



## Employee Handbook

Welcome to the All-Med Staffing team! This Employee Handbook is a tool to help acquaint you with your employer and provide you with information about your job, employee benefits, and some polices affecting your employment. **It is your responsibility to read, understand, and comply with all policies in this handbook.**

One of the objectives is to provide a safe and positive work environment that is conducive to both personal and career growth. This handbook describes many of the expectations and responsibilities for your employment. It also describes the programs designed and provided by All Med Staffing of New England to benefit our employees.

We require that you review all materials, complete, and return all application requirements before employment begins with All Med Staffing. Any delay in receiving all required documentation may cause a delay in you being hired. Delays regarding UPDATING (Licenses, C.N.A. Reg etc.). documentation may result in employee discipline up to and including termination and/or ineligibility for future assignments. AMS will maintain all documents you submit for application throughout your employment. AMS always keep all records available to you.

NO EMPLOYEE HANDBOOK CAN ANTICIPATE EVERY CIRCUMSTANCE OR QUESTION ABOUT POLICY. After reading this document, consult with your supervisor about any unanswered questions you may have.

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**Hospitality and dependability are core values of All Med Staffing. These values are best expressed in our interaction with each other and how we present ourselves. Our clients deserve our full attention. They are never an interruption of our work. Our duty is always to be of service to them. "May I help you?" "Thank you" and "Please" spoken with a smile produces positive rewards and experiences for everyone.**

## All Med Staffing of New England Mission Statement

Our mission is committed to the highest quality of service to both our clients and job applicants. With over 40 years of experience within our office team we can manage the staffing needs of our clients with ease and simplicity. To our employees, we promise to work diligently on your behalf to provide you with assignments that enhance your personal care goals while offering exceptional pay and benefits. As our motto says, “**Because Staffing should be Simple**”.

### Company Contact Information

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**Address: 744 Roosevelt Trail Windham, Maine 04062**

**Phone: (207) 894-5833**

**Fax: (207) 892-2510**

**Office Hours 8a-4p Mon- Friday**

**On Call after hours and weekends (207) 894-5833**

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### General Policies, Protocols, & Procedures

**1.0 Employment at will:** Your employment with AMS is at will and this handbook in no way constitutes a contract for employment. Both the employee and AMS have the right to terminate employment

**2.00 Equal Opportunity Employer:** All Med Staffing is an equal opportunity employer, and we do not and will not discriminate on the basis of race, religion, national origin, sex, sexual preference, age, handicap, marital status, or status as a disabled veteran. Information provided during employment on any application or personnel form will not be used for any discriminatory purpose. AMS Employees found to be engaging in discriminatory practice will be subject to disciplinary action, up to and including termination of employment.

**3.00 Wage Policies:** Payday falls on Thursday of each week, assuming that your timecard is received no later than Sunday by 12n Eastern Standard Time. If your timecard is incomplete or late, your paycheck may be delayed until the next pay period.

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**4.00 Employment Relationship:** At all times, employees of AMS are under the supervision of client-approved representatives. AMS will comply with and has sole responsibility for compliance with all applicable federal and state laws and regulations concerning wages, benefits, liability/insurance, and fair employment practices, and all other indicia of the employer/employee relationship.

**5.00 Resignations/Cancellations:** If you accept another job while on assignment or after accepting an assignment for AMS you are required to fulfill your assignment by completing the

term of the agreement. Please alert your supervisor immediately of any such change in plans so that arrangements can be made to find a replacement for the client.

**6.00 Dependability:** AMS reserves the right to terminate any employee on the grounds of **undependability, work performance, or attitude.** All employees are required to arrive at work promptly at their scheduled times. Employees who are unable to arrive as expected should contact their supervisor as soon as possible (4 hours minimal). We will except an emergency that an employee can prove. Employees who have a history of excessive tardiness or absenteeism (3 unexcused) are subject to disciplinary action and possibly termination. If employee fails to come to work or call in to report their absence these actions will interpreted as job abandonment. If for any reason you are dismissed, we will provide you with documentation that shows just cause for our decision at your written request.

**7.00 Harassment** – AMS will not tolerate in anyway the harassment of its employees. The term “harassment” includes but is not limited to, slurs, jokes or verbal or physical conduct relating to an individual’s race, color, sex, sexual preference, religion, national origin, citizenship, age, or disability.

**7.01 Sexual Harassment** – All employees are allowed the right to work in an environment free from sexual harassment. AMS will not permit the sexual harassment of any employee, client, or candidate, current or prospective by another employee, supervisor, candidate, client, or vendor.

**7.02 Harassment Circumstances:** Sexual harassment can occur in a variety of circumstances, including but not limited to the following:

The victim as well as the harasser may be a woman or a man. The victim does not have to be of the opposite sex.

The harasser can be the victim's supervisor, an agent of the employer, a supervisor in another area, a peer or co-worker, or a non-employee.

