

**NORTHSIDE**  
HOSPITAL



# Employee Handbook

# What's Inside

<b>Welcome to Northside Hospital</b>	<b>1</b>
<b>What to Know and Where to Go</b>	<b>2</b>
<b>Life at Northside</b>	<b>3</b>
<b>Our Diverse, Equitable and Inclusive Culture</b>	<b>4</b>
<b>Our History</b>	<b>6</b>
<b>We are a Team</b>	<b>7</b>
<b>Being a Northside Employee</b>	<b>8</b>
<b>Northside Policies</b>	<b>10</b>
<b>About Your Pay</b>	<b>11</b>
<b>Performance Management</b>	<b>12</b>
<b>Discipline Process</b>	<b>13</b>
<b>Employee Perks</b>	<b>14</b>
<b>For Your Safety</b>	<b>15</b>
<b>In Case of Emergency</b>	<b>16</b>
<b>Security</b>	<b>17</b>
<b>Parking and Lockers</b>	<b>18</b>

This employee handbook outlines Northside's basic policies, procedures, rules and benefits. Use it as a resource during your employment. For more detailed explanations of Northside's policies and procedures, please refer to the Administrative Policy & Procedure Manual or the Human Resources Policy & Procedure Manual. This handbook supersedes all prior handbooks. The policies and procedures described herein are intended only as a convenient source of information, and remain subject to change at any time.

Also, nothing contained herein shall be construed to guarantee the benefits described or to require the employee to follow the procedures provided.

Last updated: December 2022





# Welcome to Northside Hospital

**W**e are delighted to have you as a part of the Northside Team. The fact that you were selected demonstrates our belief that you will work to help us continuously achieve our goals and commitments for our patients and the communities we serve.

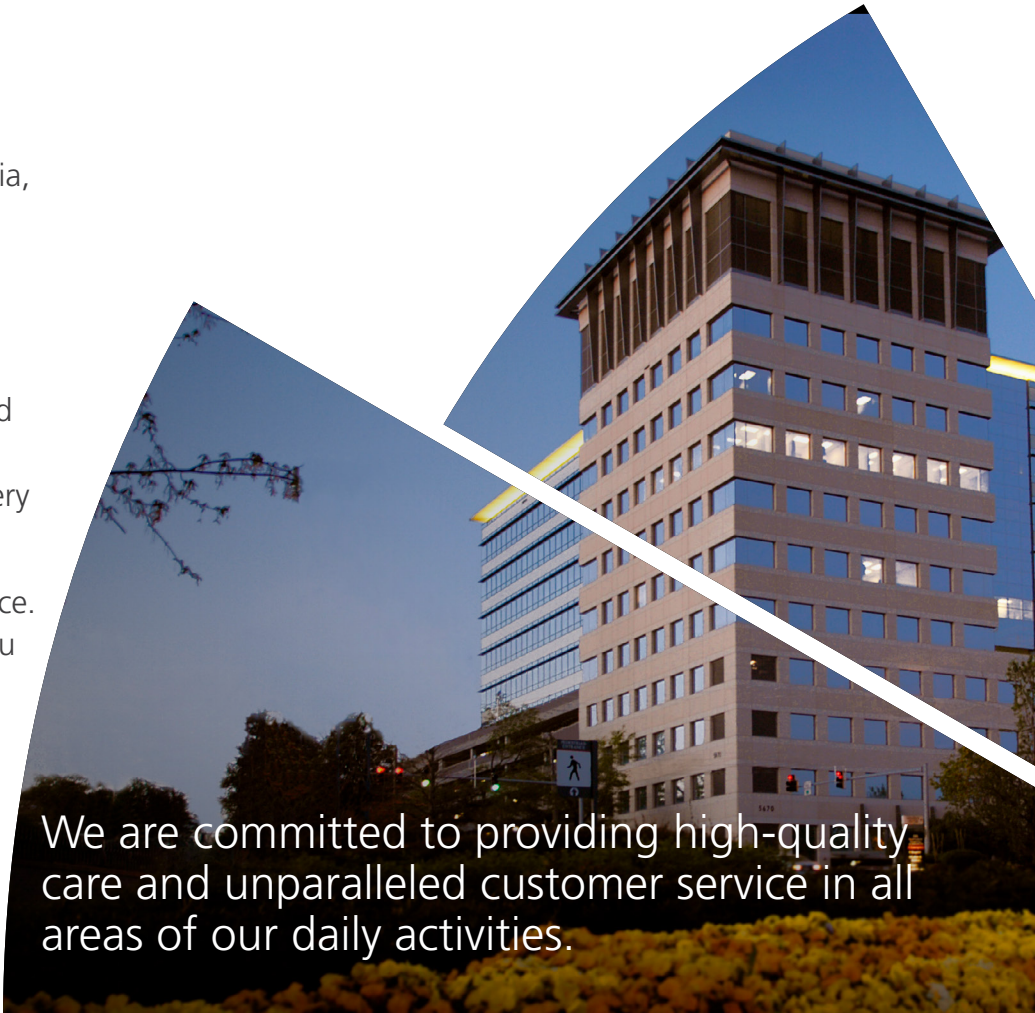
You have joined a professional family that is among the best in the country. Northside consistently is recognized as a health-care leader and much of that recognition comes from our own patients. You'll also see Northside involved in countless community programs throughout Georgia, which enables us to give back for the support we receive from patients and their families.

