



# EMPLOYEE HANDBOOK

Thank you for joining our Action Medical Staffing Solutions team! In this handbook you will find information regarding policies such as sexual harassment, employee conduct and patient care. In cases where you might need more in-depth information, please contact the Action Staffing office with any questions. This reference guide does not create a contract of any kind between the Company and any employee & may be updated by the Company at any time.

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## How to reach us:

[www.actionsolutionsincorporated.com](http://www.actionsolutionsincorporated.com)

### **Loveland:**

- Address: 883 N. Cleveland Ave Loveland, CO 80537
- Hours: Mon – Fri 8:30am – 5:00pm
- Phone: (970) 667-4202
- Fax: (970) 667-1036

### **Thornton:**

- Address: 51 West 84<sup>th</sup> Ave. Suite 120 Thornton, CO 80260
- Hours: Mon – Fri 8:30am – 5:00pm
- Phone: (720) 907-1350
- Fax: (720) 442-7728

## Policies and Procedures

### Conditions of Employment

Action Staffing Solutions complies with all applicable standards and regulations with regard to direct hire, temp to hire, temporary and supplemental staffing.

We require the following before you can be considered for employment:

- Proof of current licensure and/or certification verified by the state board
- Proof of current CPR certification
- Proof of titers and/or proof of immunizations for MMR and Hepatitis B, physical exam (if requested) and negative T.B. test or chest X-ray annually
- A completed, signed application.
- At least two, complete, professional references
- A completed and signed I-9 form with accompanying supporting documentation
- A completed, signed W-4 form
- A completed, signed direct deposit authorization
- A completed, signed policy acknowledgement
- A test appropriate to the level of knowledge required for the position is administered. A passing score of at least 80% is required. If the applicant does not attain a passing score management will review the test with the applicant. The applicant will be allowed to then retake the test. If the applicant does not attain the required 80% passing score on the retest the applicant will be asked to review the material and allowed to come back and retest.
- A signed job description appropriate to the job classification
- Pre-employment drug screening is mandatory. An applicant who receives a positive pre-employment drug test result will not be hired. A current employee who tests positive for drugs/alcohol will be terminated. Action Staffing Solutions reserves the right to suspend employees without pay pending the results of any investigation and/or for any violation of this policy. Action Staffing Solutions reserves the right to randomly test for the presence of banned/illegal drugs.

- A criminal background check is mandatory.

All personnel files are reviewed regularly for items requiring renewal. Non-compliance with renewal policy may result in ineligibility to work until compliance is met. We will attempt to notify you of items needing renewal, but it is your responsibility to keep your credentials up-to-date and updated in our records.

It is **required** that you carry a copy of your current CPR certification and licensure with you at all times. The State of Colorado Health Department or the facility have the right to request to view or copy them, if so desired.

## Active/Inactive Employee Status

- Any employee wishing to take a temporary leave of absence is able to report this to Action Staffing Solutions and have their status changed to inactive.
- To return to active status, the employee must prove they meet current licensure, certification and immunization requirements, as well as complete any documentation needing an update from the original application. If the employee is requesting to work in a new skills area/unit, additional skills testing will also be required.
- Any employee who does not accept and complete an assignment in four months will be automatically changed to inactive status and required to complete the process to re-activate.

## Resignation

- If you find it necessary to resign, you are requested to give advance notice in writing to Action Staffing Solutions, including the last day you will be available to work. This day will be considered the effective date of resignation.

## Employee Records

- Your personnel file is kept confidential and secure. Employees are requested to promptly report changes in status as listed below, in writing, to Action Staffing Solutions:
  - Name
  - Address
  - Telephone Number
  - Marital Status
  - Dependents (as applicable for insurance)
  - Insurance Coverage
  - Service Status
  - Emergency Contact(s)
  - Physical or Other Limitations
  - Insurance Coverage

## Staffing Guidelines

- All employees shall report to the facility ahead of the beginning of their scheduled shift allowing enough time to stow personal items, prepare for work and to sign in with facility personnel.
- Arrive at the facility with appropriate/required equipment, identification and uniform.
- Employees shall bring with them a time card with the week ending date and client name filled in.
- Employees shall identify, and report to their supervisor. Start **and** end times are to be signed by your supervisor on your time card.
- All employees shall follow the policies and procedures outlined by the facility.
- All employees, though employed by Action Staffing Solutions, while on the job will be directly responsible to the facility's supervisory personnel.
- All employees are to wear appropriate identification while on duty
- In the event of any questions, problems, or concerns regarding your assignment, job description in regard to assignments or issues at a facility please call the Action Staffing Solutions office immediately.
- If while on an assignment any problem occurs involving you and any other Action Staffing Solutions employee, or you and the client, it should be reported to our office immediately. Do not become involved in any arguments with the client or other co-workers.
- A facility may ask an employee to float/cover in a department different than the one initially assigned. It is the employees' responsibility to inform their facility supervisor should they not feel competent to perform the duties assigned to them.

