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Welcome!

This handbook was developed to describe some of the expectations of our employees and to outline the policies, programs, and benefits available to eligible employees.

We have met national standards addressing how staffing firms determine the qualification, placement, and competence of our staff and how we monitor performance.

We want you to find working with us both enjoyable and financially rewarding. Please take time to become familiar with the following policies. “The Company” reserves the right to change these policies at any time, and this handbook supersedes all previous policies.

Employee has entered this employment relationship with “The Company” voluntarily and acknowledges that there is no specified length of employment. Either I or “The Company” can terminate the relationship at will, with or without cause, at any time, so long as there is no violation of applicable federal or state law.

While working for “The Company”, you are expected to, 100% of the time:

- Arrive at shifts on time
- Show respect for staff and patients and employers alike
- Complete Assignments
- Follow all “The Company” policies

Throughout this handbook, we will refer to “The Company or “The Company”.

Throughout this handbook, the term “patient” refers to any patient, resident or individual served by clients.

Sincerely,

“The Company”

A Message from our CEO:

Hello,

I'm _____, CEO of "The Company"!

Insert your CEO Message here.

_____

_____, CEO

INTRODUCTION

020 Our Mission Statement

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EMPLOYMENT

100 Nature of Employment

This handbook is intended to provide employees with a general understanding of our personnel policies. Employees are encouraged to familiarize themselves with the contents of this handbook, for it will answer many common questions concerning employment with “The Company”.

However, this handbook cannot anticipate every situation or answer every question about employment. It is not an employment contract and is not intended to create contractual obligations of any kind. Neither the employee nor “The Company” is bound to continue the employment relationship if either chooses, at its will, to end the relationship at any time.

In order to retain necessary flexibility in the administration of policies and procedures, “The Company” reserves the right to change, revise, or eliminate any of the policies and/or benefits described in this handbook, except for its policy of employment-at-will. The only recognized deviations from the stated policies are those authorized and signed by the chief executive officer of “The Company”.

101 Equal Employment Opportunity

To provide equal employment and advancement opportunities to all individuals, employment decisions at “The Company” will be based on merit, qualifications, and abilities. “The Company” does not discriminate in employment opportunities or practices based on race, color, religion, sex, national origin, age, disability, or any other characteristic protected by law.

“The Company” will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their immediate supervisor or the Human Resources Department. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

102 Employee Relations

"The Company" believes that the work conditions, wages, and benefits it offers to its employees are competitive with those offered by other employers in this area and in this industry. If employees have concerns about work conditions or compensation, they are strongly encouraged to voice these concerns openly and directly to their contact within "The Company".

Our experience has shown that when employees deal openly and directly with issues, the work environment can be excellent, communications can be clear, and attitudes can be positive. We believe that "The Company" amply demonstrates its commitment to employees by responding effectively to employee concerns.

103 Code of Business Ethics and Conduct

The first element of the Code of Business Ethics is putting the interests of the client facilities and ultimately the patient above our personal and individual interests. It is in the best interest of "The Company" to avoid conflicts of interest between the client Healthcare facility, employees and staff.

"The Company" has developed corporate compliance guidelines to supplement and reinforce our client facilities' existing policies and procedures. It is also meant to assist "The Company" to comply with all applicable laws, rules and regulations.

- All employees are responsible for conducting their jobs in a manner reflecting standards of ethics that are consistent with accepted criteria for personal integrity
- Preserving "The Company" reputation for integrity and professionalism is an important objective. The manner in which employees carry out their responsibilities is as important as the results they achieve.
- All activities are to be conducted in compliance with both the letter of the law and spirit of the law, regulations, and judicial decrees.
- No employee should, at any time take any action on behalf of "The Company", which is known or should be known to violate any law or regulation.
- Information about healthcare provider's medical condition and history is required during the hiring process.
- "The Company" recognizes this health information and electronic information must be held securely and in confidence. It is the policy of "The Company" that clinical staffs' specific information is not to be released to anyone outside of "The Company" without a court order, subpoena of applicable statute.

- Marketing materials, regardless of medium, shall accurately describe the services, facilities, and resources of “The Company”.
- To maintain high standards of performance, “The Company” employs only those individuals it believes are most qualified without regard to race, color, religion, sex, age, national origin, handicap or disability in compliance with all federal and state laws regarding discrimination.
- “The Company” is committed to maintaining a workplace environment in which employees are free from sexual harassment.
- “The Company” will not tolerate violence or threats of violence in the workplace, including but not limited to abusive language, threats, intimidation, inappropriate gestures and/or physical fighting by any employee. These actions are strictly prohibited and may lead to severe disciplinary action up to and including termination.
- “The Company” recognizes that its employees and clinical staff are its most valuable assets and is committed to protecting their safety and welfare. Employees are required to report accidents and unsafe practices or conditions to their supervisors or other management staff. Timely action will be taken to correct unsafe conditions.
- Employees that are licensed or certified in any profession shall follow all applicable rules and professional codes of conduct pertaining to that profession, in addition to the rules stated herein.
- “The Company” prohibits the use or possession of illegal drugs and alcohol abuse on “The Company” property or while engaged in company activity.
- “The Company” is committed to providing initial and ongoing education for all employees regarding their responsibilities to uphold the code of business ethics and this set of “The Company’s” Corporate Compliance guidelines.
- “The Company” prohibits field staff to discuss bill rates of Health Care facilities or special rates of “The Company” with other healthcare providers.
- “The Company” prohibits field staff to discuss personal or business affairs of any employee (field or office staff) with any individual not directly involved with the said personal or business affair.
- “The Company” is committed to protecting the privacy, confidentiality and security of personal (education, employment and health) information of its employees. This policy is designed to assure compliance with applicable state and federal laws and regulations.
- “The Company” is committed to protecting its own and its client’s trade secrets, proprietary information and other internal information.
- It is the desire of “The Company” to provide authorized third parties with information whenever requested while committing to our responsibility to control the release of information to protect the privacy and confidentiality of the employee and/or corporate information.

- Employees are not authorized to issue any statement, written or oral, to any news media representative or grant any public interview pertaining to the company's operations or financial matters.

Any employee that becomes aware of any ethical issues or unethical practices must immediately report it to their supervisor. If the supervisor is unavailable or you believe it would be inappropriate to contact that person, because of their involvement in the situation, you should immediately contact the "The Company's" Corporate Office or any other member of management. Any employee can raise concerns and make reports without fear of reprisal or retaliation.

All reports and inquiries are handled confidentially to the greatest extent possible under the circumstances. You may choose to remain anonymous, though in some cases that can make it more difficult to follow up and ensure resolution to the situation.

"The Company" wants every employee to report violations of our ethical or other principles whenever you see them or learn about them. In fact, it is a requirement of your employment. If you do not know whether something is a problem, please ask a member of management.

104 Immigration Law Compliance

"The Company" is committed to employing only United States citizens and aliens who are authorized to work in the United States and does not unlawfully discriminate based on citizenship or national origin.

In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form if they have not completed an I-9 with "The Company" within the past three years, or if their previous I-9 is no longer retained or valid.

Employees with questions or seeking more information on immigration law issues are encouraged to contact the Human Resources Department. Employees may raise questions or complaints about immigration law compliance without fear of reprisal.

105 Conflicts of Interest

Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. This policy establishes only the framework within which “The Company” wishes the business to operate. The purpose of these guidelines is to provide general direction so that employees can seek further clarification on issues related to the subject of acceptable standards of operation. Contact the Administrator for more information or questions about conflicts of interest.

An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that employee or for a relative as a result of “The Company” 's business dealings. For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is like that of persons who are related by blood or marriage.

No "presumption of guilt" is created by the mere existence of a relationship with outside firms. However, if employees have any influence on transactions involving purchases, contracts, or leases, it is imperative that they disclose to an officer of “The Company” as soon as possible the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

Personal gain may result not only in cases where an employee or relative has a significant ownership in a firm with which “The Company” does business, but also when an employee or relative receives any kickback, bribe, substantial gift, or special consideration because of any transaction or business dealings involving “The Company”.

106 Non-Disclosure Agreement

The protection of confidential business information and trade secrets is vital to the interests and the success of “The Company”. Such confidential information includes, but is not limited to, the following examples:

- Personal information regarding residents
- HIPPA
- Compensation data
- Computer processes
- Computer programs and codes
- Customer lists
- Customer preferences
- New materials research
- Pending projects and proposals

- Technological prototypes

All employees may be required to sign a non-disclosure agreement as a condition of employment.

Employees who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action, up to and including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

107 Disability Accommodation

“The Company” is committed to complying fully with the Americans with Disabilities Act (ADA) and ensuring equal opportunity in employment for qualified persons with disabilities. All employment practices and activities are conducted on a non-discriminatory basis.

Hiring procedures have been reviewed and provide persons with disabilities meaningful employment opportunities. Pre-employment inquiries are made only regarding an applicant's ability to perform the duties of the position.

Post-offer medical examinations are required only for those positions in which there is a bona fide job-related physical requirement. They are given to all persons entering the position only after conditional job offers.

Medical records will be kept separate and confidential.

Reasonable accommodation is available to all disabled employees, where their disability affects the performance of job functions. All employment decisions are based on the merits of the situation in accordance with defined criteria, not the disability of the individual.