We are committed to providing high-quality care and unparalleled customer service in all areas of our daily activities. As part of the Team, our goal is to provide you with the necessary tools and support you need to help us maintain our excellent reputation and achieve our goals as an organization. Our continued success will be determined by each and every employee's willingness to perform at their best at all times.

With your selection of Northside, I believe you have come to the right place. We look forward to the contributions you will bring and to the impact you will have on our patients, your colleagues and our communities.

Sincerely,  
Bob Quattrocchi

President and CEO  
Northside Hospital, Inc.



We are committed to providing high-quality care and unparalleled customer service in all areas of our daily activities.

# What to Know and Where to Go



Ask HR your questions

Manage your personal information



Help us grow our Team



**myHR Service Center** is here to answer all your employee-related questions. Click the myHR Service Center button under Tools & Resources on [myNorthsideHR](#) to submit a ticket through AskHR.

**Self-Service** gives you 24/7 access to your employee information. Click the Self-Service button under Tools & Resources on [myNorthsideHR](#) to view and update your:

- Home address
- Email
- Phone number
- Direct deposit information
- Tax withholdings
- Emergency contacts

Leaders can manage personal information by visiting [ADP Workforce Now](#).

**Refer qualified candidates to Northside and you could earn a cash bonus!** Learn about the [Referral HUB](#) by clicking on Career Evolution on the homepage.



Northside empowers you with useful information via [myNorthsideHR](#).

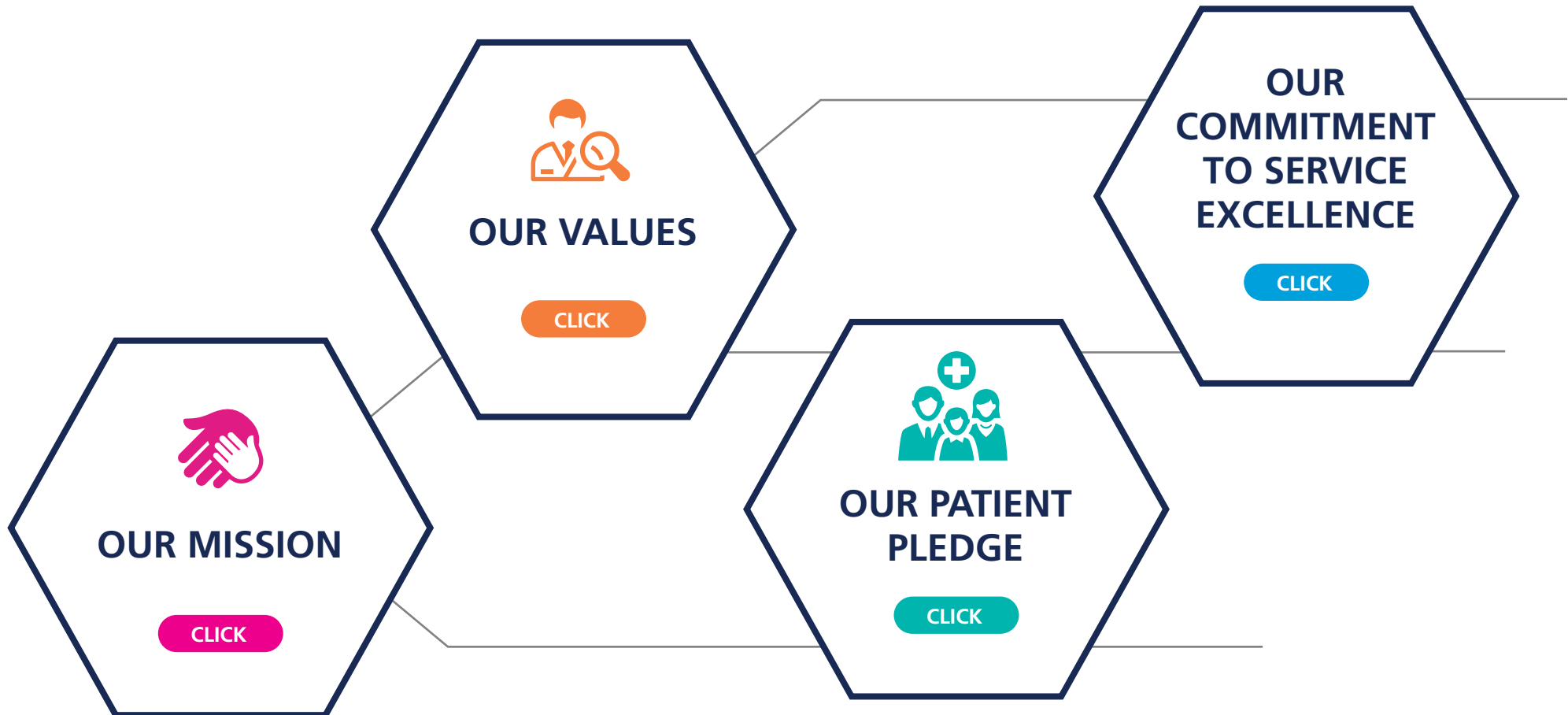
## SIGN UP FOR NORTHSIDE HR TEXT MESSAGING!

