initiated if any regular employee experiences a negative impact resulting from any interpretation or application of a policy by management or another employee, which cannot be satisfactorily resolved as part of the regular working routine.

GENERAL INFORMATION

JURY DUTY:

In some cases as a hospital employee, we are exempt from New Jersey State and County jury duty. Exemptions are generally not as available for Federal Grand jury duty. While we recognize the importance of this civic duty, we expect you to apply for this exemption. Human Resources must be notified and will assist you with these details. If your exemption is denied, you will be paid your regular rate of pay including shift payment, for the scheduled shifts you miss. In these cases, you are expected to return to DSP any compensation received from jury duty if the amount is over \$15 per day. If you elect to serve on a jury, rather than seek exemption, you may use earned time off, request a Personal Leave of Absence without pay, or take the time without pay. Should you report for Jury Duty and be released, contact your Office Coordinator before going home.

COURT APPEARANCES:

In certain situations, employees may be asked to appear in court for Practice related business. This duty is one that DSP expects employees to comply with. Any employee, who misses work due to appearing in court involving DSP, will be paid his/her normal rate for the hours of work missed, including overtime if applicable.

DRUG FREE WORKPLACE:

It is our commitment to provide a drug-free work environment and where appropriate, to assist employees who are impaired by the use of drugs or alcohol in obtaining treatment. Employees using, impaired by, in possession of, or distributing alcohol or illegal drugs on the grounds of DSP will be subject to discipline, up to and including termination. Employees and their family members are encouraged to proactively access professional services for assistance with substance abuse problems. Employees have an obligation to report any arrest or conviction, under a criminal drug statute, which occurred while an employee of DSP. A written report of a conviction or arrest must be made as soon as possible, to the Executive Director - Administration. Failure to do so will result in disciplinary action up to, and including termination. DSP may require employees to submit to screening tests in relation to specific situations as deemed

appropriate by DSP. Failure to submit to a test at the time it is requested will be treated as a positive result. Positive test results indicating impairment by the use of alcohol and/or drugs will result in disciplinary action up to and including termination.

VISITORS:

Personal visitors including family members are not permitted during your working hours or in your work place. Employees are not permitted to visit with relatives or friends during working time without prior approval by the Office Coordinator.

MODIFIED DUTY:

DSP will attempt to make reasonable efforts to accommodate employees who become temporarily limited in their ability to complete their full job duties due to illness or injury, with the intent of returning to full duty. Approved Modified Duty shall generally not exceed four (4) weeks.

HOW TO GUIDELINES

In this section of the Employee Guide, we will provide basic guidelines on how to obtain certain commonly requested information. If you are still unclear on any item or if you do not find what you are looking for, please contact your supervisor or Human Resources for assistance.

CHANGE TAX WITHHOLDINGS W-4:

If a change in your family status should occur, marriage, divorce, or the birth of a child for example, your tax status could also change.

STEP 1: If you wish to change the deductions from your paycheck, obtain a Federal and/or State W-4 Form.

STEP 2: Complete the form and return to the Payroll Department for processing.

ELECT ELECTRONIC W-2:

Electronic distribution of W-2 forms through UltiPro is available immediately upon processing. To elect electronic distribution, login to UltiPro and follow the instructions found on the Home page, or on the Pay → Income Taxes tab of your record (right side of page, labeled “Change W-2 Consent Form”). You can change your election at any time.

CORRECT A PAYROLL ERROR:

STEP 1: Bring the error to the immediate attention of the timekeeper in your Department and/or Department Manager.

STEP 2: The timekeeper or Department Manager will contact the Payroll Department to correct the error.

STEP 3: If payment is due, you will be paid the earnings due. The timing of the

payment is based on the amount of money owed. Generally, amounts under one day's pay or \$100 are paid in the following pay period; if over these thresholds a special payment will be made on Tuesday the week following pay day. If the error resulted in an overpayment, the adjustment will also be based on the amount of the difference.

SIGN UP FOR DIRECT DEPOSIT:

Direct deposit allows you to receive your pay immediately upon it being transmitted and posted by your bank, typically the morning of pay day.

STEP 1: Obtain appropriate forms from the Payroll Department.

STEP 2: Complete and submit to the Payroll Department.

ENROLL IN BENEFITS:

STEP 1: Human Resources will provide a benefit packet at the time you are hired. If you do not receive one at that time, it is your responsibility to request one from Human Resources.

STEP 2: You must complete the benefit enrollment forms and return them timely to Human Resources to be eligible for benefits.

STEP 3: If your status is changed and you become benefit eligible after you are hired, please obtain a benefit package from Human Resources. Complete and return the enrollment forms to Human Resources.

