

Abuse, Neglect, and Misappropriation

Policy

Fast Pace Medical Staffing will not tolerate the abuse, neglect, or misappropriation of funds or property of the patients and patients we serve.

Definitions

- A. Wisconsin Reporting and Investigation of Caregiver Misconduct (Ch.13, Stats.) defines abuse, neglect, and misappropriation as follows:
 1. **Abuse:** An act or repeated acts by a caregiver or non-patient resident, including but not limited to restraint, isolation or confinement that, when contrary to the entity's policies and procedures, not a part of the patient's treatment plan and done intentionally to cause harm, does any of the following:
 - a. Causes or could reasonably be expected to cause pain or injury to a patient or the death of a patient, and the act does not constitute self-defense as defined in §939.48, Stats.
 - b. Substantially disregards a patient's rights under Chapter 50 or 51, Stats. or a caregiver's duties and obligations to a patient.
 - c. Causes or could reasonably be expected to cause mental or emotional damage to a patient, including harm to the patient's psychological or intellectual functioning that is exhibited by anxiety, depression, withdrawal, regression, outward aggressive behavior, agitation, or a fear of harm or death, or a combination of these behaviors. This subdivision does not apply to permissible restraint, isolation, or confinement implemented by order of a court or as permitted by statute.
 - d. An act or acts of sexual intercourse or sexual contact under §940.225, Stats. by a caregiver and involving a patient at any facility.
 - e. The forcible administration of medication to or the performance of psychosurgery, electro-convulsive therapy or experimental research on a patient with the knowledge that no lawful authority exists for the administration or performance.
 - f. A course of conduct or repeated acts by a caregiver which serve no legitimate purpose and which, when done with intent to harass, intimidate, humiliate, threaten or frighten a patient, causes or could reasonably be expected to cause the patient to be harassed, intimidated, humiliated, threatened or frightened.
 - g. Abuse does not include an act or acts of mere inefficiency, unsatisfactory conduct or failure in good performance as the result of inability, incapacity, inadvertency, or ordinary negligence in isolated instances, or good faith errors in judgment or discretion.
 2. **Neglect:** Neglect means an intentional omission or intentional course of conduct by a caregiver, including but not limited to restraint, isolation or confinement, that is contrary to the entity's policies and procedures, is not part of the patient's treatment plan and, through substantial carelessness or negligence, does any of the following:

- a. Causes or could reasonably be expected to cause pain or injury to a patient or the death of a patient.
 - b. Substantially disregards a patient's rights under either Chapter 50 or 51, Stats. or a caregiver's duties and obligations to a patient.
 - c. Causes or could reasonably be expected to cause mental or emotional damage to a patient, including harm to the patient's psychological or intellectual functioning that is exhibited by anxiety, depression, withdrawal, regression, outward behavior, agitation, fear of harm or death, or a combination of these behaviors. This paragraph does not apply to permissible restraint, isolation or confinement implemented by order of a court or as permitted by statute.
 - d. Neglect does not include an act or acts of mere inefficiency, unsatisfactory conduct or failure in good performance as the result of inability, incapacity, inadvertency or ordinary negligence in isolated instances, or good faith errors in judgment or discretion.
 - e. Neglect under Chapter 46.90 means the failure of a caregiver as evidenced by an act, omission or course of conduct, to endeavor to secure or maintain adequate care, services, or supervision for an individual, including food, clothing, shelter, or physical or mental health care, and creating significant risk or danger to the individual's physical or mental health.
3. **Misappropriation of Property:** Misappropriation of property means any of the following:
- a. The intentional taking, carrying away, using, transferring, concealing or retaining possession of a patient's movable property without the patient's consent and with the intent to deprive the patient of possession of the property.
 - b. Obtaining property of a patient by intentionally deceiving the patient with a false representation, which is known to be false, made with the intent to defraud, and which does defraud the person to whom it is made. In this paragraph, "false representation" includes a promise made with the intent not to perform it if it is a part of a false and fraudulent scheme.
 - c. By virtue of his or her office, business or employment, or as a trustee or bailee, having possession or custody of money or of a negotiable security, instrument, paper or other negotiable writing of another, intentionally using, transferring, concealing, or retaining possession of the money, security, instrument, paper or writing without the owner's consent, contrary to his or her authority, and with the intent to convert it to his or her own use or to the use of any other person except the owner.
 - d. Intentionally using or attempting to use personal identifying information as defined in §943.201(1)(b), Stats. or an individual's birth certificate or financial transaction card as defined in §943.41(1)(em), Stats. to obtain credit, money, goods, services, or anything else of value without the authorization or consent of the individual and by representing that he or she is the individual or is acting with the authorization or consent of the individual.
 - e. Violating §943.38, Stats., involving the property of a patient, or §943.41, Stats., involving fraudulent use of a patient's financial transaction card.
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Examples

- A. Fast Pace Medical Staffing defines abuse as any act directed to a patient, which inflicts pain, injury, emotional trauma, or personal loss. This may be physical, verbal, neglect, or misappropriation of property or funds. Examples include, but are not limited to:
 - 1. Physical: Slapping, striking, choking, pinching, pushing, kicking, or using excessive force or inappropriate holds.
 - 2. Verbal: Name-calling, profanity, teasing, direct or subtle threats, yelling, screaming or derogatory gestures.
 - 3. Neglect: Not carrying out the patient's plan of care, failure to intervene when needed, withholding meals, snacks or privileges.
 - 4. Misappropriation of property or funds: Stealing or unauthorized use of personal property or funds or unauthorized use of a person's identity.
 - 5. Sexual assault: Includes intercourse, inappropriate touching, fondling or any other sexual exploitation as defined by state statutes.

