



Lakeland Regional Health<sup>®</sup>

# TOTAL REWARDS SUMMARY



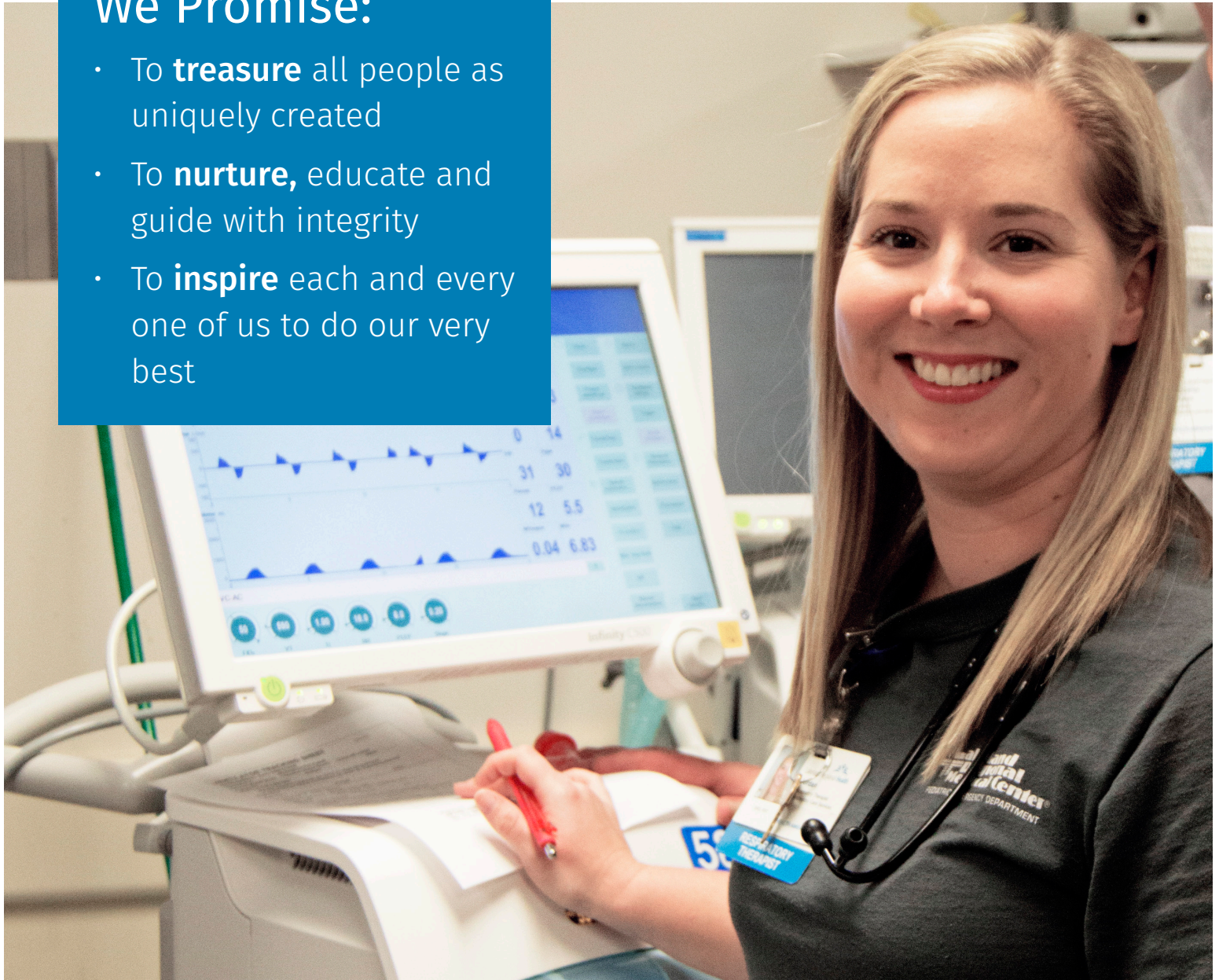
June 2019

# Welcome

At Lakeland Regional Health, people are of primary importance. That is why the value of caring is at the center of daily activity for our entire organization. We have adopted a **Culture of Relationships and Caring** that uses a framework of **Promises** to guide relationships and care for self, patients and families, each other and the community.

## We Promise:

- To **treasure** all people as uniquely created
- To **nurture**, educate and guide with integrity
- To **inspire** each and every one of us to do our very best



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Lakeland Regional Health (LRH) offers its Team Members competitive salaries, career advancement opportunities, recognition and rewards, involvement and empowerment opportunities, effective communication programs, a positive environment and culture, and a comprehensive benefits package that includes medical and non-medical components. This summary is intended as an overview of those total rewards.