Stay up to date throughout the year on Northside Hospital's company initiatives, employee programs, benefits & well-being programs, resources and so much more. Here's how you can opt in:

1. Text **HRUPDATES** to **888-986-7456**.
2. Reply "YES" when prompted to complete opt in (Message and data rates may apply).
3. When prompted, provide your NH Employee ID # and last name to validate.



## Life at Northside



Northside is an equal opportunity employer.



# Our Diverse, Equitable and Inclusive Culture

At Northside, we have an overall strategy to guide Diversity, Equity and Inclusion (DEI) across the organization.

DEI is an overall part of our business strategy, and is a fundamental aspect of your employee experience — it touches every employee, throughout the series of everyday moments at the organization. By prioritizing inclusivity throughout your everyday experience, we can increase employee engagement, build trust and set a strong foundation for the future.



## What do we mean when we say Diversity, Equity and Inclusion?

**Diversity** is the full range of differences and similarities of employees in our organization — both visible and invisible. These can be differences in thinking, communication styles, race, gender and gender expression, ethnicity, religion, sexual orientation, disability, generation, genetics and national cultures.

**Equity** exists when everyone has fair and just opportunities to achieve because an organization has created policies, opportunities and situations that acknowledge barriers and privileges related to race, ethnicity, gender identity, sexual orientation, socioeconomic status, culture, national origin, religious beliefs, age, disability status or political perspective.

**Inclusion** is a behavior — it's about recognizing and valuing the different perspectives and backgrounds each person brings to the table and providing an equal experience at work for everyone.



## Our Diverse, Equitable and Inclusive Culture (continued)

**DEI is key to reaching our diverse patients.** Inclusion fosters a diverse workforce that reflects the rich diversity of our patients, creating an organization that better understands the community's trends and needs.

An inclusive and diverse workplace can also contribute to better patient care and better patient outcomes. If people feel welcomed and included as part of their care, they're more likely to come back when they need care in the future.

**DEI drives innovation and growth.** DEI is a key factor in an organization's success — there is a strong correlation between organizations that value collaboration and engagement through DEI and those with strong overall performance.

DEI is a win-win, as it enables us to propel innovation while celebrating our strengths and differences. It also helps us to better understand the needs of our patients, trends in the marketplace and the communities we serve.

In fact, diverse teams are 158% more innovative. That's not surprising, because an inclusive environment brings together strong teams that perform at a higher level — and work better together.

**DEI helps us attract and retain the best talent.** There is a direct link between how inclusive an organization is and how engaged its people are. Having a diverse workplace provides us with several advantages, including increased productivity, heightened creativity and a broader range of skills among employees. It also adds to the variety of experiences and perspectives, which increases the potential for better problem solving.

DEI not only helps us to attract the best talent and improve our overall employee experience, it's also key in helping us retain the best people.

In fact, studies show that when employees like you know that their organization supports diversity and equal opportunity — and that the working environment is accepting of differences — you are more likely to hold your leaders in high regard and feel more connected to your day-to-day work.

A few areas of Northside's DEI focus include:

- **Inclusive recruitment practices** that seek to remove potential barriers and actively develop a diverse candidate pipeline
- **Inclusive hiring** that uses a standard process and a diverse interview panel to enable a cross-section of perspectives
- Opportunities to build **diverse networks** and meet people outside of your main team
- Support of **diverse career paths** through development programs, mentorship and stretch assignments
- **Leadership education** to foster transparency, promote respectful curiosity, mitigate biases and challenge non-inclusive behavior
- **Evaluation of benefits and pay** on an ongoing basis to ensure rewards are fair and equitable for all employees and support diverse needs
- Continual encouragement to **bring your authentic self to work**, share ideas and collaborate
- **Formal and informal recognition opportunities** that reward inclusive and civil behavior

For more information about DEI at Northside, please visit [myNorthsideHR > Work. Life. You. > Diversity and Well-Being](#).