Procedures

- A. Suspected abuse, or neglect of a patient, or misappropriation of patient property or funds must be reported immediately to the facility supervisor and/or the Scheduler.
- B. Failure to report in a timely manner suspected abuse, neglect, misappropriation, or intentionally reporting false information may result in disciplinary action up to and including termination.
- C. Upon notification of suspected abuse, neglect, or misappropriation, the employee will write a statement of the event and submit to the Scheduler.
- D. The employee suspected of abuse, neglect, or misappropriation will be removed from any work shifts until the issue is resolved and a decision is made regarding continued employment.
- E. The employee may be requested to submit to a saliva drug test to screen for the use of illegal drugs and the illegal use of legal drugs. Positive results will require the employee to be tested at an occupational clinic to confirm/disconfirm the presence of drugs or controlled substances. Failure to comply with this request is grounds for termination.
- F. Failure to cooperate or providing false information during an investigation may result in disciplinary action up to and including termination.

Revised: December 2, 2020

Previous: July 12, 2019

Active Status/Availability for Work

Policy

To ensure adequate staffing for clients of Fast Paced Medical Staffing, employees are required to communicate changes in work availability. Eligibility for benefits is based on the hours worked.

Procedures

- A. Employees are required to work at least an average of one shift per week or four shifts per month to remain in active status.
- B. When changes occur with work availability, the Scheduler must be notified at least a week in advance.
- C. Employees are required to have a working phone that allows Fast Paced Medical Staffing to reach them for available hours. If a working phone is not available, it is the employee's responsibility to contact the Scheduler on a daily basis for available hours.
- D. Failure to accept work shifts or failure to contact the Scheduler weekly for hours will be documented.
- E. Annual training requirements must be completed to maintain active status.
- F. Employees wishing to go on an unqualified extended leave, medical leave, or other type of leave must complete a resignation form. Upon return, employees must update any required personnel and medical file information to gain active status.
- G. Employees intending to resign their position must give a two-week notice.
- H. If an employee requests a voluntary reduction in the number of hours they are working, for Wisconsin Unemployment Insurance purposes, the reduction in hours may be considered a quit. Any wages earned while they are working the reduced hours may not be used to satisfy the quit requalification provision. (*Wisconsin Statutes Chapter 108.04*)

Revised: November 30, 2020

Previous: July 10, 2019

Alcohol and Drug Free Workplace

Policy

Fast Pace Medical Staffing is committed to providing an alcohol and drug-free workplace. The unlawful manufacture, distribution, dispensation, possession or use of any controlled substances (including prescription drugs) is banned in the workplace.

Procedures

- A. An employee convicted of a criminal drug-related violation occurring in the workplace will be subject to termination.
- B. Consumption of alcoholic beverages by employees while they are on duty is not allowed.
- C. Any employee with knowledge of other staff using alcohol or drugs, possessing, or selling drugs at the workplace or while on company time shall report the information immediately to the Scheduler. Failure to report an incident may result in disciplinary action.
- D. If it is determined that an employee cannot perform their job responsibilities, Fast Paced Medical Staffing will observe the situation and complete a saliva test on the employee if warranted. The company reserves the right to relieve the employee of duties during that particular shift if the test is positive. Positive results will require the employee to be tested at an occupational clinic to confirm/disconfirm the presence of drugs or controlled substances.
- E. Employees who refuse the saliva test will be terminated.
- F. Employees shall not report to work under the influence of alcohol or illegal drugs.

Revised: November 30, 2020

Previous: July 10, 2019

Anti-Harassment

Policy

Fast Pace Medical Staffing is committed to maintaining a work environment that is free of discrimination. In keeping with this commitment, harassment of employees by anyone, including any client, supervisor, co-worker, or vendor will not be tolerated.

Definitions

- A. 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. Fast Pace Medical Staffing will not tolerate harassing conduct that affects tangible job benefits, that interferes unreasonably with an individual's work performance, or that creates an intimidating, hostile, or offensive working environment.
- B. Sexual harassment warrants special mention. Unwelcome sexual advances, requests for sexual favors, and other physical, verbal, or visual conduct based on sex constitutes sexual harassment when (1) submission to the conduct is an explicit or implicit term or condition of employment, (2) submission to or rejection of the conduct is used as the basis for an employment decision, or (3) the conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment. Examples of sexual harassment include explicit sexual propositions, sexual innuendo or suggestive comments, sexually orientated jokes or teasing, foul or obscene language or gestures of a sexual nature, display of foul or obscene printed or visual material of a sexual nature, and unwelcome physical contact such as patting, pinching, or brushing against another's body.

Procedures

- A. All employees are responsible to help maintain a harassment-free workplace. Employees who believe they may have experienced, witnessed, or become aware of harassment must immediately notify the Scheduler.
- B. Fast Pace Medical Staffing forbids retaliation against anyone for reporting harassment, assisting in making a harassment complaint, or cooperating in a harassment investigation.
- C. Fast Pace Medical Staffing will investigate harassment complaints. To the fullest extent practicable, we will keep complaints, investigative records, and the results of the investigation confidential. If an investigation confirms that harassment has occurred, Fast Pace Medical Staffing will take corrective action.

Revised: November 30, 2020
Previous: July 9, 2019

Attendance/Cancellations

Policy

Fast Pace Medical Staffing will establish reasonable and necessary controls to ensure adequate staffing to meet client and business needs.

Procedures

- A. Fast Pace Medical Staffing cannot guarantee any hours. All hours are based on clients' needs.
- B. Working schedules and starting times are established by the client and their business needs. Schedules are subject to change based on client's business needs.
- C. Employees are expected to report to work as scheduled, on time and prepared to start work. Employees are expected to work their entire work schedule.
- D. Employees are expected to only accept shifts they are sure they can work.
- E. 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.
- F. The employee is required to call and speak directly to the Scheduler at least four hours prior to the start of the shift so that we have every opportunity to replace your shift with another employee. Notification via text message, instant messaging, email, or other electronic communication format, passing a message through clients/coworkers, or leaving a message on an answering machine/voice mail is not considered proper notification.
- G. A no-call, no-show is subject to immediate termination without good cause.
- H. Unexcused absences and/or excessive tardiness or absenteeism may result in disciplinary action, up to and including termination.
- I. Employees who report for work in a condition deemed unfit for work will not be allowed to work.