## Placements

- Action Staffing Solutions coordinates **all** schedules
- The placement of an employee to a facility or assignment will be based upon a skill set match between the requirements of the facility or assignment and the skill set possessed by the employee. It is imperative to keep Action Staffing Solutions up to date on any continuing education efforts to maintain an accurate record of your skillset.
- The employee may stipulate to Action Staffing Solutions their preferred assignments and facilities
- The employee should keep Action Staffing Solutions up to date regarding availability on a weekly basis if possible.
- Available schedules will be communicated to Action Staffing Solutions and this information distributed to appropriately skilled employees. Employees are **not** to contact the client directly regarding availability of shifts.
- If you find that you will be late or need to cancel your shift you must contact Action Staffing Solutions (mandatory) **and** your supervisor (if possible). Failure to adhere to this guideline may result in inaccurate attendance records, loss of shifts and/or disciplinary action.
- Remember that at all times Action Staffing Solutions is your employer.

## Late Calls

- Should the facility request personnel less than one hour prior to shift start, or after the actual shift has begun, the employee will be paid according to the contract.
- Should the facility request personnel after the actual shift has begun, the facility has the option to decide whether they will fill the shift as a late call and pay for the entire shift, or pay for the actual hours worked, plus one hour, provided the employee arrives within one hour of the confirmation.

## Cancellation Policy

- Employees are under no obligation to accept an assignment when called by Action Staffing Solutions. However, once an assignment has been accepted we expect that all family and child care arrangements, appointments and transportation arrangements have been made and the employee will complete the assignment.
- All employees are to contact Action Staffing Solutions as soon as they are aware they are not able to fulfill an assignment. A four-hour cancellation notice is the minimum required for any shift cancellation by an employee. Failure to give the minimum four hours of notice can result in corrective action up to and including termination.
- Repeated cancellations of assignments after acceptance can destroy your credibility with Action Staffing Solutions and our clients. Clients of Action Staffing Solutions may refuse to schedule employees who repeatedly cancel accepted assignments.
- Should the client cancel an assignment, Action Staffing Solutions will endeavor to communicate a cancellation to the scheduled employee two or more hours before the start of the shift. Should the employee be notified, or Action Staffing Solutions has made every effort to notify the employee two or more hours prior to the start of the shift, Action Staffing Solutions will have no financial obligation to the employee regardless of if they should reach the facility.
- It is the employees' responsibility to keep track of their schedule, update availability and confirm shifts with Action Staffing Solutions.

## Professional Behavior

- Action Staffing Solutions expects every employee to exercise appropriate judgment and conduct themselves in a manner that reflects the highest standards of professional ethics and behavior.
- Patient care providers are to render care in a manner that enhances the personal dignity and rights of each patient. Any form of patient abuse and/or neglect will not be tolerated.
- All interactions with patients, visitors, employees, physicians etc. must be conducted in a courteous and professional manner at all times.
- Touching patients, except in the direct delivery of care or by an appropriate greeting, is prohibited.
- Patients are to be dealt with equally and fairly.

- Appropriate language is to be used at all times when at a client facility. Abusive, profane, threatening, demeaning language is unacceptable, furthermore should this result in a violation of HIPPA regulations or a compromise of patient confidentiality disciplinary action up to and including termination may occur.
- Socializing with patients and/or patient's significant others outside of the facility is unacceptable.
- Socializing with patients and/or patients' significant others after discharge from the facility is prohibited. Staff is not to call, date, nor develop personal or social relationships with patients, former patients, or family/significant others of patients including giving of personal information or residential phone numbers. Any concerns regarding contacts with current or former patient/family members of the patients should be directed to your supervisor and/or Action Staffing Solutions.
- Any inappropriate interactions between the employee and patients, staff or others within the facility will be met with an investigation from Action Staffing Solutions, assignments and employment may be suspended pending the results of said investigation. After completion of the investigation appropriate disciplinary action (if any) will be taken up to and including termination.
- All employees will uphold all rules and regulations related to patient confidentiality in all areas including patient care, public and non-patient care areas including but not limited to the following:
  - Patient care providers are not to divulge to anyone any information or records concerning any patient without proper authorization. Unauthorized release of confidential information may constitute grounds for termination and/or civil action.
  - Conversation regarding patients are not to be held in the presence of other patients or any other person not privileged to this communication.
  - Any patient issues are not to be discussed with any other patient.
  - Patients are not to be named or discussed with anyone in or outside of the facility who does not have the legal right to receive information about the patient.
- Employees are not to discuss disagreements or express criticisms of other patient care providers, physicians or staff anywhere that patients, families or significant others may hear. A professional difference of opinion must be discussed in an appropriate private space.
- Behavior in patient areas and at the nurses' station shall be oriented towards patient care. Personal activities including reading, nail and hair care, and activities on a personal cell phone such as internet searches, games, texting and phone calls are not to be conducted.
- Employees are not to solicit, nor accept, any gifts or compensation of any kind from any individual outside of Action Staffing Solutions as a consequence of their position.
- Employees are to follow applicable rules, regulations and professional codes of conduct pertaining to their profession in addition to rules set forth by the facility and Action Staffing Solutions.
- While at the facility, all employees must abide by the following rules:
  - Eating and drinking are only permitted in designated areas
  - Sleeping is not permitted during paid working hours.

