**(Name of Agency**

**EMPLOYEE HANDBOOK**

**Address\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Phone Number\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**EMPLOYEE HANDBOOK “RECEIPT AND ACKNOWLEDGMENT”**

Instructions:

1. Please read this “Employee Handbook Receipt and Acknowledgement” page.

2. Complete the Acknowledged and Agreed section below, including your signature.

3. Remove this page and return it to your AGENCY Recruiter.

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

I have received a copy of the Employee Handbook for Agency and I understand that I am responsible for

reading, becoming familiar with and abiding by its contents.

I understand that any of the provisions of this Employee Handbook may be changed, modified or deleted

by **\_\_\_Medical Staffing** (“AGENCY”) at any time.

I understand that neither this Handbook nor any other written or oral communications by a management

representative, in any way, creates a contract of employment. I understand and agree that my employment

relationship with AGENCY is based upon my Agency Employment Agreement.

I understand that no person other than the Chief Operating Officer of AGENCY is authorized to make

any agreements that differ from the provisions of this Employee Handbook and if such agreement is

made, it must be in writing by the Chief Operating Officer.

***Acknowledged and Agreed***

**Employee Name (please print):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Employee Signature: \_\_\_\_\_\_**

**Date:**

***Please remove this page and return it to your AGENCY Recruiter.***

**EMPLOYEE**

**HANDBOOK**

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***Welcome To***

***\_\_\_\_\_\_\_Agency***

We are pleased that you have joined Agency. This Handbook has been designed to assist you in

what we hope will be an exciting career with\_\_\_\_\_(name of agency). Contained within this Handbook is information regarding the benefits currently offered to employees and summaries of some of the personnel policies and standards necessary for AGENCY to maintain its commitment of quality service to the Agency.

Please read your Handbook carefully and keep it for future reference. If you have any questions,

please do not hesitate to discuss them with your AGENCY Recruiter. We believe that our continued success depends upon the quality and performance of our team of people. Our commitment to quality service begins with you!

Welcome Aboard!

Sincerely,

***Introduction***

This Handbook is designed to acquaint you with Agency and to provide you with general

information about conditions of employment, guidelines on certain policies and procedures

affecting AGENCY employees and information regarding current benefits offerings. It

describes many of your responsibilities as an employee. You should read, understand and

comply with all of the provisions of this Handbook.

***Mission Statement (list agency mission statement)***

***Operating Principles (list agency operating principles)***

***No-Discrimination***

AGENCY is an Equal Employment Opportunity employer and does not discriminate against

any applicant or employee because of race, color, religion, national origin, sex, age, disability, or

any other characteristic protected by federal, state or local laws. If you believe that you have

been discriminated against, please notify either your AGENCY Recruiter, the Chief Operating

Officer or the Vice President, Human Resources of AGENCY immediately. You may report an

incident without fear of reprisal or retaliation. Reports will be investigated and corrective action

will be taken where appropriate.

***No Contract***

This Handbook cannot anticipate every possible situation that may occur or answer every

question about AGENCY’s policy. It is a summary of the policies and procedures in effect at

the time of publication and serves as general guidelines. This Handbook is not a contract nor is it

intended to create contractual obligations of any kind either upon you or AGENCY.

If you have any questions, please contact your AGENCY Recruiter. As AGENCY reviews its

policies and procedures, it may from time-to-time revise, change, add, modify, or cancel policies,

procedures and benefits described in this Handbook. The determination to do so and the changes

that may be made from time-to-time, are within the sole and absolute discretion of AGENCY,

and may be done with or without prior notice.

***Agency Employment Agreement***

Each employee is required to sign the Employment Agreement and Agreement

Addendum which contains information pertaining to the specific travel assignment and other

details specific to each job assignment.

***Job Assignments***

AGENCY will market and seek to secure job assignments and assign qualified employees to

fill such assignments. AGENCY cannot guarantee any specific number of hours or shifts.

When you agree to accept an assignment, you will be held responsible for reporting for duty as

agreed.

***Unacceptable Job Performance***

In the event an Employee does not exhibit acceptable job performance or conduct in a job

assignment, a determination may be made not to utilize the Employee in future assignments.

Disclosure of the reason for any such decision is at the sole discretion of the client and without

the express permission of the client, no statement of reason will be available from AGENCY or

the client. If an Employee has concerns regarding a client facility, he/she should bring them to

AGENCY’s attention and allow AGENCY to investigate the matter.