Revised: March 10, 2021

Previous: February 1, 2021

Confidentiality

Policy

Fast Pace Medical Staffing will adhere to state and federal laws as they pertain to the confidentiality of patient, employee, and client information.

Examples of Breach of Confidentiality

- A. Sharing, selling, copying, changing or disposing of information without proper authorization such as:
 - 1. Discussing confidential or proprietary information in a public area,
 - 2. Making unauthorized changes to a patient's record, etc.
- B. Providing or gaining unauthorized access to records (physical and electronic) which contain confidential information such as:
 - 1. Leaving a work area while confidential or proprietary information is displayed on the computer screen or lying out and accessible to others,
 - 2. Lending out keys to someone else to access records or other areas where confidential information is stored, or using another's keys for the same purpose,
 - 3. Leaving file cabinets unlocked at the end of the day, etc.
- C. Accessing information not necessary for the employee's position or job duties such as:
 - 1. Soliciting information not related to job duties. Accessing information on him/herself, children, family, friends or co-workers that is not related to job duties,
 - 2. Unauthorized reading of financial, patient or personnel records, etc.

Procedures

- A. Financial information of patients, employees and the corporation will not be disclosed to any individual unless it is of job necessity to authorized personnel or written consent has been given.
- B. Personal information of patients and staff obtained in the course of employment must be held in confidence and not disclosed to unauthorized personnel without written consent.
- C. Personal information of patients will not be taken from the facility at the end of the shift.
- D. Employees will be held accountable for breaches of confidentiality and will be subject to discipline up to and including termination.

New: July 15, 2019

Conflict of Interest

Policy

There should be no conflict of interest between Fast Pace Medical Staffing and its clients, management, or employees.

Conflict of Interest Standards

- A. Conflicts can arise in many situations. It is not possible to identify every potential type of conflict, and at times it will not be easy to distinguish between proper and improper activity. In uncertain situations, employees must consult with the Scheduler. The following standards deal with the most common conflict situations:
1. No employee, officer, or director of Fast Pace Medical Staffing shall have a financial interest, either directly or indirectly through members of his/her immediate family, in any supplier for Fast Pace Medical Staffing, nor in any business transaction involving Fast Pace Medical Staffing, without full disclosure to and written approval from the Board of Directors.
 2. The practice of accepting gifts or gratuities is prohibited. This includes gifts such as, but not limited to, cash, gifts cards or any gift of appreciation.
 3. Employees cannot ask for, receive, or fill out an application at a client facility while working there through Fast Pace Medical Staffing. If an employee is approach by facility management and offered employment, the employee must contact the Scheduler.
 4. This policy does not prevent employees from having other employment. However, no employee who is engaged in outside employment or business ventures may conduct or plan those activities during their working hours, including such activities as originating or receiving telephone calls, using office equipment or by securing the services of other employees to perform work for the outside venture during normal working hours.
 5. No employee entrusted with or otherwise knowledgeable about inside information of a confidential and proprietary nature shall disclose that information outside of Fast Pace Medical Staffing, either during or after employment. Information obtained by a Fast Pace Medical Staffing employee as a result of employment may not be used for personal benefit or as the basis for influencing others unless that information is not considered guarded or confidential and has generally been made available to the public by Fast Pace Medical Staffing. This policy includes any situation in which the undisclosed information may be used to take unfair advantage of an outsider.
 6. No employee may borrow money from, or loan money to, patients, or in any way commingle patient funds with funds of the employee at any facility.
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7. Fast Past Medical Staffing records, specifically including any records relating to clients, must always be treated as confidential. Information such as employee records, salaries, disciplinary action, computer programs, Fast Pace Medical Staffing program data, contracts, and plans, and pricing information on current or proposed contracts, are proprietary. Proprietary information must not be disclosed or used for any purpose other than the conduct of Fast Paced Medical Staffing business.

Revised: December 1, 2020

Previous: July 12, 2019

Criminal Background Checks

Policy

In compliance with the state of Wisconsin Caregiver Law, a criminal background check will be completed on applicants and staff. The intent of this law is to protect vulnerable citizens in safe and caring environments.

Procedures for Applicants

- A. Applicants will be required to complete the Background Information Disclosure (BID) form. If the applicant refuses, he or she will be denied consideration for employment.
- B. If the applicant indicates that he or she has a conviction, applicable state records must be obtained to determine eligibility for employment. As indicated in DHS 12, certain convictions may require additional court records to determine eligibility for employment.
- C. If there is a background or the Department of Justice (DOJ) criminal conviction information is inconsistent with the applicant's completed BID, the applicant will be considered "ineligible" for employment.

Procedures for Employees

- A. Employees are required to notify the Director by the next working day of any pending charge or conviction for a crime or other act or offense inquired about on the BID form. Failure to do so will result in disciplinary action, which could include termination. Employees will be suspended without pay in cases that may be substantially related to the job assignment.
- B. If an employee is convicted of a crime, which is covered under the State's crime list of offenses affecting caregiver employment eligibility, the employee will be suspended without pay until the State of Wisconsin's Rehabilitative Review Panel reaches a decision of employment status.
- C. At least every four years, employees will be required to complete a new BID. Any employee who fails to comply will be involuntarily terminated.
- D. Annual and periodic background and DOJ crime checks will be conducted.
- E. If criminal conviction information is inconsistent with the employee's BID, the employee will be terminated.
- F. Client facilities will request to see copies of the above stated background checks. Each facility will further review and determine if a substantial relationship exists between the pending charges and/or convictions and the job assignment. If the client facility determines that a substantial relationship exists, you may not be offered assignments at said facility. Fast Pace Medical Staffing is not responsible for any prohibition to work at client facilities due to the results of client determinations.

Revised: December 1, 2020

Previous: July 3, 2019

Discipline of Employees

Policy

Fast Pace Medical Staffing reserves the right to discipline an employee or to terminate employment at any time and for any reason, so long as the reason is consistent with applicable state and federal laws. Fast Pace Medical Staffing further reserves the right to select the disciplinary procedure most appropriate for the particular situation, including past behaviors of which Fast Pace medical Staffing is aware.