CHANGE BENEFIT INFORMATION:

Please observe the following guidelines to change benefit information as a result of life events such as birth/adoption, death, marriage, divorce, overage dependents, name change, address change, etc.

STEP 1: Obtain the appropriate change form from Human Resources.

STEP 2: Complete the change form and return it to Human Resources. This form must be returned within 30 days of the event. Otherwise, changes may not be addressed until the next open enrollment.

FILE FOR TEMPORARY DISABILITY INSURANCE:

If you lose time from work due to a non-work related injury/illness, you may be eligible for short-term reimbursement of lost wages in accordance with New Jersey law.

STEP 1: Contact DSP's Leave Administrator to initiate the leave request process and receive instruction on how to apply for Temporary Disability Insurance.

FILE FOR LONG TERM DISABILITY:

STEP 1: Check with Human Resources on eligibility.

STEP 2: If eligible, obtain and complete a claim form from Human Resources.

STEP 3: Complete your portion of the form and have your health care provider complete his/her portion.

STEP 4: Return the form to the LTD Insurance carrier for their review and decision.

FILE FOR FAMILY LEAVE INSURANCE:

If you lose time from work to care for a qualified family member with a serious health condition or to bond with a child after birth or placement for adoption, you may be eligible for short-term reimbursement of lost wages in accordance with New Jersey law.

STEP 1: Contact DSP's Leave Administrator to initiate the leave request process and receive instruction on how to apply for Family Leave Insurance.

FILE FOR LIFE INSURANCE WAIVER OF PREMIUM:

Step 1: Check with Human Resources on eligibility.

Step 2: If eligible, obtain and complete a claim form from Human Resources.

Step 3: Complete your portion of the form and have your health care provider complete his/her portion.

Step 4: Return form to the Life Insurance carrier for their review and decision.

FILE A FLEXIBLE SPENDING ACCOUNT CLAIM:

A Flexible Spending Account (FSA) is an employee-owned account that allows you to use pre-tax income to pay for eligible out-of-pocket healthcare and dependent care expenses that are not covered by your benefits program. For more information on how a FSA may benefit you, contact Human Resources or the FSA claims administrator.

STEP 1: If you are an eligible FSA participant, healthcare and dependent care claim forms are available in Human Resources or online with the FSA claims administrator.

STEP 2: Complete the claim form, attach your paid receipts, keep copies, and submit to the FSA claims administrator. Use of a FSA "credit card" and direct pay to a provider may also be available as an alternative to filing a claim for reimbursement. You must keep your receipts in case verification is needed. Contact Human Resources or the FSA claims administrator for details.

STEP 3: It is important to be conservative with your FSA election. Any unused money left in your FSA at the end of the year must be forfeited (i.e., "use it or lose it" rule).

CHANGE MY CONTRIBUTION TO THE 401(k):

STEP 1: To change your contribution, fund allocation or beneficiary, call Empower at 866-467-7756.

JOIN THE CREDIT UNION:

DSP offers an opportunity to belong to the Healthcare Employee Federal Credit Union via payroll deduction.

STEP 1: To join the Credit Union, contact them at 1-800-624-3312.

STEP 2: After contacting the credit union, you will then need to complete a direct deposit form which can be obtained from Payroll.

STEP 3: Several services are provided through the Credit Union. For information on these services, contact the Credit Union.

CHANGE DEDUCTION IN THE CREDIT UNION:

STEP 1: Contact the Credit Union. Then complete a direct deposit form.

STEP 2: Return the form to Payroll.

RESIGN IN GOOD STANDING:

STEP 1: Submit letter of resignation, providing proper notice, indicating effective date of resignation, last day of work, and reason for separation.

STEP 2: Proper notice is equivalent to the annual PPT entitlement for your position, not necessarily your PPT accrual.

- Department Heads, Physicians, Administrative “Chiefs” – 4 calendar weeks required
- RN’s, CRNA’s, RNFA’s, RD’s, RPH’s, Perfusionists, PT’s, OT’s, PA’s, Nurse Practitioner’s, MSW’s – 3 calendar weeks
- All others – 2 calendar weeks

STEP 3: While one unscheduled absence is permitted within this notice period, you must work the balance of your required notice period including your last day. Failure to provide and work your proper notice will result in the forfeiture of terminal benefits.

RETIRE:

STEP 1: Notify your supervisor of your intended last day worked through the regular resignation process. Work as scheduled, through your notice period.

STEP 2: Contact Human Resources regarding continuation of existing life insurance and/or health benefits.

FILE A PROCESS VARIANCE REPORT:

Process Variance Reports are designed to note events outside our normal working routine as it relates to patients, security or safety issues. They are used to identify and trend activities. They are also used for reporting employee injuries. **STEP 1:** Access a Process Variance Report form on-line via the Intranet immediately after the event has occurred.