The victim does not have to be the person harassed but could be anyone affected by the offensive conduct.

Unlawful sexual harassment may occur without economic injury to the victim.

The harasser's conduct must be unwelcome.

**7.03 Harassment Reporting Protocol:** If you believe that you are the victim of sexual harassment you may make your concerns known by directly informing the harasser that the conduct is unwelcome and must stop. Advise the individual’s supervisor if you do not wish to communicate directly with the person whose conduct is offensive or if direct communication with that person has been unsuccessful, contact HR Director.

#### **7.04 Problem Resolution**

Contact your direct supervisor at AMS,

If you have raised an issue and it is not getting proper attention or unable to resolve, relay your concerns to the next level of management.

If assistance is still needed or if you are uncomfortable taking the above steps, contact the HR Director or Operations Manger

All issues and/ or complaints should be reported to management without fear of retaliation or reprimand. All management must report all alleged acts of discrimination or harassment to the HR director. The company will act immediately to investigate and correct any improper conduct. Special care will be taken to ensure that information is disclosed only to those parties whose involvement is essential in the resolution of the matter.

## **8.00 POLICIES AND PROCEDURES FOR EMPLOYEE SCREENING AND NOTIFICATION OF CLIENTS OF REQUIRED EMPLOYEE INFORMATION**

AMS, its employees, and its clients have a strong interest in promoting workplace and patient safety. AMS takes seriously its responsibility to provide qualified employees to clients consistent with professional standards. AMS is committed to maintaining a safe working environment and takes reasonable steps to provide & address health and safety concerns of clients. AMS seeks to hire and retain qualified employees who are committed to the same high standards of care and client service. Excellence in patient care and client support is attainable only through the collective efforts of AMS and its qualified employees.

In furtherance of these important interests, AMS may, in its discretion, require employees seeking potential placement at work assignments to undergo certain screenings and tests both prior to and during employment. Clients of AMS may also request to review results of screenings and tests, may request an individual employee to undergo additional screenings or tests, or may request AMS to verify any and all information pertaining to an employee prior to placement at a work assignment. AMS is obligated to respond to all reasonable requests from clients for information about employees prior to or during placement at work assignments.

By choosing to work at All Med Staffing, employees recognize the importance of such information and the need to provide such information to clients in the employment process. Employees agree to cooperate with AMS to obtain and provide information requested by clients. Employees also authorize AMS to release all necessary information to clients or prospective clients. All information about an employee obtained during the application process and during employment shall become part of an employee's employment file. Employees understand and agree, as a condition of employment or continued employment that AMS reserves the right to provide any information about an employee obtained during the application process or during employment to clients or prospective clients for the purposes of a work assignment.

As part of the employment application process, AMS typically verifies information pertaining to employees, including thorough inquiries into past employment history and reference checks with former employers. Such verification procedures may also occur during employment with AMS. All employees acknowledge the right of AMS and clients to verify employment history.

AMS also requires a **criminal history background check** and other lawful background check on all employees prior to commencement. AMS, in its discretion, reserves the right to deny employment or to terminate employment based upon the results of any lawful background check. AMS also reserves the right, in its discretion, to transmit the results of any criminal history or other lawful background check(s) on employees to clients or prospective clients prior to placement opportunities.

AMS, in its discretion, will also require employees seeking potential placement at work assignments to provide the following information prior to or as a condition of continued employment: post-employment physician health statement; TB screening, COVID-19, (via mantaux, x-ray, swab, and or treatment results); measles, mumps, rubella, varicella titers or vaccination dates; Hepatitis B vaccine dates/ titer results or signed declination form; and color-blind test scores. AMS reserves the right, in its discretion, to transmit the results of any such tests or screening to clients or prospective clients prior to placement opportunities.

## **AUTHORIZATION AND WAIVER AND RELEASE OF LIABILITY**

By accepting employment with AMS, the employee agrees to cooperate with AMS to obtain and provide information requested by clients. The employee authorizes AMS to release all necessary and required information about an employee obtained during the application process and during the course of employment to clients or prospective clients. The employee understands and agrees, as a condition of employment or continued employment that AMS reserves the right to provide any information obtained during the application process or during the course of employment to clients or prospective clients for the purposes of a work assignment.

By accepting employment with AMS, the employee hereby releases and waives all claims against AMS in any way arising out of or related to providing all employment information to any clients or prospective clients. The employee further releases and waives all claims against any clients or prospective clients arising out of or related to the request, receipt, or reliance upon such information transmitted by AMS.

