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Introduction

This Employee Handbook is designed to give employees an overview of Northwell Health, its policies, guidelines and benefits. It is not an employment contract nor does it guarantee employment or create any employment rights. This Handbook supersedes any prior handbooks. When there is a change in a policy, we will update this Handbook as soon as possible. The Human Resources Policies and Procedures manual will take precedence, should a discrepancy exist between that and the Employee Handbook. The information contained in this Handbook is generally applicable to all employees. However, employees covered under a Collective Bargaining Agreement (CBA) should also refer to the CBA applicable to their job and work facility for additional terms and conditions. To the extent the provisions of this Handbook are inconsistent with the CBA’s terms, the CBA will prevail.

All employees must abide by all applicable organization policies and procedures, which are subject to change at any time. If there is a discrepancy between the policies summarized in this Handbook and the Human Resource Policies and Procedures on the Intranet, the Human Resources Policies and Procedures takes precedence.

This Handbook contains summaries of benefits the organization offers. Complete Summary Plan Descriptions may be obtained on the Intranet or from your Human Resources Department. Should there be a discrepancy or conflict between the information presented in this Handbook and the plan documents, the plan documents will govern. Northwell Health reserves the right, at its discretion, to amend or discontinue any benefits plan at any time.

Employment At-Will: Your employment with Northwell Health is at-will and, as such, is subject to termination by you or the organization at any time, with or without cause, for any reason or no reason at all, with or without notice, except as otherwise agreed to in writing.

Employee Intranet: Stay updated and connected to Northwell Health through the Employee Intranet. In addition to news and important information, employees may use the Intranet to access a variety of documents such as the Human Resources Policies and Procedures Manual, benefits materials and forms, and general internal communication and information resources. To access the Intranet at work, click on the Intranet icon on your desktop. To access the Intranet outside of work you will need your User ID and Password; www.Northwell.edu/employees

For additional information regarding the content of this Handbook, visit the Human Resources Policy and Procedure Manual on the Intranet. The Human Resources Policy and Procedure Manual can be accessed through the Intranet by clicking on the Human Resources home page - myHR - and then the link for Policies & Procedures.
Welcome to Northwell Health

Northwell Health is New York State’s largest health care provider and private employer, with 22 hospitals and more than 550 outpatient facilities. We care for more than 2 million people annually in the metro New York area and beyond, thanks to philanthropic support from our communities. Our 62,000 employees – including 15,000+ nurses and 2,800+ doctors within Northwell Health Physician Partners – are working to change health care for the better. We’re making breakthroughs in medicine at the Feinstein Institute for Medical Research. We’re training the next generation of medical professionals at the visionary Donald and Barbara Zucker School of Medicine at Hofstra/Northwell, and the Hofstra/Northwell School of Graduate Nursing and Physician Assistant Studies.

For information on our more than 100 medical specialties, visit Northwell.edu.

To learn about our mission statement, vision and values, visit Northwell.edu/about-Northwell-Health.
Employee Benefits

This Handbook contains summaries of some of the benefits offered by the organization. Complete Summary Plan Descriptions may be obtained on the Intranet or from your Human Resources Department.

Benefits-eligible employees include those who are regular, full-time and part-time employees scheduled to work at least 0.5 of the full time equivalent per week. Union-represented employees are eligible for benefits as provided in the applicable collective bargaining agreement. Northwell Health offers eligible employees a comprehensive benefits package, including Health and Welfare, Work Life and Retirement, as well as some Additional/Voluntary benefits.

Employee Benefits: There are a variety of employee events, recreational activities and discount programs available to Northwell Health employees. There is more information available on the Employee Intranet under the Human Resources tab: Employee Intranet >>myHR >>HR Home >>Total Rewards >>Work/Life Programs.

Employee Discounts: As part of your Total Rewards package, Northwell Health offers you access to special discounts designed to enhance your employee experience. Local discounts are offered at merchants where you work and live. Working Advantage is a national discount partner providing a variety of discounts to travel, hotel, entertainment and shopping worldwide. There is more information available on the Employee Intranet under the Human Resources tab: Employee Intranet >>myHR >>HR Home >>Total Rewards >>Employee Discounts.

Human Resources Service Center: Corporate Human Resources operates a Service Center to assist employees with questions. The Service Center may be reached at: (516) 734-7000 from 8:00 AM – 6:00 PM, Monday through Friday. A call back feature allows you to leave your number and a representative will call you back.

Employee Assistance Program: The Employee Assistance Program (EAP) provides free, confidential counseling services to employees. The program works to coordinate its services and has the flexibility to counsel you on a wide range of issues such as career conflicts, stress, depression, substance misuse, marital problems, domestic violence, grief and many other issues. Contact the EAP to schedule an appointment at: 1-877-EAP-4YOU (1-877-327-4968).

Physician’s Resource Network: To access the same counseling services described above, affiliated medical staff, physician’s assistants, residents and fellows may call (866) 454-3280 to access the Physician’s Resource Network (PRN).
**Bethpage Federal Credit Union:** Northwell Health's official federal credit union is now Bethpage Federal Credit Union. As part of this partnership Bethpage has special offerings for all Northwell employees who join. Bethpage FCU offers a full spectrum of banking products and services to meet the growing financial needs of its members with great rates and low fees. Northwell Health employees who would like more information about the specific programs and services available can find out more about Bethpage FCU at a Northwell Health location or in one their 30+ local branches; as well as online at lovebethpage.com/Northwell or call 516-349-4220.

**Tuition Reimbursement:** Northwell Health recognizes that staff development through continued education is an integral component of personal and professional growth. By providing financial assistance, the Tuition Reimbursement Program encourages employees to pursue job-related programs of study that will help them maintain, enhance and improve the skills and competencies required by their jobs.

Eligible employees must apply and be approved for participation in the Tuition Reimbursement Program. You may obtain the tuition reimbursement policies, application and forms on the Intranet or from your Human Resources Department.

**Service Award and Recognition Programs:** Northwell Health believes in recognizing employees for their dedication to creating an atmosphere that promotes teamwork, cooperation, innovation and personal development, and for helping the organization achieve its goals. Employee recognition and award programs vary throughout the organization; please contact your manager or Human Resources Department about site-specific recognition programs.

