	Human Resource Policy Employee Relations & Workplace Expectations	No. HR.ERW.13¹
	Title: LANGUAGE PROTOCOLS (NON-CALIFORNIA FACILITIES)	Page: 1 of 2
		Effective Date: 07-07-14
		Retires Policy Dated: 09-27-11
		Previous Versions Dated: 12-01-09; 01-03-02; 10-01-01

I. SCOPE:

This policy applies to (1) Tenet Healthcare Corporation and its wholly-owned subsidiaries and affiliates (each, an “Affiliate”); (2) any other entity or organization in which Tenet Healthcare Corporation or an Affiliate owns a direct or indirect equity interest greater than 50%; and (3) any hospital or healthcare facility in which Tenet Healthcare Corporation or an Affiliate either manages or controls the day-to-day operations of the facility (each, a “Tenet Facility”) (collectively, “Tenet”).

II. PURPOSE:

This purpose of this policy is to provide Tenet managers and supervisors with guidelines regarding the language to be spoken while actively working.

III. POLICY:

English is the primary language to be used, both orally and in writing, while acting within the course and scope of employment. English is the spoken language of the medical profession and community. This policy is intended to ensure consistent and accurate communication of procedures and practices. While on duty, English must be used as the spoken language in patient care areas, corridors, waiting rooms, offices, or other work areas where conversation may be overheard by patients, visitors, co-workers or others.

Exceptions to this policy may occur when employees are asked to interpret a language other than English, or when patient care or other company business requires the use of a language other than English. For example, if a non-English speaking patient is receiving care from a physician and a nurse who also speak the same language, all three may converse in that language.

While off-duty, on rest breaks or meal periods, and/or in employment lounges, cafeterias or other non-work areas not listed above, non-English languages may be spoken.

IV. PROCEDURE:


A. Facility Human Resources

1. Refer any problems or concerns regarding this policy to the facility CEO and/or consult with Corporate Human Resources.

B. Supervisors

1. Ensure that employees are aware of this policy and its intent.

¹Prior to June 3, 2013, the policy number was HR-409.

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2. Consult with the Human Resources Department or Administrative Management regarding any questions or concerns.

C. Employees

1. Use English as the primary language while on duty. Be sensitive to others when using other languages while off-duty on rest breaks or meal periods.
2. Report questions or concerns regarding this policy to your supervisor and/or the Human Resources Department.

D. Enforcement

All employees whose responsibilities are affected by this policy are expected to be familiar with the basic procedures and responsibilities created by this policy. Failure to comply with this policy will be subject to appropriate performance management pursuant to all applicable policies and procedures, up to and including termination. Such performance management may also include modification of compensation, including any merit or discretionary compensation awards, as allowed by applicable law.