Procedures

- A. Verbal Warning
 - 1. If the employee commits a minor misconduct offense or policy/procedure violation, the Director will discuss the situation with the employee to issue the verbal warning and identify what is expected in the future.
 - 2. If the verbal warning is for a HIPAA violation, written documentation of the meeting must be sent to the corporate office and retained for six years.
- B. Written Notice
 - 1. A written notice may be issued for a second minor misconduct offense or for a reoccurring or serious violation of a policy/procedure. The Director will ensure there is proper documentation of the violation. A meeting will be held with the employee to present the Written Notice of Improper Work Performance form.
 - 2. If the employee refuses to sign the written notice, the supervisor will indicate such on the form and initial the indication. A copy is to be given to the employee. The original Written Notice of Improper Work Performance and supporting documentation (including the verbal warning, if applicable) of the violation will be placed in the employee's personnel record.
 - 3. If a second violation occurs, a Written Notice of Improper Work Performance may be issued.
 - 4. If a third violation occurs, a Written Notice of Improper Work Performance may be issued and the employee will be terminated.
 - 5. If for any reason a client requests an employee not return to its facility, Fast Pace Medical Staffing will honor that request. A Do Not Return (DNR) may be grounds for termination.

New: July 22, 2019

Do Not Return (DNR)

Policy

Fast Pace Medical Staffing will honor any client facility requests to not have an employee return to its facility as its reputation with clients is largely based on the conduct and work performed by its employees.

Procedures

- A. It is expected that all employees work in an effective, diligent and professional manner.
- B. If for any reason a client requests an employee not return to its facility, Fast Pace Medical Staffing will honor that request. A DNR may be grounds for termination.
- C. Employees displaying unacceptable behaviors will be placed on an unpaid suspension until an investigation is completed. Examples of these behaviors include (but is not limited to):
 1. theft of patient, staff or facility possessions.
 2. caregiver misconduct to include abuse, neglect, misappropriation.
 3. boisterous and loud outbursts or disruptive conduct inside or outside of any facility.
 4. insubordination, including but not limited to, failure or refusal to obey the lawful orders given by staff of the facility or the Director.
 5. provoking a fight or fighting (verbally or physically) inside or outside any facility.
 6. negligence or improper conduct leading to damage of any kind inside or outside of any facility.
 7. rolling of eyes to staff of the facility.
 8. shrugging of shoulders.
 9. turning away while being addressed.
 10. suspicion or smell of alcohol or under the influence of drugs.
 11. passing medications without authorization to do so.
 12. possession, distribution, sale or transfer of any drugs or alcohol while on duty or at the client's facility before or after the work shift.
 13. unlawful display or possession of a dangerous or deadly weapon.
 14. falsifying time on timesheets or falsifying a worker's compensation claim.
 15. providing false information in connection with an investigation or knowingly report an employee of Fast Pace Medical Staffing or client facility for any violations of policies or procedures.
 16. operating a facility vehicle while on duty.

- D. After an investigation is completed, Fast Pace Medical Staffing reserves the right to select the disciplinary action most appropriate for the situation. Employees may also be reported to the State for caregiver misconduct.
- E. If an employee chooses to DNR themselves, they will be required to work two to three shifts before the DNR or requesting a facility as a last choice.

Revised: December 1, 2020

Previous: July 15, 2019

Dress Code and Appearance

Policy

Employees are expected in all cases to dress appropriately portraying himself/herself and Fast Pace Medical Staffing in a positive and professional manner.

Procedures

Given the nature of the work duties, the following guidelines will be followed:

- A. Employees must ensure his/her personal appearance and hygiene are positive examples (i.e., showered, clean, and hair combed).
- B. All clothing must be clean appropriate healthcare attire and not excessively worn, stained, or exhibiting holes or tears and not tight fitting.
- C. Tennis shoes or duty shoes may be worn and must be clean and safe to work in. No open-toed shoes are allowed.
- D. Hairstyles that are long must be pulled back.
- E. Acceptable jewelry includes watches, wedding ring and small post-type earrings.
- F. Short skirts (hemline about the knee), shorts or sleeveless shirts are not considered acceptable attire.
- G. Fingernails/faux nails are not to exceed ¼" from fingertip/thumb.
- H. Additional dress code requirements or limitations may be imposed based upon facility's specific needs.
- G. Fast Pace Medical Staffing reserves the right to require tattoos or other body art (i.e., piercings, etc.) to be covered or removed during working hours.
- H. Name tags will be provided and required to be worn during all shifts worked at client facilities.

Revised: December 1, 2020

Previous: July 9, 2019

Employee Weapons Possession

Policy

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

Procedures

- A. No person, including employees, patients, family members and visitors may possess or carry (openly or concealed) any firearms, stun guns (or other electronic weapons), air guns, knives, chemical weapons (i.e. mace) or other weapons (together called “weapons”) on the premises of any Fast Pace Medical Staffing properties regardless of any federal or state license to possess issued.
- B. Employees may not carry any weapons (concealed or in the open) to any client facility.

New: July 10, 2019

Funeral Leave

Policy

Fast Pace Medical Staffing will allow employees time off to attend funerals of relatives.

Procedures

- A. Employees may take off up to three scheduled days in the event of the death of a spouse, parent, child, grandparent, grandchild, siblings, parents-in-law, brother/sister or son/daughter-in-law, grandparents-in-law, or step-parent/-child/-sibling.
- B. Approved time off for funeral leave is unpaid unless the use of accrued PTO is approved.
- C. Approval for the funeral leave must be granted by the Director before the leave is taken.
- D. Employees wishing to take time off to attend the funeral of a friend or relative not listed above must have prior approval from the Director to take the time off.
- E. Verification of the funeral or death may be requested.

New: July 15, 2019

Holidays

Policy

Fast Pace Medical Staffing will provide time and a half for hours worked on holidays.