The organization also celebrates service, starting at the fifth year anniversary of benefits-eligible employment, and continuing in increments of five years. Please check the Intranet for more information or contact your Human Resources Department.
Payroll and Compensation

**Time Records:** Time records must accurately reflect all hours worked. Your time record is an official document from which your pay is calculated. Any change to your official time record must be approved by your manager.

You must be in your work area, ready to work before you record your time "in" at the start of each shift. If your job requires necessary safety equipment or other activities that are indispensable to the performance of your job, you should record your time “in” before putting on the necessary equipment or engaging in the indispensable activities.

**Payment of Wages:** The majority of non-exempt employees are paid every other Thursday. Exempt employees are paid on the 7th and 22nd of each month. Employees who work for Region Care and Long Island Jewish Forest Hills are paid on a weekly basis. Employees receive wages during the next regular payroll period following the payroll period in which the wages were earned. The workweek begins at 12:01 AM on Sunday and ends at 12 midnight on Saturday. Pay statements contains wages and paid time off information for the current pay period, a year-to-date cumulative salary summary, and any special deductions.

All employees are encouraged to sign-up for direct deposit. Direct deposit ensures you receive your pay as scheduled without having to cash or deposit it at the bank. Direct Deposit forms can be accessed through the employee self-service portal, mySelfService. Employees who are paid by direct deposit may access their paycheck and other pay information through mySelfService.

**Overtime:** There may be occasions when you will have to work overtime. Your manager must authorize all overtime in advance. If you are eligible to be compensated for premium overtime pay, you will be paid overtime pay for authorized time worked in excess of the regular full-time work week (37.5 or 40 hours) for your position in a work week. Exempt employees eligible for premium overtime will receive overtime pay after exceeding their scheduled full-time biweekly hours. For the purpose of calculating overtime, paid time-off and holidays are considered as time worked. For more information, please see applicable Human Resources Policy regarding Overtime.

**Payroll Deductions:** The organization is required to take certain deductions from your pay in accordance with applicable law, including but not limited to:

- Federal and State income tax
- New York City income tax (for NYC residents)
- Social Security (FICA/Medicare)
- New York State disability insurance
You may request that additional deductions be taken from your paycheck. For example, you may choose to put money in a credit union account, pay back a credit union loan or pay your health insurance premium through payroll deductions. Your paycheck, which is available online through mySelfService, lists all deductions for the current payroll period as well as year-to-date cumulative totals.

**Garnishments and Wage Assignments**: In accordance with applicable law, the organization is required to honor garnishments and wage assignments (claims against your salary by creditors). If salary deductions are mandated, they will be taken from your paycheck, each pay period, for the required length of time. Payments will be forwarded to the appropriate creditor.

**Time Away From Work**

**Paid Time Off (PTO)**: PTO provides eligible employees days away from work, with pay, for the purposes of rest, relaxation, illness and/or to attend personal needs and/or family emergencies. After three (3) months of employment, you may use accrued PTO for scheduled and approved absences such as vacation and personal time, or unscheduled absences such as emergencies, personal illness or the illness/injury of a dependent.

The amount of PTO an employee receives varies based upon assigned benefit group, length of service and/or location. In addition, the organization provides paid sick leave to eligible employees covered by the New York City Earned Sick Time Act. For more information or to view Frequently Asked Questions, please see applicable Human Resources Policy governing Paid Time Off (PTO) and New York City Earned Sick Time.

**Observed Holidays**: In addition to PTO, benefits-eligible employees are entitled to paid holiday time off consistent with their site specific holiday calendar. This benefit is prorated for benefits-eligible part-time employees. Please refer to your site specific Holiday schedule for more information.

Due to the nature of healthcare, it may not be possible for each employee to schedule time off on the calendar date of observed holidays. Arrangements should be made by the employee and their department head/designee for equivalent time off.

**Marriage Leave**: You may take a leave up to three days, with pay, in the event of your marriage. This leave is separate from PTO. You must take marriage leave within a reasonable time of the event; it cannot be split or postponed. This benefit is prorated for benefits-eligible part-time employees. You must request this leave from your manager.
Bereavement Leave: You may take a leave of up to three days, with pay, in the event of the death of an immediate family member. This leave is separate from PTO. You must take bereavement leave within a reasonable time of the death; it cannot be split or postponed. This benefit is prorated for benefits-eligible part-time employees. To take a bereavement leave, you must request it from your manager. You may be required to provide verification of the death and/or your relationship with the deceased.

Blood Donations: To those who generously donate blood to help support the blood donation program, we thank you. Each facility sponsors annual blood drives. All benefits-eligible employees who donate blood will accrue two hours PTO per successful donation. Platelet and automated red cell donors will be credited with three hours of PTO. Donations must be scheduled in advance. Questions regarding donor criteria and medical eligibility for blood donations should be directed to the New York Blood Center at (800) 688-0900.

Jury Duty: The organization pays benefits-eligible employees’ wages for missed work days due to jury duty service. You must immediately provide your manager with the jury duty summons, as well as proof of service after completing jury duty.

Disability/Extended Leave: If you become disabled due to an illness or injury, and are unable to perform your job duties, you may be eligible for disability benefits. There are other events that may result in an extended leave, such as the birth or adoption of a child, or military duty. Such leaves may be designated a Leave of Absence (LOA). If you believe that your situation will likely result in an absence longer than seven consecutive calendar days, you are required to notify your manager of your anticipated leave as soon as possible and must contact AbsenceOne at (855) RTW-WELL (855-789-9355). If you are on an approved leave, you must contact your manager at least once every 30 days to provide an update on your intention to return to work.

Family and Medical Leave
For NY State Employees: You may take up to 12 weeks of unpaid, job-protected leave under the Family and Medical Leave Act (FMLA), in any rolling 12-month period. FMLA leave may be used for your own serious health condition or that of an immediate family member, for the birth or adoption of a child, or to care for child after birth or placement for adoption or foster care. You are eligible for FMLA leave if you have worked at least 1,250 hours in the year before the requested leave. FMLA leave may also be taken on an intermittent basis. The FMLA entitlement shall run concurrently with other FMLA-eligible leaves.