- Personal phone calls are prohibited except in emergency situations
- Personal cell phones are not to be accessed except in emergency situations or during rest/lunch periods. This includes personal phone calls, internet browsing, reading, texting, games and other personal activities.
- Assigned duties are to be carried out in a timely, efficient manner as directed.
- When entering a patient's room or when greeting a patient practice the following unless the patient expresses comfort with a different approach:
  - Knock before entering
  - Greet the patient by name
  - If it is the first contact of the day, your first time meeting the patient, or it is more comfortable for the patient, introduce yourself by name and title
  - Tell the patient why you are in the room
- When exiting a patient's room practice the following:
  - Inform the patient and/or family that you are leaving
  - State the time you expect to return
  - Ask if there is anything the patient and/or family needs before you leave

## Dress and Grooming

- Employees both of Action Staffing Solutions and of the facility play a part in maintaining the professional image that the facility projects to their patients and customers. The dress code at our facilities are determined by the facilities and are to be adhered to. Employees who are inappropriately dressed will be sent home and directed to return in proper attire and will not be compensated for lost time. Repeated failure to adhere to dress code regulations may result in the facility refusing to schedule the employee or appropriate disciplinary action by Action Staffing Solutions.
- The Action Staffing Solutions dress code includes but isn't limited to the following general guidelines:
  - Clothing must be clean, neat and allow for quick, efficient movement as necessary in the performance of job duties including emergencies. Professional healthcare attire is acceptable.
  - Examples of unacceptable attire includes, but isn't limited to:
    - Hats excepting those appropriate to the profession
    - Tights or leggings
    - Denim jeans
    - Sweatshirts and sweatpants
    - Miniskirts and other excessively revealing clothing including transparent or excessively provocative clothing
    - Bare midriffs, low cut, tube or sleeveless tops



- Clothing with printed messages, promotional material, caricatures or pictorial representations and applications that have a potential to fall off such as glitter and sequins.
- Facility dress codes may supersede these guidelines and exceptions may be made with the written approval of the supervisor when job expectations demand different attire.
- Jewelry is to be kept at a minimum and in keeping with patient safety and infection control practices. Long dangling earrings, large or excessive necklaces or bracelets and sharp rings are unacceptable examples.
- Fingernails must be kept short, clean and natural. The Centers for Disease Control has established new standards regarding artificial nails. This is to reduce the risk of infection that has been linked to artificial nails and to improve the quality of care to our patients. Any employee who has direct patient contact is prohibited to wear artificial nails of any kind.
- Hair must be neat and well-groomed
- Shoes must be clean, in good repair, provide good support and protection as well as allow for quick and efficient movement as necessary in the performance of job duties including emergencies. Heels should not be more than two and one-half inches high, open-toed or open-backed shoes are not acceptable. Shoes, socks and stockings must be worn at all times.

## Employee Courtesy and Conduct

- Employees must not work in a manner that willfully obstructs or hinders another employee from completing their assigned duties
- Employees must operate in a manner both safe to themselves and their co-workers and patients
- If an employee should need to leave a facility during a shift, employees must have the permission of the supervisor who has been informed of why they are leaving, where they are going and how long they will be gone. Time spent away from the facility will be unpaid.
- Employees must not make or take personal phone calls nor have personal visitors unless permission is obtained from a supervisor, except in the case of emergencies.
- Any changes to an employee's name, address, contact information or family status must be communicated to Action Staffing Solutions immediately and in writing.
- Contributions may not be solicited at any facility unless approved both by the facility and Action Staffing Solutions. This may include but is not limited to raffles, benefit sales and charitable drives. Should contributions be approved they may not interfere with the progress of work of either the employee or the facility.
- Employees may not solicit, offer for sale or display merchandise or catalogues at facilities without prior permission from Action Staffing Solutions and facility management.

## Telephone Courtesy

- Telephone courtesy guidelines include but are not limited to:
  - Answering the phone, preferably by the third ring if possible.
  - Identify yourself by giving your department and name.
  - Identify the caller and what their request is.
  - When leaving the line, before placing the caller on hold, ask the caller if they can hold the line and wait for the caller's response.
  - When returning to the line thank the caller for waiting.
  - When you give the call to another person, inform them that they have a call and who the caller is.
  - If possible, do not leave a caller on hold for more than thirty (30) seconds. If a longer hold time is necessary, return to the line and thank the caller for holding, while updating them on the status of their wait. If appropriate, request the caller's information in order to schedule a call-back.
  - If the person receiving the call is not available, advise the caller and offer the options of speaking with someone else, voicemail (if applicable) or leaving a message.
  - After taking a message, confirm the information with the caller.
  - When transferring a call, inform the caller that you are transferring them, to whom and why.
  - Allow your voice to reflect courtesy and a smile, what you say and how you say it makes a difference.
  - Employees are to seek guidance from their manager when there are questions, concerns or problems with these rules or any other part of their employment.