***Compliance***

You are required to maintain your license, credentials and JCAHO in-service requirements

current in order that AGENCY may refer you. All Employees are required to abide by the

respective policies and procedures of the clients to which they are assigned.

***Hiring Process***

Each employee is required to successfully complete the hiring process. This includes, but is not

limited to:

⇒ Completion in full of an employment application and all required employment forms

⇒ Successful physical examination, drug screening and criminal background check

⇒ Verification of professional and personal references

⇒ Skills test (as mandated by JCAHO and/or required by client or legislative authority)

⇒ JCAHO mandatory in-service education classes

⇒ Hepatitis B status (documentation of declination statement, and vaccination series or titers)

⇒ Verification of current and valid license and/or certification

⇒ Verification of current and valid CPR certification (for patient care providers)

⇒ Titers or proof of immunization for:

Rubella (Measles)

Mumps

Rubella (German Measles)

Varicella (Chicken pox)

If an employee does not provide a necessary consent or release in order for information to be

obtained by AGENCY or as required for placement with a client(s), or if it is discovered that

information provided is false, or if there are material omissions of information, then AGENCY

reserves its right in its sole discretion to rescind the offer of initial employment or terminate the

services of the Employee if employment has already begun.

***Personal Information Changes***

It is the responsibility of all employees to immediately notify the existing client and the

AGENCY Recruiter of any changes in personal information or status. Examples include, but

are not limited to: name, address, marital status, telephone number, number of dependents,

emergency contact, educational accomplishments, license or certification suspension or

revocation, or any other changes in status or personal information.

***Employment Applications***

AGENCY relies upon the accuracy of all information that you provide in the employment

application as well as the accuracy of all other information that you present throughout the hiring

process and the employment relationship. This includes, but is not limited to prior employment,

reasons for leaving previous employment positions, education, verification of licenses,

convictions, certifications, permits, professional and personal references, etc. All information is

subject to verification.

Your employment application and all other forms must be completed fully and signed. Any

misrepresentations, falsifications or material omissions in any manner, whether on employment

forms or verbally, may result in the offer of employment being rescinded and your being

excluded from further consideration for employment. If the falsification, misrepresentation or

omission is discovered after you have been hired, you are subject to termination from

employment.

***Immigration Law Compliance***

AGENCY, in conformance with the Federal Immigration Reform and Control Act of 1986 as

amended, is committed to employing only United States citizens and legal aliens who are

authorized to work in the United States. The Company does not unlawfully discriminate on the

basis of citizenship or national origin.

In compliance with the Act each new employee (including former employees who are re-hired)

must, as a condition of employment, complete the Employment Eligibility Verification Form I-9

and present documentation within 3 days of employment establishing identity and employment

eligibility.

***Employment Reference Checks***

Providing satisfactory employment references is required as part of the hiring process. To ensure

that individuals who join AGENCY are appropriately qualified and have a strong potential to

be productive and successful, it is Company policy to verify the employment and references of all applicants for employment. This may be done by telephone, mail or both. If AGENCY does

not receive satisfactory references, and/or if references are not received in a timely manner, the

hiring process is considered incomplete and the employment offer may be rescinded or

employment ended by AGENCY.

***Criminal Background Investigation and Drug Testing***

Conviction of a crime is not necessarily a bar to employment. All Agency must undergo a

background investigation and drug testing as a condition for assignment.

You will be asked to sign consent forms for the background investigation and drug test. Results

will be kept confidential. Results will only be shared with the client facility if requested and

only after you authorize its release. If drug test results are positive, you may be subject to

disciplinary action up to and including termination. If a criminal background check reveals a

prior conviction(s), an administrative determination will be made as to your continued

employment. AGENCY reserves its rights to modify this policy at any time to require more extensive testing and background checking.

***No-Harassment***

AGENCY is committed to a policy where our employees are free of unlawful harassment.

Actions, words, jokes, or comments based upon an individual’s race, color, religion, national

origin, sex, age, disability, or other characteristic protected by federal, state or local laws is in

violation of Company policy. If you feel you have been subjected to harassment, you should

promptly report the matter to either your AGENCY Recruiter, the Chief Operating Officer, or

the Vice President- Human Resources of AGENCY who will undertake an investigation of the

allegation. You may raise your concerns or make a report without fear of reprisal.

