



Employee Handbook

Non-Represented Employees

The Johns Hopkins Hospital/
Johns Hopkins Health System Corporation



JOHNS HOPKINS
M E D I C I N E

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“I have given you in your capacity of trustees, thirteen acres of land, situated in the city of Baltimore, and bounded by Wolfe, Monument, Broadway, and Jefferson Streets, upon which I desire you to erect a hospital.”

—Johns Hopkins, 1873

When wealthy Baltimore banker Johns Hopkins died in 1873, his will divided his estate into two equal parts- one for the creation of a university and the other for the building of a hospital. Mr. Hopkins, a Quaker who felt a moral duty to use his money for charitable purposes, left instructions that the hospital “treat the indigent sick of the city without regard to sex, age or color.”

John Shaw Billings, a well-known expert in hospital design and management, was selected by the estate’s trustees to carry out the plans to create a hospital that would best serve as an instrument of medical education. Mr. Billings proposed many progressive ideas including: providing support for scientific research to advance medical knowledge, teaching through observation and practice rather than relying only on textbooks and hiring full-time medical school professors who could devote their careers to research and teaching. By the time the Hospital was built and dedicated in 1889, it was clear that The Johns Hopkins Health System Corporation would become a leader and model for medical education, research and patient care.

The Johns Hopkins Hospital and the Johns Hopkins Health System Corporation treat approximately one million patients each year and employ approximately 15,000 people. It has become world-renowned for excellence in patient care, for breakthrough discoveries in medical research and as a training ground for the nation’s finest physicians, nurses, health care professionals and public health experts. It has achieved, and even exceeded, the promise anticipated by its visionary founders more than 100 years ago.

OUR MISSION

The mission of The Johns Hopkins Hospital and the Johns Hopkins Health System Corporation (JHH/JHHSC) has remained constant for over a century. It is our mission:

- To be the world’s preeminent health care institution;
- To provide the highest quality care and service for all people in prevention, diagnosis and treatment of human illnesses;
- To operate cooperatively and interdependently with the faculty of the Johns Hopkins University to support education in the health professions and research development into the causes and treatments of human illness;
- To be the leading health care institution in the application of discovery;
- To attract and support physicians and other health care professionals of the highest character and greatest skill;
- To provide facilities and amenities that promote the highest quality care, afford solace and enhance the surrounding community.

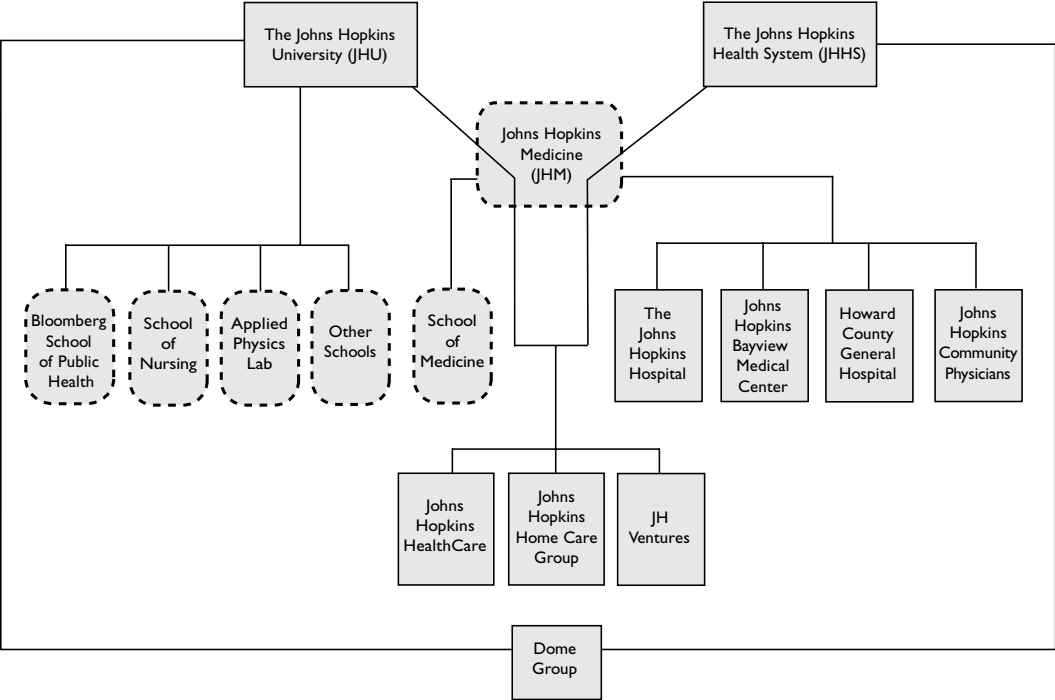
OUR CORE VALUES

Our values are more than just words. They tell what we strive for in order to fulfill our mission. The values of JHH/JHHSC are:

- *Excellence & Discovery*—Be the best. Commit to exceptional quality and service by encouraging curiosity, seeking information and creating innovative solutions.

- *Leadership & Integrity*—Be a role model. Inspire others to achieve their best and have the courage to do the right thing.
- *Diversity & Inclusion*—Be open. Embrace and value different backgrounds, opinions and experiences.
- *Respect & Collegiality*—Be kind. Listen to understand and embrace others’ unique skills and knowledge.

OUR FAMILY



Scope

This handbook has been prepared for employees of The Johns Hopkins Hospital (JHH) and the Johns Hopkins Health System Corporation (JHHSC). While these two organizations are separate employers with separate corporate operational missions and management staff, many of the policies and practices regarding work rules for each organization are the same. The name of each organization will be referred to throughout this handbook through the joint reference of “JHH/JHHSC.”

Purpose

This handbook is provided as a resource guide and a summary of the various policies, benefits and services available and applicable to the non-bargaining unit employees of JHH/JHHSC. It also summarizes the general conditions of employment and your rights and responsibilities as an employee. Employees are required to read this handbook and use it as a reference guide. When further information is needed, employees should contact their supervisor or the Department of Human Resources.

This handbook supersedes, in all aspects, any prior handbook information. The information in this handbook is intended to be as accurate as possible, however, should there be differences between this handbook and provisions of insurance contracts, plan documents and/or policies, or changes in law or regulations pertaining to employment, the provisions of those insurance contracts, plan documents and/or policies, or laws or regulations will govern.

Employment at JHH/JHHSC is a voluntary, employment-at-will relationship. Employment-at-will means that while JHH/JHHSC intends to maintain a positive working relationship with employees, employees have the right to end employment at any time and JHH/JHHSC reserves the same right. This at-will relationship remains in full force and effect, notwithstanding any statements to the contrary made by any JHH/JHHSC employees or representatives, or set forth in any other document.

The contents of this handbook are not a contract of employment and should not be considered as a guarantee of continued employment with JHH/JHHSC. JHH/JHHSC reserves the right to change or discontinue the handbook, its policies, practices and/or procedures at any time and without notice.

ADDITIONAL REFERENCES

Numbers to Know

Listed below are frequently used telephone numbers:

Compliance Hotline.....	1-877-932-6675
Faculty and Staff Assistance Program (FASAP).....	410-955-1220
Fire and Medical Emergency.....	410-955-4444
Human Resources Consulting & Labor Relations	410-955-6783
Human Resource Service Center (Eastern)	410-443-997-5400
JHMCIS Help Desk	410-955-4357 (5-HELP)
Main Operator.....	410-955-5000
Occupational Health Services.....	410-955-6211
Occupational Injury Clinic	410-955-6433
Organizational Equity	410-735-7283
Paging Operator.....	410-955-5020
Parking Office.....	410-955-5333
Safety Office.....	410-955-5918
Security	410-955-5585
STIX Hotline (Exposure to blood or body fluids)	410-955-7849 (5-STIX)

Web Sites

Throughout this handbook, several policy and procedure manuals are referenced. Departments should have a copy of each manual and the manuals can also be found online at the following addresses:

JHH Corporate and Administrative Manual

www.insidehopkinsmedicine.org/operations_integration

JHH Interdisciplinary Clinical Practice Manual

http://intranet.insidehopkinsmedicine.org/.../protocols_procedures/manual_updates.html

JH Health, Safety and Environment Manual

http://www.insidehopkinsmedicine.org/health_safety_security.cfm

JHHS Finance Policy & Procedure Manual

http://intranet.insidehopkinsmedicine.org/jhcp/quality/policies_procedures.html

Human Resource Policy and Procedure Manual

www.hopkinsmedicine.org/jhhr/PoliciesProcedures

CULTURE OF EXCELLENCE

JHH/JHHSC is among the finest health care organizations in the United States. To keep this distinction, JHH/JHHSC must continue to develop a culture of excellence: a culture that encourages and supports excellence in patient care, teaching, research and service to patients, customers, fellow employees and our community. To achieve this goal, JHH/JHHSC must foster an environment in which the pursuit of excellence is part of all activities.

A Matter of Pride

By joining the JHH/JHHSC team, you have become part of a long tradition of distinguished health care. Since the Hospital opened more than a century ago, our mission has been one of excellence. We strive to lead the world in the diagnosis and treatment of disease. Above all, we aim to provide the highest quality health care and service to all of our patients. Our commitment to excellence shows. We continually make news, introducing new therapies, furthering medical discovery and garnering awards.

“Best of the Best”

The Johns Hopkins Hospital has consistently ranked as one of the top hospitals in the nation and in Maryland in the U.S. News & World Report Best Hospitals rankings. In addition, U.S. News has ranked the majority of the Johns Hopkins’ 16 medical specialties within the top five nationally. Leadership acknowledges that the efforts and contributions of all employees make this recognition possible.

Magnet

In 2003, The Johns Hopkins Hospital became the first hospital in Maryland to receive the prestigious Magnet Recognition Award for Excellence from the American Nurses Credentialing Center, a component of the American Nurses Association. Magnet is the only national award recognizing excellence in nursing services and organization.

