

# EMPLOYEE HANDBOOK



**Welcome to the *Adaptive Workforce Solutions team!*** We look forward to working with you and assisting you in achieving exciting and rewarding career opportunities. This handbook will serve as your point of reference for any standards, policies, and procedures that Adaptive Workforce Solutions employees are expected to follow. This handbook covers all employees that fall within the Nursing and Allied positions. There may be certain content in this handbook that is not specific to your position.

It is required that you review and return the acknowledgement form located at the back of the handbook. This acknowledgement form will be kept on file for our records.

Your employment is at will and this handbook is in no way, shape or form a contract. You, the employee, and Adaptive Workforce Solutions have the right to terminate employment with or without notice or cause at any time.

If you have questions, please do not hesitate to contact the Adaptive Workforce Solutions office.

Thank you,

*Haley Serna*

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Adaptive Workforce Solutions

**Mission Statement** Adaptive Workforce Solutions is the leading provider of healthcare professionals and human capital solutions to Federal Government and commercial clients in three segments: Nursing, Allied Health and Physician supplemental staffing. As a team, we create a positive experience for our healthcare providers while focusing on improving the quality of patient care at client facilities throughout the country. We are committed to providing outstanding quality, service and value to our clients, employees and subcontracting partners through **integrity, competence, innovation and execution**. Our business will grow on the fundamental belief that customers and healthcare providers are won and retained, one at a time.

### **Code of Business Ethics**

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 AWS to avoid conflicts of interest between the client hospital, employee, and staff.

AWS has developed corporate compliance guidelines to supplement and reinforce our client facilities' existing policies and procedures. It is also meant to assist AWS 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 AWS 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 AWS 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. AWS recognizes this health information and electronic information must be held securely and in confidence. It is the policy of AWS that clinical staff specific information is not to be released to anyone outside of AWS without employees' consent, a court order, subpoena, or applicable statute.
- Marketing materials, regardless of medium, shall accurately describe the services, facilities, and resources of AWS.
- To maintain high standards of performance, AWS 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.
- AWS is committed to maintaining a workplace environment in which employees are free from sexual harassment.
- AWS 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.
- AWS 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 client worksite supervisors and AWS management. 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.
- AWS prohibits the use or possession of illegal drugs and alcohol use on AWS property or while engaged in company activity.

- AWS is committed to providing education for all employees regarding their responsibilities to uphold the code of business ethics.
- AWS prohibits healthcare professionals from discussing their hourly pay rates with other healthcare providers.
- AWS prohibits healthcare professional from discussing personal or business affairs with any employee, subcontractor or client staff not directly involved with the said personal or business affair.
- AWS 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.
- AWS is committed to protecting its own and its client's trade secrets, proprietary information and other internal information.
- It is the desire of AWS 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.
- 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 client worksite supervisor and AWS management. 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 AWS Corporate Office or any other member of AWS 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. AWS 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.

#### *American Nurses Association – Code of Ethics*

In addition to AWS Code of Business Ethics, Registered Nurses are expected to practice nursing according the American Nurses Association Code of Ethics:

- The nurse, in all professional relationships, practices with compassion and respect for the inherent dignity, worth and uniqueness of every individual unrestricted by considerations of social or economic status, personal attributes or the nature of health problems.
- The nurse's primary commitment is to the patient, whether an individual family, group, or community.
- The nurse promotes, advocates for, and strives to protect health, safety, and rights of the patient.
- The nurse is responsible and accountable for individual nursing practice and determines the appropriate delegation of tasks consistent with the nurse's obligation to provide optimum patient care.
- The nurse owes the same duties to self as to others, including the responsibility to preserve integrity and safety to maintain competence and to continue personal & professional growth.
- The nurse participates in establishing, maintaining, and improving health care environments and conditions of employment conducive to the provision of quality health care and consistent with the values of the profession through individual and collective action.

- The nurse participates in the advancement of the profession through contributions to practice, education, administration and knowledge development.
- The nurse collaborates with other health professionals and the public in promoting community, national and international efforts to meet health needs.
- The profession of nursing, as represented by associations and their members, is responsible for articulating nursing values, for maintaining the integrity of the profession and its practice for shaping

**American Nurses Association**

<http://nursingworld.org/MainMenuCategories/ThePracticeofProfessionalNursing/EthicsStandards/CodeofEthics.aspx>

**Standards of Conduct**

It is the responsibility of every person representing AWS, whether employee or subcontractor, to exercise appropriate judgment, and conduct themselves in a manner that reflects the highest standards of professional and personal ethics and behavior.