***Sexual Harassment Policy***

While all forms of harassment are prohibited, AGENCY specifically prohibits sexual

harassment in the workplace. It is a form of sex discrimination.

The courts and the EEOC define sexual harassment as any unwelcome sexual advances or

requests for sexual favors or any conduct of a sexual nature when:

♦ Submission is made explicitly or implicitly a term or condition of employment

♦ Submission or rejection is used as the basis for employment decisions

♦The conduct has the purpose or effect of substantially interfering with an individual’s work or

creates a hostile, intimidating, or offensive work environment

Anyone who feels they have been subjected to sexual harassment or who becomes aware of

possible sexual harassment should report the matter at once to their immediate supervisor.

Alternatively, the employee may report the matter directly to either their AGENCY Recruiter,

the Chief Operating Officer or the Vice President-Human Resources of AGENCY.

AGENCY encourages employees to report any complaints in writing. Every report of actual or

perceived harassment will be investigated and corrective action will be taken where appropriate.

No one will be retaliated against for making a report under this policy. All such reports will be

treated confidentially on a need to know basis. Violations of the sexual harassment policy by any

AGENCY employee will not be permitted and may result in disciplinary action up to and

including discharge.

***Job Performance***

Satisfactory feedback received from client facilities is essential to achieving a satisfactory job

performance evaluation and for continued work assignments. Each Employee’s job performance is evaluated during and/or upon completion of each assignment.

The following items include some of the criteria used to evaluate job performance:

* Patient care treatment
* Attendance and punctuality
* Personal appearance
* Timely updating of credentials
* Following AGENCY and client facility policies and guidelines
* Communication with supervisors and client personnel
* Reliability
* Teamwork

***Pay Practices and Timekeeping***

Paychecks are distributed each Friday on a weekly or bi-weekly basis. Paychecks are based upon

the number of hours you have worked during the previous pay period. Direct deposit is available

for all Agency.

While on active assignment and meeting eligibility requirements, you are covered under federal

and state wage and hour laws including overtime provisions.

In those cases where the client does not provide documentation regarding your hours worked,

you are required to accurately record all working hours on an official AGENCY time slip. You

must sign your own time slip and the assigned representative of the facility to which you are

assigned must approve it. Time slips must be submitted as required by the AGENCY Payroll

Department. You may not sign for another employee nor may you allow another employee to

sign your time slip.

Individual and group time slips are official business records and must honestly reflect hours

worked. If you intentionally submit inaccurate, forged or falsified time records, you will be

required to reimburse AGENCY if you received pay based upon the falsified time slip. In

addition, you will be subject to disciplinary action up to and including termination and possible

legal action.

***Pay Deductions and Corrections***

The law requires AGENCY to make certain deductions from every employee’s paycheck.

Among these are applicable federal, state and local taxes. AGENCY must also deduct social

security taxes on each employee’s earnings up to the federally specified limit called the “social

security wage base.” AGENCY contributes a matching amount of social security taxes paid by

each employee. You may make voluntary contributions to the Company’s 401(k) Tax Deferred

Savings Plan, or group insurance program through payroll deduction. AGENCY may be

ordered to make deductions from your pay when required by legal notice. Some examples of

these include: wage garnishments, wage assignments, childcare payments, etc.

You are also subject to agreed deductions for housing, utility deposits and other items. In the

unlikely event that you find an error in the amount of your pay or deductions taken, either too

much or too little, you should promptly report the discrepancy to the attention of the AGENCY

Payroll Department. They will review and verify the matter so that corrections may be made as

quickly as possible. If there is an overpayment, you are obligated to immediately report and

repay all overpaid monies.

***Agency Employee Benefits***

AGENCY offers its employees a variety of exclusive benefits and protections under the law

that independent contractors and employees of other temporary staffing companies do not

provide.

The benefits listed are offered as of the date of this publication. This summary is a representation

in general terms of the benefits offered. It is not to be construed as a contract of current or

continued offerings or entitlements. Benefits offered are subject to change, modification,

substitution or cancellation at any time without prior notice at the sole discretion of AGENCY.

For detailed information and specific eligibility requirements, please speak to your AGENCY

Recruiter.