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## CORE BENEFITS

Medical Insurance <sup>1</sup> (Aetna)	Prescription (Rx) Plan <sup>1</sup>	Preventative Care Covered at 100% <sup>1</sup>	LRH Home Network Providers Paid at 100% <sup>1</sup>
Wellness Program (\$550 Incentives) <sup>1</sup>	Annual Biometric Health Screenings	3-Tier Health Plan Premiums based on Income <sup>1</sup>	Tobacco Free Credit on Medical Insurance <sup>1</sup>
Disease Based & Chronic Care Program <sup>1</sup>	Diabetes Prevention Program <sup>1</sup>	Health & Wellness Coaching	Tobacco Cessation Program
Dental Insurance <sup>2</sup> (Delta Dental PPO & DMO)	Vision Insurance <sup>2</sup> (Humana)	Free Life Insurance <sup>2</sup>	Free AD&D Insurance <sup>2</sup>
Dependent Life <sup>2</sup>	Supplemental Life <sup>2</sup>	Free Short Term Disability <sup>2</sup>	Supplemental AD&D <sup>2</sup>
Long Term Disability <sup>2</sup>	Healthcare Flexible Spending Account <sup>2</sup>	Dependent Care Flexible Spending Account <sup>2</sup>	401(a) Retirement Plan (Employer Contributions)
On-Site Retirement Consultation	Legal Services Plan <sup>2</sup>	Earned Time Off <sup>3</sup> (ETO)	403(b) Retirement Plan (Employer Match)

For additional information on the above Benefits, please reference the Benefit and Retirement Guides. Medical Benefits begin on the first of the month following one month of employment.

<sup>1</sup> Eligibility includes Team Members at .6 FTE (48 hours per pay period) and greater.

<sup>2</sup> Eligibility includes Team Members at .5 FTE (40 hours per pay period) and greater.

<sup>3</sup> Eligibility excludes PRN, Per Diem, STEP status.

# TEAM MEMBER COMPENSATION PROGRAMS

## 403(b) Retirement Savings Plan

Team Members can make pre-tax contributions in a tax-sheltered annuity and upon eligibility can receive a company match equal to half of the Team Member's contribution up to a 6% Team Member contribution level (maximum match = 3% of eligible earnings, subject to IRS compensation limits). Additional information is available on SharePoint under Talent Services > Benefits > Retirement.

## 401(a) Retirement Savings Plan

Upon eligibility, Team Members receive a 2% company contribution on earnings up to the IRS compensation limit. No Team Member contributions are required to receive the company provided contributions. Additional information is available on SharePoint under Talent Services > Benefits > Retirement.

## FREE Short-Term Disability Income Protection Plan

Team Members (.5 FTE and greater) are eligible for FREE Short-Term Disability that covers 66 $\frac{2}{3}$  of base pay which commences after a 4-week waiting period and provides up to 9 weeks of income protection coverage.

## Short-Term Disability Income Protection Plan Buy-Up

Team Members (.5 FTE and greater) are eligible to buy-up additional Short-Term Disability to ensure 100% of base-pay income protection which commences after a 4-week waiting period and provides up to 9 weeks of income protection coverage.

## Annual Pay Increases

Each year, upon attainment of performance measures, LRH provides competitive across-the-board pay increases to all eligible Team Members.

## Market Pay Increases

Each year, LRH conducts an annual wage study (in April and May) that assesses and compares the current pay rates within the organization with the pay rates within the industry and market (which includes the Tampa and Orlando markets). Based on the assessment and budget, market pay increases are provided, which are effective in October.

## Shift Pay Differentials

Competitive shift differentials are provided to eligible Team Members that work defined evenings, nights, and specified holidays.

## Weekend Shift Pay Differentials

Weekend differentials are provided to eligible Team Members when working defined weekend shifts.

## Weekend Only Program Pay Differentials

The weekend only program is provided to eligible positions and offers a competitive compensation incentive for committing to work every weekend.

## Credential Pay Differentials

Compensation pay differentials are provided for attaining several pre-defined nursing credentials including CNA, BSN, MSN, and ANCC Certification credentials.

## Team Leader Differentials

Compensation pay differentials are provided to recognize Team Leaders and Charge Nurses for their extra duties and assignments.

## Holiday Pay Differentials

Eligible Team Members receive holiday differential pay when working on one of the eight (8) actual holiday's (New Year's Day, Good Friday, Easter Sunday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day). More information is available on SharePoint under Policies.

## On-Call/Call-Back Program

Eligible Team Members are provided with extra compensation for being on-call and are provided with extra compensation when called back to work.

## Extra Shift Incentives (Extended Flex-Up)

Extra shift incentives are provided to eligible Team Members for working applicable extra shifts when critical staffing needs arise. Additional information is available on SharePoint under Policies.

## Paid Earned Time Off (ETO)

Eligible Team Members (excluding STEP status) receive paid earned time off. The amount of time is based on a Team Member's most recent hire date and pay grade level. ETO can be used for vacation, sick, holiday and personal time off. Team Members accrue ETO based on eligible hours (limited to 40 hours per week).