Procedures

- A. Employees will be paid time and a half for hours worked on the following holidays:
 - a. New Year's Day
 - b. Easter
 - c. Memorial Day
 - d. The Fourth of July
 - e. Labor Day
 - f. Thanksgiving
 - g. Christmas Eve (pm/noc only)
 - h. Christmas Day
 - i. New Year's Eve (pm/noc only)
- B. Time and a half is paid on all three shifts unless otherwise specified.
- C. Client facilities may vary. Employees are expected to check the status of the holiday pay rate prior to scheduling a shift.

Revised: November 30, 2020

Previous: July 11, 2019

Jury Duty/Subpoenaed Witness

Policy

Fast Pace Medical Staffing recognizes the obligation of its employees to serve on jury duty or as a subpoenaed witness when called. Under normal circumstances, Fast Pace Medical Staffing will allow the employee time off.

Procedures

- A. The employee will verbally notify the Director once a jury summons or subpoena is received. A copy of the notification may be requested prior to the court event commencing.
- B. While serving as a juror is a civic duty, there may be cases where an employee's extended absence would have a serious effect on the operating efficiency of the staffing company. In such instances, the Director will consult the Vice President of Human Resources to discuss the issue.

New: August 14, 2019

Leave of Absence

Policy

In compliance with the Federal Family and Medical Leave Act of 1993 (FMLA) and the Wisconsin Family and Medical Leave Act (WFMLA), an employee may request a leave of absence for a medical leave, family leave or Military Family Leave.

Procedures

- A. Employees are required to provide 30 days advance notice to the Director for a foreseeable leave and as soon as practical for an unforeseeable leave.
- B. Employees must provide sufficient information for Fast Pace Medical Staffing to determine if the absence is FMLA-qualifying. Failure to provide this information may result in denial of FMLA.
- C. A Leave of Absence Request form must be completed by the employee and returned to the Director.
- D. The employee will be provided a Notice of Eligibility and Rights and Responsibilities form which will indicate eligibility for FMLA leave. A Certification of Health Care Provider form will also be supplied requesting medical facts surrounding the leave or a Certification of Qualifying Exigency for Military Family Leave requesting active duty orders and other pertinent documentation, whichever applies.
- E. Upon receipt of a completed Certification of Health Care Provider form, a designation notice will be sent to the employee indicating if the FMLA leave request is approved, not approved or additional information is needed.

Eligibility

- A. The Federal Family and Medical Leave Act and the Wisconsin Family and Medical Leave Act will grant eligible employees family and medical leave as required. Employees are eligible for leave if they have worked more than 52 weeks and have worked at least 1000 hours during the preceding 52-week period.
 - B. Employees eligible under the FMLA may take a total of 12 weeks of unpaid family and/or medical leave in a calendar year; employees eligible under the WFMLA may take a total of 6 weeks of unpaid family leave and 2 weeks of unpaid medical leave. If an employee is covered under both laws, he/she will exhaust both Federal and Wisconsin leaves concurrently. For leave taken under the WFMLA, an employee may elect to substitute accrued paid time off for otherwise unpaid leave. If WFMLA does not apply or has been exhausted, Fast Pace Medical Staffing may require the employee to substitute accrued paid time off for all FMLA leave whenever permitted by law.
 - C. Employees eligible under the Military Family Leave may take up to 26 weeks of unpaid leave in a 12-month period to run concurrently with FMLA.
 - D. Any employee who notifies Fast Pace Medical Staffing of the need for a leave of absence under false pretenses or in any way falsifies any documents will face disciplinary action, up to and including immediate termination.
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Overview

- A. Medical Leave
 - 1. A maximum of 12 weeks (2 weeks under the WFMLA) of unpaid leave within a calendar year due to the employee's own serious health condition which prevents them from performing one of the essential functions of their position.
- B. Family Leave (Birth/Adoption)
 - 1. A maximum of 12 weeks (6 weeks under the WFMLA) of unpaid leave within a calendar year for the birth, adoption or foster care placement of a child (leave for foster care placement is not provided by the WFMLA). Under Federal law, leave must conclude within 12 months of the birth or adoption. Employees who wish to take intermittent or reduced schedule leave must discuss this in advance with the Director.
- C. Family Member's Serious Health Condition
 - 1. A maximum of 12 weeks (2 weeks under the WFMLA) of unpaid leave within a calendar year to care for an employee's child, spouse or parent (and parent-in-law under the WFMLA) if that person has a serious health condition.
- D. Military Family Leave
 - 1. A maximum of 26 weeks of unpaid leave within a 12-month period for the following reasons:
 - a. Exigency Leave - to handle various nonmedical exigencies that arise due to the fact that a family member is on call to active duty status. Family members include employee's spouse, child or parent. Exigencies include:
 - 1. Short-Notice Deployment
 - 2. Military Events and Related Activities
 - 3. Childcare and School Activities
 - 4. Financial and Legal Arrangements
 - 5. Counseling
 - 6. Rest and Recuperation
 - 7. Post-Deployment Activities
 - 8. Additional Activities
 - b. Military Caregiver Leave – to care for a family member with a serious injury or illness related to certain types of military service. Family members include employee's spouse, child, parent or next of kin. The family member must be a member of the Armed Forces including the National Guard or Reserves.
- E. Intermittent or Reduced Schedule
 - 1. Eligible employees may be granted an intermittent or reduced scheduled leave depending on the circumstances. Fast Pace Medical Staffing will review requests submitted by eligible employees for "intermittent" or "reduced schedule" leave.
 - 2. Fast Pace Medical Staffing may ask employees to schedule medical appointments outside their normal work hours or to make care arrangements for their child, spouse or parent to minimize work disruption.
 - 3. An employee may request intermittent or reduced schedule leave for a qualifying exigency or to care for an injured or ill military service member.