**Professional Conduct**

The following set of standards are to inform and guide, all staff assigned to work in hospital units. The guidelines below include but are not limited to the following:

- Patient care providers are to render care in a manner that enhances the personal dignity and rights of each patient. Any form of patient abuse and/or neglect will not be tolerated, and patient care providers are to support AWS policies and procedures in this regard.
- Interactions with all hospital patients, visitors, employees and independent contractors, physicians, vendors, etc., must be conducted in a courteous and professional manner at all times ensuring that AWS is always presented in the most favorable light.
- The practice of counseling the patient regarding personal problems and / or participation of the AWS patient care provider in conversations with patients about topics not relevant to the plan of care--is discouraged and unacceptable.
- Patients are to be dealt with equally and fairly and the selection of "favorites" is not acceptable.
- Appropriate language is to be used at all times when an AWS patient care staff member is at an AWS client facility, and in any patient care area private and / or public. Abusive, profane, threatening, demeaning, language resulting violation of HIPAA regulations or compromising patient confidentiality can result in immediate termination.
- Touching patients, except in the direct delivery of care or by a greeting, is prohibited.
- Socializing with patients and/or patient's significant others outside of the facility is unacceptable.
- Socializing with patient's and/or patients' significant others after discharge from the Hospital is prohibited. Staff are not to call, date, nor develop personal or social relationships with patients, former patients, or family/significant others of patients, including giving of personal information or residential phone numbers. Staff should discuss with their manager, any matter of concern regarding their contacts with current or former patient/family members of patient's significant others.
- All staff will uphold all rules and regulations related to patient confidentiality in all areas including patient care, public and non-patient care areas. These rules and regulations include but are not limited to the following:

- o Patient care providers are not to divulge to anyone any information or records concerning any patient without proper authorization. Unauthorized release of confidential information may constitute ground for termination and/or civil action.

- o Conversations regarding patients are not to be held in the presence of other patients or any other person not privileged to this communication.
  - o Problems of a patient are not to be discussed with another patient.
  - o Patients are not to be named or discussed with anyone in or outside of the facility who does not have the legal right to receive information about the patient.
  - Personal problems, concerns or personal life information of patient care providers are not to be discussed with any patient, patient group or family/significant others.
  - Staff is not to discuss disagreements or criticize other patient care providers or physicians within the earshot of patients/families/significant others. A professional difference of opinion must be discussed in an appropriate private space.
  - Behavior in patient areas and at the nurses' station shall be oriented toward patient care. Personal reading and conversations, including personal phone calls, are not to be conducted in these areas.
  - Employees must avoid any situation, which involves a possible conflict between their personal interests and those of AWS. Staff shall not solicit and are encouraged not to accept gifts or compensation of any kind from any individual or AWS outside of AWS as a consequence of their position.
  - Any inappropriate interactions between patients and staff, staff and staff, or staff and others within the hospital will be met with investigation and quick response within the framework of AWS policy and procedure.
  - Employees who are licensed or certified in any profession shall follow all applicable rules or professional codes of conduct pertaining to that profession, in addition to the rules stated herein.
  - All AWS patient care staff will be expected to maintain English proficiency standards and use English exclusively during all paid working hours.
  - Name badge must be worn at all times while on assignment, above the waist with employee's picture, name and title fully visible. While at the hospital, all employees must follow these basic rules:
  - While at the hospital, all employees must follow these basic rules:
    - o Eating and drinking are only permitted in the cafeteria, designated employee and independent contractor lounges, unit conference rooms and in private offices, when not in use for patient care.
    - o Sleeping is not permitted during paid working hours.
    - o Personal phone calls on the unit during work time are prohibited, except in emergency situations
    - o Assigned duties must be carried out in a timely, efficient manner as directed or delegated.
- When entering a patient room and/or when greeting a patient, practice the following:
- o Knock before entering
  - o Greet the patient by name
  - o If it is first contact of the day, introduce yourself by name and title
  - o Tell the patient why you are in the room.
- When exiting a patient room, practice the following:
- o Inform the Patient / Family that you are leaving
  - o State time you expect return
  - o Ask if there is anything the pt. / family needs before you leave

### ***Dress Code***

Dress code policy must be followed at all times while on the hospital premises. The AWS dress code includes but is not limited to the following:

- Clothing must be clean, neat, and allow for quick, efficient movement as necessary in the performance of job duties, including emergencies. Professional healthcare attire is acceptable.
- Unacceptable attire includes but is not limited to:
  - o Bare midriffs

- o Low cut, tank, tube, or sleeveless tops
- o Transparent, provocative, excessively form fitting or revealing clothing
- o Mini skirts
- o Sweat (warm-up) shirts or pants
- o Clothing with printed messages, caricatures or pictorial representations (e.g., university logos, beverage cans, and cartoon characters) applications that have the potential of falling off (e.g., sequins, glitter) shorts. Note: Exception business attire that is identified by small logo (e.g., Polo insignia).
- o Denim jeans (any color).
- o Spandex tights or leggings.
- o Fishnet stockings.
- o Hats (other than nursing caps).