If the absence is foreseeable, eligible employees must provide 30 days advance notice. Medical certification, underlying the need for the leave, must be provided to AbsenceOne, to support the request for a leave based on a serious health condition. When the need for leave is not foreseeable, you
must provide as much notice as is practicable. When using FMLA leave, PTO will first be used to substitute for unpaid FMLA leave. Once PTO is exhausted, any remaining and approved FMLA time will be unpaid. Except in very limited circumstances, when the employee returns from the leave within 12 weeks, he/she will be restored to his/her original or equivalent position with equivalent pay, benefits and other employment terms.

If you are on an approved leave, you must contact your Disability Case Manager (DCM) at least once every 30 days to provide an update on your intention to return to work. For more information, please see applicable Human Resources Policy governing Medical Leaves.

Immediate family members of someone on covered active duty in the armed services are also entitled to military family leave under the FMLA. If you are the spouse, son, daughter, parent, or next of kin of a covered service member who is recovering from a serious illness or injury incurred or aggravated in the line of duty on covered active duty, you may take up to 26 weeks of leave (inclusive of FMLA leave), in a rolling 12-month period, to care for the service member. You are also eligible to take up to 12 weeks of leave for a "qualifying circumstance" arising out of the fact that your spouse, child or parent is on covered active duty, called to cover active duty status, or has been notified of an impending call to covered active duty.

**New York State Paid Family Leave (PFL):** Effective January 1, 2018, eligible employees who work in New York State may take up to 8 weeks (subject to increase annually) of job-protected paid time off (up to a certain percentage of your wages). Please refer to Northwell’s New York State Paid Family Leave Policy for additional information regarding PFL or contact Human Resources.

**Military Leave:** The organization is compliant with the Uniformed Services Employment and Reemployment Rights Act (USERRA) which protects the job rights of individuals who voluntarily or involuntarily leave employment to undertake military service or certain types of service in the National Disaster Medical System. It also provides specific protection due to such service related to health insurance, pension, re-employment rights and seniority.

**Leave of Absence for Military Spouses:** The organization provides the spouse of a member in the armed forces of the Unites States, National Guard or reserves who has been deployed during a period of military conflict to a combat theater or combat zone of operations, up to ten (10) days of unpaid leave while the spouse serving the military is on leave.
Organizational Development and Training

Performance Management: The organization uses a Performance Management process to ensure that employees are appraised based on their performance and individual contributions to the organization. A performance review provides an opportunity to review an individual’s performance with his/her manager and identify goals and challenges using an open dialogue approach. The annual performance review process is conducted through the Performance Management System or on paper, as applicable, by the employee completing a self-assessment and the manager completing a performance review.

Managers complete an Assessment Review form (ARF) at the end of the assessment period for all new hires and transfers, as appropriate. After this initial assessment, employees have their performance appraised annually. Employees will be asked to acknowledge receipt of their performance reviews.

Annual Mandatory Compliance Training Program: All employees are required to participate in the Annual Mandatory Compliance Training Program, topics include:

- Training on Safety, Quality, Infection Control and Prevention, Management of the Environment of Care, Workplace Respect, etc., and
- Corporate Compliance Training on the Code of Ethical Conduct, Health Insurance Portability and Accountability Act (HIPAA), the Deficit Reduction Act, etc.

Compliance Help Line: The Compliance Help Line, (800) 894-3226, is used by employees to report potential compliance or ethical breaches. The Help Line is a 24-hour, toll-free, anonymous reporting system that employees may call to confidentially report or clarify compliance-related issues.

Center for Learning and Innovation: The Center for Learning and Innovation (CLI) assists in the development of the knowledge, attitude and skills necessary to support the organization's strategic and business goals. CLI promotes a culture dedicated to excellence, innovation, teamwork and change through continuous learning opportunities.

Employees are encouraged to attend ongoing educational programs to further develop their careers, and may register online for a variety of courses offered through CLI, such as Active Listening and Communication Skills, Emotional Intelligence, computer courses and many others. For more information please visit the CLI website at: www.Northwell.edu/CLI.

Competency: The organization uses a four step model as a guide to assess, develop and maintain the competencies of our employees. A catalogue of competencies is available under the Education and Research tab on the Intranet.
Conduct in the Workplace

Attendance and Punctuality: All employees are expected to report for work regularly and on time. If you cannot report for work, you must notify your manager in advance. Excessive lateness, absenteeism and/or a pattern of absenteeism before or after scheduled days off may lead to disciplinary action, up to and including termination of employment.

Code of Ethical Conduct: You are required to demonstrate professional behavior at all times through courteous conduct and effective management of difficult situations while at work. An employee’s behavior is a reflection of the entire Northwell Health organization and, therefore, you are obligated to abide by the Code of Ethical Conduct. The code is available on the Intranet at the following file path; Employee Intranet >>Departments >>Corporate Compliance >>Code of Ethical Conduct.

Employee Conduct: General Standards

Employees must abide by the Code of Ethical Conduct. Disciplinary action will be taken if such conduct standards are violated. Disciplinary action is usually, but not always, a progressive process, increasing in severity if a problem worsens or if behavior or performance fails to meet standards. The severity of discipline imposed depends upon several factors, including the seriousness of the misconduct, the employee’s work record and other relevant factors as determined by your manager. The disciplinary actions that may be taken are a documented verbal reprimand, written warning, suspension from work without pay and/or termination of employment.

The following examples are not an all-inclusive list, and supplements other requirements/rules outlined in the HR and Administrative Policies & Procedures Manuals:

- Violations of the Confidentiality of Protected Health Information (e.g., HIPAA Privacy and Security Rules and Policies) and Personally Identifiable Information
- Incompetence and/or misconduct, including professional misconduct
- Failure to adhere to core values including putting patients first, teamwork, integrity, caring, innovation and excellence
- Insubordination
- Possession of a weapon on Northwell Health property
- Illegal use of drugs, including, but not limited to, the sale, use or possession of any illegal drug, as defined by law, or any medically unauthorized drug; violation of a drug-free workplace requirements
- Stealing, fighting, gambling or possession of gambling devices
- Abandonment of position
- Excessive lateness and/or absenteeism
- Falsification of time records and/or patient records
- Sexual harassment and/or any other unlawful harassment or discrimination, bullying or intimidation
- Sleeping while on duty
- Theft or unauthorized use of Northwell Health property
• Inappropriate use of the Internet and electronic mail
• Violation of the organization’s Codes of Professional and Ethical conduct
• Failing to report suspected non-compliant behavior
• Encouraging, directing, facilitating or permitting non-compliant behavior
• Retaliating against any individual who makes a good faith effort to report suspected non-compliant behavior
• Smoking on Northwell Health property
• Non-compliance with the Annual Mandatory Compliance Training Program
• Non-compliance with annual mandatory health reassessments/clearance

Northwell Health does not condone criminal activity on its property or property under its control, and will take appropriate action whenever such conduct is discovered to enforce the law, as well as its own internal regulations.