Qualified individuals with disabilities are entitled to equal pay and other forms of compensation (or changes in compensation) as well as in job assignments, classifications, organizational structures, position descriptions, lines of progression and seniority lists. Leave of all types will be available to all employees on an equal basis.

“The Company” is also committed to not discriminating against any qualified employees or applicants because they are related to or associated with a person with a disability. “The Company” will follow any state or local law that provides individuals with disabilities greater protection than the ADA.

This policy is neither exhaustive nor exclusive. “The Company” is committed to taking all other actions necessary to ensure equal employment opportunity for persons with disabilities in accordance with the ADA and all other applicable federal, state, and local laws.

108 Anti-Harassment Policy

“The Company” is committed to a work environment in which all individuals are treated with respect and dignity. Everyone has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits unlawful discriminatory practices, including harassment. Therefore, “The Company” expects that all relationships among persons in the office will be business-like and free of bias, prejudice, and harassment.

It is the policy of “The Company” to ensure equal employment opportunity without discrimination or harassment on the basis of race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, genetic information, marital status, veteran status, and any other classification protected by law. “The Company” prohibits any such discrimination or harassment.

“The Company” encourages reporting of all perceived incidents of discrimination or harassment. It is the policy of “The Company” to investigate such reports promptly and thoroughly. “The Company” prohibits retaliation against any individual who reports discrimination or harassment or who participates in an investigation of such reports.

Definitions of Harassment

Sexual harassment constitutes discrimination and is illegal under federal, state, and local laws. For the purposes of this policy, sexual harassment is defined as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when, for example

a) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;
b) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or
c) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Sexual harassment may include a range of subtle and not-so-subtle behaviors and may involve individuals of the same or different gender. Depending on the circumstances, these behaviors may include unwanted sexual advances or requests for sexual favors; sexual jokes and innuendo; verbal abuse of a sexual nature; commentary about an individual's body, sexual prowess or sexual deficiencies; leering, whistling or touching; insulting or obscene comments or gestures; display in the workplace of sexually suggestive objects or pictures; and other physical, verbal or visual conduct of a sexual nature.

Harassment based on any other protected characteristic is also strictly prohibited. Under this policy, harassment is verbal, written or physical conduct that denigrates or shows hostility or aversion toward an individual because of his/her race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, citizenship, genetic information or any other characteristic protected by law or that of his/her relatives, friends or associates, and that a) has the purpose or effect of creating an intimidating, hostile or offensive work environment; b) has the purpose or effect of unreasonably interfering with an individual's work performance; or c) otherwise adversely affects an individual's employment opportunities.

Harassing conduct includes epithets, slurs or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes; and written or graphic material that denigrates or shows hostility or aversion toward an individual or group and that is placed on walls or elsewhere on the employer's premises or circulated in the workplace, on company time or using company equipment via e-mail, phone (including voice messages), text messages, tweets, blogs, social networking sites or other means.

Individuals and Conduct Covered

These policies apply to all applicants and employees, whether related to conduct engaged in by fellow employees or someone not directly connected to “The Company” (e.g., an outside vendor, consultant, or customer).

Conduct prohibited by these policies is unacceptable in the workplace and in any work-related setting outside the workplace, such as during business trips, business meetings and business- related social events.

ADMINISTRATIVE BASICS

200 Your Employer

Your employer is “The Company” and referred to throughout this handbook as “The Company”.

201 Hours of Operations

“The Company” provides a flexible schedule as long as the clients are being serviced. Office hours are Monday - Friday _:_am-_:_PM, Closed Saturday and Sunday. Office hours are subject to change. We are currently physically in-office, but may implement a hybrid schedule in the near future (on an as needed basis).

In the event of an emergency, natural disaster or other uncontrollable event, “The Company” will continue to provide service to you through our network from a location where phones and computers are functional. “The Company” will do everything possible to support you in meeting your needs during crisis situation(s). A copy of our Emergency Management Plan is available upon request.

202 Employment Applications

“The Company” relies upon the accuracy of information contained in the employment application, as well as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in the exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

203 Your Interviews

An employment application must be filled out even if resume is dropped off. “The Company‘s” interview process is as follows:

1. ‘The Company” will conduct a 15-minute phone interview within 1 week to check phone/personality skills.
2. When an opportunity becomes available “The Company” will contact you to conduct a 30-minute zoom/video interview to screen you for skills of the specific position, culture fit, and technology (if applicable).

3. You are required to contact your Recruiter immediately after your interview with the hiring company.

It is your responsibility to arrive to every interview at least 15-minutes prior to the start of the interview. If you're attending a video interview, you should be prepared and ready to login 15-minuites prior to the start of the interview.

Please dress appropriately and represent yourself and our organization with tact and decorum.

204 Employment Reference Checks

To ensure that individuals who join "The Company" are well qualified and have a strong potential to be productive and successful, it is the policy of "The Company" to check the employment references of all applicants. You are required to provide "The Company" with two positive supervisor references and two positive colleague references that can be contacted immediately via phone and/or email by "The Company" and can be confirmed by the hiring company if requested.

"The Company" will respond in writing only to those reference check inquiries that are submitted in writing. Responses to such inquiries will confirm only dates of employment, wage rates, and position(s) held. No employment data will be released without a written authorization and release signed by the individual who is the subject of the inquiry.

205 Your Credentials

You are required to complete on-going credential requirements to maintain your work status with "The Company" and you can contact your local branch office for details.

If you have not worked for "The Company" for three or more months, or upon request of a client, you will be asked to provide additional references, credentials, and any other employment information.

Your employment profile will be converted to an inactive status if there are 90 or more days of payroll inactivity or if you have expired credentials.

206 Drug Testing

"The Company" is committed to providing a safe, efficient, and productive work environment for all employees. Using or being under the influence of drugs or alcohol on the job may pose serious safety and health risks.

To help ensure a safe and healthful working environment, job applicants and employees may be asked to provide body substance samples (such as urine and/or blood) to determine the illicit or illegal use of drugs and alcohol (5, 7, or 10 panel drug test).

In addition, employees who injure themselves at work will be subject to a drug or alcohol test upon treatment only if drug and alcohol use by the employee likely contributed to the injury in the first place. Refusal to submit to drug testing may result in disciplinary action, up to and including termination of employment.

Questions concerning this policy, or its administration should be directed to the Human Resources Director, Executive Director, or the Office Manager.

207 Employee Annual Health Examinations

To help ensure that employees can perform their duties safely, medical examinations may be required.

After an offer has been made to an applicant entering a designated job category, a medical examination will be performed at the employee's expense. The offer of employment and assignment to duties is contingent upon satisfactory completion of the exam.

Information on an employee's medical condition or history will be kept separate from another employee information and maintained confidentially. Access to this information will be limited to those who have a legitimate need to know.

208 Your Health & Screening Questionnaire

You may be requested to complete infectious or other health disease-related screening questionnaires (i.e. Ebola, flu, TB, COVID-19, etc.) that are required by “The Company” and/or “The Company’s” clients. When requested, completion of these screening questionnaires is a pre-requisite to being assigned work. Failure to complete the screening questionnaire will be considered a voluntary resignation.

209 Hepatitis B Vaccination (Hep B)

Employees who are occupationally "at-risk" for exposure to blood borne pathogens because of their work with "The Company", are provided the opportunity to receive the Hepatitis B vaccine at no charge. If you did not accept the Hep B vaccination offer when you completed your employment application, contact the corporate Human Resources Department for information about how to obtain this benefit.

210 Annual Mantoux (TB) Health and TB Test

All applicants must complete a pre-employment health self-assessment. Upon hire, TB within the past year/or TB questionnaire and current clear chest x-ray, as well as other specific health requirements as directed by client or state health guidelines. Each applicant must have received the Hepatitis B vaccination series or have provided a declination.

211 Your Contact Information

It is your responsibility to be sure your branch/division has your current contact information. If you marry and/or change your name, you must also notify us of the change. Also, please submit an updated W-4 and copies of all name changes on credentials (e.g. license/certification, social security card, driver's license).

Failure to provide this information will be considered voluntary resignation.

212 Your Availability

It is your responsibility to provide "The Company" with your available days and hours, on at least a weekly basis, to be scheduled for work.

It is best to provide a month of availability at a time to be offered the best assignments.

"The Company" has a mobile application (app) in both Android and iPhone app stores, which must be downloaded to use for both your scheduling and time keeping. The app is designed to provide you with notifications of work available that meets your skillset and qualifications. It is your responsibility to add your availability in the app to be eligible to work. The app allows you to save your preferences and be notified of work that is of interest to you.

If you fail to enter your availability or match to shifts in the app for 90 or more days, "The Company" considers such inactivity a voluntary resignation and your employment profile will be converted to an inactive status.

If Your Availability Changes:

"The Company" 's staff is available to you 24 hours a day/365 days a year. It is important for clients that you honor all bookings. Please keep us informed of any changes you may have with your schedule or availability and call your branch office at least once a week.