Note: Exceptions to these rules may be made with the written approval of the manager when the job expectations demand different attire.

- Jewelry is to be kept at a minimum and be in keeping with the general safety and infection control practices for the employee and independent contractor and the patient. Long dangling earrings, large or excessive necklaces and/or bracelets and sharp rings are not acceptable.
- Fingernails must be kept short, clean, and natural; no artificial applications are to be worn.
- Hair must be neat and well-groomed.
- Shoes must be clean, in good repair, provide good support and protection and allow for quick and efficient movement as necessary in the performance of job duties, including emergencies. Heels should not be more than two-and-a-half inches high. Open-toed and open-back shoes are not permitted. Socks or stockings must be worn at all times.

### ***Disciplinary Action***

AWS has established workplace standards of performance and conduct as a means of maintaining a productive and cohesive working environment. A positive, progressive approach is taken to solve discipline problems, which appeals to an employee's self-respect, rather than create the fear of losing a job. Our system emphasizes correction of the offensive behavior. If correction of the problem and sustained improvement does not occur, termination may result.

The following may be grounds for disciplinary action, up to and including termination:

- Accepting an assignment and not reporting to work or not notifying AWS.
- Unauthorized possession, use, or removal of property belonging to AWS or any client of AWS.
- Failure to comply with all safety rules and regulations, including the failure to wear safety equipment when instructed.
- Reporting to work under the influence of alcohol, illegal drugs, or in possession of either item on company premises or work sites of client companies.
- Lewd, unacceptable behavior, possession of weapons or explosives and provoking, instigating, or participating in a fight is prohibited at AWS and/or at its client hospitals.
- Violation of the harassment policy.
- Insubordination of any kind is grounds for immediate termination. (For example, refusal to carry out your supervisor's reasonable works request).
- Leaving an assignment without notice i.e., patient or assignment abandonment.
- Falsifying records, including but not limited to time records or claims pertaining to injuries occurring on company premises or work sites of client companies or personnel records.
- Disclosing confidential information without authorization.
- Disregard for established policies and procedures.
- Excessive cancellations or tardiness.

- Discourtesy to clients or fellow employee and independent contractors.

### ***Substance Abuse***

AWS believes that maintaining a workplace that is free from the effects of drug and alcohol abuse is the responsibility of all persons involved in our business, including AWS employees and clients. The use, possession, sale or transfer of illegal drugs or alcohol on company property, in company vehicles, or while engaged in company activity is strictly forbidden. Also, being under the influence of drugs or alcohol, while on company property, in company vehicles, or while engaged in company activities is strictly forbidden. A violation of this policy will result in disciplinary action up to and including termination. Depending upon the circumstances, other action, including notification of appropriate law enforcement agencies, may be taken against any violator of this policy. In accordance with the Drug-Free Work-Place Act of 1989, as a condition of employment, patient care providers must comply with this policy and notify management within five (5) days of conviction for any use of, or distribution of a controlled substance. Failure to do so will result in immediate termination of employment pending the outcome of any legal investigation and conviction.

For the protection of our employees, the public and to ensure an environment as free from the influence of illegal drugs as is reasonably and practically possible, the company requires a pre-employment drug screen, annual drug employment screen and reserves the option to conduct a “for cause” drug screen for the presence of illegal drugs under certain conditions. Consent to the testing program will be a condition of further employment of each and every employee and independent contractor. If any director, manager, supervisor or other company officer or client representative has any suspicion that an employee and independent contractor under his or her supervision may be affected by or under the influence of illegal drugs, the employee and independent contractor under suspicion will be asked to undergo a laboratory test to determine the presence of illegal drugs. Refusal to take the test will subject the employee and independent contractor to immediate termination. Additionally, consistent with the law, drug and alcohol screening tests will be given after accidents or near misses, or upon reasonable suspicion of alcohol or drug use, when a client requires pre-assignment testing, or upon any other circumstances which warrant a test.

### ***Sexual and Other Unlawful Harassment***

AWS 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—verbal and/or non-verbal.

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, e-mails 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:

Submission to such conduct is made either explicitly or implicitly as term or condition of employment.

Submission or rejection of the conduct is used as a basis for making employment decisions, or

The conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment.

