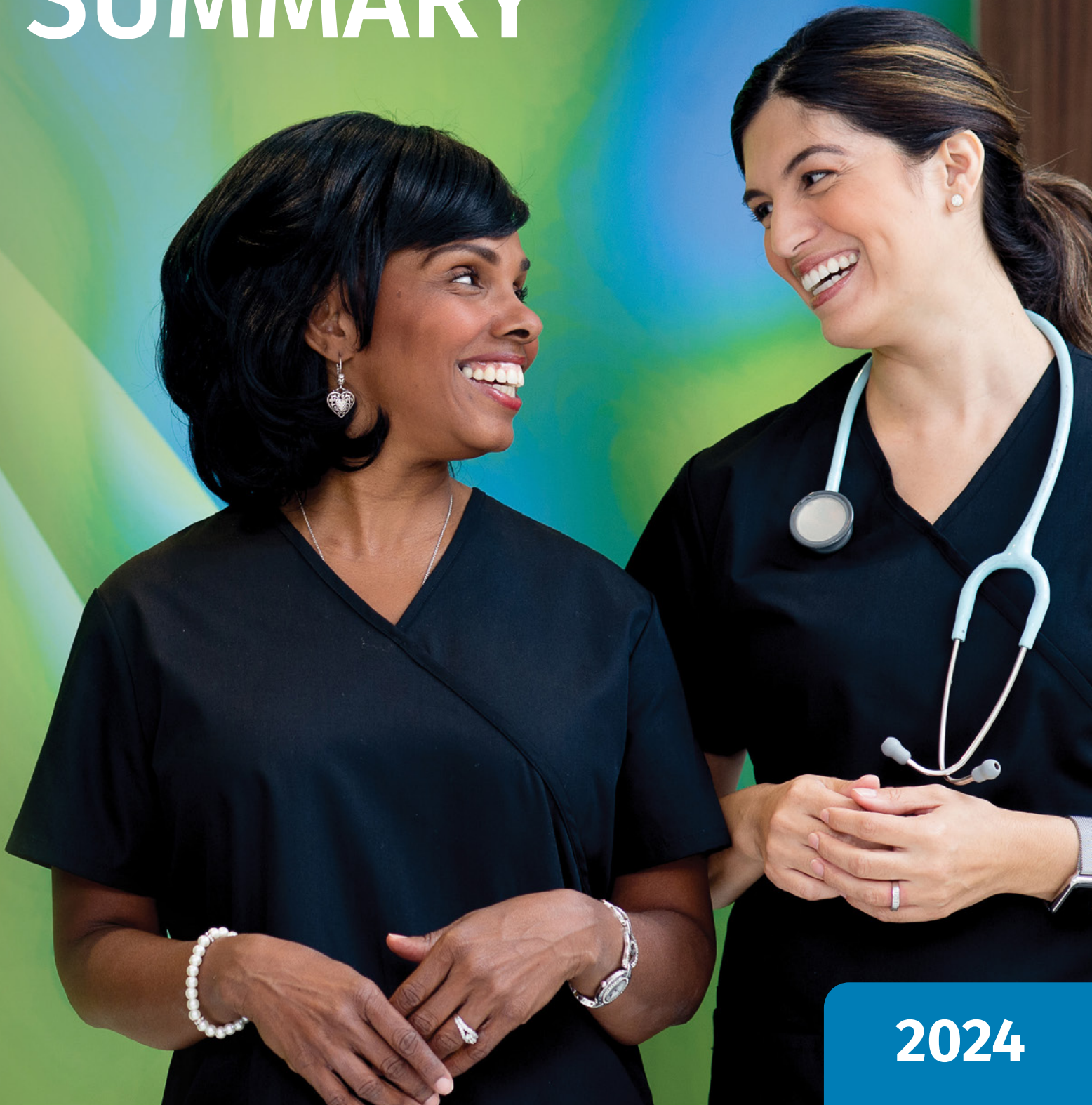




Lakeland Regional **Health**[®]

TOTAL REWARDS

SUMMARY



2024

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



TABLE OF CONTENTS

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 ¹ (Aetna)	Prescription (Rx) Plan ¹ (Specialty Rx Paid at 100%)	Preventative Care Covered at 100% ¹	LRH Home Network Providers Paid at 100% ¹
Dental Insurance ²	Diabetes Prevention Program ¹	3-Tier Health Plan Premi- ums based on Income ¹	Tobacco Cessation Program
Dependent Life ²	Vision Insurance ²	Health & Wellness Coaching	Free AD&D Insurance ²
Long Term Disability ²	Supplemental Life ²	Free Life Insurance ²	Supplemental AD&D ²
On-Site Retirement Consultation	Healthcare Flexible Spend- ing Account ²	Short Term Disability ²	401(a) Retirement Plan (Employer Contributions)
Earned Time Off (ETO) ³	Legal Services Plan ²	Dependent Care Flexible Spending Account ²	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.