## Our History

### Northside Hospital

Northside is so much more than just a hospital.

It's an extensive network of state-of-the-art facilities staffed with skilled, caring professionals who are dedicated to the health and wellness of the communities they serve.

Northside provides a wide range of care and participates in all major health plans, covering employer groups throughout the state of Georgia.

Northside Hospital leads the U.S. in newborn deliveries and is among the state's top providers of cancer care, sports medicine, cardiovascular care and surgical services. Comparably ranked Northside one of the Best Places to Work in Atlanta and one of the best employers in the nation for career growth.



### Northside Hospital offers outpatient services throughout Georgia, including:

- Alpharetta
- Braselton
- Canton
- Cumming
- Dawsonville
- Duluth
- Jasper
- Lake Oconee
- Lawrenceville
- Macon
- Midtown Atlanta
- Sandy Springs
- Woodstock

See [northside.com](https://www.northside.com) for a complete list of outpatient locations.



The Northside Hospital health system includes five not-for-profit hospitals, located in Atlanta, Canton, Cumming, Duluth and Lawrenceville.



25,500+  
EMPLOYEES



4,100+  
PHYSICIANS



1,700+  
LICENSED  
BEDS



5 MILLION  
PATIENTS  
ANNUALLY





## We are a Team

Every job in the hospital is important. As a team, we strive:

- To move away from a traditional task-oriented focus to a value-oriented focus
- To provide simple comfort measures for patients and families
- To bring families more directly into the care process, dealing with patients' personal needs
- To teach patients to take more responsibility for their care — and empower them by giving them knowledge of their illnesses and care needs
- To pay attention to interactions with others — both patients and other caregivers — to truly hear what their needs are and find ways to meet those needs
- To give people a purpose for living, offer joy or inspire hope
- To foster an inclusive and diverse workplace that drives innovation by celebrating strengths and differences and contributes to better patient care and outcomes for career growth



# Being a Northside Employee

As an employee, it's your responsibility to:



What to expect during your first 90 days.



## Show Up; Be On Time

Being late or absent not only affects patient care but also the working conditions of your coworkers. Attendance and punctuality are key factors in your performance evaluation and directly affect raises, promotions and transfers.

If you're going to be late or can't be at work (including scheduled overtime), personally notify your supervisor (or someone designated by your supervisor) as soon as possible. View the [Attendance Policy](#) for more information.



## Be Presentable

We expect you to keep the highest standards of neatness and personal hygiene, regardless of your position at the hospital.

If you come to work violating our standards, you'll be sent home, without pay, for the day. View the [Dress Code Policy](#) for more information.



## Wear Your ID Badge!

You're required to wear your badge at all times while on duty because it easily identifies you to patients, physicians and other employees. It also serves as your time and attendance card. If you lose or damage your ID badge, contact your supervisor.

Your ID badge should be worn above your waist, and should have both your name and photo visible.



## Record Your Time

It's important for you to record your time worked and paid benefit time accurately. Review the [Time Keeping Policy](#) for more information about your time and attendance, including [taking a break](#).



# Being a Northside Employee

As an employee, it's your responsibility to:

## Patient Care Conflicts

We understand that situations may arise where a prescribed treatment for a patient may conflict with your personal values or religious beliefs.

Our policy is to respect and, to the maximum extent possible, honor cultural, moral and religious beliefs of our employees and medical staff members regarding the provision or withholding of care on moral or religious grounds. You must communicate those objections according to the appropriate policy.

If you have any concern with your conditions of employment or the application of personnel policies, hospital policies, overtime, working conditions, written warnings and suspensions pending investigation, contact your supervisor, Employee Relations or Human Resources.



## Put Your Cell Phone Away

The personal use of cell phones is strictly limited to breaks or emergencies. Don't use your cell phone while in patient rooms or when providing care to patients.



## Keep Northside Free of Discrimination

We are committed to fostering diversity, equity and inclusion. Discrimination, harassment and/or retaliation based on race, color, sex, religion, creed, national origin, disability, age, veteran status or any other category protected by law is prohibited. Any violation can result in disciplinary action, including immediate termination.



## Keep Patient Information Confidential

Our primary responsibility is to our patients. Don't discuss a patient's personal or medical information in elevators, corridors, cafeterias or anywhere else you can be overheard.

Any violation of a patient's confidentiality, including accessing medical records without authorization, such as records of family, friends, [celebrities or high-profile patients](#), can result in immediate termination.



## Keep Northside Drug-Free

We're a drug-free workplace. The use of alcohol, drugs and other controlled substances at work or before reporting for work is prohibited. For questions about prescribed medication you're taking, contact [Employee Health](#). Review the [Drug-Free Workplace and Substance Abuse Policy](#) for more information.



# Northside Policies



For safety concerns, contact your hospital safety officer or your supervisor.