213 Dress Code

All "The Company" employees must wear the name badge provided by "The Company" while working at its client's facilities. Other client personnel working with you must be able to identify you according to name, class, and employer. (Some clients issue agency employees a generic name badge. Check with your local branch regarding specific client requirements.) Should you lose or damage your name badge, please call your branch office for a replacement.
All "The Company" employees are expected to maintain a professional appearance. The requirements of appropriate dress may change from client to client and all employees are expected to be familiar with and adhere to the dress codes of the client to which they have been assigned. In the absence of a client dress code, "The Company" requires that you follow these policies:

- Maintain a high level of personal hygiene/cleanliness, keeping hair, fingernails, etc. neat and clean. Artificial nails are prohibited.
- Perfumes, colognes, and aftershaves can trigger allergic reactions in patients and co-workers. Please be prudent in your use of these items.
- Scrubs and uniforms should be neat, clean, and in good repair. All clothing worn should be consistent with your identity as a member of the healthcare profession and in keeping with assigned client requirements.
- Jewelry should be of a type that will not interfere with your work, potentially cause injury to patients, or be easily grasped or snagged. A watch with a second hand is required.

Adherence to all client-specific dress/personal appearance codes/policies is required, even if more stringent/ restrictive than "The Company" 's policies.

214 Your Assignments

"The Company" utilizes a ____ (text/slack) platform, in addition to the app, to send notifications of assignments.

Replying as soon as possible once a text is received will give you the best opportunity to get the assignment. If you fail to respond to text job notifications, you may be ineligible for future assignments and/or unemployment.

Your employment profile will be converted to an inactive status if there are 90 or more days of payroll inactivity or if you have expired credentials.

Your Responsibilities After You Learn of an Assignment

It is your responsibility to be available by phone, at the number we have on file, two hours in advance of your scheduled arrival time so that we can reach you in the event that your schedule changes. Failure to be available by phone two hours before an assignment may jeopardize your eligibility for cancel pay.

If for any reason, you are not near the phone we have on file, please call us to verify your shift. If a shift is canceled, contact "The Company" to request another assignment. Failure to contact "The Company" for reassignment before filing a claim for unemployment insurance benefits may result in the denial of those benefits.

Concerns About Your Assignment and/or Work Environment

Contact "The Company" with any issues or concerns. "The Company" acts as your liaison to the client and will address your concern with the client following the proper channels. The safety policy governs concerns about safety

215 Your Training

"The Company" will provide all training required by law.

Training relating to use of "The Company" mobile application (app) are available from your branch office in video form and will be sent as a link for you to view.

Any questions can be answered by your local branch office.

216 Your Orientation

"The Company" will provide all new employees with an orientation to the company's policies and procedures. Each employee will receive an Employee Handbook.

Healthcare facility orientation information or requirements will be provided to "The Company" Employee prior to assignment start by a representative of the client facility.

Some facilities require some form of orientation. The amount of time required by each facility varies. Some facilities require computer training classes and orientation prior to the first shift worked.

Some facilities require that their specific pre-employment orientation "packets" be completed by the prospective caregiver at "The Company" before the first shift is worked, and there is no pay for this required activity.

The first time you visit a facility the following guidelines should be followed:

- Report approximately 15 minutes early for orientation (it may vary for each facility).
- Carry photo ID for evidence of identity when reporting for assignment
- Have your "The Company" ID Badge with you
- Report to the appropriate supervisor
- It is expected that the healthcare practitioner locates and comply with the facility policy and procedures manual, locate fire pulls, crash cart, med. room, linen cart, and appropriate exits before your shift starts.
- Always dress in proper attire when working at the facility. Orientation is only paid when the time has been properly verified by facility staff.

To attend orientation sessions, you must be scheduled through "The Company". You should show up with full uniform (including name badge) and appear neat and clean as if you were going to work. Jeans and casual wear are not acceptable. Orientations usually include a tour of the facility.

You must always look and act professionally.

Always carry your required licensure (or other documentation if your state does not issue paper licenses and if the assigned client requires) and CPR card to all assignments, including orientation.

Also, do not forget to bring your time keeping app (mobile application) with you to the orientation session. Complete the electronic timecard and have the in-service instructor sign the appropriate column to verify the orientation hours to receive pay.

Please review policies regarding processing and payment for orientation shifts with your local branch representative.

If there is not a formal orientation: When arriving in a facility for the first time it is your responsibility to ask your shift supervisor, manager, and/or client contact for an explanation of fire, code, and disaster procedures, the location of emergency equipment, as well as other facility protocols, policies, and other relevant procedures. When returning to a facility, arrive early to allow time to briefly refresh your memory before proceeding with your shift.

Do not be satisfied with just a reference to the facilities manuals; in an emergency, you will not have time to read them. It is your responsibility to be familiar with the assigned facilities' procedures.

217 Clinical Supervision

The Clinical Nurse Manager or Chief Nursing Officer provides clinical staff supervision for "The Company's" healthcare professionals. The Clinical Nurse Manager or Chief Nursing Officer has an understanding of the scope of services provided by the disciplines supervised. The Clinical Nurse Manager or Chief Nursing Officer utilizes the appropriate practice acts, the professional licensing and certification boards and professional associations as clinical resources, as needed. It is the Clinical Nurse Manager or Chief Nursing Officer's responsibility to identify and report aberrant or illegal behavior to professional boards and law enforcement agencies.

218 Floating Policy

"The Company" employees may only be placed in assignments that match the job description for which "The Company" assigns them. If an employee is asked to float to another department with the customer, the department must be a like department or unit and the float employee must have demonstrated previous competency and have the appropriate certifications, credentials for that department/unit. Employees should only be floated to areas of comparable clinical diagnoses and acuities.

The following procedures should be followed for healthcare professionals and nurses in particular who are assigned to an area in which they do not feel competent:

- The healthcare provider will immediately notify "The Company"

- The “The Company” employee is obligated to inform the Healthcare facility of his/her professional limitations based upon the Nurse Practice Act standards and upon “The Company” client contract specifications as they relate to the assignment.
- The Chief Nursing Officer or Clinical Nurse Manager at “The Company” will work within the bounds of each discipline’s Professional Association or State Governing Body and the client agreement to resolve the issue.
- “The Company”. will pay healthcare professional for hours worked up until the end of his/her shift.
- “The Company” will pay nurse for hours worked up until the end of his/her shift.

219 Charge Nurse Policy

In the absence of the Nurse Manager or Assistant Nurse Manager who is taking active responsibility for the charge responsibilities, a Registered Nurse may be assigned as Charge Nurse. The Charge Nurse’s patient assignment will be limited to accommodate the degree of charge responsibility. When, in the judgment of the Charge Nurse, there is a concern relative to patient care, nurse patient assignment, or ability to effectively complete the assigned responsibility of the Charge Nurse role, the Charge Nurse is expected to communicate this concern to a Nursing Supervisor as defined in the nursing escalation process.

220 Late Call Policy

All late calls from our clients will be communicated to you promptly.

221 Client Cancellation Policy

“The Company” is a service company that places a great deal of emphasis on client reliability. We highly encourage our client not to cancel a confirmed assignment. In the event of cancellation, “The Company” will make every effort to contact you as soon as possible. When such unforeseen cancellations occur and “The Company” is unable to contact you but you arrive for work as scheduled nevertheless you will be paid 2 hrs. inconvenience allowance.

222 Employee Cancellation Policy

At “The Company”, we pride ourselves on our excellent reputation as a dependable company. In order to continue with this legacy, “The Company” depends on you to be reliable, honest and to fulfill all your assignment responsibility. Conditions governing cancellations include:

- Cancellation must be given 24 hours prior to scheduled shift.
- Only emergency conditions are accepted as an excuse for cancellations.
- All cancellations must be made through “The Company” management. NEVER call the client directly.
- Consequences of unexcused cancellations include suspension and/or termination of your employment.

223 Lunch Break Policy

“The Company” Employee agrees to take thirty (30) minutes and up to a maximum of one (1) hour for meal periods (dep, unless otherwise specified by facility policy. If the facility requests “The Company” employee to work their lunch period due to patient care and safety, “The Company” Employee agrees to obtain a supervisor signature from a Client Manager for each applicable shift and to have the supervisor sign off their approval on the sign-in sheet in the nursing office.

224 Work Related Injuries and/or Exposures

“The Company” provides Workers Compensation insurance for its employees as required by law. It is our philosophy that if an employee is injured while at work, we intend to assist that employee to return to work as soon as possible.

The employee is obligated to report a work-related injury to “The Company” as soon as possible. An Injury Report Form needs to be completed by the employee as soon as possible after the injury. Depending on the severity of the injury and when the injury is reported will determine where a physician will see the employee.

- In the case of an emergency situation, the employee is advised to go to the emergency room. If it is not an emergency situation, “The Company” will advise the employee where to seek medical help.
- The injury will be reported to the worker’s compensation insurance provider who will manage the employees’ return to work.

225 Professional Conduct

Employees of "The Company" are expected to conduct themselves in a professional manner at all time. "Professionalism" refers to dependability and reliability in arriving for assignments on time, wearing appropriate attire, introducing yourself to charge personnel and co-workers, documenting in client health records appropriately, observing client's policies regarding the use of cell phones and computers, and following all "The Company" and client policies and procedures. It also refers to providing quality services consistent with the job description for the position for which you are assigned, and in accordance with the policies and protocol of client facilities as well as those of "The Company". "The Company" employees recognize that the role of agency employees is to provide competent, skilled support to the client. Every effort must be made to meet the needs of the client.