Filing a Grievance: Misunderstandings or conflicts may arise in any organization. Northwell Health believes most complaints about working conditions, supervision, co-workers or other work-related problems can be best handled through informal and private discussions. However, the organization has a grievance procedure to promote better understanding and help resolve problems. This procedure is limited to non-supervisory employees who have completed their assessment period. For more information on this topic, please contact your site Human Resources Department for guidance.

Confidentiality: All patient and employee information (personal and health-related) is to be treated as confidential information. Therefore, employees are obligated to follow Northwell Health policies and procedures for keeping records private. If you have appropriate access to another employee’s confidential medical information, you must not disclose this information to anyone else in the organization unless it is required as part of your job. Employees may not access another employees’ medical information, unless such access is job related and necessary.

Additionally, all employees must ensure that each patient's right to privacy is upheld and must demonstrate respect for a patient's modesty during each encounter.

Health Insurance Portability and Accountability Act (HIPAA): The organization complies with the Health Insurance Portability and Accountability Act (HIPAA) of 1996. One provision of HIPAA establishes privacy standards to protect each patient’s right to keep his or her personal health information from being disclosed improperly. Among other requirements, this law:

• Protects an individual’s identifiable medical history
• Gives patients the right to know who has or will see their records
• Gives patients the right to review and amend/correct their records
• Limits the use or disclosure of health information to the necessary minimum
• Defines certain elements that must be included in a valid authorization to release patient health information
A breach of patient confidentiality is a serious violation of organization policy and may result in disciplinary action, up to and including termination of employment. All possible breaches of patient confidentiality must be reported immediately to the Office of Corporate Compliance at (516) 465-8097, the Compliance Help Line by calling (800) 894-3226 or by visiting www.Northwell.EthicsPoint.com. The organization is required by HIPAA to report applicable breaches to the federal government and to take other actions to rectify the breach.

**False Claims Act Reporting and Whistleblower Protections:** To assist the organization in meeting its legal and ethical obligations, any employee who is aware of or reasonably suspects the preparation or submission of a false claim or report, or any other potential fraud, waste or abuse related to a health care program that receives federal or state funds is required to report such information to:

1. His/Her manager
2. The Compliance Director of the facility where he/she is employed
3. The Chief Corporate Compliance Officer by calling (516) 465-8097
4. The Compliance Help Line by calling (800) 894-3226

Individuals using the Compliance Help Line may choose to remain anonymous if they wish. It is the responsibility of all employees to understand the federal and state false claims statutes and the role of such laws in preventing and detecting fraud, waste and abuse in federal and state healthcare programs.

One of the primary purposes of the False Claims Act is to combat fraud and abuse in government healthcare programs. The False Claims Act seeks to accomplish the goal by making it possible for the government to bring civil actions to recover damages and penalties when healthcare providers submit false claims for payment to the government.

**The Federal False Claims Act (FCA):** Provides that any person or entity that knowingly submits a false or fraudulent claim for payment of United States government funds is liable for significant penalties and fines. The fines include a penalty of up to three times the amount recovered by the Government, civil penalties ranging from $10,781 to $21,563 per false claim, and the costs of the civil action against the entity that submitted the false claims. The FCA applies to all federally funded programs, including Medicaid and Medicare.

The FCA also contains a whistleblower provision. This allows a private person with knowledge of a false claim to bring a civil suit on behalf of the United States government to recover the funds paid by the government as a result of the false claims. If the suit ultimately is successful, the whistleblower who initiated the suit may be awarded a percentage of the funds recovered. The FCA also protects a whistleblower from retaliation by his/her employer. Employers may not discharge, demote, suspend, threaten, harass or discriminate against an employee as a result of the employee's lawful acts in furtherance of a false claims action.
The New York False Claims Act: Permits the New York Attorney General and local governments to bring lawsuits against any person or entity that knowingly presents a false or fraudulent claim for payment to the State or a local government. This statute also allows individuals to bring suits on behalf of the State for violations of the Act. In certain circumstances where the suit is successful, individuals may receive a portion of the funds recovered by the State.

Like the FCA, the New York False Claims Act prohibits all forms of retaliation by an employer against any employee who brings a lawsuit concerning false or fraudulent claims or who otherwise assists in the prosecution of a suit. Any employee who is retaliated against may be entitled to reinstatement, back pay and other compensation.

New York Labor Law §§ 740 and 741: Prohibits retaliation against employees who disclose information to regulatory, law enforcement or other similar agencies or public officials about employer policies, practices or activities that violate the law and create substantial and specific danger to the public health, that constitute healthcare fraud under Penal Law § 177 or that constitute improper patient care. The employee's disclosure is protected only if it is asserted in good faith and if the information disclosed constitutes a violation of law or improper patient care. Labor Law § 740 also requires that the employee first raise the matter with a manager and give the employer a reasonable opportunity to correct the alleged violation.

Other New York statutes provide for fines and criminal penalties for making false statements for the purpose of obtaining services provided under programs such as Medicaid and Medicare. A detailed description of the federal and New York False Claims Acts and the other New York statutes and the specific rules and procedures relating to fraud and abuse detection and prevention, including reporting rights and processes, are set forth in the Corporate Compliance policy #800.09: Detecting and Preventing Fraud, Waste and Abuse. A copy of this policy is provided to every employee and is also available on the Intranet and the Northwell Health website. A summary of these laws also is available online at the Website for the Office of the New York Medicaid Inspector General at: www.OMIG.state.ny.us.

Conflicts of Interest/Gifts: Northwell Health employees have a duty to avoid conflicts of interest and a duty of loyalty to our organization. Our business conduct must always put the organization’s interests ahead of our personal interests.

