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# WELCOME

Welcome to **Staff Station, LLC DBA Angel Healthcare Staffing!** We are delighted to have you working with us. As an associate of **Staff Station, LLC/Angel Healthcare Staffing**, you will provide temporary assistance to our many fine clients, which include hospitals, convalescent homes, rehabilitation centers, psychiatric facilities, and other health care facilities. We will do our best to offer you promising opportunities based on your credentials, skills, interests, and availability.

This Handbook contains information you need to know regarding the policies and procedures of **Staff Station, LLC/AHS**. Since policies are frequently revised and updated, this Handbook can only provide a general description and should not be regarded as a promise to provide specific terms and conditions of employment. This Associate Handbook supersedes any prior handbooks, policy manuals, or policies issued by **Staff Station, LLC/AHS**.

Please carefully read this Handbook as soon as possible, for it will answer many questions that you may have about your employment with **Staff Station, LLC/AHS**. If you have any questions regarding any matters addressed in this Handbook, please contact our office at 901-386-3820 for our Memphis team and 615-383-3200 for our Middle Tennessee team, Monday through Friday, 9 a.m. to 5 p.m.

We hope your experience here will be challenging, enjoyable, and rewarding. Again, welcome!

B. David Sweeney  
CEO  
Staff Station, LLC

## **FOREWORD**

This handbook is designed to provide basic information on certain policies and procedures in place at Staff Station, LLC (“Staff Station”/”Company”). The policies contained in this handbook are intended as guidelines only and are subject to change or elimination at the sole discretion of Staff Station, depending on the policy. This handbook should not be construed as, and does not constitute, a contract, express or implied, or a guarantee of employment for any specific duration.

This handbook is designed to clarify the roles and expectations of the Employer and Employee. With the handbook as your guide, you’ll know what is expected of you as well as what you can expect from your employer. Our goal is to make sure your assignment is as productive and rewarding as possible.

Please read this handbook carefully and ask questions about any item that is not clear. You will be asked to sign the acknowledgment forms on the last two pages of this handbook and return them to your supervisor. By signing the forms you indicate that you understand and agree to comply with the terms and conditions set forth in this handbook and the acknowledgment forms. It is your responsibility to review these policies periodically to assure your awareness of and compliance with any changes that may occur to these policies and statements. We know the information in the handbook will be helpful in outlining what can be expected of both parties.

# **I. GENERAL INFORMATION**

## **A. EMPLOYMENT AT WILL**

Nothing contained in this policy manual or in any other materials or information distributed by the organization creates a contract of employment between an employee and Staff Station. Employment is on an at-will basis. This means that employees are free to resign their employment at any time, for any reason, and the Company retains that same right. No statements to the contrary, written or oral, made either before or during an individual's employment can change this. No individual supervisor, manager or officer can make a contrary agreement, except for the Company President, and even then, such an agreement must be set forth in a written employment contract with the employee, signed by the Company President.

The policies in this manual are intended for all associates of the Company, its divisions and subsidiaries. The organization reserves the right to revise, change, or terminate policies or procedures at any time, with or without notice.

## **B. OPEN COMMUNICATION**

At Staff Station, we believe that communication is at the heart of good employee relations. Employees should share their concerns, seek information, provide input, and resolve work-related issues by discussing them with their managers until they are fully resolved. It may not be possible to achieve the results an employee wants, but the manager needs to attempt to explain in each case why a certain course of action is preferred. If an issue cannot be resolved at this level, the employee is welcome to discuss the issue with an officer of the organization.

Regardless of the situation, employees should be able to openly discuss any work-related problems and concerns without fear of retaliation. Managers are expected to listen to employee concerns, encourage their input, and seek resolution to the issues and concerns. Often this will require setting a meeting in the near future. Managers are to set these meetings as quickly as possible, and employees are expected to understand that issues and concerns may not always be addressed at the moment they arise. Discussing these issues and concerns with management will help to find a mutually acceptable solution for nearly every situation.

If an employee has a concern about discrimination and/or harassment, the Company has set up special procedures to report and address those issues. The proper reporting procedures are set forth in the organization's Harassment and Discrimination policy.

## **C. EQUAL EMPLOYMENT OPPORTUNITY**

Our goal at Staff Station is to recruit, hire, and maintain a diverse workforce. Equal employment opportunity is not only good business -- it's the law and applies to all areas of employment, including recruitment, selection, hiring, training, transfer, promotion, termination, compensation, and benefits.