Unacceptable conduct, including attendance issues, will result in disciplinary action including and up to termination of employment. Unacceptable conduct includes, but is not limited to, the following:

1. Unacceptable number of cancellations or late cancels.
2. Unacceptable number of "Do Not Returns" (DNRs).
3. Non-compliance with "The Company" 's Substance Abuse Policy.
4. Theft.
5. Insubordination. (Includes but is not limited to inappropriate communication such as foul language or unprofessional/inappropriate/disrespectful tone either in writing or verbal with client or "The Company" personnel; and refusal or failure to follow instructions/direction by supervisory or management personnel either with "The Company" or with assigned facilities.)
6. Inappropriate contact with client or client personnel without permission of "The Company".
7. Sleeping while on assignment.
8. Failure to provide required documentation for a complete personnel file.
9. Falsification of records (for example, time submission cards/entry, inaccurate criminal background authorization information, inaccurate information in on-line application, etc.).
10. Failure to follow Occupational Health & Safety Standards including Universal Precautions and Blood Borne Pathogens requirements.
11. Privacy/confidentiality or security violations (HIPAA, HITECH, ARRA requirements of "The Company" and assigned facilities).
12. Inclusion on the OIG, GSA, Sexual Offender, or Terrorist databases, etc.
13. Misuse/Abuse of computer, internet, e-mail, social media, cell phone usage (calls or texting), or phone privileges.

14. Other unprofessional behavior as demonstrated to “The Company” and/or assigned facilities/clients personnel.

226 Performance Evaluation

Every healthcare professional employed by “The Company”, who is currently working and has worked in the last year, will have an annual performance evaluation carried out by the “The Company”, during the month of December or at the anniversary of their date of hire.

- Per Diem providers are eligible for annual evaluations if the provider has worked a minimum of 8 hours during the preceding year and are active during the current year at the anniversary of the date of hire.
- “The Company” will attempt to obtain feedback from client representatives regarding clinical staff competence and ongoing performance of professional employee. Unfortunately, some clients will not cooperate with “The Company” in this regard, so “The Company” conducts phone solicitation of feedback from its clients.
- Feedback from our clients regarding clinical and/or professional performance is addressed with our employees immediately. Follow-up with our clients is completed within an appropriate time frame.
- Annual skills checklists which apply to specialty area of work will be completed by every health professional employed by “The Company”.
- When training needs are identified, an opportunity to complete the training will be provided at the earliest possible occasion.
- The company assesses aspects of employee's competence at hire, at performance evaluation and as needed or required by state licensing agencies, to ensure that employees have the skills or can develop the skills to perform and continue to perform their duties.
- Chief Nursing Officer or Clinical Nurse Manager is responsible to ensure that any areas of development that are identified are addressed.

227 Continuing Education

Ongoing continuing education is the responsibility of “The Company” employees to ensure that all clinical staff has a current 72 knowledge and practice base. “The Company” maintains information on available resources for BLS, ACLS, PALS, etc.

The following online education programs are also available for continuing education; however this is not an inclusive list of available resources: www.nursetesting.com, www.nursingspectrum.com, and www.lww.com.

Evidence of continuing education and annual required in-service education are part of the ongoing competency assessment program and will be maintained in your personnel file.

Please provide “The Company” with copies of your continuing education certificates.

228 Transportation

You are expected to provide your own transportation. Transportation conflicts will not be an acceptable reason for canceling. If you rely on public transportation, take whatever measures necessary to ensure early arrival. If you have accepted an assignment, you are responsible to get to the assigned facility/location. Depending on the assignment travel requirements, company insurance requirements or upon client request, you may be asked to provide “The Company” with documentation of current auto insurance coverage and valid licensure.

Certain assignments, where there is relocation or temporary housing required, may include coverage for transportation. These will be identified by a written assignment agreement.

We recommend that you select four to five facilities to which you would like to be assigned. “The Company” will make its best effort to allow you to work for your preferred client and float among the others. If there is no assignment for you at your preferred facility, you can usually have adequate hours by working assignments elsewhere.

EMPLOYMENT RECORDS

300 Access to Personnel Files

“The Company” maintains a personnel file on each employee. The personnel file includes such information as the employee's job application, resume, records of training, documentation of performance appraisals and salary increases, and other employment records.

Personnel files are the property of “The Company”, and access to the information they contain is restricted. Generally, only supervisors and management personnel of “The Company” who have a legitimate reason to review information in a file can do so.

Employees who wish to review their own file should contact the Human Resources Department. With reasonable advance notice, employees may review their own personnel files in “The Company’s” offices and in the presence of an individual appointed by “The Company” to maintain the files.

301 Privacy

Employees and employers share a relationship based on trust and mutual respect. However, “The Company” retains the right to access all company property including computers, desks, file cabinets, files and folders, electronic or otherwise, at any time. Employees should not entertain any expectations of privacy when on company premise or while using company property.

All documents, files, voicemails and electronic information, including e-mails, SMS text and other communications, created, received or maintained on or through company property are the property of “The Company”, not the employee. Therefore, employees should have no expectation of privacy over those files or documents.

302 Workplace Monitoring

Workplace monitoring may be conducted by “The Company” to ensure quality control, employee safety, security, and customer satisfaction.

Employees who regularly communicate with customers may have their telephone conversations monitored or recorded. Telephone monitoring is used to identify and correct performance problems through targeted training. Improved job

performance enhances our customers' image of “The Company” as well as their satisfaction with our service.

Computers furnished to employees are the property of “The Company”. As such, computer usage and files may be monitored or accessed.

“The Company” may conduct video surveillance of non-private workplace areas. Video monitoring is used to identify safety concerns, maintain quality control, detect theft and misconduct, and discourage or prevent acts of harassment and workplace violence.

Because “The Company” is sensitive to the legitimate privacy rights of employees, every effort will be made to guarantee that workplace monitoring is done in an ethical and respectful manner.

EMPLOYEE BENEFIT PROGRAMS

400 Employee Benefits

“The Company” reserves the right to modify and/or eliminate any benefits or information described in this handbook. Additional information is available on some of these benefits (e.g., 401k, health insurance, etc.) on “The Company’s” website, www.”The Company”.com or from any local branch office and the corporate office. It is the responsibility of the employee to check “The Company’s” website for updates or request any additional information from your branch office or corporate offices and to complete all necessary applications for participation in any benefit or bonus program.

Health Insurance Benefits

We highly value the health and well-being of our employees and their families. Therefore, “The Company” offers health insurance benefits (compliant with the Affordable Care Act) for qualified/eligible employees. See our website or contact Human Resources or corporate office for more information on current programs and eligibility guidelines.

401 Workers' Compensation Insurance

“The Company” provides a comprehensive workers' compensation insurance program at no cost to employees. This program covers any injury or illness sustained in the course of employment that requires medical, surgical, or hospital

treatment. Subject to applicable legal requirements, workers' compensation insurance provides benefits after a short waiting period. Failure to report workplace injuries as soon as they occur may result in disciplinary action, up to and including termination of employment, and may affect an employee's ability to collect worker's compensation benefits. Any abuse or misuse of workers' compensation may also result in disciplinary action up to and including termination of employment.

Employees who sustain work-related injuries or illnesses should inform their supervisor immediately.

No matter how minor an on-the-job injury may appear; it is important that it be reported immediately. This will enable an eligible employee to qualify for coverage as quickly as possible.

Neither "The Company" nor the insurance carrier will be liable for the payment of workers' compensation benefits for injuries that occur during an employee's voluntary participation in any off-duty recreational, social, or athletic activity sponsored by "The Company".

402 Professional Liability

"The Company" will provide you with professional liability insurance to cover errors, omissions, or incidents while performing duties within the course and scope of your "The Company" employment. To preserve this coverage, it is your responsibility to immediately report to "The Company" any actual or alleged incident involving patient injury or death. In addition, you must cooperate with all provisions of the applicable medical professional liability insurance policy and "The Company's" attorneys. Coverage may be denied if the error, omission or incident occurred while you are under the influence of drugs or alcohol or was performed during the commission of a crime.

403 401(K) - Retirement Plan

"The Company" provides employees a smart way to save for retirement with the 401(k) Retirement Plan. This type of plan offers special tax advantages. It allows employees to designate a portion of their earnings to be invested for retirement through pre-tax payroll deductions (FICA and certain state and local taxes will still apply) and post-tax Roth contributions.

For investment of these funds, there is a variety of mutual funds available, meeting a wide range of retirement planning objectives. Retirement savings can be moved between funds as often as employees like via a secure Internet access. Statements of investment accounts are sent to participants quarterly.

At the end of each calendar year, the company may decide, at its discretion, to match a percentage of employee contributions. Certain restrictions relating to hours of service and the vesting of matching benefits apply — Details of these and other important plan provisions are described in a document called the Summary Plan Description and are available through our corporate office.

404 Time Off to Vote

“The Company” encourages employees to fulfill their civic responsibilities by participating in elections. Generally, employees are able to find time to vote either before or after their regular work schedule. If employees are unable to vote in an election during their non-working hours.

Employees should request time off to vote from their supervisor at least two working days prior to the Election Day. Advance notice is required so that the necessary time off can be scheduled at the beginning or end of the work shift, whichever provides the least disruption to the normal work schedule.

405 Bereavement Leave

Employees who wish to take time off due to the death of an immediate family member should notify their supervisor immediately. Up to 3 days of unpaid bereavement leave will be provided to regular full-time employees.

Bereavement pay is calculated based on the base pay rate at the time of absence and will not include any special forms of compensation, such as incentives, commissions, bonuses, or shift differentials.