The Joint Commission

The Johns Hopkins Hospital is an accredited organization. The Joint Commission an independent, not-for-profit organization, established more than 50 years ago. Its mission is to continuously improve the safety and quality of care provided to the public through the provision of health care accreditation and related services that support performance improvement in health

care organizations. The Joint Commission sets the standards by which health care quality is measured in America and around the world. To maintain and earn accreditation, organizations must have extensive on-site reviews by a team of The Joint Commission health care professionals, at least once every three years.

A Supportive Workplace

JHH/JHHSC works tirelessly to create a supportive workplace environment that values cooperation and mutual respect, nurtures a spirit of community and rewards hard work and dedication. JHH/JHHSC sustains this atmosphere by recognizing employee accomplishments, actively promoting diversity, providing multiple opportunities for communication and listening and responding to employees.

Employee Satisfaction

The best way we can make our workplace better is by talking and listening to each other. By participating in our confidential employee satisfaction survey process, employees help make our organization a better place to work. The purpose of this survey is to obtain staff thoughts and input regarding what they like about working here and what they would like to see improved to make JHH/JHHSC an even better place to work. The surveys take place approximately every two (2) years. The results are used to develop organizational and departmental action plans for improvement.

Employee Appreciation

Employee appreciation is an important part of the culture of JHH/JHHSC and all employees are encouraged to recognize others for a job well done. The formal employee appreciation program is a way for JHH/JHHSC to recognize, praise and thank employees for their dedication to JHH/JHHSC and for their positive contributions to the organization’s success. The

components of the formal appreciation program include:

Employee Service Awards

Employee Service Awards recognize employees of JHH/JHHSC. All employees earning awards are encouraged to participate in related scheduled activities.

Five-Year Anniversary Milestones

Employees are given a commemorative pin and congratulatory letter from the President of JHH/JHHSC in honor of their five year anniversary.

Employee Appreciation Service Award Ceremony

Employees who achieve 10, 20, 30, 40 and 50 year anniversaries are given a paid day off to attend and be honored at a ceremony and reception, if proper notification is given to their supervisor. An employee who attends the ceremony on a day that is already scheduled off will not be paid for attending. In addition, employees who reach these milestones will receive a gift of their choice selected from a special gift brochure.

President’s Dinner

Employees who achieve 30, 40 and 40+ anniversaries are honored at an evening dinner hosted by the President of JHH/JHHSC.

Baker-King Award

The Baker King Award was created in 1962 by Dr. and Mrs. Theodore King, who recognized the significant contributions of all JHH/JHHSC employees. The awards are presented at the Service Award Ceremony to non-exempt and non-supervisory employees who have been truly outstanding in the performance of their job duties, and who thus set an example for all.

Edward A. Halle Prize for Excellence in Patient Service

The Edward A. Halle Prize for Excellence in Patient Service honors an employee who exemplifies extraordinary human compassion and outstanding patient service. The award was established in 1993 by 23-year Hospital veteran Edward Halle, who provided excellent service during his Hopkins career. The recipient of the award is selected based on complimentary letters sent by patients throughout the year.

HR Presidential Leadership Award

The HR Presidential Leadership Award honors a top manager or administrator who has demonstrated outstanding performance by creating, managing and improving an environment

for excellence for their employees. The award recipient is selected based on the most recent employee engagement scores, support from their Administrator/Director/Manager and selection by an Executive Committee. The award is presented at the Service Award Ceremony and the recipient will receive a certificate, monetary award and a paid day off.

Martin Luther King, Jr. Award for Community Service

This award recognizes outstanding commitment to volunteer and community service by employees. Winners are honored at the annual Martin Luther King, Jr. Commemoration Celebration, which is held in mid-January each year

Communication

To keep employees informed about JHH/JHHSC news, policy changes, new programs and special events and to provide employee and departmental recognition, there are several communication methods we use:

Employees and their Supervisors

Communication between you and your supervisor should be ongoing and address concerns, duties and expectations. Supervisors can help employees achieve their professional goals by providing career development information.

Department and Unit Meetings

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

Town Hall Meetings

The presidents of JHH/JHHSC and executive staff meet every other month with employees to present topics of interest, provide information, answer questions and address concerns.

Publications

Numerous publications are produced by the Office of Corporate Communications that offer a cross-section of the research issues, medical advances and personalities that define the Hopkins medical community. Most are available online at www.insidehopkinsmedicine.org/news/magazine_rack.cfm.

Dome: A monthly newspaper published and distributed throughout Johns Hopkins Medicine. Dome features news about Hopkins Medicine and its employees. It can also be found online at www.hopkinsmedicine.org/dome.

Inside Hopkins: A biweekly newsletter published every other Thursday that features employee profiles, articles about institutional initiatives and briefs on events and activities.

Bulletin Boards: Bulletin boards located throughout JHH along the first floor corridors keep employees up to date on JHH/JHHSC announcements and information.

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

Plasma Screen Televisions: Plasma screen televisions, located throughout JHH/JHHSC along the first floor corridors, keep employees up-to-date on JHH/JHHSC announcements and information.

Affirmative Action

JHH/JHHSC maintains a written Affirmative Action Plan each year designed to promote equal employment opportunities for qualified women underrepresented minorities, protected veterans and individuals with disabilities. Our Affirmative Action Plan provides the Hospital and the Health System with the building blocks necessary to develop a diverse and inclusive workforce and opens doors for current employees to develop and grow professionally.

Americans with Disabilities Act (ADA)

The Americans with Disabilities Act (ADA) is the most comprehensive federal civil rights statute protecting the rights of people with disabilities. It affects access to employment, state and local government programs and services; access to places of public accommodation such as businesses, transportation and non-profit service providers; and telecommunications.

Employment discrimination is prohibited against “qualified individuals with disabilities.” This includes applicants for employment and employees. An individual is considered to have a “disability” if he/she has a physical or mental impairment that substantially limits one or more major life activities, has a record of such impairment or is regarded as having such impairment.

Cultural Competence

JHH/JHHSC is international in scope. We serve a diverse patient population and not just from the United States but also patients from over 124 countries. The patients who come to JHH/JHHSC bring with them a wide variety of backgrounds, cultures and experiences. We strive to be a culturally competent healthcare provider and provide quality care to our patients in due

consideration and respect of our cultural values, beliefs and practices when providing care.

Diversity

The term diversity is used to refer to many variables, including, but not limited to: race, religion, color, gender, national origin, disability, sexual orientation, gender identity, age, education, geographic origin and skill characteristics. Diversity really means respecting others and enjoying our uniqueness. We believe it makes a more creative, innovative and inclusive workplace.

JHH/JHHSC strives for an environment open and accepting of individual differences and where all employees are encouraged to maximize their potential and to exhibit a commitment to provide quality service to customers.

Equal Employment Opportunity

JHH/JHHSC is an equal opportunity and affirmative action employer committed to the development of a workforce with diverse backgrounds and skills, working in a discrimination and harassment-free environment. A diverse and skilled workforce has the capability to deliver quality services to all patients, thereby helping to make JHH/JHHSC a better place to work and do business.

Organizational Equity is responsible for ensuring the proper investigation and resolution of all concerns pertaining to discrimination, harassment and/or retaliation.

Any employee who feels that he/she has been subjected to discrimination, harassment and/or retaliation should bring these matters to Organizational Equity’s attention as soon as possible. Employees may discuss the situation with Organizational Equity or, if they prefer, anyone in their management reporting chain. Managers who receive inquiries or complaints about discrimination, harassment and/or retaliation should refer these inquiries immediately to Organizational Equity.

JHH/JHHSC is committed to assisting individuals with disabilities with their accommodation needs related to their pursuit of employment and workplace accommodations.

Pay Transparency Nondiscrimination Provision

JHH/JHHSC will not discharge or in any other manner discriminate against employees or applicants because they have inquired about, discussed, or disclosed their own pay or the pay of another employee or applicant. However, employees who have access to the compensation information of other employees or applicants as

a part of their essential job functions cannot disclose the pay of other employees or applicants to individuals who do not otherwise have access to compensation information, unless the disclosure is (a) in response to a formal complaint or charge, (b) in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or (c) consistent with JHH/JHHSC's legal duty to furnish information. 41 CFR 60-1.35(c)

A Commitment to Quality and Service

At JHH/JHHSC, we aim to bring the same world-class quality that we bring to our science into the service we provide to patients, their families, customers and to each other.

Appearance Standards

Proper attire in a hospital setting is very important. Attire should be appropriate to duties performed and for maintaining the health and safety of patients, visitors and other employees. Departments may limit natural or artificial scents that could be distracting or annoying to others including tobacco smell. Identification badges are to be worn by employees at all times. The badge should be attached to the outermost garment between the shoulders and waist, unless it creates a safety hazard. Departments are encouraged to further define requirements for dress in their areas based on a specific business or health care need which should be done in consultation with Human Resources. Some departments require career apparel or uniforms. Please check with your supervisor for specific guidelines that apply to you.

Reasonable accommodation of religious beliefs

JHH/JHHSC recognizes the importance of individually held religious beliefs to persons within its workforce. JHH/JHHSC will reasonable accommodate a staff member's religious beliefs in terms of workplace attire unless the accommodation creates an undue hardship. Accommodation of religious beliefs in terms of attire may be difficult in light of safety issues for staff members. Those requesting a workplace attire accommodation based on religious beliefs should be referred to the Department of Human Resources.

See more at:

<http://www.shrm.org/templatestools/samples/policies/pages/businessandcasualattirepolicy.aspx#sthash.PcgCvMx8.dpuf>

Community Connections

JHH/JHHSC has demonstrated a strong commitment to the Baltimore community for more than 100 years. We have developed partnerships with the community to make a positive impact on the health status of the community and continue to seek new and innovative strategies to improve the quality of life for our neighbors. JHH participates in a limited number of employer sponsored charitable activities.