- Employees cannot use our positions or confidential information obtained in the course of our work for personal gain.
- Employees must ensure that any outside jobs or positions do not conflict with our work at the organization.
- Employees must disclose to our managers any potential conflict of interest.

Northwell Health employees also must not solicit, accept, make or offer to make any payment, or accept or provide any other thing of value to another person or company with the understanding or intention that such payment is to be used for an unlawful or improper purpose.
Accepting gifts including food from Northwell Health vendors or potential vendors, such as drug and medical device manufacturers, is prohibited regardless of any value because even gifts of a nominal value may have the appearance of influencing or potentially influencing employees in the conduct of their duties or responsibilities. These gifts that are impermissible to employees are also impermissible when given to family members or guests of employees. The detailed policies on conflicts of interest and gifts and other interactions with industry are available on the Intranet and the Northwell Health website. For additional information you can contact the Office of Corporate Compliance at: (516) 465-8097 or www.Northwell.edu/compliance.

Recruitment and Selection

Background Investigations: The organization conducts background investigations on all prospective hires. These investigations include, but are not limited to verification of education, employment, Social Security number and a criminal conviction background check. Other investigations may be conducted according to regulatory requirements and as appropriate.

Pre-placement Health Assessment: Northwell Health must ensure its employees are medically able to perform their job. Therefore, all persons to whom an offer of employment has been extended must undergo and successfully complete a pre-placement health assessment, conducted by Employee Health Services. The evaluation is free of charge. In addition to a physical exam, the health assessment includes, but is not limited to, tuberculosis screening, and immunizations, laboratory evaluations and drug testing. The results of the evaluation are kept confidential.

New Hire Orientation Programs: Prior to the start of employment, new hires are required to participate in orientation programs, which provide an overview of Northwell Health’s mission, vision, values and core behavioral expectations, as well as an overview of mandatory compliance program topics. The Beginnings Orientation Program ("Beginnings") provides an opportunity to welcome and inspire employees. In addition, newly hired employees must attend on-site orientations to learn about the facility for which they were hired and its policies and procedures. Talent Acquisition will work with site managers to inform staff of the date, time and place of scheduled orientations. In all cases, employees must wear business attire and arrive on time to the orientations.
Performance Review during the Assessment Period: As a new hire, you must successfully complete a six-month assessment period from the start date in your new position. During this time, your Manager will decide whether you are properly performing the duties of your position. At any time during the assessment, your manager will determine whether to extend your assessment period and continue your employment or to terminate your employment. Successful completion of this period does not in any way create an employment contract or guarantee continued employment.

Employment Status: The organization hires full-time, part-time, temporary and per diem employees to meet its staffing needs.

- Full-time: 37.5 or 40 regularly scheduled hours per week.
- Part-time: Any regularly scheduled hours less than full-time.
- Temporary: Full-time or part-time employees hired to work for a limited period of time.
- Per-diem: Work on an "as needed" basis.

Transfer and Separation of Employment

Job Postings and Job Transfers: Job openings are posted on the Northwell Health online careers portal, Jobs.Northwell.edu, and can also be accessed through the Intranet on the Human Resources myHR page, under Career Opportunities. Employees are generally eligible to transfer after 12 months of continuous employment. Transfer eligibility is based on established guidelines. Interested employees should review applicable Human Resources Policy governing Transfers, or consult with their site Human Resources Department. The approval of a Transfer is contingent upon organizational needs and relevant policy. Depending on the nature of the transfer, you may be required to apply through Talent Acquisition or your Human Resources Department.

Termination/Resignation: The organization may terminate your employment at any time, for any reason, other than those prohibited by law. If you decide to terminate your employment, you should put your resignation in writing and submit it to your manager with appropriate advance notice. Consult your site Human Resources Department for the guidelines surrounding the pay-out of accrued time. There are certain circumstances under which a terminated employee forfeits payout of accrued time. For additional information, please see applicable Human Resources Policy governing Paid Time Off (PTO).

After termination of employment, the organization provides eligible employees and their eligible dependents the opportunity to continue their health, dental, vision, and/or flexible spending account coverage at their own expense pursuant to applicable law.

After approved business activity is completed or at time of termination, employees are responsible for returning all Northwell Health property to the department manager/designee, including but not limited to all originals and copies of any records containing confidential or protected information.
Legal/Regulations

**Equal Employment Opportunity:** Northwell Health is an equal opportunity employer and treats all employees equally regardless of age, race, creed/religion, color, national origin, alienage or citizenship status, sexual orientation, military or veteran status, sex/gender, gender identity, gender expression, disability, genetic information or genetic predisposition or carrier status, marital status, partnership status, victim of domestic violence, or other characteristics protected by applicable law.

Northwell Health supports affirmative action principles and adheres to all federal, state and local laws regarding equal employment opportunity.

**Accommodations for Disabilities:** Employees with disabilities may request a reasonable accommodation from their manager or their Human Resources Department to help perform the essential functions of their position. Medical documentation of the disability may be required to be given to your site Human Resources representative. A reasonable accommodation will be provided unless providing the accommodation would impose an undue hardship.

**Nursing Mothers’ Expression of Breast Milk in the Workplace:** The organization ensures that nursing mothers are provided with the necessary time and private space to express milk consistent with applicable laws and regulations. For more information, please see the applicable Human Resources Policy governing nursing mothers’ break time.

**Accommodations for Religious, Ethical or Cultural Beliefs:** Employees may request an accommodation based on religious, ethical or cultural beliefs with respect to participation in any aspect of patient care and/or treatment. Northwell Health will attempt to accommodate an individual’s religious, ethical and cultural beliefs whenever possible. Please tell your manager immediately if you require such an accommodation.

To request an accommodation you must specify, in writing, the aspects of care/treatment from which you wish to be excused and the reasons why. Your needs will be considered, but patient care/treatment cannot be compromised. It is expected that you will work cooperatively with management during this process.

**Drug-Free Workplace:** Northwell Health is committed to ensuring our workplace remains free of substance misuse, as this is crucial to assuring quality patient care and safety while maintaining the well-being of the workplace. You are obligated to uphold this commitment and are required to abide by all related rules and regulations.