For injuries or illnesses, contact your supervisor, Employee Health, the Emergency Department or a house coordinator.





## About Your Pay

Our compensation program provides competitive wages based on market data. Compensation discussions are confidential between you and your supervisor. If you have questions about your job or pay rate, contact your supervisor.

- Payday is every other Friday and you're required to sign up for direct deposit or a VISA pay card. You can view your current and past pay stubs through Self-Service on [myNorthsideHR](#).
- Your pay stub documents all deductions from your wages, including insurance coverage, credit union savings, loan payments and other approved accounts.
- You'll receive a live paycheck to your home address during the pre-notification and set-up process for direct deposit.

You are expected to work scheduled hours according to your job role/description. You might be required to work a different schedule; however, your supervisor must approve any changes.

We reserve the right to reassign you as needed from one job, department, shift or work location to another.



## Performance Management

Our employees are our most important asset — and we want to ensure you are motivated, engaged and rewarded throughout the year. Northside follows a year-round Performance Management cycle where we:

- Review and confirm your performance objectives and standards
- Review, rate and discuss your personal performance rating
- Reward and celebrate you for your performance and accomplishments
- Provide an opportunity for you and your manager to share feedback



You can learn more about our **Performance Management** cycle on [myNorthsideHR](https://myNorthsideHR.com).



## Discipline Process

The purpose of any disciplinary action is to correct inappropriate behavior or poor performance or attendance, prevent recurrence and promote satisfactory service by the employee involved.

You are an employee “at will” and you or the hospital can terminate your employment at any time.

The use of progressive discipline means that, with respect to “non-major” offenses, a first offense will normally call for a verbal warning, which may be followed by a written warning, then by suspension, demotion, a job in jeopardy warning and ultimately separation.

Northside’s discipline process consists of:



### Follow the Corporate Compliance Program

A condition of your employment is to follow Northside’s **Corporate Compliance**. Any violation can result in disciplinary action, including immediate termination.

You can anonymously report suspected violations of the Corporate Compliance Program by calling 404-845-5907. You will not be disciplined for reporting a suspected violation.



### Complaints

If you have a complaint or grievance with a discipline suspension, demotion or dismissal, contact the Human Resources department to submit a formal complaint.



## Employee Perks

Our competitive **total rewards** include options for insurance coverage, voluntary programs and much more for you and your dependents. You're eligible for benefits after 30 days of employment.





## For Your Safety

We're committed to providing a safe, healthy and secure work environment. Northside Hospital also expects employees to maintain the highest standards of service and behavioral excellence.



## In Case of Emergency

Each of us has a duty and responsibility to safeguard the Hospital's Environment of Care, no matter which facility you're employed in. Safety and security systems are in place for your protection. The most important component of the system is YOU. It's your responsibility to learn and apply the safety and security processes we have in place.

### Preparing for an Emergency

You can find our policies and response plans for a variety of incidents in the Lucidoc system. Ask your supervisor for more information.

### Reporting an Emergency

Each campus has an emergency number for reporting **Emergency Incidents**. Be sure to give the operator all the important information and details, including your name, the nature of the emergency and the location.

Location	Emergency Number
Sandy Springs / Atlanta Campus	Ext. # 8911
Forsyth Campus	Ext. # 54321
Cherokee Campus	Ext. # 54321
Northside Duluth Campus	Ext. # 88
Northside Gwinnett Campus	Ext. # 88

#### Off-Campus Location

In most off-campus locations, use 911 for emergencies. In some locations, you may need to dial 9 then 911. Check with your supervisor for emergency reporting procedures.



### If you see something, say something!

Contact the Director of Safety and Security at **404-851-8784** with concerns or observations.



### In the Parking Areas

A Code Blue alerts hospital staff that a patient is in respiratory or cardiac arrest. If you aren't assisting with the code, don't approach the area. Highly trained specialists are assisting the patient and have priority (in the elevator, for example).

## Security

Each of our campuses has a 24-hour security force to protect employees, patients, physicians and visitors. Security officers are available to:

- Handle disturbances and investigate criminal conduct on hospital property
- Provide an escort in the parking areas
- Respond to minor requests for vehicle assistance, such as unlocking vehicles, helping you change a tire or trying to jump start your vehicle if your battery is not working

Location	Emergency Number
Sandy Springs / Atlanta Campus	404-851-8797
Forsyth Campus	770-844-3444
Cherokee Campus	770-224-4444
Northside Duluth Campus	678-312-8099
Northside Gwinnett Campus	678-312-4590



### In the Parking Areas

There are blue-light emergency telephone stations on some of our campuses. You can contact security by pushing the call button. There are also panic alarms in the stairwells of most parking decks.



## Parking and Lockers

There is available parking for all Northside employees. Be sure to park in a designated or assigned employee parking area unless you lose or forget your access card for parking. If you need an escort to your vehicle or assistance in one of our parking lots, contact security.