In addition to contributing to our community, we participate in activities with national healthcare organizations and agencies such as the American Heart Association and the American Diabetes Association. We also participate in the annual United Way campaign, which helps dozens of charitable organizations in Central Maryland. The annual campaign is held each fall and employees are encouraged to contribute or pledge to the campaign through authorized payroll deductions.

Patient Safety

JHH/JHHSC strives for safety in patient care, teaching and research. Keeping patients, each other and our workplace safe is everyone's job. Improving the quality of teamwork and communication among caregivers, reducing the complexity of our processes, incorporating safe design into the environment and engaging patients/families as partners in safety are major goals. Safety begins with you. For more information about patient safety, visit the Patient Safety website at www.insidehopkinsmedicine.org/safety/index.cfm. You have multiple options for reporting and resolving quality-of-care and safety concerns.

Teamwork

Working in a health care setting means working as part of a health care team. It is only by working together that we can meet the needs of our customers. Whether you are working directly with patients or working behind the scenes, your role in the team is important. Teamwork and communication are also critical in building a culture of safety. If your team is not working well, the Department of Human Resources can provide assistance.

ON THE JOB

JHH/JHHSC is committed to providing quality patient care and service. To achieve this goal, JHH/JHHSC seeks to hire individuals best qualified to serve the needs of our patients and customers. This section will summarize important information you will need to know as you start your job as well as basic policies and procedures. All of the policies referred to in this section can be found in the Human Resource Policy and Procedure manual and on-line at www.hopkinsmedicine.org/human_resources/about/policies_handbooks.html. Please visit the HR website for the most recent policies.

Starting Your Job

This section contains important information in alphabetical order for your first days here at JHH/JHHSC.

Attendance Management

JHH/JHHSC depends heavily on its employees to carry out the work of the institution; therefore, reliable, consistent attendance is an important requirement. Your co-workers, patients and customers rely on you. When you are absent, work and service are interrupted. For these reasons, your supervisor has the responsibility for approving all time off and for managing the absences of employees. If you are going to be late or will miss work, you should call your supervisor and/or follow departmental procedures as soon as possible.

An **absence** means not present or not in attendance for a scheduled shift and/or missing 50% or more of a scheduled shift. An absence is not viewed as either approved or unapproved. An absence may be chargeable under HR 601 for disciplinary action purposes

An **occurrence** is a failure to report for a scheduled shift or consecutive shifts, whatever the reason, including a medically verified illness. Two incidents of a shortened work shift equal one occurrence. Absences that fall under non-occurrence events include: approved time off, holidays, FML, leave granted as a form of reasonable accommodation under the ADA, authorized military leave, bereavement leave, jury duty, Worker’s Comp, infection control leave and declared emergencies.

Late means missing less than 50% of a shift from the beginning of the start time. There is no grace period recognized by JHH/JHHSC policy for lateness.

An **early departure** means missing less than

50% of a work shift prior to the end of a shift.

A **rolling 12-month period** begins with the most recent absence and is extended 12 consecutive months backward, unless otherwise stated.

Entrances

Employees may enter and exit JHH through numerous entrances; however, they should refrain from entering and exiting JHH through the main level of Zayed and Bloomberg.

Identification Badges

The Department of Corporate Security issues a photo identification badge to all employees. Badges are to be worn at all times while on campus. The badge should be attached to the outermost garment between the shoulders and waist, unless it creates a safety hazard. Damaged badges may be turned in to the ID Office in Harvey 109 and replaced free of charge. Employees should immediately report a lost or stolen badge to their supervisor and to Security. There is a small fee for replacement.

Inclement Weather

JHH/JHHSC will continue business operations during extreme weather conditions. Employees are expected to report to work during these periods. In the event of extreme weather conditions, a weather emergency plan may be put into effect. JHH/JHHSC will not close during such an emergency and will maintain its patient care responsibilities. On any day that the Baltimore City Department of Transit and Traffic declares a Phase 2 Snow Emergency Plan is in effect, or the Governor declares a state of natural emergency eliminating public transportation, employee who arrive late due to weather conditions shall be allowed a two (2) hour grace period before being considered late for work. This provision shall

not relieve the employees of their responsibility for notifying the Hospital prior to or within the above two (2) hours if circumstances prevent their reporting to work. Check with your supervisor to learn more about your departmental inclement weather plan.

Licenses, Certifications and Registrations

Employees in occupations that are regulated by the Maryland State Licensing Board, other boards or professional societies are required to present proof of licensure before beginning work. In addition, employees are responsible for renewing their licenses in a timely manner. Employees will not be allowed to work without proper licensure and failure to maintain a proper license could lead to disciplinary action. Each employee is responsible for providing a copy of their current license to the HR Service Center, Nursing Administration or the Medical Staff Office. For more information, contact the HR Service Center or check with your supervisor.

Lockers

Lockers are assigned to employees who are required to wear specific clothing. Lockers are made available for the convenience of employees while at work; however, employees should remember that lockers are JHH/JHHSC property and are subject to inspection at any time. Locker rooms may be used only to change clothing before and after work. Please do not keep valuable or confidential items at work as JHH/JHHSC will not be responsible for any lost or stolen personal belongings. Employees are required to return locker keys upon separation of employment from JHH/JHHSC. The cost of unreturned keys may be deducted from the employee's final paycheck.

Medical Examination

To safeguard the health of employees and of patients, JHH/JHHSC requires candidates to take and complete a health questionnaire after an offer has been made, but before orientation. Employees may be required to undergo medical examinations after being hired, as permitted by law and JHH/JHHSC policy. The policy does not supersede the law.

Orientation

The Department of Human Resources has designed an orientation program to familiarize employees with JHH/JHHSC. All new employees are required to attend orientation before

reporting to work. Departmental orientation, which includes orientation to specific job duties, responsibilities, expectations and departmental policies and procedures, is provided by each employee's supervisor.

Pay Periods

All JHH/JHHSC employees are paid every two weeks on a Friday. The workweek consists of seven consecutive days beginning at 7 AM on Sunday.

Probationary Period

All newly hired or rehired employees working 20 hours or more each week complete a probationary period of 90 calendar days. Employees hired to work less than 20 hours each week are usually considered probationary for 180-calendar days. This period offers the employee and JHH/JHHSC an opportunity to evaluate the new working relationship. Some departments have longer probationary periods, so please check with your supervisor for specific departmental guidelines.

During the probationary period, your supervisor should provide you with ongoing feedback on your job performance. Your supervisor will discuss your performance, complete an evaluation and discuss continuing employment, extending the probationary period or terminating employment. Although you will accrue Paid Time Off (PTO) during this period, you will not be allowed to use PTO until the probation period has ended.

Neither this policy, nor the successful completion of a probationary period changes the nature of the at-will employment relationship that can be terminated at the request of JHH/JHHSC or the employee. Employees in a probationary status may be discharged without progressive discipline and do not have access to the internal appeals process. Completion of the probationary period is not a guarantee or a right to continue employment.

Performance Management

The hospital uses an electronic performance management system, myPerformance, to document performance throughout the year. Each fiscal year, July through June, begins with goal setting for the next year, and evaluation of performance for the previous fiscal year.

In the period of July through September each year, two things happen: goal setting, and annual review.

Goals are agreed to and set between employees and supervisors that support the strategic plan for JHH/JHHSC. Throughout the year employees and supervisors can record progress on these goals.

The employee and his/her supervisor each review the employee’s performance against major job responsibilities, goals, and Johns Hopkins Medicine core values, do ratings on all of these based on a five point scale. The employee and the supervisor meet to discuss performance for last year, agree on the goals for next year, and sign-off on the annual evaluation. If the employee is also a supervisor or manager, he/she will also be rated on twelve leadership competencies:

- Establishing Relationships
- Developing Talent
- Inspiring and Motivating Others
- Demonstrating Emotional Intelligence
- Acting with Integrity
- Acting Strategically
- Managing and Championing Change
- Navigating Organizations
- Communicating Effectively
- Promoting Diversity and Inclusion
- Holding Self and Others Accountable
- Enabling Innovation through Creativity

In the period of January through February each year, employees and supervisor comment on progress, meet to review, and sign-off on the mid-year checkpoint review. This review does not include ratings.

The myPerformance system allows managers and staff to track progress, upload documents that support the annual review, and keep an ongoing electronic record that stays in the system year after year.

Rest Locations

Employees may relax and take breaks in eateries and employee break rooms. Patient and visitor lounge areas are designed to accommodate patients and visitors, not employees.

Security

The Department of Corporate Security maintains security measures that serve employees, patients and visitors. Security is dedicated to establishing and maintaining a safe and orderly environment to work and visit. However, all employees are encouraged to be security conscious while at work. Helping to maintain a safe environment is the responsibility of everyone.

Security officers are posted at entrances of

JHH and throughout the campus. In order to ensure that dangerous or inappropriate materials do not enter JHH/JHHSC premises, and to further ensure that property of JHH/JHHSC is not removed without permission, Security reserves the right to question, inspect and search packages of employees or visitors before they enter or leave the premises. Individuals without badges will be stopped and asked to identify the purpose of their visit.

All vehicles, lockers, desks, offices or containers that are JHH/JHHSC property, as well as briefcases, backpacks, packages and other personal belongings of employees, are subject to inspection and search by JHH/JHHSC or their designated agents.

Tobacco Free Environment

As a leader in the health care and medical research industry, JHH/JHHSC recognizes negative side effects of smoking and actively supports a smoke-free environment. Smoking of tobacco, electronic cigarettes and other combustible materials by employees is prohibited in all areas within JHH/JHHSC’s buildings, parking garages, courtyards and entrance areas.

Time Records

Your supervisor is responsible for recording your time worked. The hours worked are maintained in KRONOS and are the basis for payment. At the conclusion of each pay period, hours worked are submitted through KRONOS to the Payroll Office for processing.

Uniforms and Career Apparel

JHH/JHHSC may issue uniforms or career apparel to employees for identification as a member of a specific department and/or employees whose job duties result in dirty clothing. These uniforms are JHH/JHHSC property and are on loan to the employee, unless purchased by the employee. Employees are required to return uniforms upon separation of employment from JHH/JHHSC. The cost of unreturned uniforms may be deducted from an employee’s final paycheck.