As an equal employment opportunity employer, the Company does not discriminate in its employment decisions on the basis of race, religion, color, national origin, gender, age, disability, or on any other basis that would be in violation of any applicable federal, state, or

local law. Furthermore, the Company will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship.

#### **D. HARASSMENT AND/OR DISCRIMINATION**

Staff Station strives to maintain a workplace that fosters mutual employee respect and promotes harmonious, productive working relationships. Our organization believes that discrimination and/or harassment in any form constitutes misconduct that undermines the integrity of the employment relationship. Therefore, the Company prohibits discrimination and/or harassment that is sexual, racial, or religious in nature or is related to anyone's gender, national origin, age, or disability. This policy applies to all employees throughout the organization and all individuals who may have contact with any employee of this organization.

Unwelcome sexual advances, requests for sexual favors, or other verbal, visual or physical conduct of a harassing nature will constitute harassment when a person involved feels compelled to submit to that misconduct in order to keep his/her position, to receive appropriate pay, or to benefit from certain employment decisions. If this type of misconduct interferes with an employee's work or creates an intimidating, hostile, or offensive work environment, it may also be considered harassment.

The Company expects that everyone will act responsibly to establish a pleasant and friendly work environment. However, if an employee feels he/she has been subjected to any other form of harassment and/or discrimination, the employee should firmly and clearly tell the person engaging in the harassing and/or discriminating conduct that it is unwelcome, offensive, and should stop at once. The employee also should report any discrimination and/or harassment to his/her immediate supervisor, department head, or Human Resources. That person will take the necessary steps to initiate an investigation of the discrimination and/or harassment claim.

The Company will conduct its investigation in as confidential a manner as possible. A timely resolution of each complaint will be reached and communicated to the employee and the other parties involved. Appropriate corrective action, up to and including termination, will be taken promptly against any employee engaging in discrimination and/or harassment. Retaliation against any employee for filing a complaint or participating in an investigation is strictly prohibited. However, any employee that knowingly makes a false claim of harassment and/or discrimination will be subject to corrective action, up to, and including, termination.

#### **E. SUBSTANCE ABUSE**

Staff Station is committed to providing a safe, healthy, and efficient working environment for all employees. To help achieve this goal, employees are prohibited from:

- possessing, distributing, selling, manufacturing, or being under the influence of any illegal drug;
- consuming alcoholic beverages while on company premises, or while on company business/time, or bringing alcohol onto company premises; and
- abusing prescription drugs or possessing prescription drugs that have not been prescribed for the employee by a physician.

An employee who violates this policy is subject to corrective action up to, and including, termination of employment. Use of some drugs is detectable for several days. Detection of

such drugs or the presence of alcohol will be considered being "under the influence". Refusal to submit to a drug and/or alcohol screen is grounds for immediate termination.

Employees using prescription drugs according to a physician's instructions or using over-the-counter drugs for medicinal purposes should, in the event such drugs would impair their physical, mental, emotional, or other faculties, notify their manager. The organization's substance abuse program includes several components to support its efforts to remain drug-free, including:

- drug testing for pre-employment placement
- drug testing for accidents involving injury and/or property damage;
- drug testing when a supervisor suspects that an employee is "under the influence" during working hours; and
- drug testing on a random basis.

All information relating to drug and/or alcohol screens is to be kept strictly confidential. The information will be kept in each employee's medical file, which will be maintained separately from the employee's personnel file. These medical files will be kept locked and secured, and access will be limited to certain individuals in the organization. Under no circumstances should the results of a drug and/or alcohol screen be discussed with individuals that do not have a work-related need to know.

If a supervisor suspects that an individual is at work and under the influence of alcohol and/or drugs, the supervisor should notify an officer in the organization to seek authorization to test the employee. The supervisor will be granted permission to test the employee if sufficient objective symptoms exist to indicate the employee may be under the influence of drugs and/or alcohol.

## **F. TOBACCO USE**

In keeping with Staff Station's and their client's intents to provide a safe and healthful work environment, employees are to confine the use of tobacco products including, but not limited to cigarettes, cigars, pipes, and smokeless tobacco to designated smoking areas only and during designated break periods as set forth in this handbook. Excessive absence from the job during the workday results in lost productivity and could result in an unfavorable performance evaluation or disciplinary action, including termination.

## **G. WEAPONS**

Despite some laws that allow people to carry firearms in public, Staff Station prohibits anyone from possessing or carrying weapons of any kind on company or client property, in company vehicles, or while on company time. This includes:

- any form of weapon or explosive;
- all firearms; and
- all illegal knives or knives with blades that are more than six (6) inches in length.