STEP 2: Complete the form on-line. Be sure to include all facts pertinent to the event such as dates, witnesses, etc.

FILE A WORKERS’ COMPENSATION CLAIM:

STEP 1: It is the responsibility of the injured employee to report any on-the-job incidents immediately to their Supervisor.

STEP 2: Access the Process Variance Report on-line via the Intranet. Failure to complete and submit the report within 90 days from the date of the incident may render you ineligible for Workers’ Compensation Benefits.

STEP 3: If any medical treatment is required, the employee will be referred to

Employee Health for examination. Authorization for follow-up care is provided by the Workers' Compensation Carrier.

STEP 4: If you lose time from work in excess of seven (7) calendar days due to a work-related injury/illness, you may then be eligible for reimbursement of lost wages in accordance with New Jersey State Workers' Compensation Law.

STEP 5: Employee Health will complete the Workers' Compensation Claim Form and forward it to the insurance carrier.

STEP 6: Available hours may be used to supplement income benefits paid up to normal weekly wages.

STEP 7: If an absence is expected to exceed three calendar days, you must apply for a Medical and Family Leave of Absence. For information on how to apply for such a leave, please refer to the "How To" section at this Employee Guide.

APPLY FOR A PERSONAL LEAVE OF ABSENCE:

STEP 1: Request your leave in writing to your Department Director. Include your reason for the leave and the dates needed. Personal leaves may be granted for a period of seven to 60 calendar days.

STEP 2: Human Resources will inform you whether your leave has been approved.

STEP 3: If approved, you are expected to return to work on the date indicated.

APPLY FOR A MEDICAL OR FAMILY LEAVE OF ABSENCE:

STEP 1: Contact the Intake Center at Deborah Specialty Physician's Leave Administrator to initiate the leave request process.

STEP 2: When Leave is foreseeable, you are required to give at least 30 days advance notice. Under NJFLA, you are required to give at least 15 days advance notice for intermittent leave, and reasonable and practical notice for continuous leave to provide care for a family member with a serious health condition. When Leave is foreseeable fewer than 30 days in advance, or fewer than 15 days in advance under NJFLA for intermittent leave, notice must be given as soon as practicable under the particular facts and circumstances. When Leave is unforeseeable, notice must be given in accordance with your department attendance policy for unscheduled absence/lateness, but no later than one-half hour prior to the scheduled shift, or if appropriate, as soon as practicable under the particular facts and circumstances. Failure to provide adequate notice may result in delay or denial of the leave. Providing false or misleading information will result in disciplinary action, up to and including termination of employment.

STEP 3: You are responsible to ensure DSP's Leave Administrator receives acceptable and timely documentation supporting the need for leave. Failure to do so may result in leave and/or benefit delay or denial, and other appropriate action, including classification of the absence as "unscheduled" for attendance purposes.

STEP 4: You are responsible to inform your Department Manager/Supervisor of your time off needs. This includes coordinating time-off when possible, following call-out procedures for unplanned absences, and keeping in regular contact during an absence period to provide ability-to-work status updates. Failure to do so may result in disciplinary and other appropriate action.

STEP 5: Contact Human Resources to discuss any benefit related issues.

FILE A GRIEVANCE:

A valid grievance may be initiated if an eligible employee experiences a “negative impact” which cannot be satisfactorily resolved as part of the regular working routine, resulting from: a) the departmental interpretation or application of a policy, b) the failure to comply with a policy by management or another employee, c) in the case of an issue of management rights or discretion, where there exists a reasonable belief that there is an inappropriate basis for a decision which adversely effects the employee. Disagreement with DSP policy, or with Human Resources judgment or its interpretation of DSP policy or practice, shall not fall within the purview of the Grievance Procedure. Disputes of this nature should be addressed to the Vice President - Human Resources, and if not satisfied, in writing to the DSP President for final resolution.

In such cases, DSP maintains a formal grievance procedure for any regular employee to use to resolve the situation. In any step, the Executive Director - Administration or his/her designee is available to provide information and assistance to the employee or manager where requested. For purpose of this policy, the employee bringing or alleging the complaint is referred to as the “grievant” and the person being accused of the complaint is referred to as the “respondent”.

STEP 1: The eligible plaintiff shall discuss the problem verbally with their immediate supervisor within five (5) days* of occurrence. Verbal response from the Supervisor is expected within three (3) days* of the notice.

STEP 2: If the response at Step 1 is felt to be inadequate by the plaintiff, he/she may, within five (5) days* of verbal response from Step 1, present the complaint in writing to the Vice President of Human Resources, who shall respond in writing within five (5) days.*

STEP 3: If the response at Step 2 is felt to be inadequate by the plaintiff, he/she may, within five (5) days* of receipt of written response from Step 2, file a written complaint to Executive Director – Administration, who shall respond in writing to the plaintiff within five (5) days* of this notice.

