



EMPLOYEE HANDBOOK

2022

The contents of this handbook are presented as a matter of information only. While Fast Pace Medical Staffing believes wholeheartedly in the plans, policies and procedures described here, they are not conditions of employment. Fast Pace Medical Staffing reserves the right to modify, revoke, suspend, terminate or change any or all such plans, policies or procedures in whole or part, at any time, with or without notice. The language used in this handbook is not intended to create, nor is it to be construed to constitute a contract between Fast Pace Medical Staffing and any one or all of its employees. Your employment with Fast Pace Medical Staffing is voluntary and is subject to termination by you or Fast Pace Medical Staffing at will, with or without cause, and with or without notice, at any time.

The policy descriptions outlined in this handbook are intended solely as general summaries. The information presented is not intended to replace any established policies. Policies and procedures may be changed at any time, and it is the employee's responsibility to familiarize him/herself with the official Policies and Procedures of Fast Pace Medical Staffing which are available on the company's website (www.fastpacemedicalstaffing.com) under Employee Resources.

GENERAL POLICIES

CONFIDENTIALITY

- Personal information of patients and staff that you obtain during employment must remain confidential.
- Examples of breaches of confidentiality include:
 - √ Sharing, selling, copying, changing or disposing of information without proper authorization
 - √ Providing or gaining unauthorized access to records
 - √ Accessing information not necessary for your job duties
- You will be held accountable for breaches of confidentiality which can include discipline or termination.

EQUAL OPPORTUNITY IN EMPLOYMENT

- Fast Pace Medical Staffing is an equal opportunity employer.
- No otherwise qualified person shall be excluded from employment or discriminated against based on any characteristics protected by state and federal laws and regulations.
- As an employee, you are expected to act in accordance with the policy.
- Any concerns or allegations should be taken to the Director.

HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT- HIPAA

- You are responsible for knowing and following our HIPAA policies and procedures.
- You may contact our HIPAA Privacy Official if you have any questions.
- Should the need ever arise, you are to refer all non-employees to the HIPAA Privacy Official.

PAYCHECKS

- A work week begins at 12:00 a.m. Sunday and ends at 11:59 p.m. Saturday.
- A pay period consists of one week.
- Each day it is your responsibility to have your time entered on your E-timesheet.
- You must have your E-timesheet submitted every Sunday by 12 noon.
- If your E-timesheet is not completed and submitted on time, the hours will be processed with the next pay period.
- You will be paid weekly according to the payroll calendar. Paychecks will be available for pick up at the office with proof of identification.

REFERRAL BONUS

- If you recruit an applicant who is hired by Fast Pace Medical Staffing, you will receive a referral bonus.
- Details of the referral bonus amount can be found in the Referral Bonus policy.
- Your payment will be added to your paycheck and is subject to the same taxes as your wages.

YOUR PERSONNEL RECORDS

- Personnel and medical records are considered confidential. Access to these records will only be granted to employees to complete their job functions.
- Any request for access to your records shall be directed to the Director.
- You may request copies from your personnel file at your own expense.
- Medical records may be shared with clients on an “as needed” basis.

EMPLOYEE BENEFITS

HOLIDAYS

- Time and a half will be paid for hours worked on a holiday.
- The following days are recognized as holidays for employees:
 - √ New Year's Day
 - √ Easter
 - √ Memorial Day
 - √ Independence Day
 - √ Labor Day
 - √ Thanksgiving Day
 - √ Christmas Eve (pm/noc only)
 - √ Christmas Day
 - √ New Year's Eve (pm/noc only)

MILITARY LEAVE

- If you are called to active or U.S. Armed Forces Reserve duty, you will receive an unpaid leave of absence for the required time away. If you have been employed for six months you may use paid time off while on military leave.
- When practical, you must provide a two-week notice and a copy of written orders from the military prior to your departure.
- Military leave does not break continuous years of service. When you return to work, it must be in a timely manner, with an honorable discharge and the ability to perform the essential functions of the job.
- If your leave lasts 1 to 90 days you will be placed in the same job you would have held had you remained working. If your leave lasts 91 or more days (not exceeding five years), you will be placed in an equivalent position with the same pay and benefits.