### PAID Earned Time Off Chart - PLAN A

Months of Service	ETO Accrual Rate (multiplied by eligible hours, limited to 40 hour per week)	ETO Annual Accrual (40 hour/1.0 FTE Example)	ETO Maximum Balance
0-48 (0-4 years)	.096 x eligible hours	200 hours (25 days)	300 hours (37.5 days)
49-168 (4.1 - 14 years)	.115 x eligible hours	240 hours (30 days)	340 hours (42.5 days)
169-228 (14.1 - 19 years)	.135 x eligible hours	280 hours (35 days)	380 hours (47.5 days)
229 or more (19.1+ years)	.142 x eligible hours	296 hours (37 days)	396 hours (49.5 days)

**Plan A is for all Positions that were hired prior to 9/1/18, and for New Hires that are hired on/after 9/1/18 that are at and above Pay Grade minimum \$14.81**

### PAID Earned Time Off Chart - PLAN B

Months of Service	ETO Accrual Rate (multiplied by eligible hours, limited to 40 hour per week)	ETO Annual Accrual (40 hour/1.0 FTE Example)	ETO Maximum Balance
0-48 (0-4 years)	.076 x eligible hours	160 hours (20 days)	240 hours (30 days)
49-168 (4.1 - 14 years)	.096 x eligible hours	200 hours (25 days)	240 hours (30 days)
169-228 (14.1 - 19 years)	.115 x eligible hours	240 hours (30 days)	240 hours (30 days)
229 or more (19.1+ years)	.134 x eligible hours	280 hours (35 days)	280 hours (35 days)

**Plan B is for New Hires that are hired on/after 9/1/18 that are in Positions below Pay Grade minimum \$14.81 (Pay Grades 6-12, 226, 504-514)**

## Employee Referral Appreciation Bonus

Eligible Team Members can receive an appreciation bonus for referring applicants who are subsequently hired to fill designated hard-to-fill job openings. Additional information is available on SharePoint under Talent Services > Talent Acquisition.

## Paid Compassionate Leave

Eligible Team Members (excluding STEP status) are provided with paid bereavement leave for time away after the loss of a defined family member. Additional information is available on SharePoint under Policies.

## Paid Jury Duty

Eligible Team Members (excluding STEP status) are provided with paid jury duty when summoned for this civic activity. Additional information is available on SharePoint under Policies.

## Paid Breaks

Eligible Team Members are provided with paid break time during their work shift.

## Paperless Payroll & Direct Deposit

Team Members can enjoy paperless payroll whereby paycheck stubs are viewable online. Direct deposit allows Team Members to deposit their paycheck into a maximum of three bank accounts.

## Social Security Contributions

Employer contributions (6.2% of wages up to limit) are made to Team Member's social security benefits program.

## Medicare Insurance Contributions

Employer contributions (1.45% of wages with no limit) are made to Team Member's Medicare insurance program.

## Workers' Compensation Insurance

Employer provided insurance for Team Members that incur work-related injuries or illnesses, which includes wage loss, medical benefits, and disability benefits.

# RECOGNITION AND APPRECIATION PROGRAMS

## Sharing the Success Program (Gainsharing Bonuses)

Each year, upon attainment of organizational goals and board approval, LRH provides monetary bonuses to eligible Team Members, up to \$500 based on goal attainment, for full-time staff (proration for part-time staff). Additional information is available on SharePoint under Talent Services > Rewards & Recognition.

## Patient, Family, & Team Member Experience Award

Team Members can receive special individual recognition for providing exemplary patient, family, or team member experience. Nominations are submitted by Peers, and winners are selected by a Peer Committee during annual Healthcare Week. Additional information is available on SharePoint under Talent Services > Rewards & Recognition.

## Anniversary Appreciation Awards

Team Members are individually recognized for their years of service and for milestone anniversaries. Team Members receive a monetary bonus based on years of service, certificate, award plaque, and an Annual Awards Dinner. Additional information is available on SharePoint under Talent Services > Rewards & Recognition.

## Preferred Parking Program

Team Members with 40+ years of service receive preferred parking at the LRHMC Campus and receive a designated parking sticker allowing parking anywhere except physician and handicap areas.

## Retirement Celebrations

Team Members are individually recognized when they retire and receive monetary awards based upon years of service and are invited to attend a staff luncheon. Additional information is available on SharePoint under Talent Services > Rewards & Recognition.

## Excellence in Clinical Practice Awards

Clinical Team Members are individually recognized for excelling in several categories (Advanced Practice, Evidence Based Practice, Leadership, Mentorship, Professionalism, Quality Caring), and participate in an annual awards ceremony.

## Inspiration Cards

Team Members can receive Inspiration Cards with an inspirational personalized note from their peer, patient, family, or manager. Additional information is available on SharePoint under Talent Services > Rewards & Recognition.

## Good Catch Recognition Program

The Good Catch incident reporting program focuses on risk prevention. Good Catches are used as learning opportunities to realize potential trends sooner and to celebrate the success of catching a safety event before it reaches a patient. Quarterly recognition celebrations are conducted to highlight the great catches.

## Gift Cards

As a special thanks for the Thanksgiving Holiday, Team Members receive a \$25 Publix Gift Card.

## Gold Coins

Team Members at the Medical Center and Hollis Cancer Center can receive individual spot recognition in the form of a Gold Coin that has a \$5 redemption value in the Café.

## Team Treasure Days

Team Members can receive team-based recognition and department food celebrations for achieving tangible department goals throughout the year.