The organization also complies with state and federal laws which prohibit the unlawful possession, use and distribution of illegal drugs and substances. The unlawful manufacture, distribution, dispensation,
possession or use of a controlled substance by any member of the organization, including staff members, volunteers, students, visitors and medical staff is prohibited on Northwell Health property, including residences. Appropriate action, including suspension and/or termination of employment, will be taken for violating this prohibition.

You must notify your supervisor, manager, department head/designee, Administration and/or Site HR of any criminal drug statute conviction occurring off Northwell premises, such as driving while intoxicated/under the influence (DWI/DUI) or for a violation occurring in the workplace no later than five days after such conviction.

Within 30 days after receipt of such notice, the organization will take appropriate action, up to and including termination of employment, or establish a requirement of satisfactory participation in a substance misuse rehabilitation program.

Non-Discrimination and Non-Harassment: Northwell Health is committed to maintaining a work environment that is free from unlawful discrimination, harassment, intimidation and bullying. In keeping with this commitment, the organization does not tolerate discrimination against its employees by anyone, including any member of management, co-worker, patient, vendor or client. All employees are obligated to uphold these practices.

Harassment consists of unwelcome conduct, whether verbal, physical or otherwise, that is based upon a person's protected status, such as age, race, creed/religion, color, national origin, alienage or citizenship status, sexual orientation, military or veteran status, sex/gender, gender identity, gender expression, disability, genetic predisposition or carrier status, marital status, partnership status, and victim of domestic violence or any other protected status.

The organization does not tolerate harassing conduct that affects job benefits, that interferes with an individual's work performance, or that creates an intimidating, hostile or offensive work environment. Unwelcome sexual advances, requests for sexual favors, and physical, verbal or other conduct based on sex constitute sexual harassment when:

• Submission to the conduct is an explicit or implicit term or condition of employment;
• Submission to or rejection of the conduct is used as the basis for an employment decision;
• The conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment.

Sexual harassment may include persisting in unwelcome sexual propositions, sexual innuendos, suggestive comments, sexually-oriented "kidding" or "teasing," "practical jokes," jokes about gender-specific traits, foul or obscene language or gestures, display of foul or obscene printed or visual material, and physical contact such as patting, pinching, or brushing against another's body.

All employees are responsible for ensuring harassment is avoided. If you feel that you have experienced or witnessed harassment of any kind, you are strongly urged to immediately notify your site Human Resources Department.
If you do not know the number of your site Human Resources Department, please call the Human Resources Service Center at (516) 734-7000.

The organization forbids retaliation against anyone for reporting harassment, assisting in making a harassment complaint, or cooperating in a harassment investigation.

Northwell Health policy is to take all complaints seriously and, once reported, to promptly investigate all such complaints. If an investigation confirms that harassment has occurred, the organization will take appropriate action up to, and including, termination of employment.

**Workplace Environment**

**Service Excellence Standards**: Northwell Health culture is committed to service excellence based on caring, compassion, courtesy, respect, knowledge, expertise and responsibility. Every interaction you have with a patient, visitor or co-worker reflects the entire organization. As a patient-focused healthcare system, we deliver on this commitment so all of our patients, families and co-workers receive the highest quality service.

The following are some behaviors to be demonstrated when working with patients, families, visitors and colleagues:

**Patient & Customer Experience**: At Northwell Health, we are dedicated to providing world-class service and patient/customer-centered care. “Customers” are our patients, family members, visitors, physicians, team members, colleagues, and volunteers. The Culture of C.A.R.E. is Northwell Health’s framework for upholding the organization’s mission, values and behavioral expectations. The acronym C.A.R.E. stands for Connectedness, Awareness, Respect and Empathy. Each element supports exceptional patient/customer experience.

**Behavioral Expectations**: All Northwell Health employees are held to the below six behavioral expectations. Each behavioral expectation has corresponding “I Statements” which can be found on the Employee Intranet on the myHR page under Performance Development. As part of its performance management program, Northwell Health conducts ongoing performance appraisals for all employees, which include evaluations of how they meet the organization’s behavioral expectations.

- Patient/Customer Focus – Always anticipates and exceeds the expressed and unexpressed needs of others. Builds strong relationships and delivers customer-centric solutions.
- Teamwork – Inspires one another to work together to achieve organizational goals. Creates a feeling of belonging and strong team morale.
• Execution – Demonstrates expertise in role. Takes ownership and accountability of work. Makes well-informed and balanced decisions in order to efficiently handle deadlines and achieve excellence.
• Enable Change – Adapts to shifting organizational needs. Seeks opportunities to champion new processes and ideas. Anticipates and responds to change to improve work outcomes.
• Organizational Awareness – Recognizes and works to achieve business goals. Understands complexities of the organization and works to overcome obstacles.
• Develop Self – Takes action to increase knowledge and skills. Embraces challenging assignments. Seeks learning opportunities.

Leader Behavioral Expectations: In addition to the six behavioral expectations listed above, Northwell Health leaders are held to four additional behavioral expectations. Each leader behavioral expectation also has corresponding “I Statements” that can be found in the same location as the Behavioral Expectations. As part of its performance management program, Northwell Health conducts ongoing performance appraisals for all leaders, which include evaluations of how they meet the organization’s leader behavioral expectations.

• Managerial Courage – Acts with conviction to make the right decisions for the right reasons. Exercises sound judgment and takes action to preserve the integrity of the organization.
• Motivating and Inspiring Others – Strives to understand how others are motivated. Energizes others to achieve high-level results. Leverages and embraces the diverse strengths and capabilities of the team. Shares wins and successes.
• Strategic Agility – Seeks opportunity to gain/share expertise with other areas to create innovative strategies. Exercises both narrow and broad perspective to ensure organizational success.
• Develop Others – Continuously seeks opportunity to develop the capabilities of others. Provides challenging stretch assignments and tasks to enhance departmental performance.

Communication Model: The Northwell Health Communication Model, C.O.N.N.E.C.T., outlines key elements that support the Culture of C.A.R.E. All employees must demonstrate these elements in their interactions with patients, families and customers. C.O.N.N.E.C.T. is an acronym that stands for:

C.O.N.N.E.C.T.