Work Schedules and Rest Periods

A regular workday consists of 8, 10 or 12 consecutive hours, exclusive of meal periods. Your immediate supervisor schedules rest periods when staffing or patient care permits. Non-exempt employees will be scheduled by their supervisor to take 15 minute paid rest periods according to

the number of scheduled work hours. Employees are eligible to a 15-minute rest period for each 4 hours of work.

Your Supervisor

Your supervisor is your key resource concerning JHH/JHHSC policies and procedures. If you have any questions about which policy applies to a particular situation, consult your supervisor for clarification. Your progress on the job is one of your supervisor’s most important concerns. Never hesitate to ask questions or seek your supervisor’s advice and guidance

Compensation

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

Exempt and Non-Exempt Employees

All employees are classified into exempt and non-exempt categories for purposes of establishing eligibility for overtime pay under the Fair Labor Standards Act (FLSA). JHH/JHHSC Supervisors should ensure that employees, especially employees who are non-exempt, have the opportunity to take uninterrupted meal breaks.

Overtime

The JHH/JHHSC overtime policy conforms to federal and state laws. Overtime is defined as time worked in excess of 40 hours in any work week. Non-exempt employees are paid for overtime at a rate of one and one-half times their regular rate. Exempt employees are paid a salary appropriate with their job responsibilities regardless of the number of hours worked. As a result, they are not eligible for overtime pay.

Shift Differentials

Employees who work evening or night shifts will be eligible to receive additional compensation in the form of a shift differential. Employees assigned to work the weekend will receive a weekend differential. Employees regularly schedule to work during shift differential eligible hours will be paid the differential Paid-Time-Off (PTO) and holiday hours.

Overtime and On-Call Assignment

Supervisors assign qualified employees in the following order: volunteers, employees with the least amount of overtime or on-call duty and employees by the inverse order of seniority on an as-needed basis. In an emergency, an employee from any source will be called.

On-Call and Call-In Pay

Non-exempt employees placed on “on-call” status are paid the applicable on-call rate. Employees who are called in to work will be guaranteed a minimum payment equal to four hours, multiplied by their regular pay rate.

Tax Withholding

Federal and state laws require JHH to make the proper deductions from your wages. Amounts withheld vary according to how much you earn and the number of exemptions you claim. Required deductions include Social Security and federal, state and local income taxes. Employees are responsible for verifying that their deductions are correct.

Pay Increases

JHH/JHHSC has three types of pay increases. Merit increases are based on job performance. Promotional increases are granted when an employee moves to a different position with a higher salary range. Market/Equity adjustments may be made to compete with the external market or internal factors when employees with similar job related experience, skills and performance have different pay.

Incorrect Pay

When an error has been made in an employee’s pay, JHH/JHHSC will make the appropriate corrections. It is an employee’s responsibility to check for and immediately report errors to his/her supervisor.

Garnishment of Wages

Court orders requiring JHH/JHHSC to withhold part of an employee’s wages to satisfy a debt must be accepted by JHH/JHHSC.

Employee Rights & Responsibilities

This section contains a general summary of policies and expectations related to standards of conduct. All employees are expected to become acquainted and comply with, all policies, procedures and standards of conduct. Nothing in this section is intended to interfere with any rights provided under the National Labor Relations Act. To the extent that conduct is protected under the National Labor Relations Act, this handbook does not prohibit the conduct.

Examination of Personnel Records

Employees may contact the HR Service Center to examine their personnel file. Personnel files are a part of an employee’s employment record and are JHH/JHHSC property. Files may not be removed from Human Resources. Employees may request copies of information in their files at the time of examination. Copies will be limited to performance appraisals, resumes and documents concerning disciplinary actions. For assistance please call 443-997-5400.

Standards of Conduct

As a member of the health care team, employees must maintain a working relationship with patients, customers, fellow employees and visitors. Policies concerning standards of conduct are intended to promote a safe work environment, productivity and satisfactory working relationships based on trust, self-discipline and respect for the rights of others.

JHH/JHHSC expects the following conduct of each employee:

- Respect for co-workers, patients and visitors
- Foster a safe environment for co-workers, patients and visitors
- Timely and regular attendance, and
- Satisfactory work performance

From time to time, problems related to your job may develop. It is JHH/JHHSC intention that these problems be the subject of an open conversation with the objective of improvement and prompt resolution. Such problems may include, but are not limited to, violation of, or conflict with JHH/JHHSC policy, performance on the job, or other job-related situations. The action of any employee, which disrupts the work of other employees, adversely affects the patient

care environment or is considered an illegal activity may result in disciplinary action.

Disruptive Conduct

Conduct by an employee that intimidates others to the extent that quality and safety could be compromised cannot be accepted or tolerated. Such conduct may be verbal or nonverbal, may involve the use of rude language, may be threatening, or may involve physical contact. Any behavior that interferes with the ability of others to carry out their duties or that undermine a patient’s confidence in the organization may be considered disruptive. Discipline appropriate to the action conduct or actions will be applied in accordance with this policy.

Change of Status

There are events in life that often require employees to make changes to their employment information. Changes of name, address, telephone number, emergency contact information and dependent or marital status must be reported to supervisors and the HR Service Center so that employment records are kept up-to-date, necessary changes to benefits can be made and to ensure that you receive important information such as Open Enrollment forms, W2s, etc.

Employee Appeals Process

The Employee Appeals Process is a formal procedure for constructive resolution of a non-bargaining unit employee’s problem and/or complaints generated from management’s decision to issue corrective action or other forms of management decisions that impacts the terms and conditions of their employment.

The appeals process does not apply to probationary, temporary and float pool employees. HR Consulting and Labor Relations will provide consultation services only. Third-party (external attorneys, advisors, relatives, etc.) participation is not allowed.

Employees of Johns Hopkins Community Physicians (JHCP) follow a different appeals process. See JHCP Resource Center for more information.

Discipline Policy

In order to maintain the highest quality of patient care and service, and for the benefit and protection of employees, rules outlining acceptable conduct are necessary. Rules and corrective actions are for the benefit of our employees and the organization. They help us work together safely and in harmony. JHHSC expects every employee to observe basic rules of good conduct. It is important that employees understand these standards of conduct and the consequences.

Types of Violations

Rule violations are separated into three types: minor, major and critical which may result in discipline up to and including discharge.

Progressive Discipline Steps

Pre-disciplinary Counseling

A corrective discussion between the employee and the supervisor regarding the employee's failure to meet performance standards, service standards, and expectations. During this discussion an attempt is made to identify the problem and prevent recurrence of the undesirable behavior. Documentation of counseling becomes a permanent part of the employee's file.
*Pre-disciplinary counseling is not a disciplinary action.

Written Reprimand (WR)

A written notice to an employee regarding the employee's failure to meet performance standards, service standards and expectations. It will include a discussion of the behavior or performance at issue, expectations for improvement, and a timetable for making corrections. A follow-up date to review the situation will also be included. An employee's failure to comply with the terms of a WR will result in progressive disciplinary action. A WR remains active for one (1) year and becomes a permanent part of the employee's file.

Written Warning with Decision-Making Leave (WW w/DML)

A written warning is notice with one-day suspension. Upon return to duty, management will meet with the employee to discuss and/or clarify the work plan. A work plan is a written document (or verbal discussion which is documented) that outlines action steps an employee will take to address the unacceptable behaviors identified by management. Management has the responsibility to specify

outcomes should the work plan not be followed. A WW w/DML remains active for one (1) year and becomes a permanent part of the employee's file.

Suspension Pending Discharge

The time period for management to investigate an apparent violation. The outcome of the investigation will be termination or return to work. If the determination is that no disciplinary action is required, the employee's pay will be restored. Managers should prepare and review complete documentation with an HR Consultant.

Discharge (Involuntary Termination)

Discharge is the most serious disciplinary action imposed. It is used for violation of Critical rules which are considered Critical violations or because of cumulative/progressive discipline. This policy does not create an implied or actual contract for continued employment, and JHH retains the right to discharge an employee for any lawful reason.

Compliance

As part of our commitment to integrity, we have adopted policies to protect against unlawful activity. JHH/JHHSC maintains ethical standards and uses its best efforts to comply with both the letter and spirit of all federal, state and local laws, regulations, rules, guidelines and ordinances. JHH/JHHSC also provides employees with a hotline to report suspected illegal or unethical behavior; non-compliance with laws, regulations and policies; safety violations; criminal offenses; etc. Employees are encouraged to call 1-877-932-6675 to report concerns or activity. You can call on an anonymous basis. The hotline is designed to maintain strict confidentiality and protect the identity of the caller to protect against retaliation. All concerns will be promptly addressed with professionalism, care and respect.

Computer & Electronic Mail

Computers and electronic mail (e-mail) are provided to employees in order to conduct business on behalf of JHH/JHHSC. All computers, the data stored on them and e-mail messages are the property of JHH/JHHSC. Equipment used by employees may be monitored, and employees should not expect privacy when using this equipment. Disciplinary action up to and including termination, may be taken for misuse of email, Intranet or Internet.

Confidential Information

While employed at JHH/JHHSC you may become aware of confidential information regarding patients, employees or JHH/JHHSC business. This information is considered confidential and should only be released to authorized personnel. A confidentiality statement is provided to every employee in orientation to advise of JHH/JHHSC’s expectations regarding confidentiality. If you have questions about how to handle the confidential information in your area, please ask your supervisor. To the extent that any personnel information is shared in connection with protected activities under Section 7 of the NLRA, you will not face disciplinary action.

Conflict of Interest

A conflict of interest is defined as an employee being in a position to use that employee’s contacts or position in the organization to advance his/her private business or financial interests, or the private business or financial interests of family members. All employees must avoid situations that present actual or perceived conflicts of interest. Employees should not knowingly use JHHSC property, funds, positions or power for personal or political gain.