STEP 4: If the response at Step 3 is felt to be inadequate by the plaintiff, he/she may, within five (5) days* of response from Step 3, file a written appeal of the decision to the DSP President for review. Within a reasonable time frame of receipt of notice to the President, the Executive Director - Administration or designee shall appoint a Grievance Committee comprised of five (5) employees, to review the case and consider evidence on behalf of all parties. The Committee will consist of three peers of the plaintiff, and two peers of the

defendant. For the purpose of this policy, “peer” is intended to mean employee of similar organizational level/role, but not in the same department/unit. The Executive Director - Administration or his/her designee will sit as a non-voting resources/ mediator to the Grievance Committee. The Committee will submit recommendations within five (5) days* of completion of their consideration to the President. The President has three (3) days* to consider the recommendation and respond in writing to the plaintiff. Decisions resulting from STEP 4 shall be final in all grievances.* All days refer to working days (excluding weekends, holidays, etc.). In cases where a person having important first-hand information is unavailable for input into this process, these days could be extended. Failure on the part of the employee to present a grievance within the mandatory time limits, unless there is a compelling reason such presentation could not be made, shall be considered settlement of the grievance at the immediate preceding step. Neither disciplinary action nor harassment shall be directed against any employee for presenting a grievance.

APPLY FOR A TRANSFER:

STEP 1: If you have successfully completed your Introductory Period and worked six months in your department/unit, you may apply for a transfer to another position and/or department.

STEP 2: Managers are not informed of their employees transfer application until an offer has been made.

STEP 3: Only those candidates meeting the minimal requirements of the position are interviewed. A salary quote for the interested position is determined by Human Resources.

STEP 4: You will be notified of the outcome by Human Resources.

CHANGE NAME, ADDRESS, PHONE NUMBER:

STEP 1: Please inform your Office Coordinator of the affected change.

STEP 2: He/she will complete the Change of Status form and send it to Human Resources.

STEP 3: If you receive health, dental, or prescription coverage, you must also complete a benefit change form to indicate your change(s) for benefit information. This can be obtained from Human Resources. Please return this form to Human Resources.

STEP 4: If you are a member of the Credit Union you must contact them directly with your new information.

APPLY FOR REINSTATEMENT:

Approval for reinstatement is available to employees who resign in good standing and return to DSP within six months. If approved, seniority extends to your original date of hire.

STEP 1: Submit a written request for reinstatement to the Executive Director - Administration indicating original date of hire, date of termination, new date of hire, and reason for request.

STEP 2: If approved, you will be notified in writing, and your employment record will reflect this reinstatement.

REVIEW PERSONNEL FILE:

STEP 1: Current employees may contact Human Resources to make an appointment to review your file, excluding references from previous employment.

STEP 2: A copy of a document(s) from your personnel file will be provided if so desired. You may be asked to pay a nominal fee to cover copying costs.

OBTAIN A COPY OF YOUR JOB DESCRIPTION, VALUATION, OR PAY STUB:

STEP 1: A copy can be requested by contacting Human Resources.

REPLACE YOUR ID BADGE:

STEP 1: Notify your supervisor immediately but no later than three working days of losing your ID badge.

STEP 2: Contact the Security Department so a replacement can be made.

STEP 3: There is a fee to replace the cost of the badge. You will be so informed.

IMPORTANT TELEPHONE NUMBERS

DSP ADMINISTRATION

Main Office-Cymrot Building, Browns Mills.....	609-893-6611 x 5420
Executive Director-Administration.....	x 5424
Executive Director-Medical Affairs.....	x 5425
Employee Health.....	x 4612
Benefits.....	x 4284 or 4282
Fax.....	609-735-2971

BENEFIT PROVIDERS

401(k) (Empower).....	866-467-7756
Auto/Home Insurance (USI Affinity).....	855-874-0167
Auto Insurance (NJM)	800-232-6600 x4515
Benefits VIP (Corporate Synergies).....	866-293-9736
Credit Union (HEFCU).....	800-624-3312
Critical Illness/Disability Ins. (Farmington).....	800-621-0067
Dental (Horizon).....	800-4DENTAL
Employee Assistance Program (Empathia).....	800-634-6433
Flexible Spending Account (HealthEquity).....	877-924-3967
Medical (CIGNA).....	800-CIGNA24
Prescription Drug (Express Scripts).....	888-454-2468
Vision (EyeMed).....	866-723-0596
Wellness (Wellworks ForYou).....	800-425-4657
Whole Life Insurance (Farmington).....	800-621-0067