Please reference the “Brief Outline of Employee Benefits,” which summarizes the following

employee benefit plans:

* **Medical Plan**
* **Dental Plan**
* **Long Term Disability Plan**
* **Flexible Spending Accounts**
* **Tuition Reimbursement Program**
* **401(k) Savings Program**
* **Employee Stock Purchase Plan**
* **Direct Payroll Deposit**
* **Fully Paid Housing**
* **Housing Allowance**
* **Travel Allowance**
* **Sign-on Referral and Incentive Bonuses for Qualified Employees**
* **Overtime Bonus Program**
* **Licensure Assistance and Recruitment**
* ***Additional Employee Benefits***

**Workers’ Compensation**

In the event you sustain a work-related injury while on duty, you will be covered under the Company’s Workers' Compensation insurance while actively on assignment.

**Short Term Disability**

In states where short-term disability coverage is statutorily required, such as, California, Hawaii, New Jersey, New York, Puerto Rico and Rhode Island, eligible employees only (not dependents) are covered for short-term disability benefits, as required by the applicable jurisdiction. Short-term disability insurance is meant to make-up for wage losses as a result of non-work related illnesses or injuries.

**Professional Liability Insurance**

While on duty, you will be covered under AGENCY’s group professional liability insurance policy.

**Hepatitis “B” Vaccination**

Hepatitis "B" vaccination is offered to Employees who have the potential for exposure while on active assignment.

***Family and Medical Leave***

Under the Family and Medical Leave Act of 1993, as amended, eligible employees can apply for

family or medical leave of absence of up to 12 weeks without pay. Leave must be relating directly to childbirth, adoption, childcare, or to care for a spouse, child, parent or for the

employee’s own “serious health condition.” In order to be eligible, you must be an employee for

at least 12 months and have worked at least 1,250 hours during the 12 months immediately prior

to the leave request.

Medical documentation and a request form for FMLA leave are required 30 days in advance,

where possible, in conformance with the requirements of the policy. In addition, you may also be

eligible for short-term disability, if it is provided as a requirement in your state. Please see your

AGENCY Recruiter for further details, eligibility and forms.

***Personal Business***

While you are on duty during work hours at a client facility as an Employee, you may not conduct

or perform tasks related to personal business. You may pursue your personal business and

interests only during official meal or break time when you are considered off duty.

***Use of Client Property***

While on assignment, the use of client telephones for making outgoing calls or for receiving nonemergency personal calls is not allowed. The use of client postage for personal mail and

unauthorized use and/or appropriation of client property in any form including supplies and

equipment is strictly prohibited.

***Inactivation***

“Inactive” status means that an Employee will no longer be listed as “active” for possible job

assignments. This may occur as a result of a number of factors including, but not limited to:

* The Employee not working for a period of six months
* The Employee who fails to provide updated license or credentials
* The Employee who conducts him/herself in an unprofessional manner and/or a manner that
* conflicts with AGENCY’s policies
* The Employee who is involved in an activity that would negatively impact upon his/her ability to perform his/her job assignment or upon the good name of AGENCY and its ability to conduct business in that locale
* Suspension from duty
* Termination of services

***Drug-Free Workplace/Drug and Alcohol Use***

Under the provisions of the Federal Drug Free Workplace Act, it is the policy of AGENCY to

maintain a workplace that is free of illegal drugs and other intoxicating substances.

As a condition of initial and continued employment, Agency at all times, while on assignment

and/or while conducting AGENCY related business activity in any location, are prohibited

from manufacturing, possessing, distributing, dispensing, selling, or using alcohol, illegal drugs

and legal drugs, which are not prescribed for the employee, or any other intoxicating or

controlled substance.

Except as otherwise permitted by law, the legal use of drugs prescribed for the employee is

permitted while on assignment as long as it does not impair the employee’s ability to perform

essential job functions render appropriate patient care in an effective and safe manner, or

endanger the employee or others.

An employee need not be using the intoxicating substance while on duty to be in violation of this

policy. Returning to duty after a meal or break period, or reporting at the beginning of the shift

under the influence or intoxicated is prohibited. If an employee is suspected of being under the

influence of an intoxicant of any kind, the employee may be asked to submit to a test to rule out

the use of an intoxicant.

Should an employee be convicted of a crime, including any activity involving drugs or alcohol,

the employee is required to inform AGENCY within five (5) days.