Dual Employment

Employees who work for JHH/JHHSC and another Johns Hopkins affiliate such as Johns Hopkins Bayview Medical Center, Johns Hopkins Medical Management Corporation, Sibley Memorial Hospital, Suburban Hospital, All Children’s Hospital, Howard County General Hospital and Johns Hopkins Home Care Group, are considered dual employees. When this situation occurs, employees will need to inform their supervisor and fill out a Dual Employment Request and Approval form. For more information, contact the Office of Career Services at 443-997-5163.

Employment Verification

People or companies from outside JHH/JHHSC that request information on an employee should be referred to the HR Service Center. The Service Center will release information in compliance with JHH/JHHSC policy.

Gifts & Tips

Due to the nature of services provided by JHH/JHHSC employees are not permitted to accept gratuities of any value or non-cash gifts offered

by patients or their families. If a gift or gratuity is offered to an employee, he/she should politely decline. Accepting gratuities may lead to disciplinary action.

Health Insurance Portability and Accountability Act (HIPAA)

The Health Insurance Portability and Accountability Act of 1996 or “HIPAA” is a federal law that applies to health plans, health care providers and health care clearinghouses. The HIPAA legislation is complex and has many components. The three areas of the legislation that are the major focus for JHH/JHHSC include:

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

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

Personal Mail

Due to the large volume of mail that is processed by the Mail Room every day, all personal mail must be directed to an employee’s home. Mail received by JHH/JHHSC may be opened if the addressee’s identification is not clear. JHH/JHHSC is not responsible for personal mail that is delivered to the mail room.

Property Pass

When it is necessary to carry any package from the work site, employees must obtain an Employee Property Pass from their supervisor. All packages carried from JHH/JHHSC locations, including personal luggage, are subject to inspection when the property pass is presented to the Security Officer at the exit.

Separation

Separation refers to the ending of the employment relationship. Employees who wish to resign from their position in good standing are expected to give written notice of at least two (2) scheduled working weeks, four (4) scheduled working weeks in advance for RNs and LPNs. This will ensure that the employee will receive all benefits to which she or he is entitled and give the department an opportunity to hire a replacement. Failure to give notice could result in the employee's ineligibility for PTO payout and rehire.

An employee who separates will receive their final pay on the next regular scheduled payday following separation. When an employee separates for any reason, all JHH/JHHSC property, including identification badges, locker keys and uniforms, must be returned to their supervisor.

There are several types of separation:

- *Resignation with Notice*—An employee notifies their supervisor of resignation at least two (2) working weeks before leaving. Registered nurses notify their supervisor four (4) scheduled working weeks before leaving.
- *Resignation without Notice*—An employee does not give management proper notice or missed three consecutive scheduled workdays without proper notice to management.
- *Discharge*—Employee is terminated for failing to comply with JHH/JHHSC policies and procedures
- *Retirement*—An employee retires.

Eligibility for Rehire

An employee who resigned in good standing and gave notice in accordance with JHH/JHHSC policy will be eligible for rehire.

Solicitation and Distribution

To avoid disruption of patient care, distribution and solicitation are not allowed during working time or in patient care areas. Distribution means passing out, delivering, or posting any material or item electronically or by any other means. Solicitation may include, but is not limited to, requesting gifts or money, requesting support for a cause, organization or group, requesting membership in an organization or group, accepting money from patients or engaging in the unauthorized sale of services, merchandise, raffle tickets, lotteries, etc.

Telephone Regulations

Thousands of calls come through the switchboard daily. The welfare of patients requires that telephone lines be open for official JHH/JHHSC use. For this reason, personal calls are not encouraged. Public telephones are located throughout JHH/JHHSC for employee and visitor use.

Cell phone use is restricted in certain parts of the hospital for safety reasons on and off work time. Check with your supervisor to determine your department's procedures regarding telephone and cell-phone usage and coverage.

Third-Party Interventions

At some point, a union organizer may attempt to convince employees to sign a union membership authorization card. Please remember that you have the legal right to join a union, as well as the legal right not to join a union.

JHH/JHHSC prefers to work with employees directly and personally. Third party interventions such as unions limit flexibility in responding to employees' needs and concerns. Often the resolutions dictated by unions and contracts do not offer the best possible solutions for the individual.

Valuables

JHH/JHHSC is not responsible for lost or stolen items. Each employee must protect and secure items such as, but not limited to, cellular phones, laptop computers, electronic organizers, cameras, purses and wallets brought into the workplace. Please report all incidents involving lost or stolen items to your supervisor and Security.

Workplace Violence

Workplace violence is defined as any action that threatens the safety of an employee, impacts an employee's physical or psychological well-being or causes damage to an organization's property. Actions may be:

- *Physical Assault*—stalking or any unwanted intrusion of "reasonable space" of an employee. Any intentional use toward an individual of any object as a weapon, including, but not limited to knives, firearms, clubs, metal knuckles and razors.
- *Threatening Behavior*—behavior that is intentionally or knowingly putting another person in fear or creates the perception of injury, either physical or mental. This includes physical actions, verbal or written

threats to person or property. Stated threats may be direct, indirect or conditional.

- *Verbally abusive remarks*—any verbal expression issued with the intent of creating fear or intimidation in another individual, or group of individuals or verbal remarks or comments expressed in a loud, harsh or threatening tone of voice or in a joking manner within the workplace.

The safety and security of employees is of utmost importance to JHH/JHHSC. JHH/JHHSC is committed to providing a safe and secure workplace and an environment free from physical violence, threats and intimidation. Employees are urged to report all observed or experienced behaviors of concern and acts of violence occurring on or off-site that have the potential of negatively impacting the work environment. An employee should immediately notify his/her supervisor or manager and if not available, make a report to HR Consulting and Labor Relations.

JHH/JHHSC believes that violence is a form of serious misconduct that damages the integrity of the employment relationship. Conduct and behaviors of physical violence, threats or intimidation by an employee may result in disciplinary action up to and including discharge, and/or other appropriate action.

JHH/JHHSC maintains a comprehensive risk assessment program to deal with workplace violence situations. For more information about the workplace violence risk assessment, visit the Safe At Hopkins website at <http://www.safeathopkins.org/>.

FOR YOUR BENEFIT

JHH/JHHSC strives to provide employees with a comprehensive, competitive and cost-effective benefit program. In addition to a biweekly paycheck, JHH/JHHSC provides employees with numerous benefits, services and conveniences. We regularly review our benefit offerings based on employee feedback and market conditions and provide updates throughout the year regarding any benefit changes. Each year you will receive a comprehensive review of your benefits with your annual re-enrollment information. The Benefits Specialists are available to assist you with questions related to health and welfare benefits, including medical plans, education, child/elder care and paid time off.

Adoption Benefit

Benefit eligible employees who adopt a child are eligible for a lump sum payment up to a maximum of \$5,000 per child to assist with adoption expenses. This includes agency adoption fees, court costs, attorney fees and round-trip transportation to bring the child home. For more information, contact the HR Service Center.

Auto/Homeowners Insurance Discount Program

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

Child and Adult Care Programs

JHH/JHHSC offers several child and elder care services to employees.

Child and Adult Care Referrals

WORK*life* Programs can provide you with assistance at no cost with dependent care referrals, including nanny/au pair information, summer camp information, etc. WORK*life* will conduct a search for you, based on your needs, to help you find dependent care. For more information, contact WORK*life* Programs at 443-997-7000. Their website is <http://www.hopkinsworklife.org>.

Back-up Child and Adult Care

JHH/JHHSC has contracted with Care.com BackupCare to provide registered employees with emergency child/elder care services on a seven-day-a-week availability. Backup care pro-

viders have been screened bonded and trained and will come to the employee’s home in those circumstances where this service will enable the employee to go to work. JHH/JHHSC will share in the cost of this service. Contact the HR Service Center for more information. Pre-registration is required.

Johns Hopkins Child Care and Early Learning Center (Bright Horizons)

Bright Horizons was designed to serve full time JHH/JHHSC employees and provides full time child care for children ages six weeks through pre-school. The center is located at 98 N. Broadway. Scholarships are available annually to eligible employees to assist with the cost of child care center costs. For additional information, contact 410-614-4111.

Dependent Child Tuition Program

Dependent child(ren) of eligible employees may qualify for payment of their full-time (a minimum of 12 credit hours per semester), undergraduate tuition and mandatory academic fees. A dependent child is defined as a naturally born child, a legally adopted child, a qualified stepchild, or a child of a same-sex domestic partner who is primarily dependent on the eligible parent for financial support, and under the age of 26. Please note JHH/JHHSC reserves the right to request evidence of the dependent status of persons listed on the Dependent Tuition Program Application.

Covered employees become eligible for this benefit after completing two (2) continuous years of full-time (40 hours/week) employment at JHH/JHHSC. This benefit is available only during periods in which a covered employee is employed

fulltime. Each parent is eligible if they are each a full-time employee meeting the requirements listed above.

Emergency Loan Program

The Emergency Loan Program provides short-term loans from \$300 to \$750 to meet the specific emergency needs of eligible employees. The loans are underwritten through an agreement between the Department of Human Resources and the Johns Hopkins Federal Credit Union (JHFCU). Emergency Loan applications are available online at http://intranet.insidehopkinsmedicine.org/human_resources/download_forms/index.html.

Family and Medical Leave Act

The Family and Medical Leave Act (FMLA) requires employers to provide up to twelve (12) weeks of unpaid, job protected leave to eligible employees for certain family and medical reasons in a rolling 12-month period. FMLA defines family as a spouse, son, daughter or parent. Granted leaves may run concurrently with any other paid or unpaid leave (such as short-term disability, workers’ compensation and/or PTO). Reinstatement will result in the return to current position or an equivalent position. Notice is required and must be received thirty (30) days prior to the foreseeable leave, or within fifteen (15) days of the leave, if the need to take leave was not expected. Provider certification is also required. To access the Family and Medical Leave application, visit www.hopkinsmedicine.org/jhhr/Forms.