Upon experiencing or witnessing 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 AWS Corporate Office 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 greatest extent possible, the alleged victim's confidentiality, that of any witnesses, and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, the alleged victim 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 President or any member of management so the allegation 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.

### ***Resolution of Complaints (From Staff and Customers)***

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 AWS healthcare professionals and internal office staff are entitled to full and equal accommodations, advantages, facilities, privileges, and services provided by the company.

AWS 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 AWS 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).

If the complaint is substantiated, a reconciliation conference to settle the complaint will be scheduled.

Settlement terms may require:

- o Restoration of previously denied rights.
- o Compensation of any out-of-pocket losses incurred by person filing complaint
- o Correction of other harm(s) resulting from the violation(s).
- o Modification of practices that adversely affect persons protected under law
- o 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 AWS Management to discuss the issue. AWS 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 AWS corporate office at (877) 223-3150. 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 AWS healthcare professionals, which has not been addressed by AWS management, is encouraged to contact the Joint Commission at [www.jointcommission.org](http://www.jointcommission.org) or by calling the Office of Quality Monitoring at 630.792.5636.

### ***Clinical Incidents & Sentinel Events***

Clinical staff must recognize the importance of following effective procedures and are encouraged to speak up if something has compromised or might compromise patient safety and quality.

A Clinical Incident is any event or series of events that resulted in or had the potential to result in an adverse patient outcome. Examples of a clinical incident includes but are not limited to (Omission of treatment, deviation from policy, medication errors, improper equipment usage, IV of Blood complications, patient fall, inaccurate clinical assessment, patient, or physician complaint). Clinical staff should notify AWS of any clinical incidents that occur while on assignment, regardless of an adverse outcome.

A sentinel event is an unexpected occurrence involving serious physical or psychological injury or death or the risk thereof. These events must be reported to the Clinical Consultant within 24 hours of the occurrence. The hospital will conduct a Root Cause Analysis for all sentinel events, to identify the causes of the error. The Clinical Consultant and Medical Director will work closely with any staff involved in an error, including supporting them through the difficult time, facilitate communication between the clinical staff and the customer about the event, and based on the root cause analysis, plan for improvement activities.

In the event of deviation of practice according to the professional practice act, fraudulent behaviors, narcotic abuse or deviation and/or other aberrant or illegal behavior, each event is documented, and a report is made, which includes information from the customer. Each situation is reported according to the guidelines of the appropriate professional association by Clinical Consultant or Medical Director.

### ***Work Related Injuries and/or Exposures***

AWS provides Workers Compensation insurance for its employees as required by law. It is our philosophy that if an employee is injured while at work, it is our intent to assist that employee to return to work as soon as possible. The employee is obligated to report a work-related injury to AWS 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 was reported will determine where the employee will be seen by a physician. It is your responsibility, as an employee of AWS, to understand that if you are ever injured on the job, it is the policy of AWS that you report the incident immediately and/or within 24 hours. You understand that if injured after hours - and it is an emergency, you may go to the nearest emergency room for treatment. You must then call AWS or have someone call for you. The toll-free number is (877) 223-3150.

If the after-hours injury is not an emergency, you may call AWS the next morning for treatment arrangements. If you receive a needle stick injury, you understand that you must be tested for HBV and HIV within 72 hours of the

injury as a baseline test. Workers' Compensation fraud is serious. If you are aware of a fraudulent claim being submitted, please inform your supervisor. Information you provide will be kept confidential. In order to have work-related injury or illness medical expenses paid for or reimbursed you are requested to receive initial treatment. If your injury is a medical emergency, you may use an emergency room and its physicians.

### **Orientation**

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

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. The recruiter will explain required orientation to all employees prior to scheduling first shift with a facility. Orientation time worked at the facility is paid at the orientation rate (Usually less than regular pay rate).

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

Take your nursing license and certifications with you

Report to the appropriate supervisor

It is expected that the healthcare practitioner locate 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.

Occasionally, an AWS employee may show up early as directed for orientation shift and no one is available for orientation. Please take it upon yourself to utilize this time to become familiar with the floor layout and the location of vital items you may need in order to function effectively on your shift. It will be to your advantage to have knowledge of the location of the policy and procedures manual, fire pulls, crash cart, med. room, linen cart, and appropriate exits prior to the onset of your shift.

Additional security documents may be required per client. AWS will orient all employees to such requirements prior to their first shift.

### **Floating Policy**

AWS employees may only be placed in assignments that match the job description for which AWS 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 and 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:

- o The healthcare provider will immediately notify AWS.
- o The nurse is obligated to inform the hospital of his/her professional limitations based upon the Nurse Practice Act standards and upon AWS client contract specifications as they relate to the assignment.
- o The Clinical Consultant at AWS will work within the bounds of the Nurse Practice Act and the hospital contract to resolve the issue.
- o AWS will pay the employee for hours worked up until the end of his/her shift.