**9.00 Authorized Drug Testing:** AMS is committed to a safe, efficient, and productive work environment for our staff, clients, and consumers. AMS takes seriously the potential safety and health risks if a staff member placed with a client uses or is under the influence of drugs on the job. AMS has a substantial and valid interest in prohibiting drug use that could affect the ability of staff effectively and safely to perform job duties. AMS attempts to ensure that its placed staff employees are drug free. AMS reserves the right to require an employee to undergo drug testing if AMS has a reasonable basis for believing that the employee is using illegal or illicit drugs. AMS has contracted with an experienced and reputable agency to collect required samples in the most non-invasive manner as possible, and to conduct all necessary testing. All test results will remain confidential, unless AMS is otherwise required by law or policy to disclose the results of drug testing. AMS will direct employees to the agency retained to conduct the testing for a scheduled appointment. If AMS determines that there is an ambiguity in a test result, AMS shall, in its sole discretion, require the applicant to submit to a re-test. Any employee who refuses to be tested for drugs shall be disqualified from employment with AMS. AMS disclaims all liability to any employee for the results of any drug test, including any possible false positive results of any drug testing. AMS reserves the right, in its sole discretion, to impose any discipline on an employee, up to and including termination, in the event AMS determines that the employee is using illegal or illicit drugs, or if an employee refuses to submit to a further drug test during the course of employment.

This policy is not intended and shall not be construed as an employment agreement or contract and, shall not create any right to continued employment. AMS retains the right to amend or change this policy at any time and without prior notice.

**10.00 Employee Record Maintenance:** Employees are responsible for **maintaining current** licensing, certification, medical, employment, and personnel records with AMS throughout the duration of their employment.

**10.01 Document Expiration & Notification:** Those records that require specific scheduled updates during continuous employment with AMS include:

**Copy of current valid licensure/certification for state in which employee takes assignments.**

**Copy of current valid CPR/BLS certification (License staff)**

**Skilled certification for those employees working in such units that require respective certification.**

**Copy of dated documentation of Tuberculosis screening current within one year of hire date for a PPD test or a negative chest x-ray [with documentation of a previously positive PPD]**

**Updated yearly skilled check list and job description.**

HR Director may contact employees prior to expiration of documents to request updates. Any delay beyond an expiration date in providing requested documentation might result in disciplinary action, including, but not exclusively, assignment eligibility, employment postponement, or termination.

**10.02 Personnel File Non-Expiration Documents:** Those records that do not require standard updates, but that may require periodic updates during continuous employment with AMS, include:

Application for Employment

Employment / Work History

Professional references

Health Information Privacy & Consent Confidentiality Statement

Documentation of immunity for Rubella, Mumps, Varicella, and Hepatitis B.

Job Safety Quizzes and Acknowledgement

Handbook Acknowledgement

**10.03 Health Information Privacy:** With the passage of the Health Insurance Portability and Accountability Act of 1996 (HIPAA), personally identifiable healthcare records came under a new and heightened level of confidentiality. In the regular course of business, AMS interacts and communicates directly with candidates who may share their personally identifiable information. In turn, we collect, store, and process the information electronically and/or manually. With the belief that it is a person's right to have their personal information kept

private, AMS conducts business with respect for and in compliance with all applicable health information privacy laws, including but not limited to HIPAA. We respect our legal obligation to implement privacy procedures and technical security measures to keep personal information private and secure. As we are obligated to give all employees notice of our privacy practices, this statement describes how our staff may use and disclose medical information and how an employee may get access to this information and relative accounting.

**10.04 Health Information** that may be required: For employment through AMS, “health information” includes the following items that we request on behalf of our facility clients:

Documentation used to prove immunity to measles, mumps, and rubella [laboratory titers or records of MMR injection(s)]

Documentation used to prove immunity to varicella [laboratory titer, record of Varimax immunization, or immune by history statement]

Documentation used to prove immunity to HBV [laboratory titer or record of HBV immunization series] or a declination statement thereof.

Annual tuberculosis screening [PPD test results or chest x-ray reading]

Pre-employment drug screening

**10.05 Modifications to Privacy Policy:** AMS reserves the right to change this statement at any time in compliance with and as allowed by law. If we make any changes, the new policies and protocols will apply to all health information that we already have as well as to such information that we may generate or request in the future. We will send out notices of any changes via mail and post them in our office and on our website [www.allmedstaffingofnewengland.com](http://www.allmedstaffingofnewengland.com)

**10.06 Access to Personal Health Information:** The law gives employees many rights regarding personal health information. An employee may request photocopies of his/her personal health information, an amendment to any incorrect or incomplete information, additional copies of the general notice, or a list of the disclosures made of her/his health information.

**11.00 Confidentiality:** Employees shall consider any patient information, client business practices, as well as the terms of an assignment agreement through AMS strictly confidential. At no time during your assignment should you discuss your rate of pay, bonuses, or any other form of compensation while on the grounds of our client facilities. Any employee of AMS who violates this policy will be subject to disciplinary action, including possible employment termination.

**12.00 Facility-specific Policies & Procedures:** Since each facility to which you may visit will have its own set of rules and regulations, we ask that you clarify their policies during orientation at their facility. This inquiry will help you to feel more relaxed and make for an enjoyable assignment as well as set the standards you have for future assignments.