Bereavement leave will normally be granted unless there are unusual business needs or staffing requirements. Employees may, with their supervisors' approval, use any available paid leave for additional time off as necessary.

“The Company” defines "immediate family" as the employee's spouse, parent, or child.

406 Jury Duty

“The Company” encourages employees to fulfill their civic responsibilities by serving jury duty when required. Employees may request unpaid jury duty leave for the length of absence. If desired, eligible employees may use any available paid time off (for example, PTO benefits).

Employees must show the jury duty summons to their supervisor as soon as possible so that the supervisor may make arrangements to accommodate their absence. Of course, employees are expected to report for work whenever the court schedule permits.

Either “The Company” or the employee may request an excuse from jury duty if, in “The Company” 's judgment, the employee's absence would create serious operational difficulties.

407 Witness Duty

“The Company” encourages employees to appear in court for witness duty when subpoenaed to do so.

If employees have been subpoenaed or otherwise requested to testify as witnesses by “The Company”, they will receive paid time off for the entire period of witness duty.

Employees will be granted unpaid time off to appear in court as a witness when requested by a party other than “The Company”. Employees are free to use any available paid leave benefit (such as PTO leave) to receive compensation for the period of this absence.

The subpoena should be shown to the employee's supervisor immediately after it is received so that operating requirements can be adjusted, where necessary, to accommodate the employee's absence. The employee is expected to report for work whenever the court schedule permits.

TIMEKEEPING / PAYROLL

500 Timekeeping

Accurately recording time worked is the responsibility of every nonexempt employee. Federal and state laws require “The Company” to keep an accurate record of time worked in order to calculate employee pay and benefits. Time worked is all the time spent on the job performing assigned duties.

Nonexempt employees should accurately record the time they begin and end their work, as well as the beginning and ending time of each meal period. They should also record the beginning and ending time of any split shift or departure from work for personal reasons. Overtime work must always be approved before it is performed.

Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in disciplinary action, up to and including termination of employment.

Nonexempt employees should report to work no more than 15 minutes prior to their scheduled starting time nor stay more than 15 minutes after their scheduled stop time without expressed, prior authorization from their supervisor.

It is the employees' responsibility to sign their time records to certify the accuracy of all time recorded. The supervisor will review and then initial the time record before submitting it for payroll processing. In addition, if corrections or modifications are made to the time record, both the employee and the supervisor must verify the accuracy of the changes by initialing the time record.

501 Paydays

Our pay period is seven days long. It starts on Monday day shift and ends with Sunday night shift. Time slips are expected and due by __:00 a.m. every Monday. Paychecks will be available after _:00 p.m. every Wednesday. Paychecks are mailed by request and after __ pm Friday. “The Company” managers will verify all hours worked.

Employees may have pay directly deposited into their bank accounts if they provide advance written authorization to “The Company”. Employees will receive an itemized statement of wages when “The Company” makes direct deposits.

Please note the following information is complied with:

- All timesheets must be completely filled out online and/or using my mobile app.
- An employee of the client/client must sign all timesheets.
- Submit to “The Company” and a copy will be sent to the client for reference.
- Time slips will be submitted electronically, however you can also fax a copy.

502 Holiday Pay

Holiday pay varies for each client facility.

“The Company” complies with all applicable state laws that require holiday pay and with its client agreements, which may require holiday pay. If you have a question about whether your state or the facility in which you work has such a requirement, contact “The Company’s” office. Holiday hours that are not actually worked are not included in any overtime calculations.

Please note that if working a holiday puts you above 40 hours in the work week and the statutory or client-required holiday rate is at least time and one half, that rate will simultaneously satisfy the overtime requirement for the holiday hours. In that scenario, you will not be paid time and one half of the higher holiday rate for the holiday hours. Questions about holiday pay can be directed to your local office.

503 Overtime

Overtime pay will be paid for work over 40 hours in one work week. “The Company” also complies with all applicable state laws that require overtime if an employee works beyond an 8-hour or 12-hour shift. If you have a question about whether your state has such a requirement, contact “The Company’s” office.

“The Company’s” per diem work week schedule begins Saturday at 7:00 a.m. and ends at 6:59 a.m. the following Saturday. Although it is possible for a shift to span two work weeks, for the purpose of calculating weekly overtime pay you will be paid according to “The Company’s” workweek.

504 Pay Deductions

The law requires that “The Company” make certain deductions from every employee's compensation. Among these are applicable federal, state, and local income taxes. “The Company” also must deduct Social Security taxes on each

employee's earnings up to a specified limit that is called the Social Security "wage base." “The Company” matches the amount of Social Security taxes paid by each employee.

“The Company” offers programs and benefits beyond those required by law. Eligible employees may voluntarily authorize deductions from their pay checks to cover the costs of participation in these programs.

If you have questions concerning why deductions were made from your paycheck or how they were calculated, your supervisor can assist in having your questions answered.

505 Client Bonuses

If a client offers you a discretionary bonus, please refer the client back to “The Company” to discuss terms and inform your local branch office that you have done so. “The Company” (not the client) is your employer and, as such, is required by law to pay payroll taxes associated with any bonus associated with your work at its clients.

506 Employment Termination

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are examples of some of the most common circumstances under which employment is terminated:

- Resignation - voluntary employment termination initiated by an employee.
- Discharge - involuntary employment termination initiated by the organization.
- Layoff - involuntary employment termination initiated by the organization for non-disciplinary reasons.

“The Company” will generally schedule exit interviews at the time of employment termination. The exit interview will afford an opportunity to discuss such issues as employee benefits, conversion privileges, repayment of outstanding debts to “The Company” or return of “The Company” - owned property. Suggestions, complaints, and questions can also be voiced.

For resignations, “The Company” prefers that employees provide at least two weeks’ notice prior to their separation with “The Company”.

Since employment with “The Company” is based on mutual consent, both the employee and “The Company” have the right to terminate employment at will, with or without cause, at any time. Employees will receive their final pay in accordance with applicable state law.

Employee benefits will be affected by employment termination in the following manner. All accrued, vested benefits that are due and payable at termination will be paid. Some benefits may be continued at the employee's expense if the employee so chooses. The employee will be notified in writing of the benefits that may be continued and of the terms, conditions, and limitations of such continuance.

WORK CONDITIONS

600 Safety

To assist in providing a safe and healthful work environment for employees, customers, and visitors, “The Company” has established a workplace safety program. This program is a top priority for “The Company”. Its success depends on the alertness and personal commitment of all.

“The Company” provides information to employees about workplace safety and health issues through regular internal communication channels such as supervisor-employee meetings, bulletin board postings, memos, or other written communications.

Each employee is expected to obey safety rules and to exercise caution in all work activities. Employees must immediately report any unsafe condition to the appropriate supervisor. Employees who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action, up to and including termination of employment.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, employees should immediately notify the appropriate supervisor. Such reports are necessary to comply with laws and initiate insurance and workers' compensation benefits procedures.

601 Work Schedules

Work schedules for employees vary throughout our organization. Supervisors will advise employees of their individual work schedules. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week.

602 Use of Phone and Mail Systems

Personal use of telephones for outgoing calls, including local calls, is not permitted employees should limit person use of phones. Employees may be required to reimburse “The Company” for any charges resulting from their personal use of the telephone.

The mail system is reserved for business purposes only. Employees should refrain from sending or receiving personal mail at the workplace.

To ensure effective telephone communications, employees should always use the approved greeting and speak in a courteous and professional manner. Please confirm information received from the caller and hang up only after the caller has done so.

603 Smoking

In keeping with “The Company” 's intent to provide a safe and healthful work environment, smoking is prohibited throughout the workplace. This policy applies equally to all employees, customers, and visitors.

604 Cell Phones

While at work, employees are expected to exercise discretion while utilizing personal cell phones. Personal calls interfere with employee productivity and can be distracting to others. Employees must limit their use of cellular phones for personal use during business hours to essential and emergency communications. General “chatting” and/or texting on cell phones should only be done on lunch when employee is clocked out.

605 Emergency Closings

At times, emergencies such as severe weather, fires, power failures, or earthquakes, can disrupt company operations. In extreme cases, these circumstances may require the closing of a work facility.

When operations are officially closed due to emergency conditions, the time off from scheduled work will be paid, unless otherwise noted that the office is working remotely.

606 Visitors in the Workplace

To provide for the safety and security of employees and the facilities at “The Company”, only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances.

Because of safety and security reasons, family and friends of employees are discouraged from visiting. In cases of emergency, employees will be called to meet any visitor outside their work area.

All visitors should enter “The Company” at the reception area. Authorized visitors will receive directions or be escorted to their destination. Employees are responsible for the conduct and safety of their visitors. If an unauthorized individual is observed on “The Company” 's premises, employees should immediately notify their supervisor or, if necessary, direct the individual to the reception area.

607 Computer and E-mail Usage

Computers, computer files, the e-mail system, and software furnished to employees are “The Company” property intended for business use. Employees should not use a password, access a file, or retrieve any stored communication without authorization. To ensure compliance with this policy, computer, and e-mail usage may be monitored.

“The Company” strives to maintain a workplace free of harassment and sensitive to the diversity of its employees. Therefore, “The Company” prohibits the use of computers and the e-mail system in ways that are disruptive, offensive to others, or harmful to morale.