### ***Continuing Education***

Ongoing continuing education is the responsibility of AWS employees to ensure that all clinical staff has a current knowledge and practice base. AWS 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](http://www.nursetesting.com), [www.nursingspectrum.com](http://www.nursingspectrum.com), and [www.asrt.com](http://www.asrt.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 AWS with copies of your continuing education certificates.

### ***Employee Performance Review***

AWS 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 AWS in this regard, so AWS follows a competence by exception philosophy. In the absence of client feedback, unless there is evidence of a performance issue, we assume that our employees are meeting performance expectations.

Feedback from our clients regarding clinical and/or professional performance is addressed with our employee immediately. Follow-up with our clients is completed within an appropriate time frame. Skills checklists which apply to specialty area of work will be completed by every health care professional employed by AWS.

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.

Clinical Consultant and Director of Recruitment are responsible to ensure that any areas of development are identified and addressed.

### ***Do Not Return Policy***

AWS is committed to providing a high standard of service to our clients and to the delivery of safe, quality patient care. As an AWS employee, you play a very valuable role in our success in delivering excellent customer service and in our ability to achieve Joint Commission Certification. Poor performance by our employees, resulting in a "Do Not Return" status, can negatively impact AWS' reputation. AWS will gather all necessary facts surrounding each incident of "Do Not Return," whether it is clinical or professional in nature. Each incident will be investigated by a member of AWS Management and a final decision about further assignments with AWS will be made. AWS will communicate decisions with each employee on an individual basis. AWS is required to track the number of "Do Not Returns," both clinical and professional, by The Joint Commission. Your compliance in following professional, behavioral, and practice expectations will assist us in being proactive and trying to reduce and/or eliminate the incidence of "Do Not Returns."

### ***Clinical Supervision***

The Clinical Consultant and Medical Director provide clinical staff supervision for AWS' healthcare professionals. The Clinical Consultant and Medical Director have an understanding of the scope of services provided by the disciplines supervised. The Clinical Consultant and Medical Director utilize the appropriate practice acts, the professional licensing and certification boards and professional associations as clinical resources, as needed. It is

the Clinical Consultant's and Medical Director's responsibility to identify and report aberrant or illegal behavior to professional boards and law enforcement agencies.

***Availability of AWS Office Staff***

The AWS office, located in Gilbert, Arizona is open Monday through Friday from the hours of 8:00am – 5:00pm. Our local telephone number is (877) 223-3150. Outside of normal business hours and in the event of an emergency please contact the Program Manager.

In the event of an emergency, natural disaster, or other uncontrollable event, AWS will continue to provide service to you through our network from a location where phones and computers are functional. AWS 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.

***Pay Method***

Checks will be issued on Fridays following the workweek. Employee's overtime will be paid according to the terms of your individual contract. Checks will be mailed out on Wednesday for payrolls outside of Arizona and on Thursdays for those located in Arizona. Direct deposits will be transferred to your account and available on Fridays. Checks are dated the Friday following the Sunday workweek. If you are picking up your check in person, please be prepared to show proper identification.

Employee agrees that no compensation is due to employee until employee actually starts work at the place of employment and that approved time records of the AWS or Client shall be conclusive as to the time worked by employee, unless the time records have been incorrectly or fraudulently prepared by the employee so as to report hours not actually worked. Employee agrees that, in a such as AWS requires completed time records to obtain payment from AWS's Client, employee will accurately complete, sign, and assist AWS in gaining the Client's approval of the time record each week. The employee understands that in the absence of complete and accurate time records, the AWS cannot accurately determine the number of hours worked and corresponding wages. Consequently, no wages shall be due and owing unless and until the employee completes, signs and forwards the time record in accordance with AWS's instructions. Employee acknowledges AWS's policy and practice of mandating recording all hours worked. The AWS will not permit "off-the-clock" work or any similar practice of not recording all hours. Any requests by a Client or third party not to record all hours must be reported in writing by employee to AWS.

***Holiday Pay:***

Holiday hours worked will be paid at the rate according to the terms of your individual contract. Refer to that document for more specific details.

**PTO**

Temporary/contract employees are not eligible to accrue PTO. Unless authorized by the Client.

***Paid Sick Leave:***

In the event that Employee is eligible for paid sick leave, pursuant to federal, state or local law, Employer shall administer its paid sick leave policy pursuant to the requirements of the governing law. When applicable, Employee will be provided a separate paid sick leave policy which will become an integral part of this Employee Handbook.