## Operational Excellence Award

The Operational Excellence Award is achieved by sustaining a zero incidence goal or by achieving and sustaining a unit operational goal for 12 consecutive months. (Examples: 0 patient falls for 12 consecutive months; 0 CAUTIs for 12 consecutive months; achieve 80th percentile HCAHPS for 12 consecutive months). Departments will celebrate with a team food celebration, CEO recognition, highlight in the Talent Update, Safety Institute recognition, and department plaque.

## Professions Recognition Celebrations

Special recognition is provided to Team Members in the occupational fields which celebrate those professions each year (e.g. Pharmacy Week, etc.).

## Fun Force

The Fun Force is the organization-wide Team Member appreciation committee that is Team Member led and which plans several appreciation events throughout the year including Martin Luther King Day (January), National Employee Appreciation Day (March), Healthcare Week (May), Labor Day (September), Veterans Day (November), Thanksgiving Meal and Gift Cards (November), Christmas Meal (December).

## Department Recognition Programs

Team Members can receive additional recognition via various local programs in place within departments, such as a department Employee of the Quarter.

# CAREER GROWTH AND ADVANCEMENT PROGRAMS

## Tuition Reimbursement

Eligible Team Member's (excluding STEP and Part-Time status) can receive tuition reimbursement of up to \$5,000 for college courses while earning a degree. Additional information is available on SharePoint under Talent Services > Learning & Organizational Development.

## Promise Academy

The Promise Academy is LRH's corporate university and includes the Workforce Development Institute, the Leadership Development Institute, and the Physician Development Institute, and offers numerous learning programs that are related to Team Members current jobs and their future career advancement with LRH.

## Career Advancement Programs

Over 25 Career Advancement Programs are available for Team Members to learn and grow, and obtain career development and pay promotions. LRH will provide the applicable advanced tuition reimbursement which will include college coursework, certification prep, and the initial certification examination fees.

## School of Radiologic Technology

LRH operates a School of Radiologic Technology providing a two-year degree. Students complete didactic and clinical components for both Radiography and Computed Tomography (CT) which allows the student to meet The American Registry of Radiologic Technologists (ARRT) requirements for the national certification exams in both Radiography and CT in the traditional two-year time frame.

## Traviss Technical College - Medical Assistant Program

LRH maintains an academic affiliation with Traviss Technical College and their Medical Assistant (MA) diploma program, which allows Team Members to receive Tuition Reimbursement while earning their MA credential. Additional information is available on SharePoint under Talent Services > Learning & Organizational Development.

## Pharmacist Residency Program

Our post graduate pharmacy practice residency builds on the Doctor of Pharmacy degree (Pharm.D.) education and outcomes to contribute to the development of clinical pharmacists responsible for medication related care of patients with a wide range of conditions, and who are eligible for board certification.

## Summer Leadership Program

LRH maintains a partnership with the Lakeland Economic Development Council, which allows our new Team Members to participate in the Lakeland Summer Leadership Program. This 9-week Program connects 18-30 year old new hires (employed for one year or less) with each other and the Lakeland community through team building, leadership training, tours of Lakeland industry, and community service.

## Florida Southern College – Medical Laboratory Scientist Program

LRH maintains an academic affiliation with Florida Southern College and their Medical Laboratory Scientist (Medical Technologist) degree program, which allows Team Members to receive Tuition Reimbursement while earning their Medical Technologist credential. Additional information is available on SharePoint under Talent Services > Learning & Organizational Development.

## RN Residency Program

Our RN Residency Program offers a comprehensive orientation, onboarding, and learning experience to allow new nursing graduates to receive the proper time, information, resources, and mentorship to be successful in their new career.

## Nurturing Talent Program (Tuition Advancement)

Our Nurturing Talent Program allows a limited number of Team Members who meet select criteria (i.e. earn less than \$15/hour, performance exceeds expectations), to receive limited tuition advancement, when they meet the applicable education assistance eligibility criteria. Additional information is available on SharePoint under Talent Services > Learning & Organizational Development.

## Rising Stars Program

Our Rising Stars Program provides a limited number of Team Members a year with an entry level career development program to assist Team Members in pursuing career advancement within the organization. This 12-Module (Catalyst Learning), instructor led Program provides a healthcare career path and takes 6 months to complete. Additional information is available on SharePoint under Talent Services > Learning & Organizational Development.



## High Potentials Program

Our High Potentials Program provides a limited number of Team Members a year with a professional level career development program to assist Team Members in pursuing career advancement within the organization. This 10-Module (Fullbridge University), instructor led Program provides a career path and takes 10 months to complete. Additional information is available on SharePoint under Talent Services > Learning & Organizational Development.

## Career Roadmap (Career Path Program)

Our Career Roadmap provides a visual picture of the career advancement options available, and the process for achieving career growth within LRH. The Career Roadmap makes transparent the requirements for each role, clearly defines the job families, career tracks and career paths, helps align career development plans and training programs with career path goals, and provides an opportunity to receive education support and assistance to advance within the organization.

## Foundations for Growth Program

Our Foundations for Growth Program provides Team Members who do not possess a high school diploma with a FREE GED completion program to prepare for and pass their GED examination, to engage and enable Team Members to pursue further career advancement within LRH.