**13.00 Floating:** AMS feels that all nurses share the same basic skills that all licensed nurses should be able to perform such as: starting IV's (RNs & IV Certified LPNs Only), inserting a

Foley, administering medications, conducting physical assessments, obtaining medical history on admissions, ambulating, helping with the bathroom, bathing, checking vital signs. Should you be floated to another area outside of the regularly scheduled units, and you are not comfortable or familiar with assuming the role in that area based on the skill set required for that area, we would not expect you to function in that capacity. We would expect you to be available to help with the basic nursing skills that you are competent to perform and/or assist in taking a lighter load of patients (i.e., 2-3 on a MS unit) instead of the full load required by the staff. If at any time during your assignment a client representative requests that you function in a role you believe outside of your capacity or training, contact your AMS Supervisor immediately.

**14.00 Dress Code:** Appearance impacts the way a client responds to you. While on duty, All Med Staffing of New England employees will always strive for a professional standard of appearance. Clothes and shoes must be neat and clean.

**General Guidelines**

It is expected that only wedding rings and watches be worn and no other jewelry when on duty, please be careful of your rings as they can cause bruising.

Name badges must always be worn while on duty.

Hair, which is shoulder length or longer must be tied back.

Men may wear beards and mustaches, provided they are neat in appearance.

**No sweatpants, spandex, jeans, halter-tops or shorts may be worn.**

Scrubs required on all assignments unless otherwise directed by your supervisor.

**Closed-toed, supportive shoes must be worn.**

Clipped, groomed fingernails, artificial nails sports length.

**Tattoos must be covered at client's request.**

No perfumes or colognes should be worn while on assignment.

Each of these requirements has safe client care and professional image as the goal.

**NOTE: Certain health care facilities may have more specific dress code requirements. These must be followed if you are scheduled on these assignments.**

**15.00 Cell Phone Usage** AllMed Staffing is a **cell phone free agency**. When you are at work, you must have your cell phone turned off and placed in your personal belongs. You can access your phone when you are on break. Please make sure all your emergency contacts (family, childcare etc.) have our office number 894-5833. They can call 24 hrs. If they should need you in an emergency. We will contact you immediately if we receive an emergency call for you.

**16.00 Ongoing prevention of communicable diseases is also a priority with AMS.** It is the responsibility of each staff member to adhere to the CDC guidelines for hand hygiene. Hand washing and the use of antibacterial hand sanitizers is an essential element to prevent the spread of disease and must be practiced by all employees. It is also the responsibility of the AMS staff member to familiarize themselves with the products available at each facility to maintain optimum hand hygiene.

**CDC Hand Hygiene Guidelines Fact Sheet**

Improved adherence to hand hygiene (i.e., hand washing or use of alcohol-based hand rubs) has been shown to terminate outbreaks in health care facilities, to reduce transmission of



antimicrobial resistant organisms (e.g., methicillin resistant staphylococcus aureus) and reduce overall infection rates.

CDC is releasing guidelines to improve adherence to hand hygiene in health care settings. In addition to traditional hand washing with soap and water, CDC is recommending the use of alcohol-based hand rubs by health care personnel for patient care because they address some of the obstacles that health care professionals face when taking care of patients.

Hand washing with soap and water remains a sensible strategy for hand hygiene in non-health care settings and is recommended by CDC and other experts.

**When health care personnel's hands are visibly soiled**, they should wash with soap and water. The use of gloves does not eliminate the need for hand hygiene. Likewise, the use of hand hygiene does not eliminate the need for gloves. Gloves reduce hand contamination up to percent to 80 percent, prevent cross-contamination and protect patients and health care personnel from infection. Hand rubs should be used before and after each patient just as gloves should be changed before and after each patient.

**When using an alcohol-based hand rub**, apply product to palm of one hand and rub hands together, covering all surfaces of hands and fingers, until hands are dry. Note that the volume needed to reduce the number of bacteria on hands varies by product.

Alcohol-based hand rubs significantly reduce the number of microorganisms on skin, are fast acting and cause less skin irritation.

**Health care personnel should avoid wearing artificial nails** and keep natural nails less than one quarter of an inch long if they care for patients at high risk of acquiring infections (e.g. Patients in intensive care units or in transplant units

When evaluating hand hygiene products for potential use in health care facilities, administrators or product selection committees should consider the relative efficacy of antiseptic agents against various pathogens and the acceptability of hand hygiene products by personnel. Characteristics of a product that can affect acceptance and therefore usage include its smell, consistency, color, and the effect of dryness on hands.

**As part of these recommendations**, CDC is asking health care facilities to develop and implement a system for measuring improvements in adherence to these hand hygiene recommendations. Some of the suggested performance indicators include periodic monitoring of hand hygiene adherence and providing feedback to personnel regarding their performance, monitoring the volume of alcohol-based hand rub used/1000 patient days, monitoring adherence to policies dealing with wearing artificial nails and focused assessment of the adequacy of health care personnel hand hygiene when outbreaks of infection occur.