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

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

³ Eligibility excludes Per Diem 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.

Short-Term Disability Income Protection Plan

Team Members (.5 FTE and greater) are eligible for Short Term Disability that covers 60% of base pay which commences after a 14 day waiting period, and provides up to 90 days 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 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.

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.

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 predefined 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 holidays (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.

Paid Earned Time Off (ETO)

Eligible Team Members (excluding Per Diem 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)	350 hours (43.75 days)
169-228 (14.1 - 19 years)	.135 x eligible hours	280 hours (35 days)	400 hours (50 days)
229 or more (19.1+ years)	.142 x eligible hours	296 hours (37 days)	400 hours (50 days)
ETO Plan A is for all positions hired prior to 9/1/18, and for New Hires that are hired on or after 9/1/18, that are in positions which are not included in the Service Job Classification group.			

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)	260 hours (32.5 days)
49-168 (4.1 - 14 years)	.096 x eligible hours	200 hours (25 days)	350 hours (43.75 days)
169-228 (14.1 - 19 years)	.115 x eligible hours	240 hours (30 days)	400 hours (50 days)
229 or more (19.1+ years)	.134 x eligible hours	280 hours (35 days)	400 hours (50 days)
ETO Plan B is for all New Hires that are hired on or after 9/1/18 that are in positions which are included in the Service Job Classification group.			

Employee Referral Appreciation Bonus

Eligible Team Members can receive an appreciation bonus of up to \$500 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 Breaks

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

Paid Compassionate Leave

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

Earned-Time-Off (ETO)

100% Cash-In Program

Each year, Team Members can cash-in up to 160 hours of their ETO for a 100% redemption value.

DailyPay Program

Team Members can voluntarily enroll in the OnDemand DailyPay Program which provides for the ability to get access to your earnings quickly and get paid on a daily basis.

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 Performance Bonus Program

Each year, based on a Team Members performance appraisal, LRH provides performance bonuses to eligible Team Members, up to \$700, for full-time staff (proration for part-time staff). Additional information is available on SharePoint under Talent Services > Rewards & Recognition.

Patient Experience Award

Team Members can receive special individual recognition including a Crystal Award 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.

Digital eCard and Gift Card Recognition System

Team Members can receive digital eCards and Gift Cards which can be redeemed at hundreds of merchants including Amazon, for various job performance categories. 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, and an optional anniversary pin. Additional information is available on SharePoint under Talent Services > Rewards & Recognition.

Annual Awards Dinner & Banquet

Each year we host a huge Annual Awards Dinner & Banquet and invite Team Members and their guest, to be pampered, receive award crystals, and enjoy this formal affair.

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 celebration, a monetary bonus paid on years of service, and an award plaque. Additional information is available on SharePoint under Talent Services > Rewards & Recognition.

Daisy Awards

The DAISY Award Program honors and celebrates the skillful and compassionate care nurses provide every day, and includes LPNs, RNs, and APRNs. Nominations can be made by patients, family members, visitors, volunteers, and team members. Recipients are recognized at a public ceremony in their unit, and receive a certificate, a DAISY Award Pin, and a hand-carved stone sculpture entitled A Healer's Touch.

BEE Award

Our BEE award recognizes nursing support team members including medical assistants, who consistently demonstrate excellence that goes above the expectations of their job, in their interactions with their colleagues, patients, families and the community. Winners enjoy a celebration, Honey Buns for the unit, certificate, banner, BEE pin, and a crystal award.

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 \$10 redemption value in the Café.

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.

RECOGNITION AND APPRECIATION PROGRAMS *(continued)*

Team Treasure Days

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.

Monthly Recognition & Appreciation Weeks

Every month Team Members are recognized during a special dedicated Appreciation Week, which are designed around different themes, and include food and treats, and unique fun activities. 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.

Thanksgiving Gift Cards

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

Annual Employee Appreciation Picnic

Each year during Healthcare Week, we host an Employee Appreciation Picnic that includes dunk tanks, bounce house, DJ, balloon artist, tattoo artist, face painting, superheroes in costume, and numerous contests (tug o' war, hula hoop, sack race, softball, water balloon toss, egg toss, etc.), Kona Ice Truck and plenty of food.