Certification

- A. Certification by a health care provider will be required to provide medical facts regarding the medical condition and to determine if intermittent or reduced schedule is necessary.
- B. Certification must be completed by the health care provider and returned to Fast Pace Medical Staffing within 15 calendar days. Failure to provide the certification within the designated time frame may result in unexcused absences, delay and/or denial of the leave.
- C. Fast Paced Medical Staffing reserves the right to require a second medical opinion at its discretion.
- D. Certification of a qualifying exigency will be required to determine the dates and type of exigency. A copy of active duty orders and other applicable documentation will be required.

Return to Work

- A. Before an employee returns to work following a medical or family leave, certification is required from a health care provider stating the date the employee may return to work and any applicable restrictions.
- B. If an employee's leave goes beyond statutory leave limits, the employee may not be entitled to restoration to the same position or benefits even though FPMS granted the extension of leave.

Benefits

- A. An approved leave of absence does not break continuous service.
- B. PTO hours will not accrue while an employee is on an unpaid leave.

New: March 10, 2021

Name Tags and Licenses

Policy

All employees must wear a name tag as required when working in a State and/or Federally licensed facility.

Procedures

- A. Name tags will be provided to employees by Fast Pace Medical Staffing.
- B. Name tags must be worn at every work site and should be worn in a clear and visible area.
- C. If a name tag is lost or damaged by the employee, Fast Pace Medical Staffing will replace the name tag only once. Any subsequent replacements will be the employee's expense.
- D. Employees are also required to have their License, Certification or State Registry Card with them when at any skilled facility site.

New: July 12, 2019

Paid Time Off (PTO)

Policy

Fast Pace Medical Staffing will provide PTO as part of its benefit package. PTO will begin accruing at the time of hire and may be used after the first six months of employment.

Procedures

A. Overview

1. All PTO hours are paid at the employee's current pay rate.
2. If eligible, PTO may be used for the elimination period of an approved worker's compensation claim provided such time is unpaid in accordance with worker's compensation law.
3. Employees must request approval two weeks in advance from the Scheduler and work four shifts within the month. Fast Pace Medical Staffing reserves the right to deny PTO requests when appropriate.
4. It is the employee's responsibility to monitor their PTO time. Failure to plan time off for rest and relaxation utilizing PTO hours could result in forfeiture of hours at year end.
5. Once an employee has submitted a resignation notice, they are not eligible to use PTO.

B. Eligibility

1. PTO will begin accruing on the first day of employment and will be available for use the pay period after their six month anniversary.

C. PTO Accrual

1. Employees will earn PTO for each hour worked and by years of service.
2. Eligible employees may use accrued PTO after their first six months of employment by submitting a PTO request within the time keeping system.
3. 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

4. Employees are not allowed to carry over PTO into the new year which is determined by each year's payroll cycle.

D. Illness/Injury

1. When an employee becomes ill, the Scheduler must be notified at least three hours prior to the start of a shift. The employee is required to call and speak directly to the Scheduler or the on-call supervisor prior to the start of the shift. Notification via text message, instant messaging, email, or other electronic communication format, passing a message through co-workers, or leaving a message on an answering machine/voicemail is not considered proper notification.
2. An employee must have a doctor's written release to return to work following an illness which has resulted in an absence of three or more consecutive working days. The doctor's written statement must be presented to the Scheduler before the employee is assigned a work shift.
3. PTO may be used for illness, injury, health and dental care appointments. The Scheduler may require written verification of any health/medical appointments or any questionable absences due to illness.

F. PTO Upon Termination

1. Accrued PTO will be paid to employees with over six months of service who:
 - a. resigned with required notice, or
2. Employees who leave without notice or under any circumstances other than those described above will forfeit their rights to any accumulated PTO.
3. All PTO hours are paid at fifty percent and at the employee's current wage at the time of the payout.
4. PTO requests may be denied after notice of resignation has been given.
5. The final paycheck for actual hours worked will be sent to the employee in concurrence with the current payroll schedule. Payment for accrued PTO time will also be issued in the final paycheck.

Revised: November 30, 2020

Previous: July 16, 2019

Patient Abandonment

Policy

Patient abandonment is considered neglect and a cause for caregiver misconduct with the State of Wisconsin.

Procedures

- A. Staff on duty must notify Fast Pace Medical Staffing if their relief has not shown up and it has been five minutes past the scheduled shift start time.
- B. Staff on duty must remain at the facility until someone can come in and relieve them. Failure to remain at the facility will be considered patient abandonment and is cause for immediate terminations and a report to the State of Wisconsin for caregiver misconduct.
- C. Fast Pace Medical Staffing will contact the staff on duty at the facility to update them on the status of their relief.

Revised: December 1, 2020

Previous: August 14, 2019

Payroll

Policy

Fast Paced Medical Staffing will process timesheets for employees in accordance with applicable state and federal guidelines.

Procedures

- A. Forty hours is the standard length of the work week for hourly staff. Hours worked beyond forty will be considered overtime and will be reimbursed at time-and-a-half of the employee's hourly wage.
- B. The work week begins at 12:00 a.m. Sunday and ends at 11:59 p.m. Saturday.
- C. Pay days will occur weekly according to the payroll calendar. Employees will pick up their checks at the office on pay day and must bring proof of identification.
- D. Employees are responsible for accurately completing his/her timesheet on a daily basis.
- E. Timesheets must be submitted every Sunday by 12 noon. Late timesheets will result in payment on the next pay period.
- F. Any employee who knowingly submits a falsified timesheet will be subject to termination.
- G. Employees are to request time off in advance using the official timekeeping system except in the case of unforeseen illness or other excused unplanned absences.
- H. Employees must punch out for any unpaid time in the shift such as unpaid meal periods.
- I. Corrections made after the pay period is processed will result in payment on the next pay check.

Employee Fees

- A. Employees will be charged a fee to issue a stop-payment on a payroll check that was mailed by Fast Pace Medical Staffing to the address last reported by the employee to the human resources department if that check is lost.

New: July 11, 2019

Personal Electronic Devices

Policy

Fast Pace Medical Staffing is committed to protecting the privacy of client's patients, employees, visitors, and Fast Pace Medical Staffing proprietary information. The use of personal electronic devices may disrupt the care-giving process and may violate HIPPA privacy laws or patient confidentiality.