## Foundations for Success Program

Our Foundations for Success Program is designed to improve English for Speakers of Other Languages (ESOL). It is intended for Team Members seeking to improve their English language abilities and includes speaking, reading, and writing. Certified teachers will help Team Members advance their skills, and earn a Certificate.

## CE Direct

Licensed clinical Team Members (RN, ARNP, Bannasch, Behavioral Health) receive a FREE account to CE Direct that provides access to continuing education courses to maintain licensure and advanced certification review courses to maintain and achieve national certification. More information is available on SharePoint under Talent Services > Learning & Organizational Development.

## CE Broker

Licensed clinical Team Members receive a FREE membership to CE Broker to easily review CE requirements and keep track of posted CE courses and license renewal requirements. More information is available on SharePoint under Talent Services > Learning & Organizational Development.

## Institute for Diversity in Health Management Internships

Each year LRH offers paid internships to graduate students that apply for the program from the Institute for Diversity in Health Management.

## College Career Fairs

Twice per year, LRH offers an onsite college career fair represented by up to a dozen local and regional colleges which offer degree programs applicable for careers within LRH. More information is available on SharePoint under Talent Services > Learning & Organizational Development.

## Project Search

Our Project Search program provides job skills training to local high school students who are in their senior year and desire a vocational career.

## Public Service Loan Forgiveness

Fiducius Student Loan Solutions is accessible to provide student loan forgiveness services. Additional information is available on SharePoint under Talent Services > Benefits > Employee Discounts.

## On-Line University

Team Members can access a large library of courses in the eLearning system.

## Library

LRH provides an onsite Library at the main campus and Team Members can access a large array of print and digital educational and research resources.

## New Horizons Program (Job Skills Training and Employment Program)

Our New Horizons Employment Program provides disadvantaged applicants with a chance at gainful employment in entry level occupations, and with job skills training.

## Keiser University Tuition Discounts

Team Members can receive a 30% tuition discount for educational programs at Keiser University. More information is available on SharePoint > Talent Services > Learning & Organizational Development.

## Annual High School Job Shadow Days

LRH sponsors several Job Shadow Days for local high school programs for students interested in careers in the medical and STEM professions.

# TEAM MEMBER INVOLVEMENT AND COMMUNICATION PROGRAMS

## Gemba Employee Involvement Program

Team Members can participate directly in the goals, monitoring, and action planning process in their departments via the Gemba Boards and Gemba Huddles, which make department information transparent and visible to all Team Members, and which creates engaging discussion about performance improvement. Team Members can submit Idea Tickets with their ideas and opinions of how to improve.

## Sharing the Success Suggestion Program

Team Members are encouraged to identify and suggest ideas for ways the organization can meet the financial objectives in order to provide Team Members with the Sharing the Success bonuses. Team Member ideas and opinions can be submitted via [SharingTheSuccess@myLRH.org](mailto:SharingTheSuccess@myLRH.org). Additional information is available on SharePoint under Talent Services > Rewards & Recognition.

## Unit Based Councils

Team Members can participate in their departments Unit Based Council which allows Team Members to directly participate in department operational objectives, gives Team Members a voice in department initiatives, and involves Team Members in various department programs.

## Walk in My Shoes Program (Leadership Job Shadow Program)

Our Walk in My Shoes Program creates a job shadow experience for the executives to work for a shift in the actual roles, and in actual uniforms, of Team Members across the organization, each year during Healthcare Week. Additional information is available on SharePoint under Talent Services > Engagement & Relations.

## Employee Engagement Survey

As a valued Team Member, your satisfaction and feedback matters. Each year we conduct an annual Gallup Survey to gather feedback and ideas on how we can provide best practices to build Team Member engagement. Team Members from each department create an Action Plans for improvement to make sure your opinions count. Additional information is available on SharePoint under Talent Services > Engagement & Relations.

## CEO Townhall Meetings

Team Members can participate in CEO Townhall Meetings twice per year and discuss topics with, and ask question directly to, the LRH CEO. The Townhall Meetings are conveniently held and Team Members are always encouraged to provide their ideas and opinions to the CEO.

## Team Member Communication Programs

LRH provides several team member communication programs including the weekly Talent Update, GEMBA Rounding, Department Huddles and meetings, Department Bulletin Boards, Fliers, Intranet, Personalized Mailing, and semi-annual CEO Townhall Meetings.

## Peer Interview Program

Our Peer Interview Program allows Team Members (Unit Based Council Members) to be involved in the selection process when hiring new staff in their Department. This program helps to ensure that Team Members ideas and opinions count about which staff should join your winning Team.

## Ambassador Program

Our Ambassador Program assists new Team Members so they can adjust to their new roles quickly and smoothly. New Team Members are assigned an experienced peer from their new department who serves as an information resource and link to learning more about our organization, and our Promise Culture. Additionally, they help new Team Members meet their peers and emphasize the importance of developing strong, caring relationships with their new colleagues.

## Computer Kiosks & Internet Access

A large number of internet enabled computer kiosks are available for Team Members to use in the Library, and can be used to obtain company communications, and for professional and personal use.