Employees are responsible for making sure that any item they possess is not prohibited by this policy. While the organization has a policy prohibiting weapons, nothing in this policy shall be construed as creating any duty or obligation on the part of the organization to take any actions beyond those required of an employer by existing law.

## **H. VIOLENCE IN THE WORKPLACE**

The safety and security of all employees is of primary importance at Staff Station. Threats, threatening and abusive behavior, or acts of violence against employees, visitors, clients, or other individuals by anyone on company or client property will not be tolerated. Violations of this policy will lead to corrective action up to, and including, termination and/or referral to appropriate law enforcement agencies for arrest and prosecution. The Company reserves the right to take any necessary legal action to protect its employees. All employees are responsible for notifying management of any threats that they witness or receive or that they are told another person witnessed or received.

## **I. CONFIDENTIAL INFORMATION**

Employees of Staff Station will receive and have access to information that is confidential in nature to the organization, its clients and vendors. Employees are not to disclose any such confidential information to (a) any other person in the organization unless there is a legitimate business reason for doing so; or (b) any person outside the organization unless management has expressly stated that the information can be disclosed to that person. This obligation exists even after the employee leaves the organization.

The organization has developed certain proprietary products and processes that are unique to the organization. Keeping such information from competitors plays an important part in our success. The organization protects proprietary information by restricting employees and visitors' access to certain designated areas and access to documents to only those who have business reasons to view them. It is strictly prohibited to discuss your individual pay rates with employees of Staff Station/AHS and those employed by our clients.

## **J. ETHICS AND CONFLICTS OF INTERESTS**

Employees are expected to use good judgment, adhere to the highest ethical standards and avoid situations that create an actual or perceived conflict between their personal interests and those of the organization. Staff Station requires that the transactions employees participate in are ethical and within the law, both in letter and in spirit.

Conflicts of interests or unethical behavior may take many forms including, but not limited to, the acceptance of gifts from or bestowal of gifts to competitors, government employees/officials, vendors, potential vendors, or customers [clients] of the organization. Gifts may only be accepted if they have a nominal retail value and only on appropriate occasions (for example, a holiday gift). Employees are cautioned not to accept any form of remuneration or non-business related entertainment, nor may employees sell to third parties any information, products, or materials acquired from the organization. Employees may engage in outside business activities, provided such activities do not adversely affect the organization or the employee's job performance and the employee does not work for a competitor, vendor, or client. Employees are prohibited from engaging in financial participation, outside employment or any other business undertaking that is competitive with, or prejudicial to, the best interests of Staff Station. Employees may not use proprietary and/or confidential information for personal gain or to the organization's detriment, nor may they use assets or labor for personal use.

If an employee or someone with whom the employee has a close personal relationship has a financial or employment relationship with a competitor, vendor, potential vendor, or client of the organization, the employee must disclose this fact in writing to Human Resources. The organization will determine what course of action must be taken to resolve any conflict it believes may exist. If the conflict is severe enough, the Company may be forced to ask the employee to tender his/her resignation. The Company has sole discretion to determine whether such a conflict of interest exists.

Employees are encouraged to seek assistance from their managers with any legal or ethical concerns. However, the Company realizes this may not always be possible. As a result, employees may contact Human Resources to report anything that they cannot discuss with their manager.

## **K. SOLICITATION**

Solicitation by an employee of another employee is prohibited during the working time of either person. Working time is defined as time when an employee's duties require that he/she be engaged in work tasks. Distribution of printed materials or literature of any nature shall be limited to non-work areas at non-work times. No literature shall be posted anywhere on the premises without the authorization of Human Resources. Solicitation and/or distribution of material on company property by persons not employed by the Company are prohibited at all times.

## **II. EMPLOYMENT**

### **A. DRUG SCREENING PROCEDURES**

As discussed in the prior “Substance Abuse” policy, Staff Station performs drug screenings on all applicants on a pre-employment basis and random basis.

The applicant should understand that passing the pre-employment drug screen is a part of the employment process. The process should be as follows:

- Applicant must sign the drug screen release form.
- Applicant must report to specified drug screen location within 3 business days from receipt of chain of custody form.
- When reporting to screening location, applicant must provide a picture ID, submit chain of custody form and submit to a urine test.
- Applicant may not work until satisfactory (negative) result is received.
- If applicant does not report to location within 3 business days of receiving chain of custody form, applicant must wait one year to reapply.