Allergic contact dermatitis due to alcohol hand rubs is very uncommon. However, with increasing use of such products by health care personnel, it is likely that true allergic reactions to such products will occasionally be encountered.

**Alcohol-based hand rubs** take less time to use than traditional hand washing. In an eight-hour shift, an estimated one hour of an ICU nurse's time will be saved by using an alcohol-based hand rub. These guidelines should not be construed to legalize product claims that are not allowed by an FDA product approval by FDA's Over-the-Counter Drug Review. The recommendations are not intended to apply to consumer use of the products discussed.

**All COVID-19** CDC guidelines and client rules and regulations must be followed.

### **Airborne and Droplet Precautions**

Use Airborne and Droplet Precautions to prevent spread of infectious particles or droplets through the air, such as Tuberculosis (TB).

**Airborne Precaution** requires special air handling and ventilation.

TB Infection- means the person carrying TB germ but is not actively ill and cannot infect others.

TB Disease- means the person has active infection and symptoms such as cough, fever, weight loss, loss of appetite, night sweats, coughing blood and chest pain when coughing. These persons can infect others when coughing, sneezing, talking, or singing.

TB infection is diagnosed by a simple skin test.

TB is spread through air currents.

**Persons with HIV** infection are at higher risk for developing TB.

**Persons with TB** may need to take a combination of several TB drugs if there are drug resistant strains present.

Suspected or known TB patients are placed in a private room on Airborne Precautions.

All persons entering an Airborne Precaution room will wear NIOSH- certified respirators NOT a standard “surgical” mask.

**All persons entering** a Droplet Precaution room will wear surgical masks.

Patients on Airborne or Droplet Precautions will wear a surgical mask if transported out of room.

Engineering controls may include negative pressure room, boots, hoods and tents, or ultraviolet lamps.

**Airborne and Droplet Precautions** are used in conjunction with Universal/ Standard Precautions.

#### Contact Precautions

**Use Contact Precautions** to prevent the spread of infection by direct contact with an infectious patient or a contaminated environment or object.

Follow Universal/ Standard Precautions.

**Use Contact Precautions for patients** actively infected or colonized with microorganisms that can be transmitted through direct or indirect contact.

Wear gloves and gowns when having contact with patient, equipment, or environment in Contact Precaution room.

**Wash your hands prior to leaving Contact Precaution room.**

### **Fire Prevention and Life Safety**

If you discover a small fire that can be easily put out with an extinguisher or smothered with a blanket, put it out. If you are unable to put it out, follow R. A. C. E.

**R** = Rescue/ Remove anyone in the room

**A**= Activate the fire alarm system. Pull the nearest Pull Station and notify the switchboard (if applicable) of the exact location and nature of the fire.

**C**= Contain the fire door by closing all doors, windows, and corridor smoke doors.

**E** = Evacuate as directed by the person in charge.

**Fire Extinguisher:** Use the PASS method

**P**= Pull Pin (extinguisher should be on the ground)

**A**= Aim nozzle at the base of the fire

**S**= Squeeze extinguisher handle

**S**= Sweep nozzle back and forth until the fire is out

### **Evacuation Route:**

**16.01 “DO NOT USE” List:** The official “Do Not Use” List is a listing of abbreviations, symbols and acronyms which are **NOT** to be used by health care providers.

# Patient Bill of Rights

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You have the right to reasonable access to care that is considerate and respectful of your values and beliefs.

You have the right to privacy and security. The facility, your doctor, and health care professionals will protect your privacy and security as much as possible and preserve confidentiality of all records pertaining to your treatment.

You have the right to be well informed by your doctor/designee about your illness, possible treatments, likely outcomes, and any unanticipated outcomes. You and members of your family are encouraged to participate in decisions regarding your care by asking questions and seeking clarification on issues with your doctor. You have the right to know the names and roles of people treating you. You have the right to exclude all family members from participating in your health care decisions.

You have the right to participate in ethical questions that arise during your care and to satisfactory resolution of conflicts and problems regarding your facility stay and care.

You have the right to refuse any treatment to the extent permitted by law. Should you refuse recommended treatment, you will receive other needed and available care.

You have the right to have your pain treated effectively and in a timely manner while you are a patient in the facility.

You have the right to advance directive, such as a Living Will or Durable Power of Attorney for Health Care. These documents express your choices about future care or name someone to decide if you cannot speak for yourself. You should provide copies of your written advance directive to the facility, family member(s) and doctor.

You have the right to expect that the facility will deliver the necessary medical services to the best of its ability. Treatment, referral, or transfer may be recommended. If transfer is recommended, you will be informed of the need for and alternatives to such a transfer.