Definitions

Personal electronic devices include but are not limited to cell phones, cameras, audio recording devices, gaming devices, mp3 players (i.e., iPod, Zen Nano), laptop/notebook computers, hand-held computing devices (i.e., iPad, tablet), e-readers (i.e., Kindle), multi-media devices (i.e., iPhone, smart phone), portable data storage devices (i.e., thumb drives), etc.

Procedure

- A. The use of personal electronic devices is prohibited while working the floor and with patients.
- B. Personal calls that must be made should occur during a break or unpaid lunch periods.
- C. Family and friends are not permitted to call you at work. In emergencies (family health and safety concerns), the Fast Pace Medical Staffing office may be called, and we will contact you at the work site. We will not deliver other messages.
- D. Personal electronic devices may not be recharged at client facilities.
- E. Personal electronic devices are not to be used to record, store and/or transmit images of or information about patients, employees, facility settings or other Fast Pace Medical Staffing proprietary information.
- F. Violation of this policy may constitute caregiver misconduct or a HIPAA violation and will be investigated.
- G. Failure to report suspected violations of this policy or intentionally reporting false information may result in disciplinary action up to and including termination.

Revised: December 1, 2020

Previous: July 11, 2019

Personal Property

Policy

Employees are solely responsible for their personal property.

Procedures

- A. Fast Pace Medical Staffing cannot protect employees' personal belongings at the client's facilities and will not be responsible for items lost or stolen.
- B. It is recommended employees carry only necessary and essential items to the worksite.
- C. Some facilities may offer lockers in the employee locker area. It is recommended you utilize the lockers, but you must bring your own combination lock.

New: July 12, 2019

Personnel and Medical Records

Policy

All personnel and medical records are considered confidential. Access to these records will only be granted to employees to complete their job functions.

Procedures

- A. Any request for access to records by persons other than those authorized to have access shall be directed to Director.
- B. Medical records may be shared on an as needed basis with clients.
- C. Employees are granted the right of access to their own personnel records, consistent with law. Such requests should be made to the Director in advance.
- D. Employees wishing to make copies of the contents of their records may do so at their own expense.
- E. Employees may not remove items from their personnel and medical records.
- F. It is the employee's responsibility to keep all personnel and medical file materials current and valid (physicals, certifications, licenses, and trainings). Failure to provide necessary documents could jeopardize the employee's active status.

Revised: November 30, 2020

Previous: July 10, 2019

Pre-Employment Drug Screening

Policy

Fast Pace Medical Staffing is committed to providing a safe and productive work environment for all employees and patients. In order to ensure that the work environment maintains such, all individuals who have been offered conditional employment must pass a pre-placement drug screening prior to being placed on the Fast Pace Medical Staffing payroll.

Procedure

- A. All applicants will be informed of Fast Pace Medical Staffing's pre-placement drug screening policy. This screening will test for the use of illegal drugs or those that were not legally obtained by the applicant. All applicants will sign a written statement acknowledging their understanding an acceptable drug test will be a condition of employment. Refusal to sign this statement will disqualify the applicant from further consideration.
- B. The drug test will not be rescheduled at the request of the applicant without "good cause." Good cause will be determined by Fast Pace Medical Staffing, and the applicant may be asked to show proof of the reason why the drug test must be rescheduled.
- C. If an applicant has a positive pre-placement drug screening, the applicant will be referred to an occupational medical clinic for further testing. If results from the occupational clinic are positive, Fast Pace Medical Staffing will rescind the offer of employment based on the results of the drug screening.

New: July 18, 2019

Referral Bonus

Policy

Fast Pace Medical Staffing will pay a referral bonus to current staff who recruit a new employee.

Procedures

- A. The referral must be a new hire and not have previously worked for Fast Pace Medical Staffing.
- B. The current employee must be in active status and must have worked 200 hours.
- C. An employee who recruits a new hire will be eligible for a referral bonus after the new hire works 200 hours. Payment is as follows:
 1. \$100.00 for a CBRF referral
 2. \$300.00 for a CNA referral
 3. \$500 for a CNA/CBRF referral
 4. \$1,000 for a MA/LPN/RN/RT referral
- D. The new hire must name on the application for employment, the employee who referred him or her. The employee who recruited the applicant will receive the applicable referral bonus listed above after the new hire works 200 hours and if the new hire:
 - a. has completed all mandatory training
 - b. has all paperwork completed
 - c. has no written notices of improper work performance
- E. The payment will be included in the current employee's wages and will be subject to the same taxes as the employee's regular wages.

Revised: March 9, 2022

Previous: February 1, 2021

Scheduling

Policy

Employees will be scheduled based on availability and client requests.

Procedures

- A. Shifts will be scheduled based on the availability the employee has communicated to the Scheduling Coordinator.
- B. Employees are advised to plan their work schedules carefully. Any shift that is scheduled is expected to be worked.
 - 1. If you are running late for a shift, you must call the Scheduler Coordinator so we can inform the facility.
 - 2. 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.
- C. **Client Cancellations**
 - 1. Employees will receive up to 2.0 hours of pay (at the appropriate rate) in the event a scheduled shift is cancelled less than 2 hours (+ or - 10 minutes) prior to the starting of that shift.
 - 2. In order to receive this pay, the employee must submit the week's timesheet and indicate in the note section for that day late cancel, the time and the facility name.
 - 3. If an alternative shift is available, the employee must accept the new work or forgo the late cancellation pay.

Revised: March 10, 2021

Previous: February 3, 2021

Severe Weather

Policy

During severe weather, options are available when any weather-related event may prevent an employee from reporting to work.

Procedures

- A. When a weather condition restricts an employee's attendance, the employee must notify the Director three hours prior to the start of the work shift for approval of absence.
- B. Employees actively working during a weather-related event may need to stay on duty at the facility for up to two hours past their scheduled shift to allow for arrangements of a replacement worker. Under no circumstances can an employee leave at the end of the shift without first being relieved by another worker.