All active employees are also subject to random screenings by Staff Station. When notified of random selection, the employee will have 24 hours to report to the nearest screening location.

Also, periodically, Staff Station’s clients will request an across the board screening for certain unit/floors worked for all staff on certain shifts. If an employee is selected for a “client requested” screening, the employee will need to follow instructions given by the Staff Station contact. Depending on the cause will depend on the time frame allowed.

All information regarding drug screen results will be kept strictly confidential. This information will be kept separately in the employee’s confidential medical file in Human Resources. Under no circumstances will the results of any candidate’s drug screen be discussed with the hiring manager or any one else except for those individuals in Human Resources authorized to deal with this confidential information.

### **B. BACKGROUND CHECKS**

All employees applying for any position with Staff Station will be subject to various background checks. These include, but are not limited to, reference, criminal and credit checks. Unless otherwise required by law, these checks will not be shared with the potential employee. Individuals, who claim to have certain educational credentials, either in writing or in an interview, are subject to verification.

Background checks will be conducted in compliance with the Fair Credit Reporting Act, if applicable. Information gained from any of the above background checks will be held in confidence and shared with management individuals only on a need-to-know basis.

## **C. EMPLOYMENT ELIGIBILITY DOCUMENTS**

Federal regulations require Staff Station to comply with the Immigration Reform and Control Act of 1986. All new employees must complete an I-9 Form and provide proof of their identity and their ability to work in this country. Employees will be expected to complete the I-9 Form during orientation on their first day of work. Human Resources will properly complete the Employer Section of the I-9 Form. If a new employee is unable to provide the necessary documentation within three working days from the date of hire, he/she must provide proof that he/she has applied for the required documents. If this is not provided, the employee will be terminated.

If a manager is notified by any governmental agency that it is going to conduct an inspection of the I-9 documents, the manager should contact Human Resources immediately.

## **D. ASSIGNMENTS**

As an associate of Staff Station, you will be placed on temporary assignments with the hospitals and other facilities that the Company contracts with. You may reject any assignment opportunity offered to you. Staff Station will provide opportunities for assignments whenever possible, but does not promise or guarantee that you will be placed on an employment assignment.

It is important to keep in mind that you are employed by Staff Station, not the facility at which you are assigned to work. You are not an employee of the facility to which you are assigned for purposes of wages, compensation, and benefits. You do not have and will not acquire any rights or benefits of any kind from the facility during any period of temporary assignment.

You should not attend any off-site events of the facility at which you work such as celebrations, meetings or trainings, unless required to do so in order to fulfill your job duties and responsibilities.

The Company will assist you with any questions or problems that may arise during your employment. Job duties, length of assignment, location of assignment, pay rate, and dress code will be discussed with you prior to starting an assignment. Some of the facilities to which you will be assigned may require you to participate in an orientation. Should you have any questions about your training, please contact the Staff Station office.

It is important that you contact Staff Station immediately upon learning of any upcoming changes in your employment status or termination of your work. If your address or telephone number changes, please notify the Company in writing immediately.

## **E. HOURS OF WORK**

Staff Station's workweek commences on Sunday at 12:01 a.m. and ends the following Saturday at midnight. The standard workweek is forty (40) hours.

All associates are entitled to an unpaid meal period for each five (5) hours of working time. The normal meal period should occur approximately halfway through the workday. The length of the meal period is thirty (30) minutes.

All associates are also entitled to a fifteen (15) minute paid rest break for each four (4) hours of working time. Ideally, a break should occur near the mid-point of each four hour period, but scheduling will be done by your facility supervisor. Rest and lunch periods may not be combined and should be scheduled to ensure that sufficient support staff is available during the workday. If you choose not to take a lunch break you must receive prior approval from your clinical manager in order to receive pay for the allotted time.

## **F. FACILITY CANCELLATIONS**

Although Staff Station strives to provide our associates with the most stable shifts/hours possible, when census is low, your shift may be cancelled. Normally, facilities are required to give us at least two (2) hours notice of cancellation before the start of the assigned shift. For this reason, it is essential that you provide us with all appropriate working contact numbers. If we try to contact and are unable to reach you, we will not be responsible for paying turn-around pay.

If you arrive at the facility and the staffing supervisor states that you are not on the schedule, please call us immediately and our staff will take care of you. If you are working regularly at one facility and the staffing supervisor wants to schedule you, please request that the supervisor call our office to confirm your shifts.

Also, if you are given less than 1 hour and 45 minutes cancellation notice, you will be compensated for 2 hours at the rate of pay for the original assigned shift. However, if your shift has been cancelled and you are offered comparable work that is within your skill level, you will be expected to accept that shift.

