



Team Member COVID-19 Rewards & Recognition Enhancements

Frequently Asked Questions (FAQ) | Updated September 13, 2021

To thank our team members and physicians for their commitment to SERVE the community, care for our patients and their loved ones, and their loyalty to TriHealth, we are launching several new rewards. These rewards reflect what you've told us you needed and valued. To help you understand and take advantage of these new offerings, please review this FAQ.

COVID SERVE Bonus

Q: Am I eligible for the COVID SERVE bonus?

Every employed full-time, part-time, optional, and PRN team member and physician hired on or before Monday, August 30, 2021, is eligible for the bonus. You must be actively employed at TriHealth when the bonus is paid out in December 2021. Vice Presidents and above are not eligible for the COVID SERVE bonus.

Q: How much will I receive?

The COVID SERVE bonus amount is prorated based on your FTE status on Monday, August 30, 2021. See the chart for award amounts.

Status	Less than 5 years	5-9 years	10 or greater years
Full-time (.9 or greater FTE status)	\$500	\$800	\$1,200
Part-time (.5-.8 FTE status)	\$350	\$600	\$800
Optional/PRN (less than .5 FTE status)	\$250	\$400	\$600

Q: Why are the amounts different for full-time team members and part-time team members?

Calculating your COVID SERVE bonus using your FTE status is consistent with how all benefits you are eligible for and/or enrolled in are calculated.

Q: How is the amount calculated?

The bonus amount will be prorated based on your FTE status on Monday, August 30, 2021. For part-time and optional/PRN team members, we will review your hours worked from August 30, 2021, through November 20, 2021, to ensure you are awarded the bonus amount that accurately reflects your average worked hours per pay period. This means if your FTE status is part-time, but your worked hours average full-time hours through the review period, you will receive a full-time bonus amount.

In addition, the length of your tenure to calculate your years of service will use your Adjusted Hire Date that is active in the HR system. The number of your years of service will be based on your years of service from your Adjusted Hire Date through the date the bonus is paid in December 2021.



Q: When will my bonus be deposited?

Bonuses will be paid out in December 2021, just in time for the holidays.

Q: Why is TriHealth giving this COVID SERVE bonus to team members and physicians?

The COVID SERVE bonus is an investment of millions of dollars in our team members that is designed to recognize our long-service team members as well as our new team members for their commitment to TriHealth and our patients. It's an investment we stand behind because our team members and physicians are the heart of who we are.

Q: Will my bonus payment be taxed?

Yes, your bonus will be taxed as earned income. To save money on a tax-free basis, you can contribute your bonus to your 401(k) plan. Reach out to Empower, our Retirement Plans partner, for more information.

Relax & Refresh Paid Time Off (PTO) Gift

Q: Am I eligible for the Relax & Refresh PTO gift?

All team members eligible to accrue PTO per our Paid Time Off policy will be eligible for the Relax & Refresh PTO gift.

Q: How much will I receive?

The PTO gift amount is prorated based on your FTE status. See the chart for gift amounts.

Status	Less than 5 years	5-9 years	10 or greater years
Full-time (.9 or greater FTE status)	24 PTO hours	36 PTO hours	40 PTO hours
Part-time (.5-.8 FTE status)	8 PTO hours	16 PTO hours	24 PTO hours

Q: When will I have access to my PTO gift?

The Relax & Refresh PTO gift will be automatically deposited into PTO banks in late October 2021. A specific date will be communicated in the first week of October.

Q: Does my PTO gift expire?

The Relax & Refresh PTO gift must be used by December 31, 2022. Any remaining Relax & Refresh PTO gift hours that are unused after this date will be forfeited.

Q: Do I have to use my Relax & Refresh PTO gift before using any other PTO?

We want to maximize team members' ability to take advantage of their PTO gift before December 31, 2022. You must use your Relax & Refresh PTO gift hours before using your regular PTO hours, including during a short-term disability elimination period.



Q: Since I have to use this PTO gift first, what happens if my normal PTO bank goes over the maximum number of hours?

You should continue to monitor your PTO bank amount. If you are near or at the PTO bank maximum, be on the lookout for more information to help you decrease your total PTO hours without losing them. More to come soon!

Q: Will this change how my PTO is accrued?

No. The PTO gift will be deposited in a bank that is separate from your normal PTO bank. These hours will be used before PTO or EIB to ensure team members can take advantage of this gift.

Q: Do I have to use my Relax & Refresh PTO gift for my short-term disability elimination period?

Yes, you must use your Relax & Refresh PTO gift hours before using your regular PTO hours, including during a short-term disability elimination period.

Q: Will I have to pay it back if I use it, and then I leave TriHealth?

You will not be required to pay the time back if you leave TriHealth; however, it will not be paid out upon your separation if you leave before you use this time. These hours will be available for your use until December 31, 2022, to encourage you to take advantage of this PTO gift and provide ample time for you to schedule time off.