## Personal Phone Calls

- Employees are requested to keep all personal phone calls, both incoming and outgoing, to a minimum. Friends and relatives should be discouraged from calling the employee during working hours unless there is an emergency. Under no circumstances should an employee make or charge a long-distance call to the company unless it is work related and approved by the employee's supervisor. Excessive phone calls may lead to disciplinary action.

## Charting

- Charting should be conducted in a thorough and complete manner in accordance with the charting requirements of each client facility. In the event your charting is found to be incomplete, it is your responsibility to complete your charting as soon as possible on your own time. As a licensed professional, it is your legal and moral responsibility to do so. Failure to complete documentation in a patient medical record when requested by the client facility may result in disciplinary action up to and including termination.

## Attendance Policy

- If you must be absent, call the Action Staffing Solutions office as soon as possible, or at least four hours before the start of your scheduled shift on the first day, and each subsequent day of an unscheduled absence. You will need to explain why you must be absent, and when you expect to return to work.
- **Note** – It is your responsibility to ensure that proper notification of an absence is given. Asking another employee, friend or relative to give this notice is not acceptable, except under emergency conditions. An employee who fails to give such notice will be charged with an unexcused absence. If an employee is absent without notifying the company, or the justification for an absence is unacceptable, they are subject to disciplinary action up to and including termination.

## Punctuality

- Employees are expected to be at their workstations ready to work by the start of shift and required to sign in no more than ten minutes prior to the start of shift, unless otherwise requested by the facility supervisor.

## Tardiness

- Tardiness of more than one half hour is considered an absence. Employees who are late for one hour or more for a shift must provide a verifiable reason that will be recorded in the employee's personnel file.

## Employee Health and Safety

### Emergency Policy and Procedures

- In the event of an emergency, it is critical to know the procedures of the facility. In order to prepare, take time to learn the following at each facility you work in:
  - Building address
  - Building floor plans
  - Building evacuation plans
  - Locations of fire/emergency exits
  - Facility specific emergency procedures, such as meeting locations after building evacuations
  - Locations of emergency equipment including
    - Fire extinguishers – Types A, B, C & ABC combinations
    - Fire alarm pull boxes
    - Emergency phones
    - First aid kits
    - AEDs – Automated external defibrillators

- Other emergency and safety equipment

- 1<sup>st</sup> – In the case of a life-threatening emergency or fire, **call 911**
- 2<sup>nd</sup> – Contact facility management
- 3<sup>rd</sup> – Contact the recruiter you're working with at Action Staffing Solutions

- At the Loveland office – (970) 667-4202
- On-Call mobile number (emergencies only) (970) 888-1795
- At the Thornton office – (720) 950-1350

## Illness Reporting

- An employee who becomes ill during working hours should report it to Action Staffing Solutions immediately.

## Injury Reporting

- All employees are required to report any work-related injuries to the Action Staffing Solutions office within 24 hours of the occurrence. In the event that emergency medical attention is necessary, notify Action Staffing Solutions immediately. Written documentation of the incident describing what happened, the type of injury, witness statements, physician statements and/or emergency reports are to be completed and delivered to Action Staffing Solutions within 72 hours after the injury occurs.
- Regardless of severity, all injuries incurred while on the job must be reported to the supervisor at the client facility and Action Staffing Solutions at once, during the same shift in which the injury occurred. After the employee has contacted Action Staffing Solutions, a decision will be made as to whether treatment should be first-aid vs. medical only and the employee will be instructed where to go for treatment.
- It is the policy of Action Staffing Solutions to request an immediate drug screen for any employee who reports a work-related injury while on duty for Action Staffing Solutions. Any employee who refuses to take a drug screen test will be placed on suspension pending further investigation.
- Employees must notify Action Staffing Solutions immediately and forward information necessary in completing an incident report and to verify accuracy of current mailing address.
- Any employee who sustains a work-related injury must, upon Action Staffing Solutions' request, submit a written physician statement of good health and no lifting restrictions prior to their return to work.

## Solicitations

- Unauthorized solicitations of employees on the premises of client facilities are strictly prohibited. This prohibition applies both to employees on working time and outsiders. Solicitations for gifts (resignations, retirements, weddings, births etc.) must be authorized by the department manager/supervisor.

## Legal Assistance

- In the course of employment with Action Staffing Solutions, employees may come in contact with various organizations, union groups, welfare agencies, insurance representatives and others. Knowledge of these organizations and how they can serve the patient population in the facility in which you are working is important information for employees who have direct patient contact.
- From time to time, a patient may require the need for outside legal services and ask an employee for the name of an attorney or law firm. Under no circumstances may any employee refer a patient to a specific law firm or attorney for legal assistance.