## **G. ATTENDANCE AND PUNCTUALITY**

You are expected to be ready, willing and able to perform your job when you are scheduled to work. We do realize that unexpected illnesses and emergencies do occur, but do keep in mind that unanticipated absences or lateness in arriving for work does disrupt the efficiency of operations and causes problems for us, the clients and patients.

If you are going to be absent, tardy, or if you should need to leave your assignment early due to sickness or emergency, immediately notify the Staff Station office and your facility supervisor. It is important that you notify all individuals as far as in advance as possible. Repeated tardiness or absences can effect future assignments and could result in your termination of employment.

If you are absent and fail to notify Staff Station and/or your facility supervisor, you will be terminated immediately.

## **H. EMPLOYMENT RECORDS**

Staff Station is required to keep accurate, up-to-date employment records on all employees to ensure compliance with state and federal regulations, to keep benefits information up-to-date, and to make certain that important mailings reach all employees. The organization considers the information in employment records to be confidential.

Employees must inform the Company of any necessary updates to their personnel files such as a change of address, changed telephone numbers, emergency contact, marital status, number of dependents, or military status. Employees should also inform their supervisor and Human Resources of any outside training, professional certifications, education, or any other change in status. In addition to a general personnel file, the Company maintains a separate medical file for each employee. Access to an employee's medical file is extremely limited and based on a need-to-know-only basis.

The Company will only verify dates of employment and job titles to outside agencies inquiring by telephone. No other information will be given out about an employee without written authorization from the employee, except what is required to comply with the law. All current employees will be permitted to review their personnel files at reasonable times with reasonable notice.

## **I. PROFESSIONAL ATTIRE**

Staff Station does not have a dress code for its associates; however, you are required to follow the dress code of the facility to which you are assigned. Some facilities may require that you wear scrubs, while others may require that you wear casual business attire. You will be notified of any applicable dress code(s) when you are notified of your assignment.

## **J. PERFORMANCE EVALUATIONS**

As a Staff Station associate, you may be evaluated by our client (the facility) after your assignment. Any written evaluation is reviewed by the Company and then filed in your personnel file. You may request to review your personnel file by scheduling an appointment with Staff Station to do so.

Subsequent assignments may be based on prior evaluations. It is important to do your best and be conscious of your performance. If your performance is unsatisfactory, you may be counseled or disciplined, or your employment may be terminated.

## **K. ID BADGES**

You are required to wear a Staff Station associate picture ID badge at all times while working at our client's facilities. The Company will provide you with your ID badge. If you lose your ID badge and need a replacement, please contact the Staff Station office immediately, and we will replace your ID badge free of charge. You may keep your ID badge between assignments, but it must be returned to Staff Station when your employment relationship with the Company is severed.

## **L. PERSONAL CONDUCT**

Staff Station takes great pride in its associates and is constantly working toward increased growth that will provide additional opportunities. You are expected to always conduct yourself in a manner deserving of the trust and pride placed in you by the Company.

Information given to the Company on the Employment Application or any other document by an applicant or employee is relied upon as being accurate. Any misrepresentations, falsifications, or material omission of information or data may result in termination.

Loss of items that impact the employee's ability to fulfill their job requirements must be reported to Staff Station. [Example: loss of a driver's license in a job that requires driving.]

Good personal conduct and performance on the job creates a pleasant working atmosphere as well as creating a more productive one for all. Likewise, improper personal conduct or bad job performance can harm an otherwise good working atmosphere and affect all individuals involved. The following rules set a common sense code of conduct necessary for any business operation. Violating specific rules would not be in the best interest of any of our associates; therefore, violations will be considered grounds for immediate discipline up to and including termination, even for a first-time offense. The purpose of this code of conduct is not to restrict the rights of anyone, but to define them and to protect the rights of all individuals working together in mutual cooperation and respect. Examples of this proper code of conduct include, but are not limited to:

- Completing all documents and records accurately;
- Maintaining satisfactory attendance and punctuality;
- Performing duties and operating equipment with care to protect the safety of the employee, co-workers, and the public;
- Carrying out assigned duties and following reasonable instructions or requests from supervisors and/or management;
- Not posting any literature, handbills, petitions, posters, or other materials on the premises without the prior approval of Human Resources;
- Refraining from soliciting funds or selling any item, commodity, or service;
- Not possessing weapons on the premises;
- Refraining from any manner or form of discrimination and/or harassment, regardless of whether it is sexual, racial, religious, or related to another's gender, age, or disability;
- Using company property or that of another employee in an appropriate manner;
- Obtaining authorization to remove company property or another employee's property from its location;
- Refraining from misuse, theft, or destruction of company time and/or property or another employee's property;
- Remaining in your work area, on the job, and awake during working hours;
- Reporting to work fit for duty and not under the influence of alcohol and/or drugs and refraining from using, selling, or possessing illegal drugs on company premises or while on company business. While working, employees should only possess and take drugs that are medically authorized, approved, and determined by the employee, the employee's physician, and the organization not to impair job performance or cause a safety hazard. Employees are responsible for notifying their supervisors that they are taking prescription medication if it would affect their performance on the job;
- Passing a mandatory drug and/or alcohol test or not refusing to take a drug and/or alcohol test;
- Refraining from fighting, threatening, intimidating, or coercing fellow employees during working hours or at company-sponsored functions;
- Refraining from the use of foul or offensive language;
- Disclosing or using confidential or proprietary information only with proper authorization;

- Using company telephones for company purposes only and not for personal business other than emergency local calls; and

Failure to observe the above standards could lead to corrective action up to, and including, termination.

## **M. REFERENCES**

All inquiries regarding employees who are currently employed or who have been previously employed by the Company are to be referred to Human Resources. Frequently an employer will inquire about an employee's character or abilities. This information is considered confidential and may not be released. Human Resources will only provide confirmation of information provided by the employee or former employee to a third party. That information is limited to dates of employment and job title.

The only exception to the above statement is that Human Resources may release salary information to credit institutions when such information will assist the employee in securing credit, provided the request for salary information is made in writing and the employee authorizes release of the information.

## **N. INACTIVATION POLICY**

All Staff Station associates are informed upon hire to call the office weekly with availability if working per diem or short contracts for the following week or month. If you are unable to call in with your availability, please inform our office what circumstances inhibit you from contacting us so we do not exhaust our efforts to reach you. If you are on a travel assignment or long-term contract, you will be arranging your schedule with the supervisor of the client you are contracted with. We will just need to be informed of your pre-arranged schedule.

If Staff Station cannot reach you for over a thirty (30) day period, we will begin calling weekly and monthly for a six (6) month period. If after this six (6) month period you have not made any effort to contact us, we will in-activate your employment status until you contact us.

## **O. DO NOT RETURN POLICY**

It is Staff Station's policy to immediately terminate any associate who become a "Do Not Return" to a facility that we service while working for us. It is those rare occasions that we will further investigate the circumstances surrounding the situation and your input will be very valuable and useful for further assignments. We will gather all details from both our associate and the facility contact before making and decisions. In the case that the "Do Not Return" status is given due to the circumstances listed below that immediate termination is rendered:

- Patient care/bedside manner complaint
- Repeated tardiness/absenteeism
- Inappropriate behavior of any kind to any staff member or patient
- Insubordination to supervisor, charge nurse, or other staff member in a management position
- Inappropriate attire after dress code has been discussed
- Falsifying time worked/timesheets

- No call/no show to previously confirmed assignment
- Purposely not following facility policy & procedures
- Endangering your patient(s) in any way, kind, form or fashion
- Working while under the influence of drugs or alcohol that would inhibit your normal decision making skills

These are just some of the more common reasons for a “Do Not Return” status; these are not all inclusive for immediate termination. Each incidence will be researched on an individual basis. It is our mission to deliver “Quality Nursing with a Healing Touch”; to insure this mission, we must stand behind our associates confident that excellent care is being delivered with a team work approach.

### III. COMPENSATION

#### A. PAY DAY

All employees are paid weekly on every Friday. Each paycheck includes pay for all work performed through the end of the previous payroll period.

If a payday falls on a weekend or holiday, you will be paid on the last workday before that payday.

Staff Station has a direct deposit program. Direct deposit means that we will deposit your pay directly into your bank account if you authorize it. On paydays, instead of a check, you will get a statement explaining how much you were paid and associated withholdings.

#### B. DIRECT DEPOSIT

Direct Deposit enables you to have your pay electronically transferred to the checking or savings account of your choice. Your money is available at the start of the business day each payday without the inconvenience of going to the bank and waiting in line. You can authorize this service any time by completing a Direct Deposit Authorization Form and attaching a voided check or deposit slip. Return this form to payroll for processing. Direct Deposit service normally begins two to three periods after initiation.