Weekly Professions Recognition Celebrations

Every week, special recognition is provided to Team Members in the occupational fields which celebrate those professions throughout the year (i.e. 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 recognition and appreciation events throughout the year.

RED Shirt Friday

Our RED Shirt Friday Program "Recognizes Everyone Deployed" and encourages Team Members to wear red apparel on the last Friday of each month in recognition of our service men and women deployed and our veterans.

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 Per Diem 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 45 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.

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.

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.

RN Specialty Fellowship Program

Our RN Specialty Fellowship Program is designed for nurses who are actively seeking to transition into another specialty. There are 14 nursing fellowships to choose from! The program provides multimodal learning experiences to build and advance the nurses' knowledge and skills in a nursing specialty through online courses, workshops, simulations, and immersive experiences.

Pharmacist Residency Program

Our postgraduate 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.

Chaplain Residency Program

Our Clinical Pastoral Education program provides postgraduate students the opportunity to grow their pastoral care skills, along with enhancing their personal development, using an action/reflection model in the clinical environment of LRH.

Physician Residency Program

Our Graduate Medical Education program provides over 200 residents in eight (8) specialties the opportunity to receive excellent medical education in one of the largest medical centers in Florida with one of the busiest emergency rooms in the nation.

CAREER GROWTH AND ADVANCEMENT PROGRAMS *(continued)*

Nurturing Talent Program

(Tuition Advancement)

Our Nurturing Talent Program allows Team Members who meet select criteria (i.e. earn less than \$20/hour, performance 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.

Amazing Patient Experience Learning Academy

Our Amazing Patient Experience Learning Academy provides Team Members with formalized micro-learning educational opportunities on a wide array of inspiring topics designed to advance our patient experience. The topics and learning content are supported with Huddle Sheets, Observation Sheets, and Reflection Sheets, to enable positive reinforcement and growth outcomes.

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, instructor led Program provides a career path and takes 6 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 Unlimited

Available for specific Team Members for the purpose of completing required education within orientation, yearly, and/or other mandatory education programs. Additional information is available on SharePoint under Department Pages > Nursing > Nursing Development > Quick Help Links: CE Unlimited FAQ.

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.

CAREER GROWTH AND ADVANCEMENT PROGRAMS *(continued)*

College Career Fairs

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.

Future Professionals Program

Our Future Professionals Program provides an opportunity for local students (high schools and college) to obtain an initial part-time employment position to gain experience in Central Florida's largest medical center, and advance their career path with us upon graduation.

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.

On-Line University

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

Medical Library

LRH provides a virtual online Medical Library 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.

College Tuition Discounts

Team Members can receive tuition discounts for educational programs at Keiser University, Walden University, Chamberlain University, Devry University, Herzing University, Rasmussen University, and South University. Additional information is available on SharePoint under Talent Services > Benefits > Employee Discounts.

Annual High School Job Shadow Days

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

Annual High School Career Expo

Near the end of each school year, we invite all of the students from Polk County, and host a huge onsite High School Career Expo, and showcase all of our healthcare occupations and departments.

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 improve our Quality, Patient Experience, Employee Experience, and Financial Stewardship. Team Member ideas and opinions can be submitted via 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. We conduct a 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 Action Plans for improvement to make sure your opinions count. Additional information is available on SharePoint under Talent Services > Engagement & Relations.

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, Text Messages, Fliers, Intranet, Personalized Mailing, and CEO Townhall Meetings.

TEAM MEMBER INVOLVEMENT AND COMMUNICATION PROGRAMS *(continued)*

CEO Town Hall Meetings

Team Members can participate in CEO Town Hall Meetings and discuss topics with, and ask questions directly to, the LRH CEO. The Town Hall Meetings are conveniently held and Team Members are always encouraged to provide their ideas and opinions to the CEO.

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, and can be used to obtain company communications, and for professional and personal use.



POSITIVE PEOPLE PROGRAMS



Chapels

There are two chapels at the Medical Center available 24/7 and open to all Team Members. A chapel is located between the B and C wings with access on the first and second floors. Another chapel is located on the first floor of the Pavilion for Women and Children. The Department of Pastoral Services leads an interfaith prayer service during normal operations on Tuesdays (10:00 am) in the main chapel, located between the B and C wings. All team members are invited to attend.

Free Massage Therapy Program

To help Team Members rest, relax, and recharge, each year we provide over 1,000 Free Onsite Massages to Team Members at various times and locations across the organization.

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: short term disability, 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, summer time off program (STOP program), onsite FREE chair massages, onsite car washes, onsite ATM machines, onsite pharmacy, onsite Aetna representative, onsite flu vaccines, onsite diabetes prevention program, onsite tobacco cessation program, onsite college career fairs, onsite Fidelity retirement plan consultations, onsite cancer screenings, onsite financial wellness seminars, onsite chapel, 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.