Lockers are available to you. We're not responsible for any of your personal belongings in your locker, so please use a lock and avoid bringing valuables. We have the right to inspect your locker at any time.

### Access Cards

Depending on which campus you work on, you may receive an access card for parking areas and access-controlled spaces. If your card is lost, damaged or stolen, contact security immediately. A fee is required for a replacement card.





# Pop-ups

Page 2

close x

## Lucidoc System

The electronic document management system used to maintain the hospital's policies and procedures. Emergency policies and procedures are under Environment Care and Emergency Preparedness.



# Pop-ups

Page 3

## Our Mission

close x

### We're committed to the health and wellness of our community.

As such, we dedicate ourselves to being a center of excellence in providing high-quality health care.

**We pledge compassionate support, personal guidance and uncompromising standards** to our patients in their individual journeys toward health of body and mind.

To ensure innovative and unsurpassed care for our patients, we are dedicated to maintaining our position as **a regional leader in select medical specialties.**

And to enhance the wellness of our community, we commit ourselves to providing a diverse array of **educational and outreach programs.**

## Our Values

close x

We believe the principal element in Northside Hospital's position as a leading health care center is an instinctive devotion to a unique set of values – never formally articulated, but always understood by those who work with us and receive our care. This statement of values defines and communicates those guiding, motivating philosophies that have led us to distinction:

**EXCELLENCE** – A primary value in all matters of health care, our excellence is born of individual commitment to the highest personal potential. When we reach our individual potentials, we can achieve excellence as an institution.

**COMPASSION** – We believe that each person is unique – patient, family or caregiver – in health, in sickness, in life, in death. Each is to receive our respect, our care, our appreciation and our concern.

**COMMUNITY** – We value its well-being and are committed to its progress. In addition to our services, we provide an important corporate contribution, expressed through involvement with the people, organizations and jurisdictions that vitalize, energize and support our region.

**SERVICE** – We recognize a personalized expression of caring which transcends physical aspects of health. We realize that this depth of service to others can be the source of our own growth and well-being, while maintaining a financially successful organization.

**TEAMWORK** – Our success stems from teamwork. We recognize the equal value and individual contribution of each member of our team. We believe in mutual regard for each other and for our patients. We encourage teamwork by working together respectfully, communicating openly and supporting the expression of differing opinions and perspectives.

**PROGRESS AND INNOVATION** – We understand the need for these attributes in patient care and organizational management. While preserving the tradition and wisdom of those who have gone before us, we seek new information and state-of-the-art technology. We welcome new insights, new techniques and new ideas, and we will continue to remain leaders in the health care of our community.

Page 3 Continuation >



# Pop-ups

Page 3

close x

## Our Patient Pledge

Customer loyalty and satisfaction are important. Customer satisfaction applies to both the external customer and the people inside the organization. Satisfaction is directly dependent on the hospital's internal customer relationships. Improving relationships among internal customers, including relationships between departments, will increase external customer (patient) satisfaction and long-term customer loyalty – both of which will keep the organization on a strong, competitive path. In the service excellence plan introduced in 1998, Northside realized the importance of service as a strategic priority and the importance of the employee as a customer. A major focus of the plan, which was confirmed by a staff satisfaction survey, is the importance of treating employees with mutual respect.

Northside is the hospital of choice for managed care companies and corporations of all sizes for their employee medical plans. We have achieved full accreditation status from The Joint Commission. Just as we have achieved clinical excellence, we also must achieve service excellence. Therefore, it is our expectation of all members of our staff that each employee will work towards demonstrating the necessary attributes of providing service excellence in performance and interpersonal skills. To that end, we have established the following service excellence behavioral expectations:

- Provides information and education
- Anticipates and responds promptly to needs and requests of others
- Demonstrates respect and courtesy for others
- Demonstrates professionalism
- Practices problem solving
- Provides emotional support to others
- Creates and maintains a calm and pleasant environment

Employees are expected to demonstrate service excellence behaviors any time they are on hospital grounds, in hospital uniform, or conducting business on behalf of the hospital.

close x

## Our Commitment to Service Excellence

Our goal is to **always** provide Service Excellence in all that we do at Northside. Therefore, embracing and demonstrating our commitment to our Patient Pledge is key to our organization's ongoing success and reputation.

We will:

- Always treat you with courtesy and respect
- Always promptly respond to your needs
- Always listen carefully to your questions and concerns
- Always explain your care and treatment in a way that you can understand
- Always ask whether you're experiencing pain and do our best to keep you as comfortable as possible



# Pop-ups

Page 8

close x

## Your First 90 Days

The first 90 days of your employment, transfer or promotion is a probationary period. You'll receive training and have the opportunity to evaluate Northside Hospital and receive a review of your progress by Northside.