#### C. TIME REPORTING

All associates are required to record their daily hours worked. These time records are used to compute earnings and are kept as a permanent record. Each associate is responsible for accurate reporting of his/her own time. Timesheets should be submitted to Staff Station (as outlined below) by 10am on Monday following the week in which you worked in order to be paid on Friday.

You must complete a separate timesheet for each facility at which you work during the pay period. Please make sure your timesheet is accurately completed so we can pay you correctly (i.e. full name listed, facility worked at, total hours worked). You will be paid for the exact hours worked, excluding lunch.

Make sure you and your facility supervisor sign the timesheet at the end of the pay period or at the end of the assignment. Without both signatures, your timesheet cannot be processed and a delay in receiving your paycheck may occur. **Remember, your timesheet is not valid unless you and your facility supervisor have signed in the appropriate place.**

Once the required signature(s) have been obtained, **the timesheet needs to be submitted to Staff Station, not the facility assignment.** You can fax the completed timesheet to Staff Station, but you must call our office during normal business hours to be sure we received it.

Hours cannot be reported by telephone – Staff Station will only process completed timesheets. Please address any questions about timesheets to Staff Station; do not ask the facility for information.

Falsification of hours worked and/or forgery of signatures are criminal offenses and grounds for prosecution, as well as termination from Staff Station.

#### **D. SALARY ADMINISTRATION & OVERTIME**

All associates will be paid on an hourly basis. You will be notified of your hourly rate of pay before your assignment. Your rate of pay will be based on your skills, work experience, and job classification. Rates of pay are established at the sole discretion of Staff Station and can be affected by your job performance and marketplace conditions.

All overtime must be pre-approved by the supervisor at the facility at which you are assigned. The facility supervisor must initial your timesheet for each day you work overtime.

All associates will be paid one and one half times their regular rate of pay for all hours worked in excess of 40 in one workweek.

Do not work hours beyond your regular schedule unless instructed to do so by Staff Station or your facility supervisor.

#### **E. PER DIEM PAY**

In addition to your hourly rate of pay, you will receive per diem pay for any assignment that takes place outside of the city in which you reside. Per diem pay is intended as an allowance for daily expenses such as food and lodging necessitated by your work outside of the city in which you reside. Rates of per diem pay are established at the sole discretion of Staff Station.

#### **F. HOLIDAY PREMIUM PAY**

You will be paid a premium pay of one and one half times your regular rate of pay if you are assigned to work on the day, evening, or eve shifts of any of the following holidays: New Year's Day, Easter, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, Christmas Eve, Christmas Day and New Year's Eve. You will not receive holiday pay unless you actually work on the day, evening, or eve (after 11 p.m.) of the holiday.

## **V. SAFETY**

### **A. INJURY / ILLNESS ON THE JOB**

Any employee reporting an on-the-job injury or illness will receive immediate and appropriate medical treatment. All applicable federal, state, and local laws or regulations pertaining to occupational injuries or illnesses will be followed and complied with at all times.

It is the responsibility of all employees to report immediately in writing to their facility supervisor and Staff Station all on-the-job injuries or illnesses regardless of how insignificant or minor the injury or illness may appear at the time. Incident Report Forms are provided for this purpose and may be obtained from any supervisor. The supervisor will then complete a Supervisor's Incident Investigation Report Form and forward it to the appropriate person. Failure to report an injury or illness as required by state law and organization policy could result in loss of compensation benefits and possibly lead to corrective action up to and including termination.

When employees sustain an injury or illness that requires outside medical treatment, the employees will also be subject to completing a screening for the presence of drugs and/or alcohol in their system. Any employee who refuses screening for the presence of drugs and/or alcohol will be subject to immediate termination.

### **B. WORKERS' COMPENSATION**

Injuries occurring in the course of employment are paid for by workers' compensation insurance. Workers' compensation insurance pays all medical costs, without a deductible provision, and is paid for exclusively by the Company. There are well-defined provisions that must be met to ensure that employees qualify for workers' compensation benefits.

Any work-related injury or illness must be immediately reported in writing to the employee's supervisor. The workers' compensation insurer will investigate all late reported claims. When facts cannot be verified, the claim will be denied. Any claim for an injury or illness caused by an employee's willful misconduct, alcohol, or drug usage or that occur during the employee's voluntary participation in any off-duty recreational, social, or athletic activity sponsored by the Company will not be compensable. Workers' compensation fraud is a felony, punishable by fines and/or jail time. The organization will prosecute any individual found to be claiming a work-related illness or injury fraudulently.