**Lunch Break Policy:**

Employee agrees to clock in and out for a minimum of thirty (30) minutes and up to a maximum of one (1) hour for meal periods, unless otherwise specified by facility policy. If the facility requests employee to work their lunch period due to patient care and safety, employee agrees to obtain a supervisor signature from a Client Manager for each applicable shift.

**Direct Deposit:**

Direct deposit is available weekly. Employee will complete a direct deposit form with account info during onboarding. If banking info changes, employee is to notify AWS so a new form can be completed.

**Orientation**

Hospital orientation information or requirements will be provided to employee prior to assignment start by a representative of AWS.

**Employee Responsibilities**

Employee should be duly licensed to practice his/her profession in any State where employee is assigned and shall always maintain current professional standing. Evidence of such licensing shall be submitted to AWS prior to commencing the Assignment. Employee agrees to give immediate notice to AWS in the case of suspension or revocation of his/her license, initiation of any proceeding that could result in suspension or revocation of such licensing, or upon the receipt of any notice or any other matter which may challenge or threaten such licensing.

Employee agrees to submit to AWS, before commencing any Assignment, all requested documentation that is necessary to comply with Joint Commission, Client and AWS requirements.

Employee agrees to and shall observe and comply with the applicable policies, procedures, rules, and regulations established by Client.

Employee agrees to adhere fully with all quality assurance, peer review, risk management program or other programs that may be established by Client to promote appropriate professional standards of medical care.

Employee agrees to accept both clinical and operational supervision from his/her immediate supervisor.

Employee agrees that patient records and charts shall at all times remain the property of the Client. Employee agrees to maintain the confidentiality of all information related to patient records, charges, expenses, quality assurance, risk management or other programs derived from, though, or provided by clients and all information related to this Agreement.

Employee agrees to immediately provide written notice to AWS as to any legal proceeding instituted or threatened, or any claim or demand, made against Employee or AWS with respect to employee's rendering of services under this Agreement.

Employee agrees to notify AWS of any unscheduled absence at least two (2) hours prior to beginning a shift.

Any injury or illnesses suffered by employee must be reported to an AWS representative within 24 hours of the incident. If injury occurs while working, notify your supervisor immediately, and if applicable, seek appropriate medical attention and follow the Client's specific injury procedures.

Employee agrees not to disclose any AWS trade secrets or any confidential or proprietary information of AWS, AWS employee, Clients, or patients of Clients. Employee further agrees not to compete either as a direct competitor or with a competing company at the Client assignment where employee has been placed by AWS for a term of one (1) year after employee's final day of work at Client.

### ***Scheduling***

AWS will work diligently to match your skills with one of our many facilities. When work, suitable for your abilities, is available and AWS contacts you for an assignment, you are under no obligation to accept the assignment. You have been contacted because you are qualified and suited for that particular assignment.

If you accept the assignment offered by AWS our expectations are:

- Employee will be committed to work
- Employee will be prepared to work
- Employee will be appropriately dressed
- Employee will be to work on time.

AWS would prefer you turn down an assignment rather than to later cancel one you have accepted. Canceling an assignment once you have accepted is a very serious matter. Refer to your individual assignment contract for details regarding cancellation of contract.

AWS maintains two different classifications or status of each employee, active or inactive. An "active" employee is anyone that is currently on assignment, (or who will be starting within the next two weeks), has all credentials current and up to date, or one that has just finished an assignment and is waiting for last paycheck. An "inactive" employee is someone who is no longer assigned to a job order/assignment or whose credentials have fallen out of compliance for whatever reason." Inactive employees will not be allowed to work at any facility until all credentials are current and up to date.

### ***Cancellations***

Should you need to cancel a shift during your assignment, you should personally call and speak to the AWS team for cancellation **as well as** hospital house supervisor or unit manager. If the recruiter or house supervisor or unit manager is not contacted personally, it will be considered a "no-call-no-show". Remember someone will always be available to answer your call, even on weekends and during the late-night hours.

If you are sick and unable to fulfill your assigned shift, you must personally call AWS, and speak to the recruiter and advise them of your illness and when you might be available to return to work. Should you miss three consecutive scheduled shifts, you may be required to have a physician's verification of the illness prior to scheduling any further shifts. This note needs to include the date you may return to work and state that no work restrictions apply. Obviously, bad weather does occur. Please make every attempt to be aware of the weather forecast. Employees may need to leave earlier to fulfill patient care commitments. Our ultimate concern is for your safety and also for the care of the patients. Please give AWS and the facility as much advance notice as possible if you will be late.

### ***No Call No Show***

No Call No Shows are those shifts, in which an employee previously books and fails to show up and did not personally notify our office. A No Call No Show on any assignment could be considered grounds for immediate termination of employment.