For example, the display or transmission of sexually explicit images, messages, and cartoons is not allowed. Other such misuse includes, but is not limited to, ethnic slurs, racial comments, off-color jokes, or anything that may be construed as harassment or showing disrespect for others.

E-mail may not be used to solicit others for commercial ventures, religious or political causes, outside organizations, or other non-business matters.

“The Company” purchases and licenses the use of various computer software for business purposes and does not own the copyright to this software or its related documentation. Unless authorized by the software developer, “The Company” does not have the right to reproduce such software for use on more than one computer.

Employees may only use software on local area networks or on multiple machines according to the software license agreement. “The Company” prohibits the illegal duplication of software and its related documentation.

Employees should notify their immediate supervisor, the Administrator, or any member of management upon learning of violations of this policy. Employees who violate this policy will be subject to disciplinary action, up to and including termination of employment.

608 Internet Usage

Internet access to global electronic information resources on the World Wide Web is provided by
"The Company" to assist employees in obtaining work-related data and technology. The following guidelines have been established to help ensure responsible and productive Internet usage. Internet usage is intended for job-related activities only. **Use of the internet for personal business is not permitted.**

All Internet data that is composed, transmitted, or received via our computer communications systems is considered to be part of the official records of "The Company" and, as such, is subject to disclosure to law enforcement or other third parties. Consequently, employees should always ensure that the business information contained in Internet e-mail messages and other transmissions is accurate, appropriate, ethical, and lawful. The equipment, services, and technology always provided to access the Internet remain the property of "The Company". As such, "The Company" reserves the right to monitor Internet traffic, and retrieve and read any data composed, sent, or received through our online connections and stored in our computer systems.

Data that is composed, transmitted, accessed, or received via the Internet must not contain content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any employee or other person. Examples of unacceptable content may include, but are not limited to, sexual comments or images, racial slurs, gender-specific comments, or any other comments or images that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law.

The unauthorized use, installation, copying, or distribution of copyrighted, trademarked, or patented material on the Internet is expressly prohibited. As a rule, if an employee did not create material, does not own the rights to it, or has not gotten authorization for its use, it should not be put on the Internet. Employees are also responsible for ensuring that the person sending any material over the Internet has the appropriate distribution rights.

Abuse of the Internet access provided by “The Company” in violation of law or “The Company” policies will result in disciplinary action, up to and including termination of employment. Employees may also be held personally liable for any violations of this policy. The following behaviors are examples of previously stated or additional actions and activities that are prohibited and can result in disciplinary action:

- Using “The Company” ’s internet access for personal use
- Sending or posting discriminatory, harassing, or threatening messages or images
- Using the organization's time and resources for personal gain
- Stealing, using, or disclosing someone else's code or password without authorization
- Copying, pirating, or downloading software and electronic files without permission
- Sending or posting confidential material, trade secrets, or proprietary information outside of the organization
- Violating copyright law
- Failing to observe licensing agreements
- Engaging in unauthorized transactions that may incur a cost to the organization or initiate unwanted Internet services and transmissions
- Sending or posting messages or material that could damage the organization's image or reputation
- Participating in the viewing or exchange of pornography or obscene materials
- Sending or posting messages that defame or slander other individuals
- Attempting to break into the computer system of another organization or person
- Refusing to cooperate with a security investigation
- Sending or posting chain letters, solicitations, or advertisements not related to business purposes or activities
- Using the Internet for political causes or activities, religious activities, or any sort of gambling
- Jeopardizing the security of the organization's electronic communications systems
- Sending or posting messages that disparage another organization's products or services
- Passing off personal views as representing those of the organization
- Sending anonymous e-mail messages
- Engaging in any other illegal activities

609 Social Media

Social media is used by many employees. “The Company” ’s sole interest in employee use of social media is to ensure that it does not adversely affect its business interests, ethical obligations, and legal obligations. “The Company” has adopted the following guidelines to give guidance to employees who use social media:

- Do not give professional recommendations using social media without prior written authorization of “The Company”.
- Read, understand, and comply with the terms and conditions of social media sites.
- If the terms and conditions conflict with Company policy, then do not use the social media site.
- Do not use Company e-mail addresses to register for, or otherwise participate in, social media without prior written authorization of “The Company”.
- Seek clarification from human resources when unsure whether specific social media use conflicts with this policy.
- Do not discuss or recommend the products or services of “The Company” without first disclosing the employer/employee relationship and including a disclaimer that your opinions do not represent those of “The Company”.

610 Workplace Violence Prevention

“The Company” is committed to preventing workplace violence and to maintaining a safe work environment. Given the increasing violence in society in general, “The Company” has adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises.

All employees, including supervisors and temporary employees, should always be treated with courtesy and respect. Employees are expected to refrain from fighting, "horseplay," or other conduct that may be dangerous to others. Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited from the premises of “The Company” without proper authorization.

Conduct that threatens, intimidates, or coerces another employee, a customer, or a member of the public at any time, including off-duty periods, will not be tolerated. This prohibition includes all acts of harassment, including harassment that is based on an individual's sex, race, age, or any characteristic protected by federal, state, or local law.

All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to your immediate supervisor or any other member of management. This includes threats by employees, as well as threats by customers, vendors, solicitors, or other members of the public. When reporting a threat of violence, you should be as specific and detailed as possible.

All suspicious individuals or activities should also be reported as soon as possible to a supervisor. Do not place yourself in peril. If you see or hear a commotion or disturbance near your workstation, do not try to intercede or see what is happening.

“The Company” will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as is practical. To maintain workplace safety and the integrity of its investigation, “The Company” may suspend employees, either with or without pay, pending investigation.

Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination of employment.

“The Company” encourages employees to bring their disputes or differences with other employees to the attention of their supervisors or the Administrator before the situation escalates into potential violence. “The Company” is eager to assist in the resolution of employee disputes and will not discipline employees for raising such concerns.

LEAVES OF ABSENCE

700 Medical Leave

"The Company" provides medical leaves of absence without pay to eligible employees who are temporarily unable to work due to a serious health condition or disability. For purposes of this policy, serious health conditions or disabilities include inpatient care in a hospital, hospice, or residential medical care facility; continuing treatment by a health care provider; and temporary disabilities associated with pregnancy, childbirth, and related medical conditions.

Regular full-time employees are eligible to request medical leave as described in this policy. Eligible employees should make requests for medical leave to their supervisors at least 30 days in advance of foreseeable events and as soon as possible for unforeseeable events.

A health care provider's statement must be submitted verifying the need for medical leave and its beginning and expected ending dates. Any changes in this information should be promptly reported to "The Company". Employees returning from medical leave must submit a health care provider's verification of their fitness to return to work.

Eligible employees are normally granted leave for the period of the disability, up to a maximum of 6 weeks within any 12-month period. Any combination of medical leave and family leave may not exceed this maximum limit. If the initial period of approved absence proves insufficient, consideration will be given to a request for an extension.

Employees who sustain work-related injuries are eligible for a medical leave of absence for the period of disability in accordance with all applicable laws covering occupational disabilities.

So that an employee's return to work can be properly scheduled, an employee on medical leave is requested to provide "The Company" with at least two weeks advance notice of the date the employee intends to return to work. When a medical leave ends, the employee will be reinstated to the same position, if it is available, or to an equivalent position for which the employee is qualified. If an employee fails to return to work on the agreed upon return date, "The Company" will assume that the employee has resigned.

"The Company" is ***not*** a covered employer under the Family and Medical Leave Act (FMLA).

701 Family Leave

“The Company” provides family leaves of absence without pay to eligible employees who wish to take time off from work duties to fulfill family obligations relating directly to childbirth, adoption, or placement of a foster child; or to care for a child, spouse, or parent with a serious health condition. A serious health condition means an illness, injury, impairment, or physical or mental condition that involves inpatient care in a hospital, hospice, or residential medical care facility, or continuing treatment by a health care provider.

Regular full-time and regular part-time employees are eligible to request family leave as described in this policy. Eligible employees should make requests for family leave to their supervisors at least 30 days in advance of foreseeable events and as soon as possible for unforeseeable events.

Employees requesting family leave related to the serious health condition of a child, spouse, or parent may be required to submit a health care provider's statement verifying the need for a family leave to provide care, its beginning and expected ending dates, and the estimated time required.

Eligible employees may request up to a maximum of 2 weeks of family leave within any 12-month period. Any combination of family leave and medical leave may not exceed this maximum limit. If this initial period of absence proves insufficient, consideration will be given to a written request for a single extension of no more than 7 calendar days. Married employee couples may be restricted to a combined total of 2 weeks leave within any
12-month period for childbirth, adoption, or placement of a foster child; or to care for a parent with a serious health condition.

So that an employee's return to work can be properly scheduled, an employee on family leave is requested to provide “The Company” with at least two weeks advance notice of the date the employee intends to return to work. When a family leave ends, the employee will be reinstated to the same position, if it is available, or to an equivalent position for which the employee is qualified.

If an employee fails to return to work on the agreed upon return date, “The Company” will assume that the employee has resigned.

“The Company” is ***not*** a covered employer under the Family and Medical Leave Act (FMLA).

702 Personal Leave

“The Company” provides leaves of absence without pay to eligible employees who wish to take time off from work duties to fulfill personal obligations. Regular full-time and regular part-time employees are eligible to request personal leave as described in this policy.