PAID TIME OFF (PTO)

- PTO will begin accruing on the first day of employment and is available for use after your first six months.
- You will earn PTO for each hour worked and by years of service.
- You must request PTO by notifying the Scheduler two weeks in advance. You also are required to work four shifts within the month.
- Approval must be granted prior to taking any PTO.
- You are responsible for monitoring your PTO time. You are not allowed to carry PTO time into the following year. If you do not use it in the year it is earned, you will forfeit accrued hours at the start of the new year.
- You must resign with required notice and be employed for six months to be paid out for any accrued PTO.
- All PTO hours paid out at termination are paid at fifty percent.
- PTO accruals will be based on the following:

<u>Years</u>	<u>Hours/8 hr. Days</u>	<u>Accrual per Hour</u>
6 mos. up to 2 years	16 hours / 2 days	.0103
2 years through year 4	24 hours / 3 days	.0154
5 years through year 9	32 hours / 4 days	.0205
10 years or more	40 hours / 5 days	.0257

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WORK RULES

ABUSE, NEGLECT & MISAPPROPRIATION

Abuse

The Wisconsin Vulnerable Adults Act (Chapter 940.285) and Wisconsin Reporting and Investigation of Caregiver Misconduct (Chapter 13) define abuse as follows:

- √ An act or repeated acts, an omission or a course of conduct by a caregiver or non client resident, including but not limited to restraint, isolation or confinement that is contrary to Fast Pace Medical Staffing policies and procedures, not a part of the client's treatment plan and done intentionally to cause harm. Any of the following can be considered abuse:
- √ If you cause pain or injury, death or an act that does not constitute as self-defense
- √ If you disregard patients' rights under chapter 50 or 51 or disregard your duties as a caregiver or your obligations to the patient
- √ If you cause mental or emotional damage to a patient; cause harm to their psychological or intellectual functioning
- √ If you have sexual contact under § 940.225 or sexual intercourse with a patient
- √ If you forcibly administer medication or the performance of psychosurgery, therapy, research without authority or knowledge from the patient
- √ If you perform an act that has no legitimate purpose but to harass, intimidate, humiliate, frighten or threaten a patient

Neglect

Neglect is an intentional course of conduct by you or a non-client that includes, but is not limited to, confinement, isolation, or restraint that is contrary to Fast Pace Medical Staffing policies and procedures, and is not part of the treatment plan for the patient. Any of the following are considered neglect:

- If you cause pain, injury or death of a patient
- If you disregard client rights under Chapter 50 or 51, or disregard your duties as a caregiver or your obligations to the patient
- If you cause mental or emotional damage to a patient; cause harm to their psychological or intellectual functioning
- If you deprive the patient of food, shelter, clothing, personal care, medical or dental care, or failure to provide basic needs

Misappropriation

Misappropriation of property means any of the following:

- If you intentionally take, carry away, use, transfer, conceal or retain possessions of a patient's movable property without consent
- If you intentionally deceive a patient with false pretenses to obtain property, with the intent to defraud the patient at any facility

ACTIVE STATUS/AVAILABILITY FOR WORK

- You must work at least one shift per week or work four shifts per month to remain on active status.
- When your work availability changes, you must notify the Scheduler .
- You must have a working phone to communicate with Fast Pace Medical Staffing regarding work shifts. If you do not have a phone, it is your responsibility to contact the Scheduler daily for available hours.
- If you do not contact the Scheduler daily or you refuse to accept work shifts, it will be documented as an employee quit.
- You must attend any mandatory training to remain on active status.
- If you need to take a leave of absence, you will be required to produce a return to work order from your doctor and update your personnel file to gain active status.
- You must provide a two week notice when resigning employment.

ALCOHOL & DRUG-FREE WORKPLACE

- You are not allowed to consume alcoholic beverages or possess illegal drugs while on duty, nor shall you report to work under the influence of alcohol or illegal drugs.
- If you are convicted of a criminal drug-related charge in the workplace, you must notify the Director immediately.
- If you are aware or have knowledge of staff using alcohol or drugs, possessing or selling drugs at the workplace while on company time, you shall report the information to the Director.
- Failure to report such activity could result in disciplinary action or termination.

ANTI-HARASSMENT

- Harassment consists of unwelcome conduct, whether verbal, physical, or visual, that is based upon a person's protected status, such as sex, color, race, ancestry, religion, national origin, age, disability, or other protected group status.
- Sexual harassment consists of unwelcome advances, requests for sexual favors, and other physical, verbal, or visual conduct.
- You are responsible for avoiding harassment in the workplace.
- If you feel you have witnessed or experienced harassment, you are to immediately notify the Director.
- Fast Pace Medical Staffing will investigate all complaints thoroughly.