## Personalized Digital Resources

Team Members have access to their personalized digital resources in the Talent Information System (Infor) which provides data transparency, allows the viewing of employment and payroll information, and access to company information. Additional information is available on SharePoint under Talent Services > Talent Systems.

# POSITIVE PEOPLE PROGRAMS



## Chapel

There is a chapel at the main campus available and open to Team Members of all faiths for prayer and spiritual meditation, and the Chapel also provides an interfaith prayer service on Tuesdays at 10:00 a.m.

## Work-Life Balance Programs

LRH provides numerous Team Member Work-Life Balance and Flex Programs which help Team Members live busy lives, obtain onsite conveniences, gain efficiencies, improve their time management, and overall be able to work hard and play hard, including the following programs: FREE short term disability, very competitive paid time off, paid compassionate leave, leave of absences, phased retirement program, flexible scheduling policy and options, consecutive work day limits, mandatory overtime limits, limits to meetings at the end of 12-hour shifts, predictable scheduling objectives, sleep and fatigue reduction education, part-time and per-diem employment options, summers off program (STOP program), onsite FREE chair massages, onsite workplace clinic, onsite car washes, onsite ATM machines, onsite pharmacy, onsite farmers market, onsite Aetna representative, onsite flu vaccines, onsite diabetes prevention program, onsite tobacco cessation program, onsite college career fairs, onsite free biometric screenings, onsite Fidelity retirement plan consultations, onsite cancer screenings, onsite financial wellness seminars, onsite chapel, onsite library, onsite café, weekend and shift pay differentials, weekend only program, holiday pay differentials, extra shift incentives, CE Direct CEU tracking system, café payroll deductions, and uniform payroll deductions.

## Talent Information System

The Talent Information System provides Team Members with easy access to their employment information and allows for interaction and self-service changes to update personal and demographic data. The System provides a digital platform for Job Applications, Hiring, Internal Transfers, Benefits Enrollment, Performance Evaluations, Learning Resources, Online University, and will soon include Career Development, Absence Records, Employee Relations, and Occupational Health.

## Smoke-Free Environment

To ensure a healthy work environment all facilities are smoking and tobacco free.

## Security Escorts

Team Members, upon request, can receive security escorts at night from LRH security guards when walking to or from the main campus parking lots.

## Free YMCA Membership

LRH Team Members have access to a free fitness membership at the Fontaine Gills Family YMCA (North Lakeland) and discounted rates (\$10/month) at the Lakeland Family YMCA (South Lakeland), including discounted rates for family memberships (\$25/month). Additional information is available on SharePoint under Talent Services > Occupational Health & Wellness.

## Wellness Works Program

Our Team Member wellness program provides for free annual biometric screening, health risk assessments, weight management program, wellness coaching, diabetes prevention program, tobacco cessation programs, nutritional education, and fitness programs. The program also allows Team Members to earn monetary wellness credits to reduce the cost of insurance.

## Harvard University Evidence-Based Optimal Nutrition Course

Team Members can participate in a highly acclaimed voluntary wellness education course for FREE called Evidence-Based Optimal Nutrition provided by Harvard University's School of Public Health and Department of Nutrition, the world's leading program for health and nutrition research and education.

## The Workplace Clinic

The LRH WorkPlace Clinic is designed to treat Team Members who are currently at work with recent-onset, minor health conditions that can be treated in a single no charge brief visit. Additional information including the Approval Form is available on SharePoint under Talent Services > Occupational Health & Wellness.

## Alumni Network Program

The Alumni Network Program is a semi-annual e-newsletter distributed to all rehire-eligible former Team Members. It highlights news, accolades, achievements, Team Member success stories, career opportunities, and other marketing intended to attract top talent back to LRH.

## Annual Flu Vaccine

Team Members receive free annual flu vaccine during flu season to help prevent illness and patient infection.

## Cancer Screenings

Preventative cancer screenings are provided for free by our Hollis Cancer Center for all Team Members and their eligible dependents.

## Lockers

Team Members at the main campus may receive a personal locker to store their personal belongings while at work.

## Cultural Competence & Inclusion Council (Diversity Committee)

Our Cultural Competence & Inclusion Council of Team Members focuses on programs that promote diversity and create an environment of Inclusion in which all Team Members feel a sense of belonging, are valued and respected, and have access to the same opportunities.

## Free Onsite Chair Massages

On a quarterly basis, Team Members can register for a limited number of free onsite chair massages that are offered at designated locations including both inpatient and some outpatient offices.

## Just Culture

Team Members are treated with fairness and respect throughout their employment experience. Workplace practices ensure that Team Members are afforded industrial due process for any incidents, and all outcomes are fair and ensure we maintain our high standards of organizational justice.

## Monthly Benefit Plan and Financial Education Sessions

Team Members can attend benefit plan and financial planning education sessions that are provided on a monthly basis at various locations.

## Workplace Violence Prevention Programs

Our Team Member safety and security is of top priority, and we have developed a series of Workplace Violence Prevention Programs to proactively ensure we take every measure to prevent any incidences of workplace violence. A summary of these is available on SharePoint under Talent Services > Occupational Health & Wellness.