Contact: Smile, make eye contact, shake hands, touch on shoulder (as culturally appropriate), sit vs. stand
Opening Greeting: Say good morning / good afternoon, include person’s preferred name (if known)
Name/Title: Introduce yourself by name and title
Needs: Assess and address patient / customer needs
Explanation: Set expectation of role and time together
Close: Close by asking if there is anything else you can do
Thank: Thank the patient / customer
**Patients' Bill of Rights:** Most employees will have contact with patients or patient-related information at some time during their employment with the organization. Therefore, you are obligated to be familiar with the New York State Patients' Bill of Rights. A copy of this document is posted throughout the organization and may be obtained on-line from the New York State Department of Health at: [www.health.ny.gov/publications/1500.pdf](http://www.health.ny.gov/publications/1500.pdf)

**Effective Communications:** Good communication skills are key to delivering service excellence. You should always be courteous and considerate of others. Your tone of voice, words and actions should preserve the dignity of the healthcare environment and demonstrate respect for patients, co-workers and the community. Those working in both clinical and non-clinical environments should promptly greet patients, visitors and co-workers in a friendly manner.

Good communication skills are also demonstrated by a positive facial expression and body language, direct eye contact, a pleasant tone of voice and active listening. A helpful attitude ensures our patients are provided with the best service. You are expected to use the same professional skills when providing assistance over the telephone and in any written communications.

When employees provide information to patients, it should be in a manner that is easily understood, taking into consideration any communication barriers that may be present (i.e., limited English proficiency, hearing impairment, illiteracy and blindness).

**Statements to the Press:** You may not make any statements to the news media involving Northwell Health, its hospitals, hospital policies or its patients, without getting clearance from the Public Relations Department or Administration or Legal Affairs. Employees at all Northwell Health facilities except those operated by Staten Island University, Lenox Hill and Huntington hospitals will refer all media inquiries and requests to Public Relations. Public Relations may be reached during business hours at (516) 465-2600 and during off-hours by paging a representative at (516) 975-4974. Employees at Lenox Hill Hospital should call the hospital’s Public Relations Office at (212) 434-2400; those at Staten Island University Hospital should call (718) 226-2483; and those at Huntington Hospital should call (631)470-5207 during business hours, and after hours at (631) 351-2000 or (631) 351-2310.

**Electronic Communications Systems:** You should not use e-mail, the Internet, cell phones or any mobile devices for personal reasons while on duty. The organization reserves the right to monitor, retrieve, print, and review any material received by or sent from any Northwell Health electronic communications device. In addition, your use of the Internet and e-mail may be monitored.

You are responsible for protecting your passwords or user IDs and may not share or distribute this information with anyone and must not attempt to learn other’s User Name or Password. Unauthorized use of organization computers, devices, e-mail or the Internet may lead to disciplinary action, up to and including termination of employment.
After approved business activity is completed or at time of termination, employees are responsible for returning all Northwell Health property to the department manager/designee, including but not limited to all originals and copies of any records, electronic recordings, or storage devices or medium containing confidential or protected information.

**Bulletin Boards:** The organization uses bulletin boards to post important information such as department procedures, compliance notices and other items of general interest to employees. All items must be approved for posting by your manager or site Human Resources Department.

**Non-Solicitation:** Employees may not solicit or distribute any materials while working on the premises unless endorsed by the organization. Those who wish to post information on internal bulletin boards may do so only with prior approval from your site administrator or Human Resources Department.

**Personal Mail:** You should not receive personal mail or personal packages at work.

**Tobacco-Free Environment:** Tobacco use, e-cigarettes, smoking and the use of smokeless tobacco is prohibited on Northwell Health properties. This applies to everyone including employees, patients and visitors. Employees who violate the Tobacco-Free Environment policy may be subject to disciplinary action, up to and including termination of employment.

**Appearance of the Environment:** As part of the organization's service standards, you are expected to maintain a clean, safe and pleasant environment for patients, visitors and co-workers. Patients and visitors form an impression about each facility by looking at its environment. A clean, safe and professional environment tells others that we care about them.

**Social Media Acceptable Use:** Northwell Health engages in social media to promote the organization, share health and wellness information, and provide programs and services to the community. Social media can be used while on duty only for business-related purposes and only with approval of your manager. Personal use of social media shall be reserved for non-work time. Confidential patient or employee information or proprietary information (such as business, clinical and financial information) about the organization cannot be disclosed on social media. Creation of social media accounts for any program, service line, department, or facility without approval of the Content Management Team is against the Northwell Health social media policy. Team members must not create the impression of communicating on behalf of or acting as representatives of Northwell Health unless specifically authorized to do so. If you explicitly or implicitly identify yourself as a Northwell Health employee, the following disclaimer must be used: “The views expressed on this [e.g., website, blog] are my own personal views and opinions and do not reflect the views of Northwell Health.”

If you become aware of any misrepresentation made about the organization on social media, please contact Content Management via email at SocialMedia@Northwell.edu. If you have any questions about acceptable use of social media, please contact your site Human Resources Department.
Safety/Security

**Identification Badge:** You will be issued an identification (ID) badge that displays your photo, name, title and facility. You must wear your ID badge at all times while on duty and/or on facility grounds. It must be worn above the waist with your photo facing forward. If your ID badge is lost or stolen, immediately report it to your manager who will then contact the responsible department for issuing ID badges at your site (Security or Human Resources). When your employment with the organization ends, you must return your ID badge to your manager or your Human Resources Department.

**Dress and Personal Appearance:** Employees engaged in organization business (both on and off-site) are expected to present a professional, neat appearance and dress according to the requirements of their position. Although standards of dress vary from department-to-department based on the nature of the work performed, business attire is generally appropriate for those employees not in uniform. If you report to work in unacceptable attire or otherwise fail to comply with the dress and appearance standards, you may be relieved from duty and be subject to disciplinary action, up to and including termination of employment.

Where uniforms are required, employees are expected to wear the complete uniform. It is the employee’s responsibility to keep it clean and in good condition. Uniforms are not to be worn while off duty except while traveling to or from the facility. If you are provided uniforms by the organization you are responsible for returning them (or making payment for their loss) when your employment terminates.