ATTENDANCE/CANCELLATIONS

- Work schedules and starting times are based on the client's business needs. At times, schedules may change based on those client's needs.
- You are expected to report to the worksite as scheduled and work the entire shift.
- Only accept work shifts you are sure you can work.
- Once a work shift is booked and confirmed, cancellations will only be accepted for emergencies with a four-hour notice. Documentation is required of the absence or any call outs or it may be considered a voluntary resignation.
- You must speak directly to the Scheduler. Leaving a message on an answering machine or voice mail is not considered proper notification.
- If you fail to notify the Scheduler prior to your work shift of your inability to start the shift, you will be considered NO-CALL, NO SHOW and may be subject to termination.

BREAKS AND LUNCH PERIODS

- You will follow the facility's policies pertaining to breaks and lunch periods.
- You must record all lunches taken on your timecard.
- You must never leave a unit or facility during work time without first informing a facility supervisor.
- If you do not take a lunch during your work shift, "no lunch" must be indicated on your timecard and signed off on by the facility supervisor.

CONFLICT OF INTEREST

- You cannot ask for or complete an application at a client's facility while you are working there through Fast Pace Medical Staffing. If the facility approaches you, you must notify Fast Pace Medical Staffing immediately.
- Accepting gifts from patients, patients family and friends or from a facility such as cash, gift cards, or any other gifts of appreciation is strictly prohibited.
- Information gained during your employment may not be used in any way for your personal benefit.
- You can never borrow money from or loan money to any patients or comingle patient funds with your funds at any facility.

CRIMINAL BACKGROUND CHECKS

- You are required to notify the Director by the next working day of any pending charge or conviction of a crime or other act or offense that occurs during employment at Fast Pace Medical Staffing. Failure to do so will result in disciplinary action which could include termination.
- At least every four years, you will be required to completed another Background Information Disclosure form.
- Fast Pace Medical Staffing reserves the right to conduct annual and periodic background checks if warranted.
- Some facilities require a review of employees background checks. If any client facility determines a substantial relationship exists between your pending charges and/or convictions and the job assignment, you may not be offered assignment at that facility.

DO NOT RETURN (DNR)

- You are expected to work in a professional manner at all times.
- Fast Pace Medical Staffing will honor any client facility requests to not have an employee as a DNR return to its facility.
- A DNR may be grounds for termination.
- If you display unacceptable behaviors at a worksite, you will be placed on an unpaid suspension until an investigation is completed.
- Unacceptable behaviors include (but are not limited to):
 - √ theft
 - √ caregiver misconduct
 - √ insubordination
 - √ provoking a fight or fighting
 - √ negligence or improper conduct leading to damage
 - √ rolling of eyes, shrugging of shoulders, turning away when being addressed
 - √ boisterous and loud outbursts
 - √ suspicion or smell of alcohol or under the influence of drugs
 - √ possession, distribution, sale or transfer of any drugs or alcohol while at the client's facility
 - √ possession of a dangerous weapon
 - √ falsifying timesheets or a worker's compensation claim
 - √ providing false information during any investigation
 - √ operating a facility vehicle while on duty
- You are advised to review the full Do Not Return policy on the company's website (www.fastpacemedicalstaffing.com) under *Employee Resources*.
- If you choose to DNR yourself, it can limit your options and hours.
- We require you to work two to three shifts before you DNR yourself or before requesting a specific facility as a last choice.

DRESS CODE

- As an employee of Fast Pace Medical Staffing, you are held to the following guidelines :
 - √ You must report to your worksite properly groomed, clean and ready for work.
 - √ Your clothing must be clean, appropriate healthcare attire (uniforms).
 - √ You must wear undergarments and tennis shoes or shoes that are safe to work in. No open toed shoes.
 - √ Excessive or unsafe jewelry is not allowed.
 - √ Your fingernails/faux nails are not to exceed 1/4" from fingertip/thumb.
 - √ You may be asked to cover tattoos or other body art.
 - √ Client facilities may have additional dress code requirements.
 - √ Name tags will be provided and required to be worn during all shifts worked at client facilities.
- Refer to the Dress Code and Appearance policy for further information on what is and is not acceptable.