## SUMMARY

## COVID-19 Healthcare ETS



OSHA has determined that employee exposure to SARS-CoV-2, the virus that causes COVID-19, presents a grave danger to workers in healthcare settings where people with COVID-19 are reasonably expected to be present and has issued an Emergency Temporary Standard (ETS) to address the hazard.

The virus that causes COVID-19 spreads most commonly through person-to-person contact (within about 6 feet), primarily through inhalation of respiratory particles (droplets and aerosols) produced when an infected person exhales, talks, sings, shouts, coughs, or sneezes.

For the full text of the ETS, refer to **29 CFR 1910.502** at [www.osha.gov/coronavirus/ets](http://www.osha.gov/coronavirus/ets). This healthcare ETS applies, with some exceptions, to settings where any employee provides healthcare services or healthcare support services. The ETS is aimed at protecting workers facing the highest COVID-19 hazards—those working in healthcare settings where suspected or confirmed COVID-19 patients are treated. This includes employees in hospitals, nursing homes, and assisted living facilities; emergency responders; home healthcare workers; and employees in ambulatory care facilities where suspected or confirmed COVID-19 patients are treated. It **does not apply** to:

- First aid performed by an employee who is not a licensed healthcare provider.
- Dispensing of prescriptions by pharmacists in retail settings.
- Non-hospital ambulatory care settings where all non-employees are screened prior to entry and people with suspected or confirmed COVID-19 are not permitted to enter those settings.

Well-defined hospital ambulatory care settings where all employees are fully vaccinated, and all non-employees are screened prior to entry and people with suspected or confirmed COVID-19 are not permitted to enter those settings.

Home healthcare settings where all employees are fully vaccinated, and all non-employees are screened prior to entry and people with suspected or confirmed COVID-19 are not present.

Healthcare support services not performed in a healthcare setting (e.g., off-site laundry, off-site medical billing); or  
Telehealth services performed outside of a setting where direct patient care occurs.

For healthcare settings embedded in non-healthcare settings, the ETS applies only to the embedded healthcare setting and not to the remainder of the physical location. Where emergency responders or other licensed healthcare providers enter a non-healthcare setting to provide healthcare services, the ETS applies only to the provision of healthcare services by that employee. The ETS exempts fully vaccinated workers from masking, distancing, and barrier requirements when in well-defined areas where there is no reasonable expectation that any person with suspected or confirmed COVID-19 will be

present. For more information, see the “Is your workplace covered by the COVID-19 Healthcare ETS?” flow chart.

## What are the key requirements of the ETS?

### COVID-19 Plan –

- o Develop and implement a plan for each workplace (written format if more than 10 employees);
- o Designate workplace safety coordinator(s), knowledgeable in infection control principles and practices, with authority to implement, monitor, and ensure compliance with the plan.
- o Conduct a workplace-specific hazard assessment.
- o Seek the input and involvement of non-managerial employees and their representatives in the hazard assessment and the development and implementation of the plan.
- o Monitor each workplace to ensure the ongoing effectiveness of the plan, updating it as needed; and
- o Include policies and procedures to minimize the risk of transmission of COVID-19 to employees.

### Patient screening and management –

Limit and monitor points of entry to settings where direct patient care is provided; screen and triage patients, clients, residents, delivery people and other visitors and non-employees entering the setting for symptoms of COVID-19; and implement patient management strategies.

### Standard and Transmission-Based

**Precautions** – Develop and implement policies and procedures to adhere to Standard and Transmission-Based Precautions in accordance with CDC guidelines.

### Personal protective equipment (PPE) –

- o Provide and ensure employees wear facemasks when indoors and when occupying a vehicle with other people for work purposes.
- o Ensure facemasks are worn over the nose and mouth.
- o Provide and ensure employees use respirators and other PPE for exposure to people with suspected or confirmed COVID-19 and for aerosol-generating procedures on a person with suspected or confirmed COVID-19.
- o Provide respirators and other PPE in accordance with Standard and Transmission-based Precautions; and
- o Allow voluntary use of respirators instead of facemasks (under the mini respiratory protection program at 1910.504).

### Aerosol-generating procedures on persons with suspected or confirmed COVID-19 –

Limit employees present to only those essential; perform procedures in an airborne infection isolation room, if available; and clean and disinfect surfaces and equipment after the procedure is completed.

**Physical distancing** – Ensure each employee is separated from all other people by at least 6 feet when indoors.

**Physical barriers** – Install cleanable or disposable solid barriers at each fixed work location in non-patient care areas where each employee is not separated from other people by at least 6 feet.