## Patient Rights and Responsibilities and Patient Confidentiality

- The patient has the right to expect healthcare providers to share only the information that is relevant to their care and within the classification and job responsibilities of the healthcare provider.
- The patient's right to privacy shall be respected. Patient information shall only be shared with those who are directly involved in their care.
- Accountability to Safeguard:
  - Home telephone numbers and addresses
  - Spouses & other relatives names, telephone numbers and addresses
  - Physical medical records including:
    - Data Communications
    - Paper Documentation
    - Photos
    - Videos
    - Diagnostics & therapeutic reports
    - Laboratory and pathology samples
  - Social security numbers
  - Income tax withholding records
  - Information related to evaluation of performance
  - Patient business records
  - Misuse of verbal information provided by or about a patient
  - Mainframe & department based computerized patient data
  - Other such information, which if disclosed, would constitute an unwarranted invasion or breach of privacy

## Violation of Confidentiality

- Unauthorized access, use, misuse, discussion or disclosure of confidential and proprietary information, documentation or electronic records of patients or employees during and after employment with Action Staffing Solutions.
- Breach of confidentiality may be subject to civil or criminal action for invasion of privacy and may lead to disciplinary action up to and including termination.

## Responsibility

- I am responsible, obligated and will protect confidential, patient, proprietary and employee information and will not misuse or abuse this confidentiality policy.
- The access to and authorized use of all persona data, medical information considered confidential and proprietary in any form shall be available during the course of my employment only and shall be subject to and will be treated as confidential and proprietary. My obligation of confidentiality becomes effective immediately after being employed by Action Staffing Solutions and will continue after my separation.
- My conduct will be in strict conformance to applicable state and federal laws, statutes, regulatory guidelines and codes.
- Any questions regarding confidentiality of information are to be addressed with management

## Drug-Free Workplace Policy

Action Staffing Solutions is committed to protecting the safety, health and well-being of all employees as well as other individuals in the workplace. As such, we have established a drug-free workplace policy requiring all employees to report to work on time, in the appropriate mental and physical condition for work.

This policy applies at all times whenever an employee is representing Action Staffing Solutions, or conducting business for the organization whether on our property, on route to or at any client facility. Therefore this policy applies during all working hours, whenever conducting business or representing the company, or while on call/paid standby.

In addition, employees are encouraged to report dangerous behavior to supervisors or management.

## Prohibited Behavior

The possession of, sale, trade and/or offer for sale, manufacturing, dispensing or use of controlled substances or alcohol is a violation of our drug-free workplace policy. The presence of any amount of any controlled substances that results in a positive drug test is prohibited.

## Controlled Substances

Controlled substances for the purpose of this policy includes any drug that is available to legally obtain, but was not obtained legally, any drug that is illegal under federal and/or state laws. This includes the possession and use of prescribed drugs which are not being used for the prescribed purpose, or in the prescribed manner/amount. Examples include (but are not limited to):

Marijuana\*

Amphetamines

Alcohol\*\*

Cocaine

Narcotics

Opiates

Stimulants/depressants

\*Although Colorado law states that medical and recreational use of marijuana is legal, federal guidelines and the Drug Enforcement Administration (DEA) have listed it as a schedule 1 controlled substance and therefore for the purposes of this policy it is prohibited.

\*\*The possession of alcohol on company or client property is prohibited, as is the use of alcohol and alcohol in the body above the legal driving limit.

## Medications

Employees are expected to be mindful of potential impairment during working hours due to the legitimate use of medications whether they are prescribed or over-the-counter. There are a number of over-the-counter and prescription medications that can negatively impact safe work performance. Employees are expected to consult with their personal health care professional to determine how use of medications will impact their safe job performance. Use of any medication that may pose a threat to workplace safety must be discussed with Action Staffing Solutions management.

## Notification of Convictions

It is a requirement that any employee convicted of a criminal drug violation in the workplace must notify the company in writing within three (3) calendar days of the conviction.

## Searches

Entering any Action Staffing Solutions property or any of its client's property constitutes consent to searches and inspections. Employees may be searched at random, or if suspected of violating the drug-free workplace policy, he or she may be asked to submit to a search or inspection. Searches can be conducted on lockers, wallets, bags, purses, briefcases, desks, workstations, vehicles and clothing pockets. This list is not all-inclusive.

## Drug Testing

To ensure that the drug-free workplace policy is upheld fairly and completely drug testing will be conducted at various times.

- **Pre-Employment** – Pre-employment testing will take place after a conditional job offer has been extended. This may include an assignment specific offer, or admission into the candidate pool.
- **Post-Accident** – Following an on-the-job accident requiring medical attention or involving property damage, the employee involved will be subject to immediate testing.
- **Reasonable Suspicion** – Employees may be subject to testing based upon a reasonable amount of suspicion that they are under the influence or have violated the drug-free policy.

While submission to pre-employment testing is voluntary, refusal to submit to the collection of a urine, blood or saliva sample will result in the inability to be submitted to a variety of clients or client facilities for assignments. Refusal to submit to post-accident or reasonable suspicion testing will result in disciplinary action up to and including termination.