FMLA Facts

Specific	Explanation
Eligibility	An employee is eligible when he/she has worked for at least 12 months and for 1,250 hours during the last twelve (12) months
Criteria for Length Leave	Leave will be granted for the birth or adoption of a child, care of a spouse, child or parent with a serious health condition or the employee’s own serious health condition
Length of Leave	Length of leave is classified in three ways: continuous, intermittent or reduced hours

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

Health & Welfare Benefits

Eligible JHH/JHHSC employees can participate in a progressive employee benefits program. More information on the medical, dental, life and disability benefits can be found in the Benefits Summary Plan Description or “Guide to Benefits,” which can be obtained at the HR Service Center.

The terms of the JHH/JHHSC benefit plans have been established in compliance with federal government requirements. In general, the benefit plan retains the exclusive right to make all decisions regarding whether benefits are to be paid and the amount paid. In the event of any inconsistency between this handbook and the Benefits Summary Plan Description, the terms of the Benefits Summary Plan Description shall govern.

Holidays

JHH/JHHSC observes the following holidays – New Year’s Day, Martin Luther King Jr. Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. The holiday schedule is published each year by the HR Service Center and can be found on the Human Resources website.

Regular full-time part-time and limited employees who work twenty (20) hours or more per week are eligible for holidays and holiday pay immediately after employment. Regular part-time employees will be compensated on a prorated basis, depending on the number of hours they are scheduled to work.

Departments or areas that regularly operate Monday through Friday will observe holidays which fall on Saturday on the preceding Friday. Holidays falling on Sunday are observed on the following Monday. Departments or areas that regularly operate seven days a week observe holidays on the actual day, and scheduling is altered accordingly. However, if an employee normally works Monday through Friday in a department that operates seven days a week, the employee will observe the holiday based on a Monday through Friday operation. For information about pay guidelines for holidays, substitute holidays and alternative holiday, check with your supervisor or refer to HR 327.

Leaves of Absence

Leaves of Absence (LOA) are provided under certain conditions and are unpaid. This allows eligible employees to be absent without losing certain benefits such as pension rights, insurance coverage and continuity of service. It is an employee’s responsibility to contact his/her supervisor, the HR Service Center or refer to the Leave of Absence Policy to learn more about eligibility and the terms for each type of leave. It is also an employee’s responsibility to contact his/her supervisor at least two (2) weeks before the end of any leave so that the return to work can be discussed. JHH/JHHSC will consider requests for leave, in addition to fixed holidays, when compelling circumstances require the employee’s absence.

Dependent Care

Dependent care leave allows an eligible employee time away for the purpose of caring for immediate family after the employee has exhausted or is not eligible for Family and Medical Leave.

Educational

Educational leave allows eligible employees time away from active employment to attend college, full time, in order to complete a degree program from an approved, accredited institution.

Funeral

In the event of the death of an immediate family member, employees who have completed their probationary period are eligible for funeral leave with pay up to three (3) regularly scheduled workdays within one week from the date of the death. Immediate family is defined as husband, wife, parent, parent-in-law, step-parent, brother, sister, child, stepchild, grandparent, grandchild, foster parent or legal guardian. Such pay may depend on the employee turning in valid proof of death and proof of relationship to the deceased to his/her supervisor.

Health

Health leave allows eligible employees time away from active employment for a non-work-related illness or injury when all Family and Medical Leave has exhausted or the employee is not eligible for Family and Medical Leave. Approvals and extensions are granted by the Benefits Office based on medical certification. Employees who feel they qualify for a leave extension under the ADA must request additional time in writing.

Civic Responsibility

Employees whose regular work schedules are 20 hours or more per week and who are absent from work because of court appearances, election day voting and volunteer disaster service leave are paid by JHH/JHHSC for hours lost during the normal scheduled workweek.

Military

Military leave with pay is provided to employees who are members of the Reserves or National Guard and are called to duty during a time of national crisis. An employee may, but is not required to use PTO. If an employee on military leave is not eligible for or has used all paid military leave, the employee will be placed on an unpaid leave of absence. Employees must provide notice of the need for leave at least 30 calendar days before departure, unless doing so is prevented by military necessity, or is otherwise impossible or unreasonable under the circumstances.

Personal

Personal leave without pay for emergencies, non-health related needs or personal needs will be considered for eligible employees.

Live Near Your Work Program

Live Near Your Work (LNYW) is a cooperative partnership between Baltimore City and JHH/JHHSC that provides financial assistance to eligible employees who purchase homes in targeted areas near JHH/JHHSC. For more information or to receive an application packet, contact the HR Service Center.

Long-Term Care Insurance

Long-term care insurance is a voluntary program paid for by the employee to provide long-term care should they suffer an injury or illness and need home care or nursing home care. Coverage is also available for spouses and parents of employees. Visit <http://unuminfo.com/hopkinsmedicine> for more information.

Paid Time Off

JHH/JHHSC’s Paid Time Off (PTO) provides employees with the flexibility to use accrued paid time off hours for a variety of reasons, including vacation, illness or personal business. The annual PTO accrual for full-time employees is based on an eight-hour day, 40-hour workweek. Full-time employees accrue PTO based on scheduled hours (up to a maximum of 80 hours bi-weekly). Part-time employees accrue PTO on a prorated basis according to hours of work paid (up to a maximum of 80 hours bi-weekly). New employees begin to accrue hours on their date of hire. They may begin using PTO after they complete their probationary period. Employees will accrue the following:

Non-exempt Employees

<i>Years of Service</i>	<i>Maximum Yearly Accrual</i>
0 to 1	17 days / year (5.23 hours per bi-weekly pay)
2 to 4	19 days / year (5.85 hours per bi-weekly pay)
5 to 9	22 days / year (6.77 hours per bi-weekly pay)
10 to 19	27 days / year (8.31 hours per bi-weekly pay)
20 or more	32 days / year (9.85 hours per bi-weekly pay)

Exempt Employees

<i>Years of Service</i>	<i>Maximum Yearly Accrual</i>
0 to 2	22 days / year (6.77 hours per bi-weekly pay)
2 to 5	25 days / year (7.69 hours per bi-weekly pay)
5 to 10	27 days / year (8.31 hours per bi-weekly pay)
10 to 20	28 days / year (8.62 hours per bi-weekly pay)
20 or more	32 days / year (9.85 hours per bi-weekly pay)

The most time an employee can accumulate in his/her PTO account is one and a half

times their annual rate. Once you reach your annual maximum accrual, you will not accrue additional PTO hours until the balance of your PTO account falls below your annual maximum accrual.

If you are on an approved leave of absence, you will not accrue any more PTO. Any eligibility time balances that an employee on a leave of absence has prior to their leave of absence commencing will be qualified for payment during the leave. The department must pay the employee with any PTO at the rate of 100% while on leave.

Pet Insurance

MetLife, through Veterinary Pet Insurance, offers special group rates to provide coverage for your pet. You will need to tell them you are an employee of JHH/JHHSC and give them your employee identification badge number as verification of your employment. For more information call 1-800-872-7987.

Pre-Paid Legal

MetLife, through Hyatt Legal Plans, offers a special group rate to JHH/JHHSC employees to participate in their pre-paid legal plan. With a monthly deduction, you can receive legal advice for a wide range of legal matters such as defense of civil lawsuits, preparation of a will, powers of attorney, pre-marital agreements, real estate matters and more. For more information, call 1-800-821-6400 or visit www.legalplans.com.

Retirement

The JHH/JHHSC retirement program is important to help you build your financial future. The JHH/JHHSC retirement program has two components: The Pension Plan and the 403(b) Retirement Savings Plan. For additional information about the Pension Plan, please call 443-997-3789. For additional information about the 403(b) Retirement Savings Plan please call 410-955-5828.

Pension Plan

The Pension Plan rewards employees for service with JHH/JHHSC and is funded entirely by JHH/JHHSC. You will automatically become a participant in the retirement plan after one (1) complete year of service during which you have worked 1,000 hours or more. Once you have work at JHH/JHHSC for five (5) years with at

least 1,000 hours worked per year, you become vested and will receive a benefit from this plan when you retire. Your benefit is calculated using a formula based on your length of Hopkins service and your earnings (final average).

Tax-Deferred Annuity Program – 403(b)

In addition to the Pension Plan, you may choose to participate in the 403(b) program. You can elect to have a different percentage of your annual salary deposited in your account each pay period, on a pre-tax or after-tax basis ("Roth"). There is an annual limit on contributions as determined by the IRS. New employees will be automatically enrolled in the 403(b) Retirement Savings Program with an initial 2% pre-tax contribution level, unless he/she elects not to participate. More information is available at the Lincoln Office at 410-955-5828.

Tuition/Educational Assistance

JHH/JHHSC is committed to providing support and assistance to employees so that they may further their education.

Employees are eligible after sixty (60) days of employment to participate in our tuition assistance programs, provided they are full-time employees regularly scheduled to work forty (40) hours weekly, or are eligible part-time employees regularly scheduled to work twenty (20) to thirty-nine (39) hours weekly. An employee must attend an accredited college, technical school or vocational school. Courses must lead to a degree and meet the criteria of business necessity (job required) or operational necessity related to the current position or another position within JHH/JHHSC. Seminars, correspondence courses, certificates, licenses, and/or conferences are not covered. JHH/JHHSC will pay tuition fees up to the applicable maximum amount for the academic year. Participating employees must agree to a service payback for the tuition assistance. The service payback requires employees to work for a predetermined period after satisfactory completion of the course work and/or degree. When required by law, the refund may be subject to legal tax deductions.

To take advantage of this benefit, employees must make a request via the online system and provide all required supporting documentation.

Certain employees enrolled in undergraduate courses may be eligible for tuition advancement provided they meet the salary maximum.

Employees are encouraged to contact the HR Service Center for more details regarding tuition advancement.