Completing your first 90 days doesn't guarantee your employment. Your probationary period can be extended at any time and your employment during and after the probationary period is at will.

close x

## Taking a Break

Non-exempt employees who work five hours or more will, under normal circumstances, receive an unpaid 30-minute meal break. If you can't take a meal break because of your work demands, you'll be paid for the scheduled break. Let the timekeeper or your immediate supervisor know that you didn't receive your 30-minute meal break and the system will be corrected.

You also receive a paid, 10-minute break for every four hours worked. Be sure to take your breaks in designated staff break areas. In accordance with our service excellence efforts, employees are not permitted to take breaks in the family lounges, waiting rooms or hospital lobby areas. Should you decide to leave your work location, wherever assigned to work, during a shift — for a meal break or other personal reasons — you must notify your supervisor in advance and clock out.

### Reminder!

Breaks are the only time (outside of an emergency) that you can use your personal cell phone!





# Pop-ups

Page 9

close x

## Celebrity or High-Profile Patients

Don't visit a celebrity or high-profile patient for any personal reason. The use of cell phones for photographs and/or videos is also strictly prohibited. If your job requires you to be in the patient's room, don't ask for an autograph or discuss their work. You must respect their confidentiality and their right to privacy at all times. Failure to do so can result in disciplinary action.

close x

## Employee Health

Contact Employee Health at your campus:

- Northside Hospital Atlanta – Employee Health: 404-851-8386
- Northside Hospital Cherokee – Employee Health: 770-224-2444
- Northside Hospital Forsyth – Employee Health: 770-844-3623
- Northside Hospital Gwinnett – Employee Health: 678-312-3878



# Pop-ups

Page 10

close x

## Merit Raises

Your job performance is evaluated annually. Your annual performance evaluation rating, market conditions and overall hospital financial performance determine the amount of your merit increase, if other eligibility criteria are met.

close x

## Family or Medical Leave

You can request Family and Medical Leave of up to 12 weeks in a 12-month period for serious health conditions or having/adopting a baby.

close x

## Shift Premium

You'll receive a Shift Differential over and above your regular rate of pay when you've been assigned to work the evening, night or weekend shift. To qualify for this shift differential, you must work at least four hours in an eligible, non-exempt role.

close x

## Military Leave

Employees in military service are given leaves of absence according to federal laws and regulations. Reservists and National Guardsmen can also receive short-term leaves for training or special Active-Duty Assignments.

close x

## Working Overtime

Overtime is worked on a voluntary basis; however, there may be an occasion when you're required to work overtime. Your supervisor must approve any overtime before it is worked.

Overtime is paid at time and one-half of your average hourly earnings.

Non-exempt employees are eligible for overtime pay. For non-exempt positions, overtime is all actual hours worked above 40 hours each work week.

close x

## Holidays

Northside recognizes six national holidays annually. View the full list on **myNorthsideHR > Work. Life. You. > Holiday & Pay Dates.**

Page 10 Continuation &gt;



# Pop-ups

Page 10

close x

## Paid Time Off (PTO)

As a Northside employee, you are eligible for PTO (except temporary, contract, resource-pool and flat-rate-agreement employees). PTO encompasses vacation, holidays and sick time. You can accrue PTO benefits starting on your date of hire, and can use your PTO after the first of the month following 60 days of continuous employment.

Visit **myNorthsideHR > Work. Life. You. > Paid Time Off (PTO)** for more information.

close x

## Election Day

You receive 2 hours off (either at the beginning or end of your shift) to vote on election days.

close x

## Jury Duty

You'll receive compensation if you're chosen to serve on a jury or are subpoenaed as a witness. We pay the difference between your base wage and any jury duty pay or witness compensation received.

To qualify, you're required to endorse your jury duty or witness pay to the hospital.



# Pop-ups

Page 13

close x

## Corporate Compliance Program

You are required to adhere to Northside's Corporate Compliance Program and attend Corporate Compliance Training, which will be reviewed during your first performance evaluation. If you do not attend this training or if you violate any applicable laws, rules and regulations, you could receive disciplinary action or be terminated. Failure to report misconduct and acts intended to interfere with reporting are considered to be violations of Hospital policy.





# Pop-ups

Page 14

close x

## Training and Development

We value continuous learning and provide education and training programs through the Training and Development Department. Most classes are voluntary, and some classes are required depending on the topic and your position. A catalog of classes is available for all staff. For more information, visit **myNorthsideHR > Career Evolution > myNorthsideLearning**.

close x

## Excellence in Action

Start showing your teammates your appreciation and gratitude for the hard work they put in each and every day. Excellence in Action isn't just a "program," it's a way of encouraging everyone to continue delivering excellence. Together, we can continue building a culture where achievements big and small are celebrated, and team members are valued.