As soon as eligible employees become aware of the need for a personal leave of absence, they should request a leave from their supervisor.

Personal leave may be granted for a period of up to 7 calendar days every 1 year. If this initial period of absence proves insufficient, consideration will be given to a written request for a single extension of no more than 7 calendar days. With the supervisor's approval, an employee may take any available sick leave or PTO leave as part of the approved period of leave.

Requests for personal leave will be evaluated based on a number of factors, including anticipated workload requirements and staffing considerations during the proposed period of absence.

When a personal leave ends, every reasonable effort will be made to return the employee to the same position, if it is available, or to a similar available position for which the employee is qualified. However, “The Company” cannot guarantee reinstatement in all cases.

If an employee fails to report to work promptly at the expiration of the approved leave period, “The Company” will assume the employee has resigned.

“The Company” is ***not*** a covered employer under the Family and Medical Leave Act (FMLA).

703 Military Leave

A military leave of absence will be granted to employees who are absent from work because of service in the U.S. uniformed services in accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA). Advance notice of military service is required, unless military necessity prevents such notice, or it is otherwise impossible or unreasonable.

The leave will be unpaid. However, employees may use any available paid time off for the absence.

Employees on military leave for up to 30 days are required to return to work for the first regularly scheduled shift after the end of service, allowing reasonable travel time. Employees on longer military leave must apply for reinstatement in accordance with USERRA and all applicable state laws.

Employees returning from military leave will be placed in the position they would have attained had they remained continuously employed or a comparable one depending on the length of military service in accordance with USERRA. They will be treated as though they were continuously employed for purposes of determining benefits based on length of service.

Contact the Administrator for more information or questions about military leave.

“The Company” is *not* a covered employer under the Family and Medical Leave Act (FMLA).

704 Maternity Absence/Leave

“The Company” will not discriminate against any employee who requests an excused absence for medical disabilities associated with pregnancy. Such leave requests will be evaluated according to the medical leave policy provisions outlined in this handbook and all applicable federal and state laws.

Requests for time off associated with pregnancy and/or childbirth, such as bonding and childcare, not related to medical disabilities for those conditions will be considered in the same manner as other requests for unpaid family or personal leave.

“The Company” is *not* a covered employer under the Family and Medical Leave Act (FMLA).

EMPLOYEE CONDUCT & DISCIPLINARY ACTION

800 Drug and Alcohol Use

It is “The Company's” desire to provide a drug-free, healthful, and safe workplace. To promote this goal, employees are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner.

While on “The Company” premises and while conducting business-related activities off “The Company” premises, no employee may use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs.

The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace.

Violations of this policy may lead to disciplinary action, up to and including immediate termination of employment, and/or required participation in a substance abuse rehabilitation or treatment program. Such violations may also have legal consequences.

Right to Refuse to Undergo Drug and Alcohol Testing and the Effect Thereof:

Any applicant/employee has the right to refuse to undergo drug and/or alcohol testing. An applicant who refuses to be tested or whose behavior prevents meaningful completion of drug and/or alcohol testing will not be considered for employment. An employee who refuses to be tested or whose behavior prevents meaningful completion of drug and/or alcohol testing will be subject to termination or other disciplinary action in conformity with company Policy.

Refusal to submit to a post-accident/injury test may also affect employee’s ability to receive workers’ compensation benefits.

Test Results

Confirmatory Test - If the initial result on a drug test is positive, the sample tested will be subject to a second, confirmatory test. No employee will be terminated, disciplined, discriminated against solely based on an initial positive test result.

Medical Review Officer (MRO) - If the confirmatory test is also positive, the applicant or employee will be notified of the test results by an MRO and will be allowed to submit information to explain the positive test result. The MRO will either confirm the positive result or determine that the test result is negative.

Second Confirmatory Test - If the applicant/employee is not satisfied with the positive test result he or she may, at his or her own expense, request a second confirmatory retest of the original sample, conducted either by the original testing laboratory or by another licensed laboratory.

Positive Dilute – Indicates that the specimen considered positive. The dilute status does not alter the fact the result was verified as a positive drug screen.

Negative Dilute – Indicates that the specimen was not adequate to result in a confirmed negative test. A second drug screen will be required to be performed within 24 business hours. Two negative dilutes are considered a negative drug screen.

Consequences of a Positive Test Result:

If an applicant has a positive confirmatory test on a pre-employment test, any conditional job offer will be withdrawn immediately, and the applicant will be ineligible for employment with "The Company" until they satisfy a two-year waiting period.

A positive confirmatory post-accident/injury test may affect the employee's eligibility to receive worker's compensation benefits. See Worker's Compensation Policy.

Additional Rights of Applicants and Employees:
An applicant or employee who undergoes drug testing, upon their request, may be verbally provided with the results. The drug screen test results are the property of "The Company" and cannot be copied unless as required by law.

Confidentiality

The fact that an employee has been requested or required to take a drug and/or alcohol test, the results of the test, and information acquired in the alcohol and/or illegal drug testing process shall be treated in a manner consistent with the company's treatment of other private and confidential information concerning employees. Voluntary disclosure by an employee of the excessive use of alcohol and/or illegal drugs before being confronted, tested, or otherwise involved in drug and/or alcohol-related discipline or proceedings will also be treated in a manner consistent with the company's treatment of other private and confidential information concerning employees. (Results of temporary healthcare professional's screening may be shared with clients if required for assignment or contractual obligations).

Medical Marijuana:

Marijuana, including medical marijuana, remains illegal under federal law, even where its use has been approved by certain states for recreational or medical use.

Accordingly, “The Company” reserves the right to take adverse action based on the use of or possession of illegal drugs in violation of this policy as permitted under law. Additionally, the Company reserves the right to take adverse action where an employee is impaired at work due to the use of medical or recreational marijuana or if marijuana or marijuana products are brought to work, on site at client facilities or used in any vehicle driven if required to transport patients/residents as part of the employee’s defined work duties.

Procedure:

“The Company’s” Human Resources Department will notify applicants/employees if their drug screen returns as a positive for marijuana, as confirmed by “The Company’s” vendor’s Medical Review Officer (MRO).

Applicants/employees of states with applicable medical marijuana laws will be afforded the opportunity to provide documentation of their medical marijuana card or prescription to the Human Resources Department. This documentation should be sent directly to the Human Resources Department at “The Company’s” corporate office. Upon receipt of this documentation, Human Resources will then require the applicant/employee to have their physician complete the Physician Certification Form.

Once the completed Physician Certification Form is received, “The Company” will then require applicant/employee to complete the Acknowledgement form. Upon completion of these documents, “The Company” will present the applicant/employee to clients for assignment. As healthcare positions are routinely considered “safety sensitive” positions, clients may opt not to place an applicant/employee based on the client’s own policies and “The Company” may not be able to work the applicant/employee. If a client chooses to place the applicant/employee, all requirements of this policy regarding use of or possession of marijuana on site at our client facilities will remain in effect. The client may request a drug test at any time and may also impose additional specific requirements upon “The Company” and/ or the applicant/employee, as per the clients’ own policies.

CBD:

Please note that *some* so-called or labeled “CBD” or “low THC” products may constitute “marijuana” under the federal Controlled Substances Act (CSA) and therefore such products continue to be federally illegal. Without extensive toxicological analysis “The Company” is and will be incapable of knowing whether

CBD or low THC products constitute marijuana under the CSA, and thus, to avoid all doubt, the possession and use marijuana and marijuana products prohibitions of this Policy also specifically apply to CBD and low THC products. Further, if CBD or a low THC product constitutes marijuana under the CSA, the impairment prohibitions of this Policy also apply to the extent permitted by law, and if an employee works under the influence of such CBD or low THC products, with such CBD or low THC products in his/her system or receives a positive test result for marijuana caused by such CBD or low THC product use "The Company" reserves the right to take adverse employment action to the fullest extent permitted by law.

801 Sexual and Other Unlawful Harassment

"The Company" is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Actions, words, jokes, or comments based on an individual's sex, race, color, national origin, age, religion, disability, sexual orientation, or any other legally protected characteristic will not be tolerated.

Sexual harassment is defined as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser. The following is a partial list of sexual harassment examples:

- Unwanted sexual advances.
- Offering employment benefits in exchange for sexual favors.
- Making or threatening reprisals after a negative response to sexual advances.
- Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or pictures, cartoons or posters.
- Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes.
- Verbal sexual advances or propositions.
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, or suggestive or obscene letters, notes, or invitations.
- Physical conduct that includes touching, assaulting, or impeding or blocking movements. Unwelcome sexual advances (either verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

1. Submission to such conduct is made either explicitly or implicitly a term or condition of employment;
2. Submission or rejection of the conduct is used as a basis for making employment decisions; or,
3. The conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment.

If you experience or witness sexual or other unlawful harassment in the workplace, report it immediately to your supervisor. If the supervisor is unavailable or you believe it would be inappropriate to contact that person, you should immediately contact the Human Resources Department or any other member of management. You can raise concerns and make reports without fear of reprisal or retaliation.

All allegations of sexual harassment will be quickly and discreetly investigated. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, you will be informed of the outcome of the investigation.

Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment must immediately advise the Human Resources Department or any member of management so it can be investigated in a timely and confidential manner. Anyone engaging in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination of employment.