It is the goal of JHH/JHHSC to provide a safe, functional and effective environment for patients, employees, visitors and other customers. To achieve this goal, the Department of Health, Safety & Environment has policies and procedures in place to promote the health and productivity of employees by the prevention and management of occupational and environmental injuries, illnesses and disabilities. These policies can be found in the Johns Hopkins Health, Safety and Environment Manual and on-line at <https://hpo.johnshopkins.edu/hopkins/index.cfm?event=manual&manualid=156>.

Environment of Care

Disaster Plan

In the event of a civil or military disaster, civilian disturbance or internal disaster, JHH/JHHSC’s disaster plan may be implemented. Employees will be notified that the Hospital Disaster Plan is in effect by an overhead announcement indicating which OPERATION is in effect. It will take priority over all other activities. Check with your supervisor to learn more about your departmental disaster plan. OPERATION codes are RED – Fire, GOLD – Bomb Threat, YELLOW – Bioterrorism, Radiation, Chemical, ED and Hospital, BLUE – Cardiac/Resp Arrest, SILVER – Shooter/Hostage.

Exposure to Bloodborne Pathogens

In the event of a needle stick or splash to the skin, you should wash the wound with soap and water and then call **410-955-7849 (5-STIX)**. For eye splashes – rinse with water or normal saline and then report to Wilmer Emergency Room to have eyes irrigated. Call 5-STIX from the Wilmer Emergency Room.

Faculty and Staff Assistance Program

The Faculty and Staff Assistance Program (FASAP) is an employee assistance program benefit provided by JHH/JHHSC. FASAP provides confidential assessment, referral, brief counseling and crisis intervention services to employees and their immediate family. FASAP services are free of charge. FASAP is located at 1101 E. 33rd Street. For additional locations and for appointments, please call 443-997-7000. Additional information is available at www.fasap.org.

Fire Safety

Fire is one of the greatest dangers in a hospital as it threatens the safety of patients and staff. While not a common occurrence, fires and smoky conditions, unfortunately, do occur at JHH/JHHSC. For this reason, it is important that you know how to prevent fires and respond in the event of a fire or smoke situation so that you can protect not only your own life but the lives of others as well. For additional information, please review the Johns Hopkins Health, Safety and Environment Manual.

Fire Prevention (HSE 401)

Employees can help prevent fire by observing the following fire precautions:

- Keep work areas free from unnecessary, combustible material
- Handle flammable materials with care
- Never use lighted products where oxygen is being administered
- Know the location of emergency exits, fire alarm pull stations and fire equipment in your area
- Report any fire hazard to supervisors or department heads
- Keep all smoke and fire doors unobstructed and closed
- Maintain free access to fire extinguishers, fire alarm pull stations and other emergency equipment
- Maintain at least 3 feet of clearance around electrical panels
- Observe the “no smoking” rule enforced throughout the Johns Hopkins institutions
- Refrain from brining electric burners, griddles and Spanish moss to the Hospital.
- Refrain from brining candles to patient areas, office areas and residence halls

Fire Incident Responsibilities

When a fire is discovered:

- Remove patients and personnel from the danger area
- Close the doors in the fire zone
- Pull the nearest fire alarm box
- Dial 410-955-4444 and tell the operator where the fire is, the kind of fire, your name and extension number
- Alert the Charge Nurse

Fitness for Duty

There may be occasions when management instructs or directs an employee to report to Occupational Health Services (OHS) to verify that the employee is fit-for-duty following an injury or illness. Employees are required to report to OHS as instructed by management.

Employees who refuse to comply with management’s instructions may be subjected to disciplinary action up to, and including, discharge.

Employees should refer to the OHS section below to understand the role of OHS and an employee’s rights to consenting to such services and providing management with necessary information.

Hazard Communication Program

Federal and Maryland Law give employees a way to learn about chemical hazards and how to work safely with these materials. To protect your safety as well as meet federal and state requirements, JHH/JHHSC compiles chemical information lists, establishes a file of material safety data sheets from this list, checks that containers are labeled and offers training through the JHH/JHHSC’s Hazard Communication Program. If you have questions about the Hazard Communication Program, please contact Health, Safety and Environment at 410-955-5918 or review the Johns Hopkins Health, Safety and Environment Manual.

Occupational Health Services

Occupational Health Services (OHS) supports JHH/JHHSC in the pursuit of a quality work environment that is free from recognized health, safety and environment risks and is in compliance with applicable regulations. OHS provides direct access to professional expertise for employees in their pursuit of health and well being. The main office of OHS is located in the Church Home Professional Office Building at 98 N. Broadway in Room 421. For additional

locations, please call 410-955-6211. OHS provides a variety of services, such as pre-employment health screenings, immunizations, HIV testing, return to duty clearance, health evaluations and drug testing. The services of OHS are provided on the condition that employees consent to the use and disclosure of health information by Johns Hopkins. Health information means all of your health information held in your medical records, including but not limited to, name, address, other contact information, date of birth, age, gender, tests performed (including drug screens), test results, inability or ability to work, work limitations, rehabilitation information, medical complaints related to exposure to hazardous substances and diagnosis. When accepting the services of OHS, employees consent to disclosure of health information to the employee’s:

- Current JH employer
- Current agency staff employer
- JH employer to which the candidate applies
- Employment related proceedings

OHS must be able to obtain job-related information about an employee’s health, even if treatment was obtained elsewhere.

Standard Precautions

Standard precautions are used for all patients regardless of their diagnosis in an effort to minimize the risk of transmission of bloodborne pathogens. These precautions are in place to protect employees and must be followed:

- Wear gloves before touching blood or internal body fluids
- Wear a gown, mask and protective eyewear when the activity may cause splashes or sprays of blood or body fluids
- Dispose of needles, sharps and all other medical waste in the proper containers.

Specific situations and specific departments may require additional precautions.

Specific situations and specific departments may require additional precautions. If you have questions regarding the transmission of blood-borne pathogens, check with your supervisor.

Substance & Alcohol Abuse

JHH/JHHSC is committed to maintaining a drug and alcohol-free workplace. Drug and alcohol abuse can have poor effects on an employee’s job performance. JHH/JHHSC makes appropriate medical and rehabilitative referrals available to employees whenever possible. Treatment costs

may be covered by an employee’s insurance. For information, contact OHS or FASAP.

Any employee who needs help with a substance abuse problem may contact FASAP for a counseling session appointment. This contact and information will be confidential, subject to the conditions provided in the consent agreement.

All candidates for employment will be tested for the presence of controlled substances and alcohol as part of the pre-employment, post-offer medical screening. Individuals who test positive will be denied employment and conditional offers of employment will be withdrawn. OHS may review the initial or continuing employment of persons with a past history of drug and/or alcohol abuse under applicable standards.

Employees who show signs of drug and/or alcohol abuse while at work may be sent for a “for cause” drug test. If the results are positive, the employee will be found under the influence of alcohol or illegal drugs on the job and will be provided an opportunity to obtain assistance for substance abuse in accordance with the Department of Human Resources. OHS and FASAP will work with the supervisor and the Department of Human Resources to develop an appropriate treatment plan. This plan, however, does not protect the employee from appropriate disciplinary action.

Employee Well-Being

Incident and Injury Reporting

No matter how small an accident, all job-related injuries must be reported IMMEDIATELY to the injured employee’s supervisor. Employees must obtain a Report of Incident Form from their supervisor and report to the Occupational Injury Clinic (OIC) for treatment. OIC is located in Blalock 139 and can be reached at 410-955-6433. Supervisors must retain a duplicate copy of the Employee Report of Incident in the department.

Employees injured and in need of immediate first-aid when the OIC is closed should be escorted or taken to the Emergency Room (ER) for treatment. The injury report should not be taken to the ER with the employee. Employees injured when OIC is closed, whether treated in ER or not, should report to the OIC the next business day with the incident report signed by their supervisor or supervisor in charge at the time of the injury. The Workers’ Compensation Claims Office must approve all lost time and restricted duty. The ER doctors may recommend work

or restricted duty but cannot approve work or restrictions duty.

Wellness & Physical Fitness (Wellnet)

Wellnet is a network of wellness services offered as a benefit to JHH/JHHSC benefit-eligible employees. Through medical self-care, health assessments, educational and motivational programs, Wellnet assists employees with taking charge of their mental, physical and emotional health. The Wellnet office is located in Osler 7. To learn more about the Wellnet programs, call 410-955-1040 or visit their website at www.insidehopkinsmedicine.org/human_resources/benefits/healthy_at_hopkins/wellnet.html.

Workers’ Compensation

The Workers’ Compensation Claims Office makes the final determination if the injury and lost time are compensable. If you have Family Medical Leave, it will run concurrently with any leave associated with a workers’ compensation injury. For more information, contact the Workers’ Compensation Claims Office.

Work, Life and Engagement Programs

JHH/JHHSC employees have access to a variety of benefits through the Office of Work, Life and Engagement. They offer information, consultation and referral for child care, elder/adult dependent care, and for other issues blending personal and work life. Their offices are located at Johns Hopkins at Eastern, 1101 East 33rd St., Suite C100, Baltimore, MD 21218. Office hours are Monday through Friday, 8:30 AM to 5:00 PM. The phone number is 443-997-6605.

AS YOU GROW

JHH/JHHSC recognizes the ongoing development process throughout careers as employees change, jobs change and as technology and procedures change. While career development is ultimately each employee’s own choice and responsibility, JHH/JHHSC strives to build an organizational culture that encourages learning and development for all employees. This section describes some of the training and development programs offered by JHH/JHHSC.

Organizational Development & Training (OD&T)

The Office of OD&T offers training and consultation services to employees and departments that focus on teamwork, organization effectiveness and individual growth and development. The Office of OD&T can be contacted at 410-955-6748.