You have the right to be informed of realistic care alternatives when facility care is no longer appropriate.

You have the right to consent or decline participation in research and experimentation projects. Declining participation will in no way compromise your access to services.

You have the right to be informed about and have access to protective services, such as guardianship and advocacy services.

You have the right to review your medical records and to have the information explained.

You have the right to know if the facility has relationships with outside parties that may influence your treatment and care. These relationships may be with educational institutions, other health care providers or insurers.

You have the right to be informed about facility rules and regulations that can assist in resolving problems and conflicts concerning your facility visit and care.

You have the right to be informed about facility rules that affect your treatment and be allowed to review and receive explanation on charges and payment methods.

You have the right to medical care and to exercise your rights without regard to gender, culture, economic, educational, or religious background or the source of payment for care.

### **17.00 Scheduling/Availability**

All Med Staffing schedules its employees according to their availability and choice of assignments. We request that you call in your availability, daily, weekly, or monthly to your coordinator. Please update your coordinator with any availability changes. Regular communication with your coordinator will ensure that you are offered the assignments you prefer. AMS does not guarantee assignments, or a minimum number of hours per week. Employees that fail to contact AMS for assignments within a month will be deemed to have voluntarily terminated their employment. If you need an extended amount of time off, please put in writing to the scheduling coordinator the time needed and reason. Employees are required to contact AMS prior to filing any unemployment claim.

It is important that you accept only assignments that you are confident you can complete. If you are not certain that you can fulfill a commitment, please do not accept the assignment until you are certain you can meet your commitment. **Three unexcused absence** is grounds for termination.

Your Staffing Coordinator handles scheduling of all assignments. If a client/facility requests that you return, notify AMS immediately so that we may schedule you properly. If you arrive at your assignment and the client/facility tells you your services are not needed, call AMS immediately. If something is not correct with your schedule, or there is a conflict, please bring it to the attention of your Staffing Coordinator immediately.

When you are away from your telephone for several hours, especially before a scheduled assignment, please contact AMS at least **two (2) hours** before your scheduled assignment to verify the assignment. We have probably been trying to reach you. Failure to do this will result in you not being paid for showing up at an assignment that was cancelled.

**Show up is paid if you call from the facility where you showed up. Show up will not be paid if you do not call in before you go home, or you do not take another assignment offered to you.**

Promptness and dependability are important when you work for All Med Staffing. Be sure to allow plenty of time for parking and reporting to your assignment so that you are on the job and ready to work when your assignment begins.

When assigned to a facility, AMS employees must sign in/out at their assigned department. Employees must report to the nursing office or nursing supervisor at start of shift to obtain their respective assignment.

**17.01 Performance & Reliability Expectations:** All Med Staffing considers employee cancellations a serious matter. If any emergency arises and you cannot fulfill your commitment to the client/facility and AMS you must notify us immediately. You must speak directly with a

Supervisor or the on-call coordinator after business hours; someone will return your call within 15 minutes. **Please give eight hours' (8) notice, when possible, four hours minimum for any cancellation. Staff are not permitted to contact the facility directly.**

Remember, when you accept an assignment, you have made a commitment to the client/facility and All Med Staffing. Cancel only in an emergency and give AMS as much notice as possible so that we can schedule someone else to assume your assignment. Any employee with one (1) unexcused absence within a ninety (90) day period will be counseled and may be placed on probation. The employee must not cancel an assignment for the next 60-day period to be removed from the probation status. Unexcused absences include transportation problems, social obligations, and other personal problems. **Three unexcused absence** is grounds for termination.

A **"NO CALL/NO SHOWS"** (failure to arrive at a scheduled assignment and not notifying All Med Staffing) is **grounds for immediate termination**. Any exception to this rule can only be made after a formal meeting with the Manager at which time a final decision will be made at the sole discretion of AMS.

In the event of inclement weather (snowstorm), please make every safe effort to fulfill your commitment. Late service, in this instance, is better than no service. We ask that you take every precaution possible in preparing for inclement weather.

#### **DO NOT WALK-OFF OR LEAVE AN ASSIGNMENT FOR ANY REASON**

**18.00 Complaints:** We value our reputation for holding a highly moral and ethical standard with integrity, professionalism, and understanding. We ask that as our representative, each employee avoid activities or situations that would compromise the reputation that each of us has worked so hard to achieve. Complaints about an employee will be required in writing with all appropriate documentation provided accordingly. We will research and discuss the situation with all parties involved and depending on the severity of the incident; an understanding may be reached which could result in:

Termination of all assignments with AMS, or

Termination of placement with that client, or

An arrangement will begin to resolve the misunderstanding between the client, AMS, and the employee.

**19.00 Job Safety Practices and Procedures:** A safe attitude means you recognize and appreciate risks. You are aware of potential accidents *before* they happen, and you make sure that they do not! The only person who can keep you safe every day on the job is YOU. AMS associates have a duty to comply with the following requirements:

Know the Code of Safe Practices for the general work area and for your job.