**Employee Health Services:** Employee Health Services (EHS) provides pre-placement health assessments, annual health assessments, vaccinations as needed, and clinical assessments if you are injured or exposed to harmful agents while at work. Contact your Human Resources Department to locate your EHS office.
Emergency Preparedness: The organization has an Emergency Preparedness Plan in the event of an emergency or disaster. Your facility may also have an Emergency Preparedness Plan with which you must also be familiar as well as the potential role you play during an emergency.

There are unified, clinical, emergency, and safety codes across the organization. These codes are standardized to facilitate safety and clinical applications and respond more effectively as a team. It is important that you learn each code in order to prioritize patient safety and quality.

<table>
<thead>
<tr>
<th>Code HICS:</th>
<th>Activation of the Hospital’s Emergency Operations Plan – plus activation level (1, 2, 3, or 4)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Code DECON:</td>
<td>Activation of DECON Response Team</td>
</tr>
<tr>
<td>Code Red:</td>
<td>Activation of the Hospital’s Fire and Life Safety Management Plan – plus announce location</td>
</tr>
<tr>
<td>All Clear:</td>
<td>Announced twice following resolution of incident</td>
</tr>
<tr>
<td>Code Amber:</td>
<td>Pediatric or infant has been abducted or is missing</td>
</tr>
<tr>
<td>Code Flight:</td>
<td>An adult patient has eloped or is missing</td>
</tr>
<tr>
<td>Code Gray:</td>
<td>Security Stat – plus announce location</td>
</tr>
<tr>
<td>Code Green:</td>
<td>Security Stat – plus announce location because of violence with a weapon</td>
</tr>
<tr>
<td>Code Green – Active:</td>
<td>Security Lockdown Procedures – plus announce location because of violence with a weapon</td>
</tr>
<tr>
<td>Code 100:</td>
<td>Neonatal Resuscitation – plus announce location</td>
</tr>
<tr>
<td>Code Blue:</td>
<td>Adult Cardiac/Respiratory Distress – plus announce location</td>
</tr>
<tr>
<td>Code Fusion:</td>
<td>Transfusion Emergency – plus announce service and location</td>
</tr>
<tr>
<td>Code Stroke:</td>
<td>Activation of Trauma Team – plus announce location</td>
</tr>
<tr>
<td>Code Trauma:</td>
<td>Activation of Trauma Team – plus announce location</td>
</tr>
<tr>
<td>Code W:</td>
<td>Pediatric Cardiac/Respiratory Arrest – plus announce location</td>
</tr>
<tr>
<td>Rapid Response:</td>
<td>Activation of Rapid Response Team – plus announce medical/surgical/pediatric and location</td>
</tr>
<tr>
<td>STAT Response by Department:</td>
<td>Announce Service STAT to location – (e.g. Respiratory, OB, Cath Lab)</td>
</tr>
</tbody>
</table>
**Emergency Conditions/Staffing Alert:** In the event of a weather emergency or emergency conditions, all employees are expected to make a good faith effort to report to work in a timely manner.

**Safety in the Workplace:** The organization encourages safe work practices to provide a work environment free from conditions that might adversely affect the health and safety of employees, patients and visitors. You are obligated to observe safety and/or work rules. Facility-specific safety committees are responsible for evaluating accident and incident reports on a regular basis and recommending corrective actions. In addition, these committees make regular safety tours of their facilities to ensure that safety standards are maintained. There are several ways you can help maintain a safe work environment:

- Recognize the hazards that may exist due to the nature of your work.
- Always apply safe work practices when performing your job.
- Make recommendations on how to eliminate problems in your area or improve safe job performance.
- Request safety procedures from your manager. If you are involved in an accident, report it immediately to your manager, even if you think you do not need medical care. If you witness an accident or incident involving another person (employee or non-employee), you must report it immediately to your manager. If your manager is not available, notify any manager in the area or the Security Department.

**Hazardous Materials in the Workplace:** In accordance with "Right to Know" laws, all employees are informed of potentially hazardous substances in the workplace as well as protective safety measures. If you have questions about potentially toxic substances or safety measures related to working with such substances, refer to your Safety Data Sheets (SDS), formerly referred to as Material Safety Data Sheets (MSDS) in your department or contact your facility's Safety Officer.

**Fire Safety:** The organization has a Fire Safety Plan. Your facility may have its own Fire Safety Plan with which you must be familiar as well as your role during an emergency. Please speak with your manager to receive more information.

**Aggression, Hostility and Violence in the Workplace:** The organization is committed to promoting a safe work environment for its employees and a safe haven for its patients. Bullying, workplace violence, intimidation, verbal threats, non-verbal threats or physical acts of violence against any individual on Northwell Health property will not be tolerated. You are obligated to ensure the workplace is free from violence.

If you are faced with imminent danger at work, contact your immediate supervisor and site's Security Department for immediate assistance. If you are a victim of, or a witness to, verbal abuse or physical violence by another staff member, patient or visitor, you are obligated to report the incident.
immediately to Site Security. In addition, the Security Department, Human Resources Department, administrator/designee and department head/designee must be notified of the incident. Any employee who engages in coercion, bullying, intimidation, retaliation or discrimination against another employee who has reported an incident and/or cooperated in an investigation will be subject to disciplinary action, up to and including termination of employment.

**Domestic Violence:** The organization will take appropriate action to promote safety in the workplace and respond to the needs of victims of domestic violence. An emergency security response plan is in place which includes procedures for contacting Northwell Health security and appropriate local law enforcement agencies. In addition, the plan affords employees who are affected by violence, be given instructions about what to do and who to contact if they observe threatening behavior in the workplace. The organization shall take reasonable actions to protect all employees, including the victim. Immediate medical attention will be provided to any employee who is a victim of an assault or violent crime. Employee who may need help coping with acts of violence are encouraged to reach out to our confidential Employee Assistance Program at: **1-877-EAP-4YOU** (1-877-327-4968).

**Employee Lockers:** Depending on your job and facility, you may be provided with a locker to hold personal items. Please do not use them to store valuables or cash. You will need to obtain your manager’s permission to store hospital property in your lockers or exchange lockers with a coworker. Lockers are organization property and, therefore, may be inspected.

**Package Inspection:** The organization reserves the right to inspect all packages, backpacks, briefcases, handbags, parcels or other items carried in or out of Northwell Health premises to prevent the loss or misuse of property. Additionally, security reserves the right to inspect all mail delivered to any Northwell Health facility or office.