Organizational Development

OD&T specialists and staff work with departments to improve teamwork and group effectiveness, encourage individual and group growth and manage the change process. OD consultations include:

- Managerial consulting
- Assessment diagnosis
- Group process consultation and facilitation
- Design and development of improvement strategies
- Group, meeting and problem-solving facilitation
- Team building

Manager, Supervisor and Lead Development Opportunities

The Department of Human Resources recognizes the unique role played by managers, supervisors and leads in creating a culture of excellence. OD&T coordinates structured learning experiences for managers, supervisors and leads. These six (6) to eight (8) week cohort classes focus on communication, coaching, operational issues, managing people, processes and engaging employees in service excellence.

Training

A variety of training programs are available to all employees. Class topics include Service Excellence, Time Management, Conflict Resolution, Interpersonal Communication and Behavioral Event Interviewing. Customized train-

ing classes are also available upon request. Contact odrequest@jhmi.edu for specific training request.

Partnership with Baltimore City Community College

JHH/JHHSC has developed a partnership with Baltimore City Community College (BCCC) to provide certification and degree programs, such as the workplace-based two (2) year Associates Arts degree. This provides employees interested in other health-related degrees the opportunity to take pre-requisite courses in preparation for health-related degrees they would finish at BCCC.

Center for Career Development

The Center for Career Development supports current employees who may be preparing for career advancement opportunities. Service provided includes:

- Skills and interests assessments
- Individual career advising
- Career and academic advising
- Management coaching
- Career development planning
- Resume review
- Interview skills practice
- Executive coaching

For more information, call 410-614-0277 or 410-955-4585 or visit http://www.hopkinsmedicine.org/human_resources/education_programs/employees/center_career_dev.html.

Promotional Opportunities

JHH/JHHSC is committed to the development of employees and makes every effort to fill vacant positions by internal promotions or referrals. In general, job vacancies throughout JHH/JHHSC are posted for five (5) consecutive working days, not including Saturday, Sunday or holidays, online at www.hopkinsmedicine.org/JHHSCr/careers.

JHH/JHHSC selects candidates based on job specifications and the applicant’s qualifications, related job experience and performance, training, education, special skills, disciplinary record and negative time history (if applicable).

If two (2) or more internal candidates are relatively equal, service date will be the determining factor. If suitable candidates cannot be obtained within JHH/JHHSC, qualified candidates will be hired externally.

Inter-Affiliate Transfer Policy

JHH/JHHSC is committed to providing a consistent process for retaining talented employees. JHH/JHHSC Guidelines have been established with respect to non-bargaining unit employees who transfer from any JHHSC affiliate to JHH/JHHSC. Those who transfer from JHHSC affiliates will be permitted to apply for positions according to the external application process of JHH/JHHSC.

AT YOUR SERVICE

JHH/JHHSC offers employees a variety of services and resources for your convenience.

Automobile Service Center

The Monument Street Auto Center, located at the Monument Street satellite parking facility, provides repairs, regular maintenance and car washing services for your automobile. The Auto Center is open Monday through Friday from 7 AM – 5 PM. To learn more about the services offered, visit their website at www.monumentauto.com. To schedule an appointment, call 410-522-3737.

Banking

For the convenience of all employees, automatic banking machines (ATMs) are located along the main corridor across from the Gift Shop, on the first floor of the Outpatient Center near the staff elevators and in the Weinberg Building main lobby. In addition, several banks operate branches in the surrounding area.

Mother’s Rooms

The Mother’s Rooms private, comfortable spaces available to JHH/JHHSC women. For more information, please visit http://hopkinsworklife.org/family_support/expecting_baby/breastfeeding_support/.

Bunting Interfaith Chapel

The Chapel is open 24 hours a day, 7 days a week for private prayer and meditation. The Chapel is located in the Main Level/Arcade of the Zayed Tower. Religious services are held throughout the year. Please call the Department of Pastoral Care at 410-955-5843 for specific times and locations.

Credit Union

Employees may join the Johns Hopkins Federal Credit Union and enjoy all of the benefits provided to members. Some of the services that members may choose include: free checking, statement savings accounts, ATM machines, telephone banking, interest-bearing checking accounts, money market and certificate accounts and loans. To learn more, visit their Web site at www.jhfcu.org. The Credit Union is located at 2027 East Monument Street and on the Bayview Campus at 5201 Alpha Commons Drive. Hours for the Monument location are Monday through Thursday, 8:30 AM

to 3:00 PM, and Friday, 8:30 AM to 4:00 PM. Hours for the Bayview location are Monday through Friday 8:30 AM to 4:00 PM.

Denton A. Cooley Center

The Denton A. Cooley Center offers numerous opportunities for employees and their families to develop and maintain healthy lifestyles. The Cooley Center offers recreational and competitive sports, fitness equipment, group exercise classes, outdoor and social recreation programs now at two locations. To learn more, visit their website at www.cooleycenter.com or call 410-955-2513.

Direct Deposit

Employees may elect to have their payroll checks and flexible spending account deductions deposited directly into their savings or checking accounts at various banks. Contact the HR Service Center for more information.

Discount Tickets

Discount tickets for a number of area amusement parks and the National Aquarium in Baltimore are available for employees. Tickets can be purchased at <http://www.insidehopkinsbayview.org/hr/benefits/discountprograms/index.html#discounttickets>.

Eating Facilities

JHHSC offers many dining options for employees on the East Baltimore Campus. The locations and hours of operation hours are subject to change. There are also a variety of eating options at offered at our off-site locations. You may find more information at http://www.hopkinsmedicine.org/the_johns_hopkins_hospital/services_amenities/dining_retail/dining_options.html

For a quick snack or energy boost, vending machines are available throughout JHH/JHHSC.

Florist

Fresh floral arrangements, plants, artificial flowers and fresh fruit baskets may be purchased seven days a week at the Flower Shop, located in the Nelson Harvey building. For orders, call 410-955-6822.

Gift Shop

The gift shops, operated by the Women’s Board of The Johns Hopkins Health System Corporation, are located in the lobby of the Nelson Building, Zayed Building and Outpatient Center. These non-profit shops carry a wide range of items such as books, jewelry, Hopkins apparel, candy, cards, toys and gifts of all sorts.

Library and Resource Center

The Patient-Staff Library, located in Carnegie 173 lends books to employees for a small annual membership fee. The Library is open Monday through Friday, 9:30 a.m. to 4 p.m.

Lost and Found

Corporate Security provides a lost and found service. Employees who find or lose any articles on the premises should contact Security at 410-955-5588 or visit the Security Administration office in Nelson/Harvey 109.

Maryland Transportation Authority (MTA) Transit Plus Program

Employees may use pre-tax dollars to conveniently purchase their MTA monthly transit passes at work. Employees can buy passes for the bus, light rail and metro subway. For enrollment information, contact the HR Service Center.

Optical Services

There are two (2) locations within JHHSC to take care of your vision needs. The Optical Shoppe, located in the Wilmer Corridor, features the latest designer frames and high-tech lens options. The Wilmer Vision Center, located on the first floor of the Outpatient Center, is a full-service optical store with an optometrist on site, and features a wide selection of eyeglass frames and contact lenses. Call 410-955-9373 for more information.

Parking

Secure and monitored parking is available to employees as space permits at several locations. Information concerning locations, hours of operation, rates and permits can be obtained from the Parking Services Web site at www.hopkinsmedicine.org/security/parking or by contacting the Parking Office at 410- 955-5333. Parking is free for all Hospital personnel between 4:00 PM and 8:30 AM on weekdays, all day Saturday and Sunday and on holidays.

Payroll Savings Plan

All employees have an opportunity to purchase United States Savings Bonds through the Payroll Savings Plan. To make arrangements, contact the HR Service Center.

Pharmacy

There are five (5) pharmacies available for your convenience. Pharmacy locations include:

- Moore Clinic Outpatient Pharmacy – Carnegie Building below the Moore Clinic, open Mon-Fri 8:30 AM-5:30 PM
- Monument Street Outpatient Pharmacy – 1810 E. Monument, open Mon-Fri 8:00 AM- 7:00 PM; Sat 9:00 AM-4:00 PM
- Johns Hopkins Outpatient Center Pharmacy – Outpatient Center, open Mon-Fri 8:00 AM-6:30 PM
- Weinburg Outpatient Pharmacy Outpatient Center – Mon-Fri 9:00 AM-7:00 PM; Sat-Sun 10:00 AM-6:00 PM
- Outpatient Pharmacy at the Arcade – Main level of the Sheikh Zayed Tower and the Bloomberg Children’s Center – open Mon-Fri 8:00 AM-10:00PM; Sat-Sun 8:00 AM-6:00 PM

Photography Services

Pathology Photography is a complete photographic and graphic art service. Located on the first floor of the Pathology Building, Pathology Photography provides easy access to all. For more information, call 410-955-3843 or visit their Web site at photography.jhu.edu/.

Postal Services

Located in the main hospital in the Nelson lobby.

Security Escorts and Shuttle Bus Service

For your safety, Security provides walking escorts to any on-campus location. Vans are available to transport employees and visitors within a six-block radius of JHH/JHHSC. During the morning rush hours, the vans follow set routes. For a listing of all the shuttle routes and pick up times, visit www.hopkinsmedicine.org/security/transportation/shuttles. At other times, employees and visitors may call to receive service. Without advance notice, requesters can anticipate a 20-minute wait for pickup. Charter service is also available. Contact Security at 410-955-5585 for assistance.

Welch Medical Library

The Welch Medical Library is the hub for information resources at JHH/JHHSC. Containing a collection of books, journals and audiovisuals, it supports the patient care, research, educational and administrative functions of JHH/JHHSC. The library is located at 1900 East Monument Street. The Medical Library staff also maintains a website www.welch.jhu.edu where databases, online books and journals are available 24 hours every day.

A Final Note

JHH/JHHSC provides this handbook for your general education and assistance. Please keep it available at all times and review it in the event of any future questions. When further information is needed, please consult your supervisor and/or the Department of Human Resources.

***Welcome to The Johns Hopkins Hospital
and the Johns Hopkins Health System
Corporation!***