## Employee Assistance Program (EAP)

Team Members have access to an EAP that provides short-term counseling for topics related to stress, relationships, family, substance abuse, bereavement, domestic violence, finances, etc. Additional information is available on SharePoint under Talent Services > Benefits.

## Injury Prevention Programs

LRH maintains several injury prevention programs and workplace violence prevention programs that are designed to keep Team Members safe and healthy, and to reduce the risk of occupational injury or illness.

## Donation of Earned Time Off

Eligible Team Members can receive donated earned time off when they experience a personal hardship. Additional information is available on SharePoint under Policies.

## Flexible Scheduling Options

Based on patient care and department needs, Team Members may be able to utilize various flexible scheduling options to maintain work-life balance.

## Annual Promise Run

Team Members can receive discounts to participate in LRH's annual Promise Run (Run or Walk) and can join department teams and compete against other teams within the organization.

## Cultural Competency Services Program

Our Culturally and Linguistically Appropriate Services Competency Program focuses on advancing health equity, improving quality, and helping to eliminate health care disparities by developing Team Members who are able to deliver culturally and linguistically appropriate services.

## Positive Performance Coaching Program

Our Positive Performance Coaching Program maintains the dignity and respect of Team Members and uses proper communications which enable positive performance coaching sessions.

## Digital Performance Appraisals & Self-Appraisals

Team Members complete annual self-appraisals digitally and receive an annual digital performance appraisal that is saved in the Talent Information System for future access.

## Onsite Employee Health

Team Members can receive onsite employee health services at the main campus from experienced registered nurses for work related injuries, illnesses, and for infection prevention.

## Credential Expiration Reminder

Team Members can receive automated reminders from the API time tracking system of when their license and certifications are scheduled to expire.

## Onsite Farmers Market

Team Members can access a monthly onsite Farmers Market at the LRHMC campus that includes a wide array of healthy food choices.

## Fun at Work Program

To support our Promises, and foster some Fun at Work, a series of Fun at Work Weeks have been developed to nurture and inspire the planning of fun within each Department. Team Members and leaders facilitate some appropriate fun and social activities that they can enjoy with all of their colleagues and best friends at work.

## Phased Retirement Program

Team Members can participate in the Phased Retirement Program which allows a gradual phase into full retirement by reducing work hours over a phased in period. Additional information is available on SharePoint under Policies.

## Monthly Fidelity Retirement Plan Representative Consultations

Team Members can schedule in-person meetings with the Fidelity Retirement Plan Representative to review their retirement plan account and discuss retirement saving strategies.

## United Way Day of Caring

Team Members can participate in several charitable giving opportunities including the United Way Day of Caring.

## Safety Institute and Team Member Safety Programs

LRH maintains a Safety Institute and utilizes various safety equipment, and conducts team member safety programs to prevent accidents and injuries.

## Leaves of Absence

Eligible Team Members may take a leave of absence for medical, personal, educational, or military purposes. Additional information is available on SharePoint under Talent Services > Occupational Health & Wellness.

## Cafeteria Payroll Deductions and Discount

The Medical Center campus and the Hollis Cancer Center operate a cafeteria with a varied and nutritional menu which Team Members can pay for through payroll deduction. Team Members also receive discounted meals (10%) at the LRH Medical Center Parkview Café. More information is available on SharePoint under Talent Services > Policies.

## Gift Shop Payroll Deductions

Team Members can purchase various merchandise from the Gift Shop using payroll deduction. Additional information is available on SharePoint under Talent Services > Policies.

## Sam's Club Membership Payroll Deductions

Team Members can pay for their Sam's Club Membership through payroll deductions. Proof of employment required. For more information go to samsclub.com.

# DISCOUNT PROGRAMS

## Regal Automotive Group

Team Members can receive special discounts on automotive purchases and services including invoice pricing on new vehicles (and discounted rates for pre-owned). Additional information is available on SharePoint under Talent Services > Benefits > Discounts, or call 863.904.1170.

## AAA Membership Payroll Deductions & Discount

Team Members can pay for their AAA membership through payroll deductions, and receive a membership discount. As a member of AAA you can receive discounts, save money on restaurants and shopping. For more information and to join, log on to [aaa.com/lakeland](http://aaa.com/lakeland) or contact the AAA office in Lakeland: 863.688.7921.

## Mid-Florida Federal Credit Union

Checking, Savings accounts, car loans, mortgages, and other services are available for Team Members and their family members. Contact the Credit Union for additional information.

## Fifth Third Bank

Team Members are eligible for the Membership Advantage Program that provides a personalized checking package and exclusive banking benefits designed to save time and money. Additionally, the Doctor Loan Program (MD, DO, DPM) provides special benefits to help meet home financing needs. Contact Fifth Third Bank for more details. MA CODE: 33023

## Verizon

Verizon Wireless offers a 19% discount on the Verizon Wireless monthly services and discounts off accessories. For details, please contact LRH Account Manager, Colette Harper, at 813.545.3641 or e-mail her at [colette.harper@verizonwireless.com](mailto:colette.harper@verizonwireless.com). If you are already a Verizon customer and would like to receive your discount, please register at [www.verizonwireless.com](http://www.verizonwireless.com).