**Cleaning and disinfection** – Follow standard practices for cleaning and disinfection of surfaces and equipment in accordance with CDC guidelines in patient care areas, resident rooms, and for medical devices and equipment; in all other areas, clean high-

touch surfaces and equipment at least once a day and provide alcohol-based hand rub that is at least 60% alcohol or provide readily accessible handwashing facilities.

**Ventilation** – Ensure that employer-owned or controlled HVAC system(s) are used in accordance with manufacturer’s instructions and the design specifications of the system(s); air filters are rated Minimum Efficiency Reporting Value (MERV) 13 or higher if the system allows it; airborne infection isolation rooms are maintained and operated in accordance with their design and construction criteria; and intake ports are cleaned, maintained, and cleared of debris.

**Health screening and medical management** –

- o Screen each employee before each workday and shift (for example, by asking employees to self-monitor);
- o Provide employer-required testing at no cost to the employee (Note: employers are not required to conduct screening testing);
- o Require each employee to promptly notify the employer when the employee is COVID-19 positive, suspected of having COVID-19, or experiencing certain symptoms.
- o Notify certain employees within 24 hours when a person who has been in the workplace is COVID-19 positive;
- o Follow requirements for removing workers from the workplace;
- o Make decisions on returning employees to work in accordance with guidance from a licensed healthcare provider or specified CDC guidance; and
- o Continue to pay removed employees in most circumstances.

**Vaccination** – Provide reasonable time and paid leave for vaccinations and vaccine side effects.

**Training** – Ensure each employee receives training in a language and at a literacy level the employee understands so that the employee comprehends disease transmission, tasks and situations in the workplace that could result in COVID-19 infection, and relevant policies and procedures; ensure each employee receives additional training when changes occur that affect the employee’s risk of infection, if policies or procedures are changed, or when there is an indication that an employee has not retained necessary understanding or skill.

**Anti-Retaliation** – Inform employees of their rights to the protections required by this standard and do not discharge or in any manner discriminate against employees for exercising these rights or for engaging in actions required by the standard.

**Requirements must be implemented at no cost to employees**

**Recordkeeping** – Establish a COVID-19 log (if more than 10 employees) of all employee instances of COVID-19 without regard to occupational exposure and follow requirements for making records available to employees.

**Reporting COVID-19 fatalities and hospitalizations to OSHA** – Report to OSHA each work-related COVID-19 fatality within 8 hours of learning about the fatality, and each work-related COVID-19 in-patient hospitalization within 24 hours of learning about the in-patient hospitalization.

**Mini respiratory protection program (29 CFR 1910.504)** – Under certain circumstances in the ETS, and only for employees who are not exposed to

suspected/confirmed sources of COVID-19 or other hazards that may require respirator use covered under the normal Respiratory Protection Standard (29 CFR 1910.134), the employer must provide training on inspecting, putting on, removing, and using respirators like N-95s; the limitations and capabilities of the respirator; procedures and schedules for storing, maintaining, and inspecting respirators; how to perform a user seal check; and how to recognize medical signs and symptoms that may limit or prevent the effective use of respirators.

This summary highlights some of the new requirements of the ETS; employers should consult the standard for full details.

### **Additional Information**

Visit [www.osha.gov/coronavirus](http://www.osha.gov/coronavirus) for additional information on:

- COVID-19 Laws and regulations
- COVID-19 Enforcement policies

- Compliance assistance materials and guidance Worker's Rights (including how/when to file a safety and health or whistleblower complaint).

**The ETS is effective immediately upon publication in the Federal Register. Employers must comply with most provisions within 14 days, and with the remaining provisions within 30 days. OSHA will use its enforcement discretion to avoid citing employers who are making a good faith effort to comply with the ETS. OSHA will continue to monitor trends in COVID-19 infections and deaths as more of the workforce and the general population become vaccinated, and the pandemic continues to evolve. Where OSHA finds a grave danger from the virus no longer exists for the covered workforce (or some portion thereof), or new information indicates a change in measures necessary to address the grave danger, OSHA will update the ETS, as appropriate.**

This summary is intended to provide information about the COVID-19 Emergency Temporary Standard. The Occupational Safety and Health Act requires employers to comply with safety and health standards promulgated by OSHA or by a state with an OSHA-approved state plan. However, this summary is not itself a standard or regulation, and it creates no new legal obligations.

## **Employee Handbook Acknowledgement Form**

I acknowledge that I have received a copy of AWS's Orientation Handbook. I have read and understand AWS policies and my requirements as an AWS employee. I understand that if I have any questions and/or need clarification for items addressed in the handbook, it is my responsibility to contact the AWS office to discuss.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date