## Violations of This Policy

The goal of this and any drug-free policy is to encourage employees to maintain awareness of their individual responsibilities and their potential impact towards not only their own workplace safety, but the safety of others as well. We encourage all employees who are having addiction or drug abuse problems to voluntarily seek help. If, however, an individual violates the policy there are consequences.

If an employee violates this policy, he or she will be discharged from employment. In addition to the policies above, employees will be subject to disciplinary actions up to and including termination for any of the following:

- Submission of a specimen not their own
- Altering their specimen
- Not completing required forms
- Refusal to cooperate with the testing process

## Confidentiality

All information received by Action Staffing Solutions in relation to the drug-free workplace policy is strictly confidential. Access to the information and documentation is strictly limited to those who have a legitimate need to know.

## Financial Transactions with Customers or Patients

- Monies or gratuities must not be accepted from customers or patients and any offers of this nature must be reported promptly to the supervisor. Money must not be borrowed from or other obligations incurred with patients, customers or employees of customers. Further, staff personnel must not request favors from facility employees or customers such as special discounts or merchandise. Accepting favors or gratuities may result in disciplinary actions up to and including termination.

## Licensure/Certification

- All Action Staffing Solutions employees who are required by law to have a license or certification in order to perform a job are required to provide a copy of their current license or certificate for their employee file.
  - New hires will be required to supply their license or certification prior to the first working day. All new hires' license or certificates are verified with the issuing board.
  - Each employee will be responsible for maintaining their own licensure or certification.
  - The employee must submit copies of renewed licensure or certification upon receipt to the Action Staffing Solutions office.
  - Employees whose licenses lapse must provide proof of application for renewal (verification letter from the board). Employees will be suspended until their license is renewed.



## Unlawful Harassment

- Action Staffing Solutions has a firm policy prohibiting unlawful harassment, including sexual harassment, in any form. Harassment is often defined as the creation of a hostile or intimidating environment in which inappropriate conduct, whether due to severity or persistence, is likely to interfere with an individual's work, education or living/social condition. **Harassment in any form, based on sex, race, color, age, national origin, ethnicity, ancestry, physical or mental disability, medical condition, genetic information, pregnancy, marital status, religion, gender, gender expression or identity, sexual orientation, military or veteran status or any other characteristic protected by state or federal laws is unlawful and strictly prohibited, as are all forms of sexual intimidation, exploitation and violence.**
- Sexual harassment is loosely defined, but not limited to, unwelcome sexual advances or requests for sexual favors and other conduct of a sexual nature where submission to such conduct is a term or condition of employment, or submission or rejection of the conduct is used as a basis for making employment decisions.
- Offensive conduct may include, but is not limited to, offensive jokes, name calling, slurs, physical assaults or threats of assault, intimidation, ridicule, insults, offensive objects or pictures and interference with work performance.
- Employees who have been subjected to harassment are urged to contact Action Staffing Solutions immediately, do not wait for a situation to work itself out.
- Members of management who are not involved in the alleged harassment will thoroughly, and discreetly, investigate all reports of sexual harassment.
- Violations of this policy are strictly prohibited and will result in disciplinary actions up to and including termination of the offender, as well as any civil or criminal actions that may be applicable.
- False accusations may result in the same disciplinary actions applicable to one guilty of harassment

## Wages, Hours and Working Conditions

- Overtime: In Colorado, overtime is considered time worked in excess of forty regular hours within a one week pay period, or hours worked in excess of twelve hours in one day. Time and one-half will be paid for hours worked in excess of twelve continuous hours of work.
  - All overtime must be pre-authorized by a supervisor by initial/signature on the employee's time card. A shift scheduled in excess of 12 hours in one day by a supervisor will constitute authorization for overtime for scheduled day only unless the contract, client or facility is exempt from this rule.
- Pay rates vary and are subject to change with notification
- Pay rates are strictly confidential and are not to be shared with other employees or employees of client facilities at any time.

## Holidays

- Employees will be paid one and one-half times the hourly rate for hours worked on holidays. Below is a list of standard holidays, it is important to note that not all facilities recognize all of these as paid holidays and we can only pay holiday rates at facilities that do.
  - New Years Eve
  - New Years Day
  - Easter Sunday
  - Independence Day
  - Christmas Eve
  - Christmas Day
  - Memorial Day
  - Labor Day
  - Thanksgiving Day

## Timekeeping

- Timecards must be submitted no later than 9:00am Monday
  - Timecards must be in PDF format and emailed to [timecards@myactionstaffing.com](mailto:timecards@myactionstaffing.com)
    - Also copy your recruiter
  - If you are unable to submit your timecard by the deadline call the Action Staffing Solutions office immediately.
  - You must submit one timecard for each client facility
- All timecards must include:
  - Your name
  - The facility name
  - The week ending date
  - Your position
  - Supervisor signature
  - Calculated hours – Daily & weekly totals
    - All overtime must be approved by a facility supervisor