Q: Why is TriHealth giving this Relax & Refresh PTO gift to team members?

We are gifting all team members a Relax & Refresh PTO gift. This gift is a distinct allowance of paid time off that allows team members to take time away without utilizing their allocated PTO.

Advanced PTO Access for New Team Members

Q: Am I eligible for the advance PTO access?

This PTO advance access is available to new team members hired on or after Monday, August 16, 2021, and after completing their first 90 days of service. Any contracted residents and physicians are excluded since they are not directly employed by TriHealth.

Q: Is this a PTO gift?

No, this is an advance of your PTO against your normal accrual rate. This will not increase the amount of PTO you accrue and receive during your first year of employment.

Q: How much will I receive?

Full-time team members will receive 40 hours of their PTO bank, and part-time team members will receive 24 hours of PTO.

Q: When will I have access to my PTO?

You will have access to your normal bank of PTO hours after the first of the month following 90 days of service.



Q: Will I have to pay it back if I use more than I accrue, and then I leave TriHealth?

No. Since your PTO is advanced after your first 90 days, you will keep the PTO hours you accumulated in your banks and will be paid out per the PTO policy.

On-site & Mobile Wellness

Q: What are the services that are offered?

There is a menu of options that are being offered through the Pavilion. Click here for the [link for the TriHealth LifeStyles Resiliency Menu](#).

Q: Is my location going to be included in these wellness offerings?

Yes, we are working diligently with leaders to schedule days and times with the therapists and LifeStyles teams to meet your needs. The menu from the lifestyles team is robust and is designed to address a variety of concerns and needs team members may have.

We are excited to share that the Pavilion team will be providing on-site chair massages across the system!

Q: Will I have to pay for this?

No, these classes and services will all be offered to all team members at no cost to you.

Q: When will these services and sessions be available?

We are collaborating with the Pavilion and LifeStyles team to build a schedule that will be rolled out in the coming weeks.

Q: Who is eligible to participate? Do I have to have TriHealth medical coverage to participate?

Every badged TriHealth team member and physician, regardless of FTE status or medical coverage, can participate in classes and receive services. Currently, family members and friends are not eligible to participate.

Q: What if my role is 100% off-site, i.e., I don't work from a TriHealth location?

Our goal is to support as many team members and physicians as possible. We are developing a plan to include remote team members in a way that is convenient for them and efficient and effective for the Pavilion and LifeStyles team members supporting this program.

Q: Will TPP offices be able to participate?

Yes, every location in the TriHealth system will be able to participate and receive on-site wellness services and programs.



Vaccination Thank You Gift

Q: What is the vaccination thank you gift?

You will receive 405 Appreciation Station points to select a significant gift of your choosing.

Q: Who will receive the vaccination thank you gift?

As a thank you to our 9,000 team members and physicians who have already completed the COVID-19 vaccination program by September 1, 2021, you will be the first to receive this gift. Team members and physicians who complete the vaccination program between September 2, 2021, and October 31, 2021, will also be eligible for the gift.

Q: When will I receive it?

If you complete the program on or before September 1, 2021, the points will be added to your Appreciation Station account by September 15. If you complete the vaccination program between September 2, 2021, and October 31, 2021, the points will be added to your Appreciation Station account by November 15.

You will receive an email from Appreciation Station to your TriHealth email when your points are available.

Q: How can I redeem my Appreciation Station points?

You will receive an email from Appreciation Station to your TriHealth email with instructions on accessing the catalog and redeeming your points, or you can click [here](#) to log into your account. Once logged in to Appreciation Station, simply use the drop-down in the upper right corner of the application to view the catalog and select your gift(s).

Q: What can I select with my points?

There is a large and diverse catalog that includes brand-name items, fragrances, electronics and jewelry, to name a few. You may also mix and match items at various point values to shop up to your 405 point amounts. These points will be added to any other unused points you already have in your account.

Q: Do my points expire, or do I have to use them by a specific date?

No, your Appreciation Station points do not expire. You are always entitled to them. You can spend them or save them as you see fit.

Enhanced Referral Bonuses

Q: What is the new referral bonus?

There are multiple referral bonuses available depending on the role for which you refer a candidate. Team members and physicians can earn

- \$4,000 for referring hospital-based RNs;
- \$2,000 for referring MAs, PCAs, Respiratory Therapists, STNAs, LPNs and Phlebotomists; and
- \$500 or more for referring full-time or part-time team members in other qualifying roles.



Q: How do I get the referral bonus?

When the candidate you've referred completes the application, they must put your name on the application as the team member who referred them. If the candidate is hired, you will receive half of the referral payment when they have been employed at TriHealth for six months and the other half when they've been employed at TriHealth for one year.