Comply with working conditions, safe work practices and personal protective equipment requirements for your job.

And/ or assigned client facility.

Always report all unsafe conditions or observations of neglect and/or abuse to your unit supervisor immediately.

Upon arrival at assignment, ask for a safety guide for the facility, including safety equipment and evacuation procedures.

Follow all safety and emergency policies and procedures of the facility that you learned in orientation.

Do not undertake a job that appears to be unsafe or use chemicals without understanding their toxic properties.

Do not undertake a job until you have received instructions as to what is required for that position.

Keep cuts and scrapes covered and notify your supervisor if skin rashes, lesions, or dermatitis may prevent you from working with patients or blood and body fluids.

Attend required facility-specific training and education programs.

**Never lift a patient by yourself, under ANY CIRCUMSTANCES**

**19.01 Code of Safe Practices:** This code is general in nature and inclusive of many types of business activities.

All employees will follow these safe practices rules, render every possible aid to safe operations, and report all unsafe conditions or practices to their supervisor.

Supervisors will insist that employees observe and obey every rule, regulation, and order as it is necessary to the safe conduct of the work, and they will take such action as is necessary to obtain compliance.

Employees are not permitted to use alcohol and/or drugs in the workplace. Anyone known to be under the influence of alcohol and/or drugs will not be allowed on the job while in that condition and will be subject to disciplinary action.

No one will knowingly be permitted or required to work while his or her ability or alertness is so impaired by fatigue, illness, or other causes that they might unnecessarily expose that individual or others to injury.

Employees should be alerted to see that all guards and other protective devices are in proper places and adjusted and will report deficiencies promptly to the supervisor.

Approved safety shoes will be worn in specified work areas.

Horseplay and other acts that tend to endanger the safety or well-being of employees are prohibited.

Work will be well planned and supervised to prevent injuries when working with equipment and handling heavy materials. When lifting objects, employees should bend their knees and use the large muscles of the leg instead of the smaller muscles of the back.

Employees will not handle or tamper with any electrical equipment, machinery, or air or water lines in a manner not within the scope of their duties.

**19.02 Job Safety Considerations:** Make these commonsense rules a part of your job:

Maintain good housekeeping by keeping your work area clean and clear.

Familiarize yourself with all escape exits and the location of any emergency cutoff valves or switches.

Identify hazards before you start a job or procedure.

Respect all precautions - do not take chances.

Ask your clinical manager or senior staff person when you have questions.

Know in advance what could go wrong, and what to do about it.

Follow all warnings and instructions.

Read labels and MSDSs.

Use common sense - practice sensible, safe work habits.

Be aware of your surroundings and others around you.

Keep alert and observe all safety signs.

Never make changes on equipment to bypass safety devices. Do not tamper with controls or switches on any equipment unless you are authorized to do so.

Lift with your leg muscles, not your back, and have a firm grasp and footing before lifting anything.

Do not attempt to lift or move anything too heavy. Always ask for assistance if necessary.

Comply with all posted personal protection equipment (PPE) notices.

Refrain from using cellular telephones at work since they may interfere with critical equipment.

Avoid placing carts on both sides of hallways - traffic congestion may lead to accidents.

Wash your hands before entering and after exiting an examination or procedure room.

Maintain good health and practice good personal hygiene.

The foregoing list highlights some of the most important and common safety rules for employees. However, this brief list is not intended as a substitute for the educational sections of this handbook or for the separate individual safety plans that our client facilities employ. These key safety rules are merely meant to emphasize some rules that should always be on the minds of any healthcare employees. Each client facility will have an infection control and hazard communications plan. Please refer to each client-specific plan for details.

**19.03 Job Injury Incident Reporting:** Any injury or illnesses suffered by an employee, even a slight one, must be reported to an AMS representative within 24 hours of the incident. If you receive an injury while on the job, follow the steps as outlined below.

Seek appropriate medical attention and follow the facility-specific injury on the job procedures.

Contact the office by phone immediately.

You may be required to submit to a drug screening. If you refuse, you will automatically forfeit any workers compensation benefits and may be released from employment.

Follow up with the office if you lose any work due to the injury.

Failure to report your injury within 24 hours of the incident could affect your eligibility for benefits.

If you are exposed to blood or body fluids wash the exposed skin with soap and water. Flush eyes with at least one (1) liter of water. Always notify your unit supervisor of any exposure incident immediately. You must be evaluated and treated immediately. It is important to seek medical attention within two hours of the incident.