EMPLOYEE WEAPONS POSSESSION

Fast Pace Medical Staffing is committed to maintaining a safe and secure environment for its clients, employees, and visitors, and therefore prohibits weapons on its premises.

- You may not carry any weapons (concealed or in the open) to the office or to any client facility.

PATIENT ABANDONMENT

- Patient abandonment is considered neglect.
- You must remain at the facility until you are relieved by another staff.
- If your replacement worker has not shown up and it is five minutes past the end of your shift, you must contact the Scheduler.

PERSONAL ELECTRONIC DEVICES

- While you are on duty, you may not use any electronic devices.
- No cell phone use is allowed while working the floor.
- If you must make a call, it must occur during break or unpaid lunch periods.
- Family and friends are not permitted to call you at work.
- Personal electronic devices may not be recharged at client facilities.
- Personal electronic devices are never to be used to record, store and/or transmit images or information about patients, employees or facility settings.
- Failure to report or false reporting of this policy may result in disciplinary action.

PERSONAL PROPERTY

- Only carry necessary and essential items to the worksite.
- If lockers are available at the worksite, it is recommended you bring your own combination lock and store your belongings in the locker.
- Fast Pace Medical Staffing will not be responsible for lost or stolen items at a client's facility.

SCHEDULING

- It is your responsibility to inform the Scheduler of any changes to your availability.
- Only accept assignments you are sure you can complete.
- Once a shift has been booked with a client facility, you will be notified of the details of the shift. You are expected to complete the hours as scheduled.
- If you are running late or unable to work a shift, you must immediately contact and speak directly to the Scheduler.
- Once a work shift is booked and confirmed, cancellations will only be accepted for emergencies with a four-hour notice. Documentation is required of the absence or call out or it may be considered a voluntary resignation.
- No emails or text messages are accepted for cancellations or tardiness until you have spoken directly to the Scheduler.
- If you arrive at a facility and your assignment has been changed or cancelled, do not leave. Call the office immediately and the Scheduler will make every attempt to reschedule you.
- If your work shift is cancelled less than two hours prior to your start time, you will be paid for two hours.
- If an alternative shift is offered to you, you must accept it or you will forfeit the two hours of pay.

STAFF SMOKING AND TOBACCO USE

- Smoking and tobacco definitions are detailed in the Smoking and Tobacco Use policy.
- You are to follow each client facility's smoking policies and designated areas for smoking.
- Smoking cannot interfere with patient care. Be aware that the smell of smoke may be offensive to patients.

VISITORS IN THE WORKPLACE

- You are not allowed to have guests, friends and/or family members at a client's facility.
- You may never bring your child/children to a client facility.
- Your ride may come to the facility to provide you transportation, but may never enter the facility.

WORK SAFETY AND EMPLOYEE INJURIES

- You must follow the safety policies at each client facility.
- If you sustain an injury, you must notify the facility supervisor immediately. The facility may require you to complete a form.
- You must also notify the Director by the end of your shift . You will be required to complete an Employee Injury Report within 24 hours.

WORKPLACE PRIVACY

- Client facilities may have electronic surveillance for patient safety and to discourage or prevent theft.
- Client facilities as well as Fast Pace Medical Staffing may search and monitor computer usage and files. Do not expect any rights to privacy for any electronic information created, accessed or stored on client facilities' or Fast Pace Medical Staffing's equipment.
- During an investigation, you will also be asked to divulge any materials that may have a bearing on an investigation.
- If you refuse to cooperate to the searches, or if you are in possession of any such information, you may be subject to discipline, up to and including termination.

WORKPLACE VIOLENCE

- Fast Pace Medical Staffing has a “zero tolerance for violence” policy. You will be terminated for unacceptable behavior.
- Be aware of your own behavior, physically and verbally, and how it can affect everyone with whom you work.
- Conduct that may be considered threats or acts of violence may include (but is not limited to):
 - √ intimidation and bullying
 - √ joking about violence
 - √ hitting, shoving or throwing objects
 - √ threatening to harm someone
 - √ harassing or threatening phone calls and texts
 - √ intentionally destructing or threat of destruction of property
 - √ possession of weapons
- You are expected to report to the Director any violation of the policy.
- All threats will be considered serious and investigated.
- You are advised to review the full Workplace Violence policy on the company website (www.fastpacemedicalstaffing.com) under *Employee Resources*.