Violations of this policy may lead to disciplinary action up to and including termination of

employment, loss of professional license or certification and possible legal consequences.

AGENCY reserves its discretionary right to take administrative action deemed necessary with

employees who violate this, or any policy.

***Work Place Safety***

You are expected to obey all safety rules and precautions, and to exercise caution in all work

activities while on assignment. If you encounter an unsafe condition, you must bring it to the

attention of your supervisor at your assigned facility immediately.

In conformance with AGENCY’ Workers’ Compensation policy, should you sustain a

workplace injury, you must immediately notify your assignment supervisor and AGENCY

Recruiter. You must immediately complete a “First Report of Injury” form which you may

obtain from your AGENCY Recruiter. If you are treated for a job related injury or obtain

medication, you must present all bills to your AGENCY Recruiter as soon as received. Failure

to comply with the above may delay processing of your claim.

***No-Solicitation***

Employees are prohibited from solicitation or distribution of written materials to AGENCY and

AGENCY employees or others on client’s premises during working hours. Non-employees

may not solicit on AGENCY premises.

***Employee Code of Conduct and Work Rules***

By accepting a job assignment, Employees agree to conduct themselves in a professional manner

at all times and agree to abide by AGENCY’s rules of conduct and work rules, examples of

which are described below. This partial list is provided as a guide. Failure to abide by these

guidelines may subject employees to disciplinary action, up to and including termination.

***Personal Conduct***

♦ You must treat patients in a dignified and professional manner.

♦ You may not engage in any activity or behavior that is, or appears to be, abuse of a patient.

♦ You may not exhibit inappropriate or unacceptable conduct.

♦ You may not discriminate against, or refuse to work with patients for any reason including

race, color, religion, national origin, sex, age, disability, handicap or medical condition

including HIV positive or AIDS, or any other characteristic protected by federal, state or

local laws.

♦ You may not engage in manufacturing, possessing, distributing, dispensing, selling, or using

alcohol, illegal drugs, legal drugs which are not prescribed for the employee, or any other

intoxicating or controlled substance.

♦ You may not report for duty, or perform your work assignment if your ability to perform

essential job functions and/or patient care is impaired.

♦ You may not engage in any financial transactions with patients.

♦ You may not engage in unlawful activity of any kind while on assignment.

♦ You may not have on your person or in your possession, a weapon of any kind while on

assignment.

♦ You may not engage in gambling or playing games of chance while on assignment.

♦ You may not engage in fights, horseplay or any form of boisterous or disorderly conduct

while on assignment.

***Attendance and Punctuality***

♦ You shall report for duty on time as assigned.

♦ You may not trade or switch an assignment with another Employee without prior approval of

your AGENCY Recruiter.

♦ You must record your time accurately and honestly and must obtain the appropriate signature

from the client facility verifying your hours.

***Attention to Duty***

♦ You must perform all job tasks in a satisfactory manner.

♦ You must follow all the rules of the client facility.

♦ You must take normal precautions and observe safe and sanitary work practices at all times

in all work assignments.

♦ You may not loiter or attend to personal business while on assignment.

♦ You may not leave your work assignment or leave patients unattended without permission

from your immediate supervisor.

♦ You must immediately notify your AGENCY Recruiter of any changes to personal

information.

♦ You must submit medical documentation of continued ability to perform job functions if

requested.

***Honesty and Confidentiality***

♦ You must be truthful in all statements and representations made verbally and in writing.

♦ You may not solicit tips, gratuities, or gifts from client facilities, patients, patients’ families

or companies doing business with AGENCY or clients.

♦ You must not create the impression of impropriety or otherwise compromise the integrity of

AGENCY or the client facility or compromise AGENCY’s name, reputation or ability to

conduct business.

♦ You must at all times maintain confidentiality of AGENCY’s business records, operations,

methods of doing business, client lists, employee lists, etc.

♦ You shall not appropriate, remove, or permit the appropriation or removal of client, patient or

AGENCY’s property of any kind for any unauthorized reason regardless of who the

intended recipient is. This includes, but is not limited to, medications, narcotics, supplies,

equipment, etc.

We have made every effort to provide you complete information regarding your employment

with AGENCY, however, if you have any questions or require clarification regarding a

particular area feel free to contact your AGENCY Recruiter.