## Pay Periods and Pay Days

- Pay periods for all employees are from Monday to the following Sunday. All pay is distributed via direct deposit only every Friday (actual deposit times vary depending on financial institution).
- Lost Pay – Employees are responsible for keeping Action Staffing Solutions up to date regarding any changes in direct deposit accounts, numbers or status. Should a change occur without this notice, Action Staffing Solutions is not responsible for any delays in pay.
- We will not schedule more than forty hours in a period, unless the client has authorized, and is willing to pay the overtime required by law.
- No advances on wages or salaries will be made. There are no exceptions.
- Payroll Deductions – By law Action Staffing Solutions is required to deduct, where applicable, Federal Withholding taxes, Social Security Taxes, State and Disability, insurance premiums and garnishments from an employee's pay.

## Employee Benefits

- Medical, Dental and Vision Plans
  - Action Staffing Solutions offers medical, vision and dental plans to our full-time employees. Full-time is defined as working in excess of 30 hours a week, every week for a 30-day period. You must maintain these hours, or you will be reclassified as part time and not eligible for benefits.
  - You are not automatically enrolled for benefits, it is your responsibility to sign up. To check on eligibility and options, contact Action Staffing Solutions.
  - You are responsible to pay your portion of the premium every week.
  - When going on vacation/leave for greater than 4 consecutive weeks, you are responsible for the full premium.
- 401(K) retirement plan
  - Traditional & Roth, no employer match at this time
  - A discounted program for continuing education is available.
- Direct deposit
- Referral Bonuses
- Career Development

## Clinical Incidents and Events

- It is critical that clinical staff recognize the importance of following effective procedures and are encouraged to speak up if something has compromised, or might compromise, patient safety and care quality.
- A Clinical Incident is any event or series of events that resulted in or had the potential to result in an adverse patient outcome. Examples of a clinical incident may include an omission of treatment, deviation from policy, medication errors, improper equipment usage, IV of blood complications, patient fall, inaccurate clinical assessment, or a patient/physician complaint. Clinical staff should notify Action Staffing Solutions of any clinical incidents that occur while on assignment, regardless of any actual adverse outcome.
- A Sentinel Event is an unexpected occurrence involving serious physical or psychological injury, death, or the risk thereof. These events must be reported to facility management immediately, and Action Staffing Solutions within 24 hours of the occurrence. All related reporting/paperwork must be completed in accordance with facility policy. The facility will conduct a root cause analysis for all sentinel events in order to identify the cause of the error(s). Action Staffing Solutions management will work closely with staff involved in the error, including supporting them through the difficult time following such an event, facilitating communication between the staff and facility about the event and, based on the results of the analysis, help to devise a plan for improvement and educational activities.
- In the event of a deviation of practice according to the professional practices act, fraudulent behaviors, narcotic abuse, aberrant or illegal behavior, each event is documented, and a report is made, which includes information from the facility. Action Staffing Solutions reports each situation, following investigation, according to the guidelines of the appropriate professional association.

## Complaints and Grievances

- Action Staffing Solutions requires a written report/statement regarding any complaint that may arise concerning Action Staffing Solutions management, other employees, customer facilities or facility staff. We will accept an initial verbal complaint report, but a written statement will be requested in order to submit an official complaint.
- Complaints are not to be submitted directly to a facility. Any employee who contacts a client facility directly regarding a complaint may incur disciplinary action up to and including termination.
- Action Staffing Solutions is committed to providing a positive working environment. If you should experience anything during your assignment, or interactions with Action Staffing Solutions, that is unsatisfactory, please contact Action Staffing Solutions management immediately so a resolution can be reached. We have a process in place to assure that complaints and concerns are addressed in a timely manner. Please contact our office management if you experience any of the following:
  - A clinical incident or sentinel event – Any situation that results, or may result, in an adverse outcome to the patient.
  - Injury while on assignment
  - Reassignment to a unit/area in which you are not skilled in.
  - Ethical issues or concerns
  - Scheduling and communication issues
  - Other situations that result in your dissatisfaction or discomfort
- Action Staffing Solutions management will work with you to achieve a resolution to the complaint or concern.
- Should your complaint be in regard to another employee, you may not be given information about the outcome, particularly of any disciplinary action.

## Performance Improvement

- Action Staffing Solutions' quality assurance programs are in place to improve employee satisfaction, patient safety and care quality. This improvement program is designed to objectively and systematically evaluate the performance of services provided to clients, pursue opportunities to improve service, identify trends that warrant evaluation, modify processes to improve customer service and to resolve identified problems. This focus on continuous improvement of performance and service is one more way in which we at Action Staffing Solutions practice our policy of constant care.
- We foster approaches that facilitate continuous performance improvement and open communication through the following mechanisms:
  - Establishment of an organizational culture which supports and promotes growth and performance improvement.