New: July 15, 2019

Smoking and Tobacco Use

Policy

In accordance with the Wisconsin Clean Indoor Air Act, smoking is prohibited in all offices leased by Fast Pace Medical Staffing and in client's facilities. Smoking and other tobacco use is allowed only in designated outdoor areas and only if permitted by the client facility.

Definitions

- A. **Smoking:** defined in Wisconsin Statutes 101.123 as burning or holding, or inhaling or exhaling smoke from any of the following items containing tobacco: a lighted cigar, a lighted cigarette, a lighted pipe and any other lighted smoking equipment. This definition also includes non-tobacco smoking products i.e. vaping and electronic cigarettes.
- B. **Other tobacco use:** defined as the use of chewing tobacco, snuff or other smokeless tobacco/non-tobacco products.

Procedure

- A. Each client facility has its own smoking policies and/or designated areas. Employees are to adhere to each facility's rules regarding smoking.
- B. Employees must never leave a work area without first informing a supervisor on duty at the facility.
- C. Smoking and other tobacco use cannot interfere with patient care or other work duties.
- D. All smoking and other tobacco materials must be properly extinguished and disposed of to prevent creation of a fire hazard.

New: July 10, 2019

Visitors in the Workplace

Policy

Visitors of employees are not allowed to be present at the client's facility.

Procedures

- A. Employees must arrange for childcare prior to coming to work. Children are never allowed to the facility.
- B. Employees are not allowed to have guests, friends, family and/or off duty staff members at the worksite.
- C. Rides may come to the facility to transport the employee, but may never enter the facility.

New: July 22, 2019

Workplace Privacy

Policy

Fast Pace Medical Staffing reserves the right to conduct video surveillance/monitoring of non-private work areas and reasonable inspections and searches during situations that have a legitimate business reason.

Procedures

- A. Searches of client or company computers, voicemail, email, electronic documents, desks, files, and materials may be conducted by management or other authorized personnel without the employee's permission.
- B. Suspected threats of violence, illegal drug use, or any other illegal activity will be immediately reported to the Director. Fast Pace Medical Staffing will determine if authorities need to be contacted.
- C. During an investigation, employees will be asked to divulge any materials that could have a bearing as to the facts of the investigation.
- D. Any employee who refuses to cooperate with any of the searches or who is found in possession of any articles or information above may be subject to disciplinary action, up to and including termination.
- E. Computer usage and files may be monitored or accessed at any time by Fast Pace Medical Staffing or other authorized personnel. Client facilities may also access and monitor computer usage and files. Employees should expect no right to privacy for any electronic information created, accessed or stored on Fast Pace Medical Staffing's or client facility's equipment.
- F. Electronic surveillance/monitoring at client facilities may be used for the safety and security of patients, employees and property and to discourage or prevent theft.
- G. At no time should Fast Pace Medical Staffing or other authorized personnel conduct any searches of the employee's person, personal possessions, or personal vehicles.

New: July 16, 2019

Workplace Violence

Policy

To ensure the safety of all employees in their work environment, Fast Pace Medical Staffing adopts a “zero tolerance for violence” at work and will make every effort to prevent violent incidents from occurring. This policy covers incidents involving employees and incidents involving individuals from outside the company perpetrating violence against company employees.

Definition

- A. Threats or acts of violence include conduct against persons or property that is sufficiently severe, offensive, or intimidating to alter the employment conditions, or to create a hostile, abusive, or intimidating work environment for one or more employees. Specific examples of conduct that may be considered “threats or acts of violence” prohibited under this policy include, but are not limited to:
 - 1. Intimidating, bullying, teasing, and practical jokes that cause anger, fear or humiliation.
 - 2. Joking about violence.
 - 3. Physically attacking an individual (i.e., hitting, shoving, throwing objects, etc.).
 - 4. Threatening to harm an individual or his/her family, friends, associates or property.
 - 5. Making harassing or threatening telephone calls, letters, or other forms of written or electronic communication.
 - 6. Harassing surveillance, also known as “stalking”, the willful, malicious and repeated following of another person and making a credible threat with intent to place the other person in reasonable fear of his/her safety.
 - 7. Making a suggestion, gesture or otherwise implying an act to injure persons or property.
 - 8. The intentional destruction or threat of destruction of property owned, operated, or controlled by Fast Pace Medical Staffing, its patients, or employees.
 - 9. Possession or use of firearms, weapons, or any other dangerous devices on company time or property.

Procedures

- A. All threats will be considered serious and investigated.
- B. Employees will be aware of how their behavior, physical and verbal, affects the people with whom they work and refrain from behavior (including jokes and teasing) that is intimidating, hostile or offensive. If any act or threat of violence by a Fast Pace Medical Staffing employee is displayed in the workplace, that person may be subject to disciplinary action up to and including termination.
- C. Employee Reporting Obligation:
 - 1. Promptly report any violation of Fast Pace Medical Staffing policies that are designed to provide a safe workplace environment. There will be no retaliation against employees who report workplace violence.

2. Promptly and accurately report all incidents experienced, observed or heard, whether or not injury has occurred to the of Scheduler or on-call supervisor.
3. In the event of imminent danger due to an act or threat of violence, immediately call 911 or the local emergency number for police assistance and as soon as reasonably possible report to the facility supervisor, Scheduler, or on-call supervisor.
4. Employees who believe there is a potential for domestic violence to occur in the workplace should consider the safety and welfare of other employees and the patients they work with. It is in the best interest of everyone involved to report the potential for violence to the of Scheduler or on-call supervisor so that safety precautions may be enforced, if necessary.
5. Incidents involving individuals from outside the company who threaten violence or perpetuate violence against Fast Pace Medical Staffing employees while on company time must be reported to the facility supervisor, Scheduler, or on-call supervisor.
6. Employees must cooperate and participate in efforts recommended to resolve workplace concerns. Employees who fail to cooperate will face disciplinary action up to and including termination.
7. Any employee who intentionally makes a false report will be subject to disciplinary action up to and including termination.

Revised: December 2, 2020

Previous: July 15, 2019