Any unexpected incident, sentinel event or event involving a patient, an error, injury, and exposure or safety hazard must be reported to the All-Med Staffing office within 24 hours of occurrence. A copy of an event or incident report generated at a client facility must be forwarded to the AMS branch office within 24 hours of the incident. Such events include but are not limited to personal injury, patient or visitor injury, exposure to blood or bodily fluids, medication errors, personal safety hazards or unusual occurrences. Any failure to report an event properly and promptly while on duty for AMS may result in disciplinary action. Medication errors will be investigated by the AMS Manager. Recurrent medication errors may require counseling and or re-education by the Manager at AMS. It is a requirement that all employees of All Med Staffing have current, legal licensure with the appropriate State Licensing Board. It is the policy of All Med Staffing **not** to employ individuals with suspended or probationary licenses.



## **20.00 Timecards**

All Med Staffing's work- week begins on the Day shift on Sunday and ends on the Night shift on Saturday.

Timecards are provided for you to sign in at the beginning of your shift out at the end of the shift and for your meal break. If meal breaks are not paid for by a facility, you are required to deduct ½ hour from your shift. Breaks must be taken in accordance with facility policy.

Be sure that an authorized individual (Charge Nurse, Nurse Manager) at the facility signs your time slip and or you have punched in and out correctly. Time slips that are not signed or initialed by the facilities where you do not punch will **NOT** be paid.

Please submit your time-slips on a weekly basis, this will ensure that you receive your paycheck in a timely manner.

Time- slips must be submitted to the office by **12n on Sundays** to be processed for payroll that week. Any time slip submitted after this deadline may be processed in the following week's payroll. Pay day is Thursdays of every week.

## **21.00 Benefits and Bonuses**

All Med Staffing of New England offers the following benefits:

Referral Bonus

Earned time.

State Farm/ Aflac (Ala carte Coverages to choose from)

Benefits and bonuses are subject to change at any time, with or without notice. It is the responsibility of the employee to participate or not participate in any benefit or bonus plan.

Requests for benefits or bonuses must be submitted for processing within thirty days of eligibility or be forfeited. Employees must have all credentials current and be in good standing with AMS to participate in the benefits and bonus programs.

### **Referral Bonus Program**

Referral bonuses vary at times please refer to the office for details on this program.

### **Earned Time Pay**

All Med Staffing is pleased to offer earned time pay to our employees. Employees earn **1 hour of paid time off for every 40 hours worked**. Employees will be paid the **average base rate** of pay according to wage scale. Employees must complete earned pay time slip and submit to office for processing and approval.

## **All Med Staffing Homecare Workplace Standards**

### **Client Services**

All Med Staffing Services provides friendly, courteous, and professional customer services. All employees are expected to make client services the top priority in their daily job responsibilities.

### **No Smoking/Alcohol or Drug Use**

All Med Staffing provides a smoke and substances abuse free workplace. Smoking, intoxicating substances and illegal drugs of any kind will not be tolerated.

### **Accidents and Injuries**

Employees must report any accidents or injuries to their supervisor immediately so appropriate action may be taken.

### **Visitors**

Visits from friends and family are not allowed at client's homes.

### **Cell Phones**

AllMed Staffing is a cell phone free agency while you are working. You must have your cell phone turn off and placed in your personal belongings. Please make sure all your emergency contacts (family, childcare etc.) have our office number (207)894-5833. They can call 24 hrs. if they should need you in an emergency. We will contact you immediately if we receive an emergency call for you.

### **Usages of Client Property**

Employees are not allowed to use or borrow any property owned by client (examples: money, car, computer, pets etc.)

### **Solicitation**

No solicitation or distribution of petitions in the client's home

### **Postings**

All memorandums taken or hung in client's home must be approved by your supervisor.

### **Theft/Abuse**

Theft or abuse of any kind will not be tolerated.

If you have questions or concerns regarding incident reporting protocols, please contact the HR Director.

### **Handbook Acknowledgment**

I have received the **AMS Employee Handbook** and agree to adhere to the standards, terms and conditions, policies, and procedures as a condition of my employment. I understand that it is my responsibility to request clarification for any questions regarding the information I have been provided and that at any time the information in this handbook is subject to change without notice.

I understand that my employment is conditional and may be terminated with or without cause by **AMS**.

I understand that I will be compensated on an hourly basis by completing and turning in client approved timesheets each week that I am on assignment. I understand that all payments shall be subject to withholding and other taxes and deductions and that my hourly compensation rate is subject to change based upon market conditions.

I understand my responsibilities to maintain safety in the workplace as put forth in the Safety Practices & Procedures Policy. I understand the appropriate protocols should I receive an injury while on an assignment with AMS.

I understand that it is my responsibility to always wear my All-Med Staffing identification badge which was supplied to me at orientation.

I understand the Policy against Harassment and Alcohol & Other Drug Policy as addressed in the Employee Handbook.

I agree to abide by all terms and conditions put forth in the Employee Handbook, knowing that failure to do so may result in disciplinary action up to and including possible termination.

If you have questions or concerns regarding incident reporting protocols, please contact the HR Director.

**Signed acknowledgement of this document is in the AMS Signature Documents in the Online Forms.**