- Quality assurance surveys to both facilities and employees to encourage open communication with Action Staffing Solutions management.
- Performance evaluations and improvement plans including continuing education opportunities
- Objectives of the performance improvement program
  - To identify opportunities to improve on processes that affect the performance of services provided by the organization
  - To identify and resolve problems associated with the provision of services for the purpose of performance improvement and enhanced customer service
  - To identify high volume, high risk/benefit, or potentially problematic processes that have the greatest potential to impact performance of services provided.
  - To assure the stability of existing processes and ensure they are performed in a timely manner that meet standards.
  - To identify patterns or trends that warrant further evaluation.
  - To integrate information provided from clients/facilities that relate to services provided.
  - To identify and resolve employee safety and wellness related issues.

## Do-Not-Send Prevention Tips

- While do-not-sends are at times subjective in nature, there are precautions and steps that staff can take to attempt to prevent them.
  - Be on time to all shifts
    - Arriving early! This is particularly important your first day at a new facility in order to learn the facility lay out.
    - Be aware of weather and traffic conditions and plan your route ahead of time.
    - Arrive well rested, with good hygiene and dressed appropriately.
  - Do not sign in and out at the same time
    - Accurate time keeping is critical
  - Be accurate, thorough and detailed in your patient charting
  - Show initiative
    - Keep in contact with your supervisor, as questions as necessary and stay on top of potentially difficult situations.
  - Do not handle personal business during your shift
    - Talking/texting on mobile phones while on shift (except in the case of an emergency or during breaks) is one of the most common complaints received about employees and reflects poorly on prioritization and time management skills.
    - This is one of the most common causes of do-not-sends
  - Respect and follow facility policies

- Each facility may handle different procedures and tasks differently. While suggestions may be welcome at times, it is important to respect the facility and its management and follow their policies and procedures without complaint or argument except in cases which may result in safety or care concerns.
- Practice the 5 rights of medication administration
  - Right Patient
  - Right Medication
  - Right Dose
  - Right Time
  - Right Route
    - If for any reason you are confused regarding any aspect of the medication administration process, clarification should be sought to ensure safe medication administration.
  - Be conscious of the Joint Commission National Patient Safety Goals
    - Improve the accuracy of patient identification
    - Improve the effectiveness of communication among caregivers.
    - Improve the safety of using medications.
    - Reduce the risk of health care-associated infections
    - Accurately and completely reconcile medications across the continuum of care.
    - Reduce the risk of patient harm resulting from falls
  - Practice excellent customer service
    - This includes every person you come into contact with while you are working. Every patient, every nurse, pharmacist, physician, practitioner etc. Greet every person you meet with a friendly smile and a helpful attitude.

## Disciplinary Action

- Action Staffing Solutions has established workplace standards of performance and conduct as a means of maintaining a productive, safe and cohesive working environment. A positive, progressive approach is taken to solve discipline problems. Our system emphasizes correction of the offensive behavior. If correction of the problem and sustained improvement does not occur, termination may result.
- The following may be grounds for disciplinary action, up to and including termination:
  - Unexcused absences, failure to notify Action Staffing Solutions prior to absences, or excessive attendance issues.
  - Excessive cancellations or tardiness.
  - Unauthorized possession, use or removal of property belonging to Action Staffing Solutions or any client facility.

- Failure to comply with all safety rules and regulations, including the failure to wear safety equipment when instructed.
- Reporting to work under the influence of alcohol, banned/illegal drugs, or in possession of either on company or facility premises.
- Lewd, unacceptable behavior, possession of any kind of weapons or explosives, provoking, instigating or participating in a fight is strictly prohibited by Action Staffing Solutions and its client facilities.
- Violation of the harassment policy
- Insubordination of any kind (i.e. refusal to carry out a supervisor's reasonable work request).
- Leaving an assignment without notice/permission (i.e. patient or assignment abandonment).
- Falsifying records, including but not limited to application information, time records, patient records, facility records, or claims pertaining to injuries occurring on company or client facility premises.
- Disclosing confidential information without prior authorization.
- Disregard for established policies and procedures
- Discourtesy to clients, patients or fellow employees.

## Termination Policy

- The following point system is used to help determine if termination of an employee is the appropriate disciplinary step. This list is not all inclusive.
- Any employee who receives 5 points will be considered for termination.
- Each item on this list is handled on a case-by-case basis. If warranted, point values may be raised or lowered, and disciplinary steps may be skipped.
  - 1-Point:
    - Attitude, lack of professionalism, customer service complaints
  - 2-Points:
    - Clinical incompetence, poor clinical performance
    - Poor time management
    - Medication error (without danger to a patient)
    - Documentation deficiencies
  - 3-Points:
    - Danger to a patient
    - No-call No-show
  - 5-Points:

- Illegal behavior – This includes falsification of any documentation (certifications, time cards etc.), use of or distribution of controlled substances, misappropriation of equipment or medication, or patient/shift abandonment.
- Any employee who is reported to have performed any of these actions will be treated as though terminated until an investigation is completed and either they are exonerated of the accusations, or the termination is made official.
- Any employee involved in illegal activity will be terminated immediately and reported to the appropriate authorities.