An approved physician must treat the injured employee. Specialists will be assigned by the insurance carrier in certain cases. Any treatment other than that approved by the Company or the insurance carrier will not be compensable.

Employees who decline temporary modified duty in order to return to work from a leave of absence due to a workers' compensation injury will be considered to have resigned and will be terminated. If an employee is eligible for family and medical leave due to the employee's personal health condition, the employee will have his or her workers' compensation benefits terminated if he or she refuses temporary modified duty for which the employee is qualified. Any employee who fails to return to work after being released by an approved physician will be considered to have resigned and will be terminated.

## **VI. MISCELLANEOUS**

### **A. CONFLICTS WITH STATE AND/OR FEDERAL LAWS**

To the extent that any policy may conflict with federal, state or local laws, the organization will abide by the applicable federal, state or local law.

### **B. POLICY CHANGES**

The organization reserves the right to suspend, revise, or revoke any of its policies and procedures at any time, with or without notice.

### **C. CHANGES IN PERSONAL INFORMATION**

Staff Station needs certain data on employees to satisfy legal requirements and ensure the efficient functioning of the Company. If information in your records is not correct, problems could arise concerning your taxes, employee benefits, or paychecks. Employees are responsible for promptly notifying the Company office of any changes in personnel data. Changes must be submitted 5 week days prior to the pay date you would like the change effective.

**Report changes in any of the following to your supervisor immediately:**

- Name
- Address
- Marital status
- Telephone number
- Dependents
- Person(s) to notify in case of an emergency
- Insurance or retirement plan beneficiary
- Physical problems that may limit your ability to perform the essential functions of your job
- Medical plan coverage
- Courses completed

### **D. CONTACT WITH THE MEDIA**

Only those employees specifically authorized by Staff Station are allowed to communicate with representatives of the media (television, radio, newspapers, publication, etc.) regarding any issues related to employment. If the media contacts you, immediately refer them the Company President. Failure to follow this policy may result in disciplinary action, up to and including termination of employment.

### **E. CLIENT RELATIONS**

Every business is dependent on the people it serves. Our key business value is CLIENT SATISFACTION. It is important that you understand this and the necessity of maintaining good

relationships with our clients. In the event you are confronted with a complaint from a client that you do not feel qualified to handle, very courteously turn the matter over to Staff Station.

## VII. RECEIPT AND ACKNOWLEDGEMENT OF HANDBOOK

I acknowledge receipt of the Staff Station Associate Handbook. I understand that the handbook is not contractual in nature and that I have no contract of employment with the Company. I understand that it is the policy of Staff Station that all employees are employed at the will of the Company for an indefinite period of time. I further understand that as an at-will employee, I may resign from the Company at any time, for any reason, and that I may be terminated by the Company at any time, for any reason not prohibited by law, with or without notice.

I further understand that no representative of Staff Station, other than the Company President, is authorized to modify this policy or to enter into any agreement or contract contrary to this policy. This policy shall not be modified by any statements contained in any employee manuals, personnel policies manual, employment applications, the Company's recruiting materials, offers of employment, the Company's memorandums, or other materials provided to employees in connection with their employment. None of these documents or any statements made to me shall create an express or implied contract of employment for a definite period of time or an express or implied contract concerning any terms or conditions of employment.

I further that this handbook supersedes all previous handbooks or policies that I may have been given.

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

\_\_\_\_\_  
Date

## VIII. AUTHORIZATION FOR DRUG AND ALCOHOL TESTING

I, \_\_\_\_\_, hereby give Staff Station my permission to have me tested, and I willfully agree to submit to tests for the presence of illegal drugs and/or alcohol. These chemical tests will be performed by urinalysis and/or blood tests and/or breath analysis. I further authorize the administrator of such tests to provide the results to the Company. I agree to hold harmless the Company from any action brought by myself or from others that may arise as a result of the testing and delivery of results whether such results are deemed to be accurate or otherwise.

I acknowledge receipt of the Alcohol and Drug Use Policy provided to me by Staff Station.

If I am hired to perform services for Staff Station, I agree to undergo testing for alcohol and illegal drugs in the future and to allow the Company, with sufficient cause to search my person, vehicle, personal property, desk, and/or locker as set forth in the Policy and Rules. I understand that I will be subject to, and agree to abide by, present or future Policies and Rules on Substance Abuse imposed by the Company and the disciplinary guidelines for violating these Policies and Rules.

I have read this authorization in full and understand and agree to all of its provisions.

\_\_\_\_\_  
Print Name

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

\_\_\_\_\_  
Date