For more information, visit **myNorthsideHR > Tools & Resources > Excellence in Action**.

close x

## Health Resource Center

The **Health Resource Center** provides the highest quality medical information and resources to our medical staff, employees, patients, and their families. Services include internet access, the InfoTrac Health Reference Center database (consumer health resources), MEDLINE, books, journals, videotapes and audio cassettes. For additional information, contact ext. 8044. To learn more, visit **myNorthsideHR > Work. Life. You. > Northside Departments > myNorthside Health Resource Center**.

close x

## The Northside Foundation

We're committed to building strong and healthy communities. The **Northside Foundation** has a variety of programs for you to support causes you're passionate about and serves the community by providing life-saving screenings, leading-edge research, comfort to mothers experiencing infant loss, basic needs assistance to those undergoing cancer treatment, and continued education for patients and employees. To learn more, visit **myNorthsideHR > Work. Life. You. > Northside Hospital Foundation**.

close x

## Employee Health Services

Employee Health Services offers tuberculosis screenings and vaccinations and coordinates treatment if you're injured on the job.

Contact Employee Health at your campus:

- Northside Hospital Atlanta – Employee Health: 404-851-8386
- Northside Hospital Cherokee – Employee Health: 770-224-2444
- Northside Hospital Forsyth – Employee Health: 770-844-3623
- Northside Hospital Gwinnett – Employee Health: 678-312-3878

Page 14 Continuation &gt;



# Pop-ups

Page 14

close x

## Service Anniversary Recognition

All employees will receive a Service Anniversary Yearbook during their one-, three-, and five-year service anniversaries and then every five years at Northside. Each employee will receive both digital and print versions of their yearbook to cherish the memories they and their team share via comments and images, along with the option to select a special gift via the digital copy of their yearbook. To learn more, visit [myNorthsideHR > Pay & Rewards > Service Award](#).

close x

## Get quality care for less with Northside Health Network

Exclusively available to Northside employees and family members enrolled in one of the *SmartChoice* medical plans, Northside Health Network is a special coverage tier with lower out-of-pocket expenses. When using Northside Health Network providers, pharmacies, hospital facilities and labs, you'll save money and benefit from our exceptional services.

We encourage you to search for and confirm that your doctors are included in the network. To ensure your labs are performed by a Northside facility, you should request the lab order and take it to a Northside lab.

Visit the [Northside Health Network Provider Directory](#) to find Northside Health Network doctors and medical staff providers. To learn more about Northside Health Network, visit [myNorthsideHR > Benefits & Wellness > 2023 Northside Health Network](#).

close x

## Northside Federal Credit Union

The **Northside Federal Credit Union** offers club accounts, personal loans, auto loans, traveler's checks and free Notary Public services, plus automatic payroll deductions for savings accounts or loan payments. Full- and part-time employees are eligible to join on their first day of employment. For more information, call **404-851-8740**.

close x

## Child Development Center

The Northside Child Development Center (Atlanta location only) provides care and education for children of Northside Hospital employees. Our care is developmentally appropriate and provided in a safe, clean and healthy environment. We meet all standards set by the Georgia Office of School Readiness. For more information, please contact the Child Development Center at **404-851-8660**.



# Pop-ups

Page 15

close x

## Bringing Your Children to Work

Minor children aren't allowed to come with you to work or be left in an unsupervised area while you're at work. It's a major liability for the hospital and isn't acceptable. If your child is participating in a school-sponsored "bring your child to work day," you must first get permission from your supervisor. Children can only be in general areas and aren't allowed to have any patient contact.

close x

## Visiting and Loitering

You're not allowed to have personal visitors during work hours, visit patients while on duty or loiter in work areas during off-duty hours. You're not allowed to visit patients while on duty except during scheduled breaks and lunch periods, and those off-duty visits should only be during visiting hours.

close x

## Domestic Abuse

If you're in a personal domestic situation that might affect hospital operations, report the situation to your supervisor. You can also report your situation to the Manager of Employee Relations, VP of Human Resources or Director of Safety and Security **(404-851-8784)**. If necessary, contact security at your location.

close x

## Packages

Any packages carried into or out of the hospital are subject to inspection by security. Failure to cooperate can result in disciplinary action.

close x

## Restricted Areas

Certain areas of the hospital are restricted to authorized personnel only. Unless you have specific daily duties to perform in these areas, check with your supervisor before entering. These include: critical care, labor and delivery, pharmacy and family-centered care units.

close x

## Violence and Weapons

Possessing weapons, posing threats or exhibiting violent behavior toward patients, visitors, physicians or employees is absolutely prohibited. Violation can result in immediate termination.



# Pop-ups

**Page 16****close x**

## Emergency Incidents

Emergency incidents include a person having a heart attack, a chemical spill, a fire or a situation requiring security assistance.



# NORTHSIDE HOSPITAL