## Sprint

Sprint offers a 23% discount on service plans. Equipment discounts on new phones and wireless devices may also be available. To sign up, visit any Sprint retail store and bring your LRH pay stub and mention corporate ID: HCVHA\_ZZZ or call 1.888.842.9110.

## AT&T

AT&T offers LRH Team Members a 24% discount on service plans and discounts on equipment for new services. To start saving, simply visit [www.att.com/wireless/vha](http://www.att.com/wireless/vha) FAN# 02397679 or go to any AT&T retail store with a current LRH pay stub.

## Dell Computers

Under the LRH member program Dell provides various product discounts which can be accessed at this link [www.dell.com/mpp/vizientinc](http://www.dell.com/mpp/vizientinc). Current items being discounted can be viewed under the Deals tab.

## Discount Uniforms

Team Members can receive uniform discounts up to 15% off uniform apparel (located at 4277 South Florida Ave. Lakeland, 33813). For location and hours, visit [www.discountuniformstore.com](http://www.discountuniformstore.com).

## Uniform Connection

Team Members can receive discounts off uniform apparel (located at 3111 E. Edgewood Dr. Lakeland, 33803). For more information contact, 863.667.2682.

## Fitness Center & Gyms

For LRH Team Members, waived enrollment fees are available at three Gold's Gym locations: North Lakeland, Winter Haven, and Sebring. LA Fitness Gym also offers waived enrollment fees. Contact the Gyms for additional information.

## Hand & Stone Massage & Facial Spa

Discounts on selected services at the Lake Miriam location. To schedule an appointment, contact 863.940.4789. Additional information is available on SharePoint under Talent Services > Benefits > Discounts.

## Tickets at Work

Discounted tickets through [www.ticketsatwork.com](http://www.ticketsatwork.com) for several area and national attractions. The LRH code is MYLRH.

## ASPCA Pet Insurance

ASPCA Pet Health Insurance can make a difference in the life of your pet! Pet health insurance helps you pay veterinary bills for your dog or cat. Team Members can save up to 15% on ASPCA Pet Insurance by calling 877.343.5314.

## TradeWinds

Enjoy an active stay at TradeWinds Island Resort on St. Pete Beach. For team member discounted rates and reservations, please call 800.251.0613 or visit the website [JustLetGo.com/VseLRMC](http://JustLetGo.com/VseLRMC) and use promo code: VSELRMC.

## Apartment Discounts

Team Members are eligible for various discounts at local Apartment Housing including Town Center at Lakeside Village, Victoria Landing, Woodland Heights, The Park at Cortona, Arbor Glen, Audubon Oaks, Lake Mirror Tower, NoBay, and Big Oaks. Contact the applicable Apartment for details.

## Realtor Discounts

Team Members can obtain discounts from Star Bay Realty which include 10-20% cash rebates and 5% total commission charged on selling. Please call Andrea Owens at 863.399.2121.

## SoFi Loan Refinancing

Team Members can obtain savings on refinancing student loans (.125% rate discount), mortgages (\$500 welcome bonus), or personal loans (\$200 welcome bonus). Please visit [SoFi.com/LRH](http://SoFi.com/LRH).

## Escape Rooms

Team Members can obtain special savings on tickets to local Escape Rooms. Additional information is available on SharePoint under Talent Services > Benefits > Discounts.

## Sleuth's Mystery Dinner Shows

Team Members can obtain special savings on tickets. Additional information is available on SharePoint under Talent Services > Benefits > Discounts.

## Onsite Car Washes

Team Members can choose from two onsite car wash options. Services provided from Above & Beyond Mobile Detailing at 863.812.1794, or from Rev Mobile Detailing at 813.650.1878.

## Mortgage Down Payment Assistance Program

Team Members can obtain up to a 20% Down Payment on the value of the home from the Lakeland Community Redevelopment Agency. Please contact 863.834.6011.

## Grasslands Country Club Membership

Team Members can obtain discounts off the price of membership dues and fees. Please contact 863.680.1600.

## Tampa Bay Buccaneers Tickets

Team Members can obtain special savings on tickets. The web link for discounts is available on SharePoint under Talent Services > Benefits > Discounts.

## Tampa Bay Rays Tickets

Team Members can obtain special savings on tickets. Additional information is available on SharePoint under Talent Services > Benefits > Discounts.

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Please Note: This Summary is intended to provide a snapshot of the Total Rewards Program. Detailed information can be obtained in the Benefits Guide, the Retirement Plan Guide, the applicable Policy, and SharePoint. The provisions of the relevant plans are set forth in the formal plan documents. This summary is not a replacement for those more formal plan documents. Further, these benefits can be amended, modified or terminated at any time. In the event of any conflict between this summary and the formal plan documents, the formal plan documents shall prevail. Where a collective bargaining agreement is in effect and the agreement's express language, supported by past practice, conflicts with all or portions of these programs, the express language of the agreement shall supersede conflicting portions of these programs except where the express language of the agreement conflicts with state or federal law.



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