802 Attendance and Punctuality

To maintain a safe and productive work environment, “The Company” expects employees to be reliable and to be punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on other employees and on “The Company”. In the rare instances when employees cannot avoid being late to work or are unable to work as scheduled, they should notify their supervisor as soon as possible in advance of the anticipated tardiness or absence.

Poor attendance and excessive tardiness are disruptive. Either may lead to disciplinary action, up to and including termination of employment.

803 Personal Appearance and Uniforms

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image “The Company” presents to customers and visitors.

During business hours or when representing “The Company”, you are expected to present a clean, neat, and tasteful appearance. You should dress and groom yourself according to the requirements of your position and accepted social standards. This is particularly true if your job involves dealing with customers or visitors in person.

Your supervisor or department head is responsible for establishing a reasonable dress code appropriate to the job you perform. If your supervisor feels your personal appearance is inappropriate, you may be asked to leave the workplace until you are properly dressed or groomed. Under such circumstance, you will not be compensated for the time away from work. Consult your supervisor if you have questions as to what constitutes appropriate appearance. Where necessary, reasonable accommodation may be made to a person with a disability.

Without unduly restricting individual tastes, the following personal appearance guidelines should be followed:

- Warm-up or jogging suits are not permitted.
- Shoes must provide safe, secure footing, and offer protection against hazards.
- Canvas or athletic type shoes are not appropriate professional attire.
- Tank tops, tube or halter tops, or shorts may not be worn under any circumstances.
- Mustaches and beards must be clean, well-trimmed, and neat.
- Hairstyles are expected to be in good taste.
- Unnaturally colored hair and extreme hairstyles, such as spiked hair and shaved heads, do not present an appropriate professional appearance.
- Long hairstyles should be worn with hair pulled back off the face and neck to avoid interfering with job performance.
- Excessive makeup is not permitted.
- Offensive body odor and poor personal hygiene is not professionally acceptable.
- Perfume, cologne, and aftershave lotion should be used moderately or avoided altogether, as some individuals may be sensitive to strong fragrances.
- Jewelry should not be functionally restrictive, dangerous to job performance, or excessive.

- Facial jewelry, such as eyebrow rings, nose rings, lip rings, and tongue studs, is not professionally appropriate and must not be worn during business hours.
- Multiple ear piercings (more than one ring in each ear) are not professionally appropriate and must not be worn during business hours.
- Torso body piercings with visible jewelry or jewelry that can be seen through or under clothing must not be worn during business hours.
- Visible excessive tattoos and similar body art must be covered during business hours.

804 Return of Property

Employees are responsible for items issued to them by “The Company” or in their possession or control, such as the following:

- Cell phones
- Client lists
- Identification badges
- Manuals
- Protective equipment
- Security passes

Employees must return all “The Company” property immediately upon request or upon termination of employment. Where permitted by applicable laws, “The Company” may withhold from the employee's check or final paycheck the cost of any items that are not returned when required. “The Company” may also take all action deemed appropriate to recover or protect its property.

805 Resignation

Resignation is a voluntary act initiated by the employee to terminate employment with “The Company”. Although advance notice is not required, “The Company” requests at least 2 weeks' written resignation notice from all employees.

Prior to an employee's departure, an exit interview will be scheduled to discuss the reasons for resignation and the effect of the resignation on benefits.

806 Security Inspections

“The Company” wishes to maintain a work environment that is free of illegal drugs, alcohol, firearms, explosives, or other improper materials. To this end, “The Company” prohibits the possession, transfer, sale, or use of such materials on its premises. “The Company” requires the cooperation of all employees in administering this policy.

Desks, lockers, and other storage devices may be provided for the convenience of employees but remain the sole property of “The Company”. Accordingly, they, as well as any articles found within them, can be inspected by any agent or representative of “The Company” at any time, either with or without prior notice.

“The Company” likewise wishes to discourage theft or unauthorized possession of the property of employees, “The Company”, visitors, and customers. To facilitate enforcement of this policy, “The Company” or its representative may inspect not only desks and lockers but also persons entering and/or leaving the premises and any packages or other belongings. Any employee who wishes to avoid inspection of any articles or materials should not bring such items onto “The Company” 's premises.

807 Progressive Discipline

The purpose of this policy is to state “The Company” 's position on administering equitable and consistent discipline for unsatisfactory conduct in the workplace. The best disciplinary measure is the one that does not have to be enforced and comes from good leadership and fair supervision at all employment levels.

“The Company” 's own best interest lies in ensuring fair treatment of all employees and in making certain that disciplinary actions are prompt, uniform, and impartial. The major purpose of any disciplinary action is to correct the problem, prevent recurrence, and prepare the employee for satisfactory service in the future.

Although employment with “The Company” is based on mutual consent and both the employee and “The Company” have the right to terminate employment at will, with or without cause or advance notice, “The Company” may use progressive discipline at its discretion.

Disciplinary action may call for any of four steps -- verbal warning, written warning, suspension with or without pay, or termination of employment -- depending on the severity of the problem and the number of occurrences. There may be circumstances when one or more steps are bypassed.

Progressive discipline means that, with respect to most disciplinary problems, these steps will normally be followed: a first offense may call for a verbal warning; a next offense may be followed by a written warning; another offense may lead to a suspension; and, still another offense may then lead to termination of employment.

“The Company” recognizes that there are certain types of employee problems that are serious enough to justify either a suspension, or, in extreme situations, termination of employment, without going through the usual progressive discipline steps.

While it is impossible to list every type of behavior that may be deemed a serious offense, the Employee Conduct and Work Rules policy includes examples of problems that may result in immediate suspension or termination of employment. However, the problems listed are not all necessarily serious offenses, but may be examples of unsatisfactory conduct that will trigger progressive discipline.

By using progressive discipline, we hope that most employee problems can be corrected at an early stage, benefiting both the employee and “The Company”.

808 Complaint Resolution (Staff and Customer)

A Customer Service Complaint is any complaint and/or concern from one of our valued customers regarding a situation or incident that results in dissatisfaction of that customer.

The purpose of our complaint policy is to:

- To have a positive impact in improving customer service and satisfaction.
- To understand the causes that underlie a complaint and to focus on making changes to systems and processes to reduce the probability of a similar complaint in the future.
- To prevent potentially compensable events and to protect corporate financial resources potentially jeopardized by customer dissatisfaction.
- To analyze and trend data to identify opportunities for organizational performance improvement.

All “The Company” patient care providers and internal office staff are entitled to full and equal accommodations, advantages, facilities, privileges, and services provided by the company.

"The Company" accepts complaints from persons who believe that they have experienced a violation of their rights. The following guidelines shall be followed in resolving complaints.

- Complaints must be filed within 30 days of the alleged act.
- The complaint is the written document that describes the occurrence and why the person filing the complaint believes the action or incident was in violation of his/her rights.
- An individual seeking to file a complaint needs to contact "The Company" management. An intake interview or phone interview will be conducted with the complaining party.
- After a careful screening process, the complaint is investigated to determine if there is sufficient evidence to support the allegation. The complaint documentation must contain a claim which constitutes a violation of the complaining person's rights.
- A complaint may be settled at any time after it is filed. Opportunities will be given to all parties involved to ask questions, provide information, and suggest witnesses in order to resolve the complaint.
- As the investigation proceeds, individuals will be interviewed, and pertinent records and documents will be reviewed.
- The person filing the complaint must cooperate fully by providing accurate information and by supplying documents to support the allegations.
- All information gathered in the course of an investigation is subject to disclosure unless otherwise protected by the individual's right to privacy (e.g. medical records).
    - Restoration of previously denied rights.
    - Correction of other harm(s) resulting from the violation(s).
    - Modification of practices that adversely affect persons protected under law
    - Other actions to eliminate the effects of violation of rights.

Our goal is to always provide you with a consistent level of service. If for any reason you are dissatisfied with our service or the service, we encourage you to contact the "The Company" Management to discuss the issue. "The Company" has processes in place to resolve complaints in an effective and efficient manner. If the resolution does not meet your expectation, we encourage you to call the "The Company" corporate office at (000) 000-0000. A corporate representative will work with you to resolve your concern. Any individual that has a concern about the quality and safety of patient care delivered by "The Company" health care professionals, which has not been addressed by "The Company" management, is encouraged to contact the Joint Commission at www.jointcommission.org or by calling the Office of Quality Monitoring at

630.792.5636. “The Company” demonstrates this commitment by taking no retaliatory or disciplinary action against employees when they do report safety or quality of care concerns to the Joint Commission.

Acknowledgement of Receipt for Employee Handbook

I acknowledge that I have received a copy of the Employee Handbook. I understand that I am responsible for reading the information contained in the Handbook.

I understand that the handbook is intended to provide me with a general overview of the "The Company's policies and procedures. I acknowledge that nothing in this handbook is to be interpreted as a contract, expressed or implied, or an inducement for employment, nor does it guarantee my employment for any period of time.

I understand and accept that my employment with "The Company" is at-will. I have the right to resign at any time with or without cause, just as the 'The Company" may terminate my employment at any time with or without cause or notice, subject to applicable laws.

I acknowledge that "The Company" may revise, suspend, revoke or terminate, change or remove prospectively or retroactively, any of the policies or procedures outlined in this handbook or elsewhere, in whole or part, with or without notice at any time, at 'The Company's" sole discretion.

Employee Name (printed): _____

Employee's Signature: _____

Date: _____