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.

POSITIVE PEOPLE PROGRAMS *(continued)*

Wellness Program

Our wellness program provides for health risk assessments, weight management program, wellness coaching, diabetes prevention program, tobacco cessation programs, nutritional education, and fitness programs.

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.

Preventing Burnout & Fatigue Programs

To help prevent healthcare worker burnout and fatigue, we have established several programs including supplemental staffing resources, the Compassion Fatigue Assessment Tool, a Well-Being Playbook (from the AHA), Serenity Care Stations, and emotional support services.

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.

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.

Our Fun at Work Program was profiled in the book *Work Made Fun Gets Done* by Dr. Bob Nelson.

No Meetings Holidays

To help balance and offset time spent in meetings, we have established our quarterly No Meetings Holidays which provides Team Members and Managers with days without meetings, where time can be spent on productive activities like patient rounding, writing some inspiration cards, continuation education, or any other wise use of their time.

Legal Services Benefit Plan

Team Members can enroll in the Legal Services Benefit Plan which covers the costs on a wide range of common legal issues, and provides access to experienced attorneys to help with estate planning, identity theft, home sales and more.

Donation of Earned Time Off

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

Diversity, Equity, & Inclusion Committee

Our Cultural Competence & Inclusion Council of Team Members focuses on programs that promote diversity, equity, and inclusion, 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.

Golden Years Employment Program

Our Golden Years Program provides retirees (65+) with a chance at flexible part-time employment with central Florida's premier health system, (while working within the annual Social Security earnings limit).

Halloween Pediatric Parade

Team Members can dress up and participate in our annual Halloween Pediatric Parade and bring some cheer to our pediatric patients and share some treats and goodies. The Halloween Parade is a fun and festive event.

POSITIVE PEOPLE PROGRAMS *(continued)*

Festive Attire Program

Our Festive Attire Program is a way for Team Members to spread wonderful joy to each other and to our Patients and Families, by wearing some festive holiday attire at work on and around the applicable holidays (such as R.E.D. Fridays, Heart Month, Superbowl Sunday, Valentine's Day, Promise Run Medal Monday, St. Patrick's Day, NCAA Basketball Final Four, Easter, Star Wars Day, Memorial Day, Independence Day, Breast Cancer Month, Halloween, Thanksgiving, & Christmas).

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.

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.

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.

Talent Information System

The Infor Talent 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.

Cancer Screenings

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

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.

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.

Annual Flu Vaccine

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

POSITIVE PEOPLE PROGRAMS *(continued)*

Onsite Food Trucks

We make special arrangement for a variety of onsite food trucks throughout each week, which provide a wide array of various cuisines and delicacies.

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.

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.

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.

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.



DISCOUNT PROGRAMS

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.

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 or contact the AAA office in Lakeland: 863.688.7921.

Vizient

Through our group purchasing organization, Vizient, Team Members can gain access to a wide variety of discounts for wireless phone services, technology and electronics, office supplies, moving services, home products and services, movies and events, travel and transportation, theme parks, hotels, cruises, and chocolate and specialty gifts. Additional information is available on SharePoint under Talent Services > Benefits > Discounts.

Verizon

Verizon Wireless offers a 19% discount on the Verizon Wireless monthly services and discounts off accessories. For details, please contact the LRH Account Manager, Jason DeFoor, at 941.724.5123 or e-mail at jason.defoor@verizonwireless.com. If you are already a Verizon customer and would like to receive your discount, please register at verizonwireless.com.

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 FAN# 02397679 or go to any AT&T retail store with a current LRH pay stub.

T-Mobile

T-Mobile offers LRH Team Members a 15% discount off under “T-Mobile Work Perks” program. Team Members must go in store and show their LRH ID or call 877-384-0296.

Staples Office Supplies

Additional information is available on SharePoint under Talent Services > Benefits > Discounts.

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.

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.

Tickets at Work

Discounted tickets through www.ticketsatwork.com for several area and national attractions. The LRH code is MYLRH.

Pet Insurance

Pet Health Insurance can make a difference in the life of your pet and helps you pay veterinary bills for your dog or cat. We have two (2) discounts programs through ASPCA Pet Insurance and through Pumpkin Pet Insurance. 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.

Polk Museum of Art

Team Members can obtain new individual memberships to the Polk Museum of Art. Go to PolkMuseumofArt.org/Join and use code MEMBER10 at the checkout process.

Tampa Bay Rays Tickets

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

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.



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 of 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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